HEALTHeLINK Fusion User

Training Guide

November 14, 2025

v2.5

HEALTHeLINK Fusion User Training Guide

Table of Contents

HEALTHeLINK Fusion User Training Guide

Overview

This guide provides an overview of the functions available to you as a HEALTHeLINK-FUSION user.

Help/ Support

For more information or training on HEALTHeLINK, please contact the Help Desk.

For HEALTHeLINK Support

24/7 Help Desk Support	**877.895.4724**
Local Help Desk Support	**716.842.6343**

Additional training materials are available at:

https://wnyhealthelink.com/for-providers/training-materials/training-videos/

Webinars are also available on the first Monday of each month. Click the link below to register:

https://wnyhealthelink.com/for-providers/training-materials/webinars/

Policies & Procedures

The Statewide Health Information Network for New York (SHIN-NY), pronounced "shiny", facilitates the secure electronic exchange of patient health information and connects healthcare professionals statewide. In partnership with the New York State Department of Health, NYeC developed and manages the technology platform that connects New York's Qualified Entities (QEs) and enables the sharing of data statewide, ensuring that the SHIN-NY provides access to a patient's electronic medical records wherever and whenever they need it.

The SHIN-NY enables collaboration and coordination of care to improve patient outcomes, reduce unnecessary and avoidable tests and procedures, and lower costs.

Today, the SHIN-NY connects 100% of the hospitals in New York State, over 100,000 healthcare professionals, and represents millions of people living in or receiving care in New York.

Protecting patient privacy is of the utmost importance to HEALTHeLINK. We have developed privacy and security policies and procedures that consider the patient's rights and concerns. In addition to our current HEALTHeLINK Privacy and Security Policies and Procedures, more information on the SHIN-NY and their Policies and Procedures can be found here: Statewide Health Information Network for New York (SHIN-NY) | NYeC.

Consent Management

For immediate consent management, HEALTHeLINK staff are available as follows:

**Monday through Friday, 7:30AM to 5:00PM EST**

You may fax consents to HEALTHeLINK at 716.206.0996. If the consent is an emergency, you must also call 716.206.0993, option 2.

All executed Consent forms should be sent to HEALTHeLINK within 3 business days to the dedicated consent fax line at (716) 206-0039.

Please see the Patient Consent Tip Sheet for more consent information.

Accessing HEALTHeLINK Fusion

HEALTHeLINK Fusion can be accessed through the HEALTHeCOMMUNITY Portal at www.wnyhealthelink.com or www.wnylink.com.
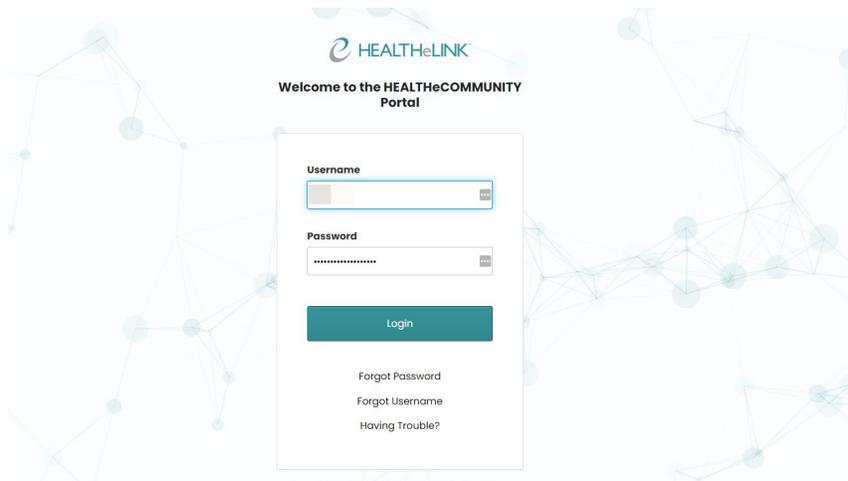
Once you log in, you will see badges for each application and practice (see box 1 in screenshot below). If you have multiple HEALTHeLINK accounts, you must choose the badge that displays the organization you are associated with for the patient you are treating.

HEALTHeLINK uses the "Messages" section (see box 2 in screenshot below) to communicate important information to users. Please monitor this section for key information on outages, system upgrades and updates.

To access HEALTHeLINK Fusion, or any other application on the HEALTHeCOMMUNITY Portal, you will need to disable pop-up blockers on your browser. If you need assistance disabling pop-up blockers, click on the "Having Trouble" link on the log in page and it will direct you to the instructions. You can also contact the Help Desk at 716.842.6343 for guidance.
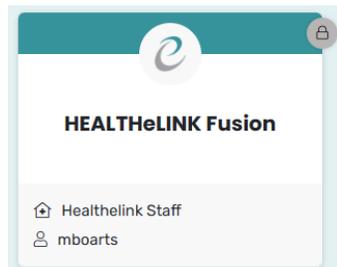
Logging into HEALTHeLINK Fusion

Once you are logged into the HEALTHeCOMMUNITY Portal you will see the applications you have access to including HEALTHeLINK Fusion. To log into HEALTHeLINK Fusion you will select the HEALTHeLINK Badge:

You will then see the badge for HEALTHeLINK Fusion, your badge will have your organization and your username listed below.

Once you select the HEALTHeLINK Fusion Badge you will be brought to the Confidentiality Acknowledgement and then asked to complete your Duo Two-Factor Authentication explained in the following sections. If this is your first time ever logging into HEALTHeLINK you will need to complete the Computer Based Training, also explained in a following section. Once the above is completed you will be brought to the Fusion Gateway where you will click into the HealthShare application. This is HEALTHeLINK Fusion and where you will have the ability to look up patients.
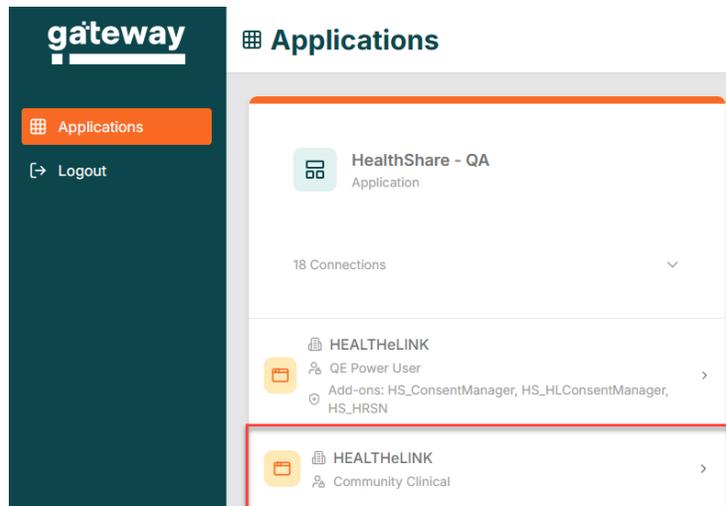
Confidentiality Acknowledgement

HEALTHeLINK contains PHI, so HEALTHeLINK requires users to accept terms and conditions every login to the HEALTHeCOMMUNITY Portal.

Upon badge click, you will be presented with the Confidentiality Acknowledgement.

You must click [Accept] to follow HIPAA and HEALTHeLINK policy and continue into the system.

## Duo Two-Factor Authentication (TFA)

HEALTHeLINK contains PHI, so HEALTHeLINK requires two-factor authentication (TFA), unless your organization is a trusted site. HEALTHeLINK provides TFA through Duo and can be done through three methods:

- Mobile Phone (Duo Push, text, or call)
- Landline (must not include an extension)
- Token

Upon first login, if you have not been provided with a token by HEALTHeLINK, you will be asked to register a device for TFA.

The preferred method of TFA is through Duo Push, which requires the download of the Duo Mobile application on your mobile phone. If you do not want to download the application, select "Other" option instead of iPhone or Android.

You will be prompted to TFA every time you log into HEALTHeLINK or every 12 hours, unless you check the "***Yes, this is my device***" box as shown below, followed by the "Remember me" option:
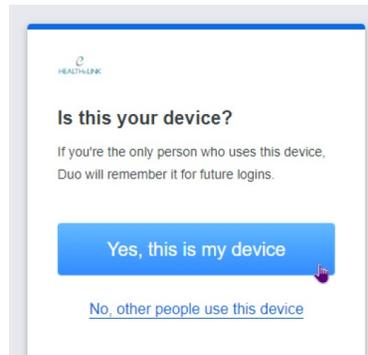
After selecting "Yes, this is my device", you can then click the "Remember Me" option to avoid having to re-enter your credentials each time at login.
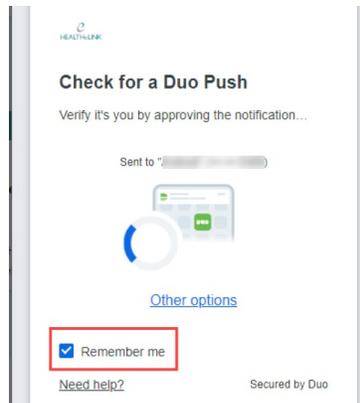
If you are using a shared computer, and DUO was *previously* used by someone who chose "Yes, this is my device", you will need to reset this feature by clearing your browser cache. This will then allow you to log in using your own personal device.

When sharing computers, you should always select "No, other people use this device". Please note that if a user selects the "No other people use this device" option, the "Remember me" option will *NOT* display on subsequent Duo attempts.
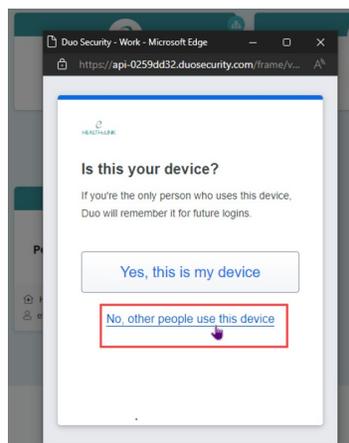
For step-by-step instructions on TFA and managing devices, please go to the Duo Guide found at https://guide.duo.com/universal-prompt for further information.

Computer Based Training

Before gaining access to patient records, you will first be prompted to complete our Computer Based Training Module.

This Computer Based Training (CBT) Module will go through:

- Who we are
- What we do
- Where our data comes from
- Patient consent
- Compliance training; Your role as a HEALTHeLINK User
- Resources, training materials, and webinars available to you

Once the video has been watched and the quiz completed, you will then be able to gain access to the HEALTHeLINK system.

Searching for a Patient

When searching for a patient, *it is IMPERATIVE that you* **DO NOT access your own records or those of anyone else** *(relatives, co-workers, friends, celebrities, etc.) unless it is directly related to the provision of care.*

The search box will display upon logging in to HEALTHeLINK Fusion.

To search for a patient:
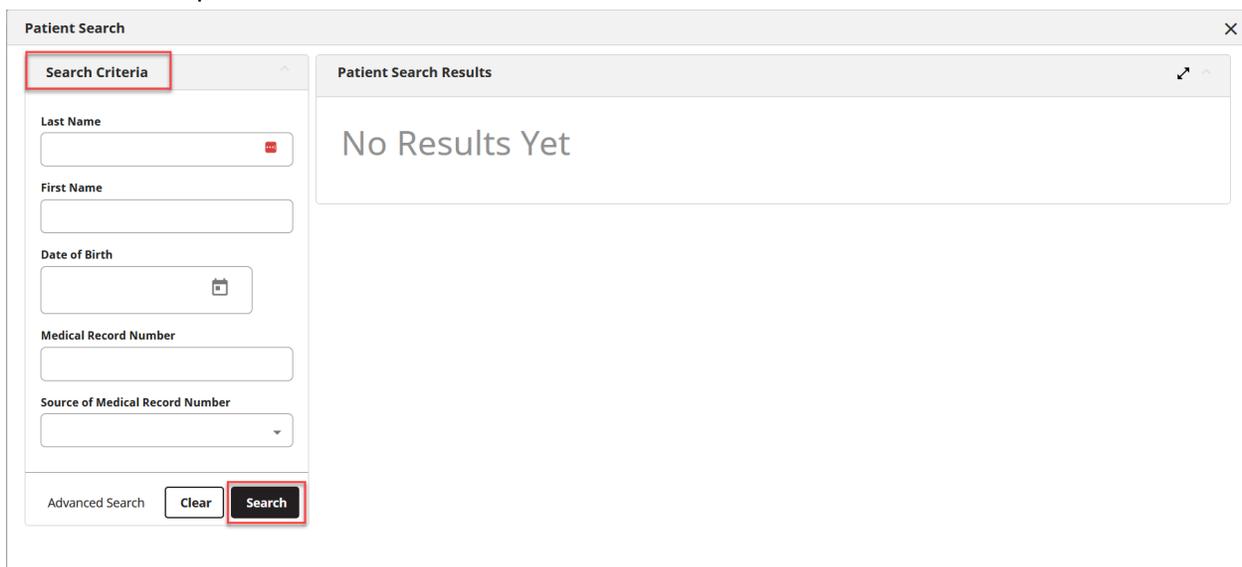
Under the Search Criteria box on the left-hand side, you will enter the patient's information that you want to search for. The last name, first name, and date of birth are required to search for a patient. Once you have the patient's name entered, click on the black "search' button.

Accessing a Patient Record-Consent

How to know you have access to a Patient's Record

Once you search for your patient, you will be given a list of patients under the Patient Search Results. From here, you can click on the patient's name and enter the Clinical Viewer.
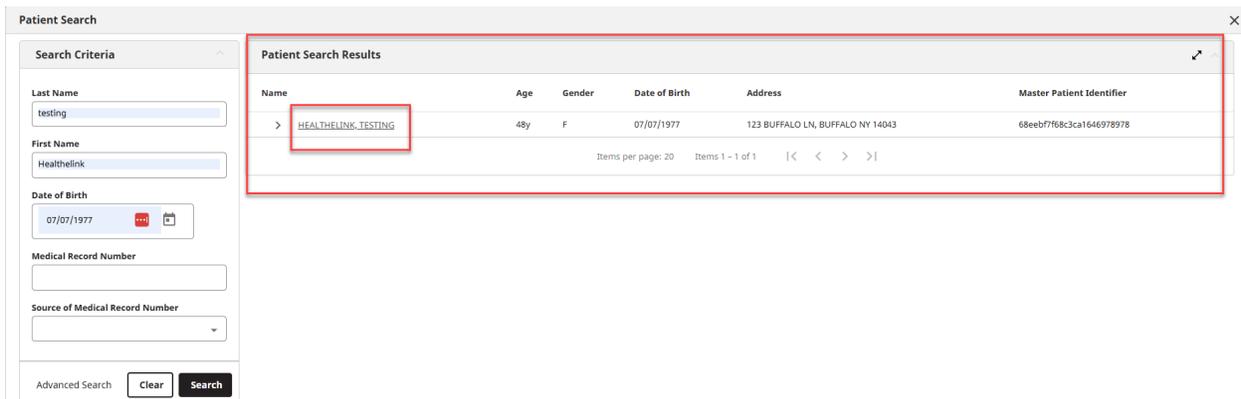
Depending on patient consent, you may not be able to view the patient's record. To determine whether you have access to the patient's chart based on consent, select the carrot next to the patient's name. If the patient's data is populated including the Medical Record Number, Assigning Authority, and Info Type you do have access to the patient's chart.
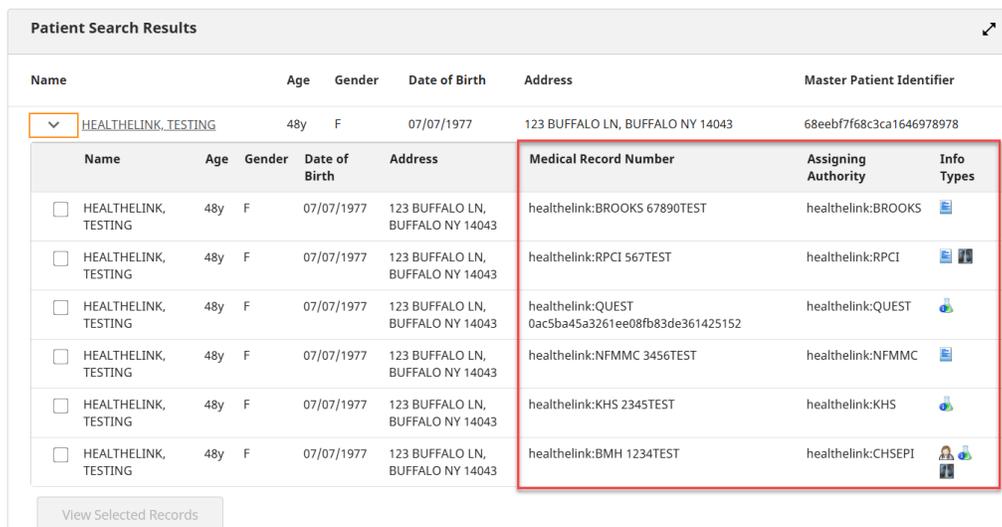
If you do not have access because the patient does not have an affirmative HEALTHeLINK Consent the Medical Record Number, Assigning Authority, and Info Types will be blank as shown below.

In addition to the lack of Medical Record Number and Assigning Authority. If a user does not have access to a patient because of their Consent Status the following message will appear win clicking into the patient's chart:
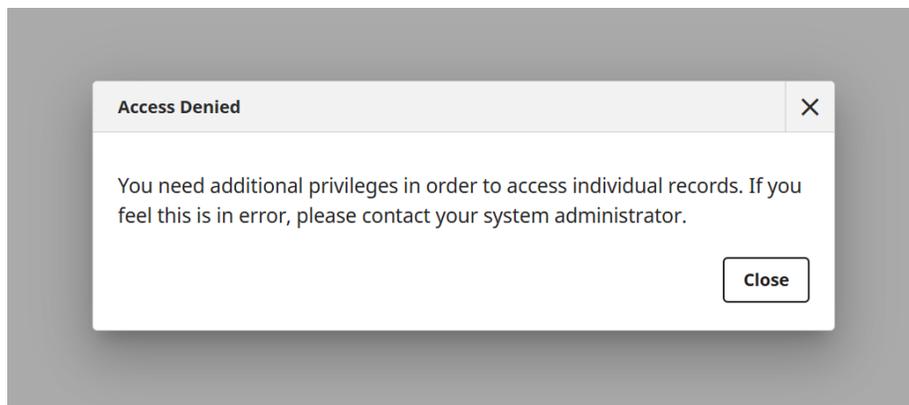
HEALTHeLINK Consent

Consent is good for all data within HEALTHeLINK's system for that patient. To view the HEALTHeLINK consent value, users will need to have access to the Consent Management Application.

When gathering HEALTHeLINK patient consent BOTH PAGES OF THE CONSENT FORM NEED TO BE PRESENTED TO THE PATIENT PRIOR TO SIGNING TO ALLOW THE PATIENT TO GIVE **INFORMED CONSENT** & Our consent form is translated into 11 different languages. If you have a large patient population that speaks a language other than English, we will do our best to accommodate your request.
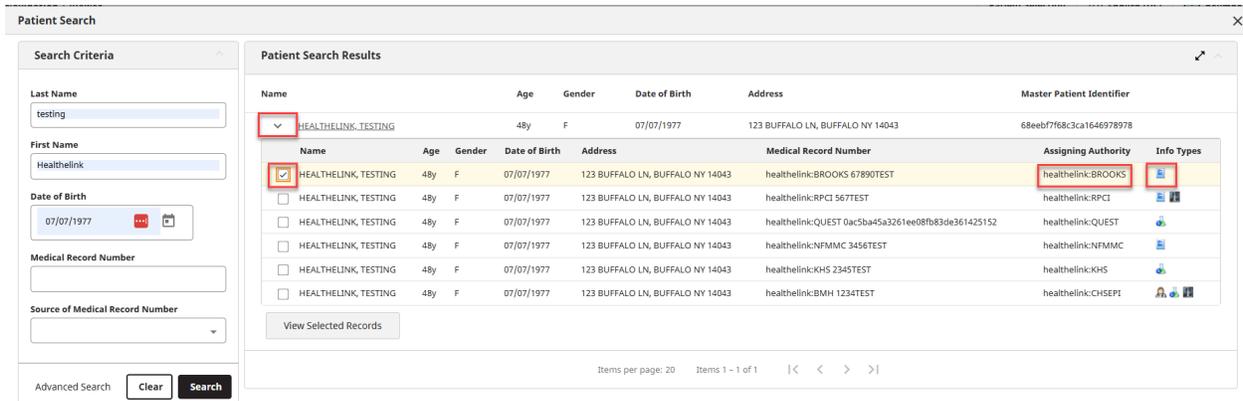
If a patient requests a copy of the consent form signed at your practice, you are required to provide them with a copy. This includes historical consent forms.

If the patient has previously consented to a Yes and you are able to access HEALTHeLINK records for that patient, simply ask the patient if they wish to change their mind. Unless the patient is declaring a new consent value, DO NOT COLLECT A NEW CONSENT

If the patient requests access to their records, oblige them to the best of your ability. If you are unable to provide them with access to their own data, HEALTHeLINK can assist. The patient can visit https://wnyhealthelink.com/for-patients/patient-data-access/ for more information.

It is possible to access a minor patient (under the age of 18) records. *It is important to note that this record could contain minor-consented information for services that are protected under New York State law and may not be re-disclosed to the minor's parent or guardian without the minor's written consent.* If needed, PCO (Parental Consent Override) is available for access to override the current minor consent. Please contact your Account Manager for additional information.

Exploring Patient Search Results

Once you have searched for your patient, verified they are consented to HEALTHeLINK, you can view the patient's records based on the source and information type by selecting the carrot next to the patient's name. This action will show you the 'Assigning Authority' and then the 'Info Type.'

The Info Types are represented by an image. You can hover over the image to see what info types the images represent. In this example there are Documents, Laboratory Results, Radiology Results, and Allergies present in this patient's chart.

Once you have determined which individual results you would like to view select the result and click View Selected Records. You will be brought into the patient's chart, but only to view the selected records.

To view the entire patient's chart, navigate back to Patient Selection. You can select Patient Search and search your patient again. Or select Patient Lists and select from your recent searches.

Viewing and Interacting with a Patient Record

Once you have entered the clinical viewer, you will be brought to the patient's summary screen. This screen will display clinical items arranged by date, data source, and the name of the encounter.

Patient Chart Flags

At the top of every patient chart, you will see flags or icons that represent different elements found within your patient's chart. You can hover your mouse over the icon to learn what it is alerting and click on the individual icon to navigate to that element within your patient's chart.

Chartbook

The Chartbook found on the left-hand side is where you will navigate to, to view more details on each individual section of the patient's chart. If the chartbook section is marked with blue on the left side, this means there is data in that section. There is more information within the chartbook than what is shown on the clinical summary page, be sure to check the individual chartbook sections if you do not see what you are looking for on the clinical summary page.

In the example shown below if you select Lab Results from the chartbook, you can see all the individual lab results. All irregular results will be flagged in red on the left-hand side, irregular results may mean high or low.

Searching and Sorting Results

In both the Clinical Summary page and in each Chartbook you have the option to filter and sort results. However, in an individual Chartbook you will also have an option to search for specific results.

To sort and filter the results, select the three blue bars on the right-hand side found at the top of both the Clinical Summary page and the individual chartbook pages. In the example below, to sort Lab Results, you can filter by date and then select a primary sort and a secondary sort if desired. You will utilize the arrows to determine if the sort will be ascending vs. descending.

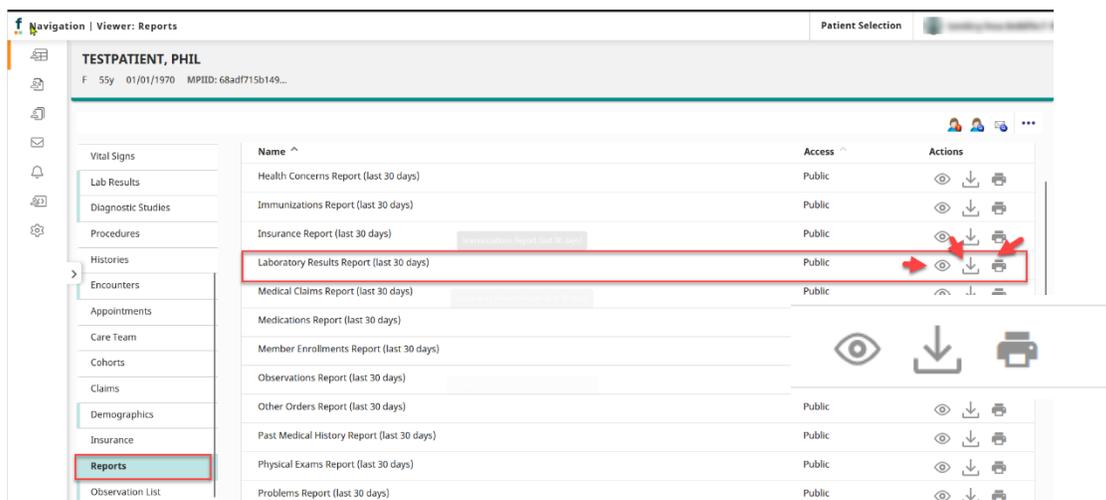To sort by Collection Date and result name without filtering to a specific date range select the arrows next to the headers on the top of each section and chartbook.

Viewing, Downloading, and Printing Results

To print reports, under the chartbook, scroll down to reports, then click on the clinical section that you would like to print. In this screenshot example, the "Laboratory Results Report" is being printed. This report is also defaulted to the last 30 days. On the right-hand side, there is an option
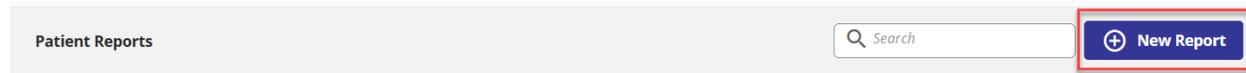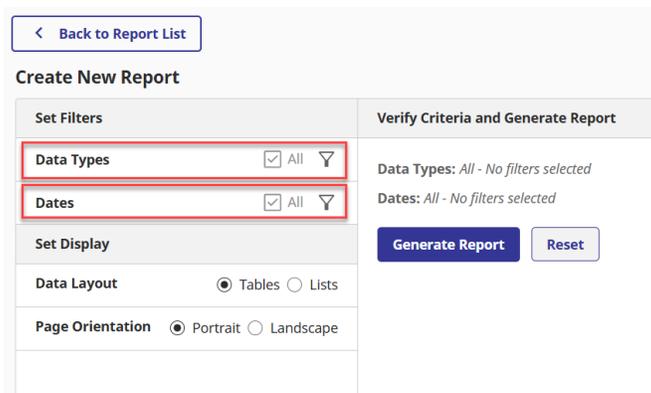
to view, download, or print the report.
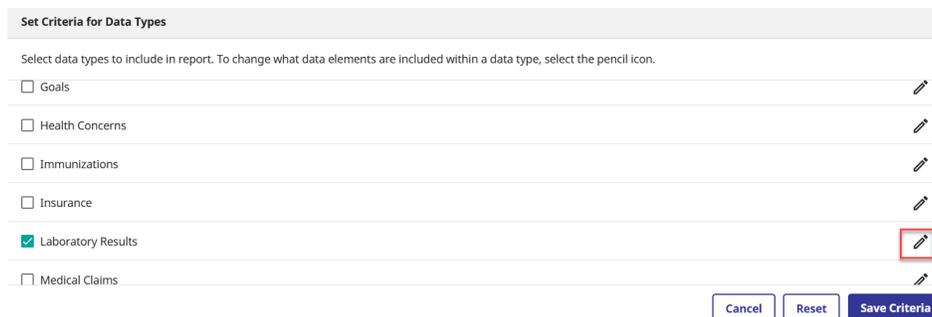
Generating and Saving a New Report

To create reports that are not already available you can create a new report by selecting the blue button in the top right-hand corner of the screen that says, New Report.

Patient Reports   🔍 Search   ⊕ New Report

Once you have selected New Report, you will have the option to select which Data Type and Date are included in the report.

‹ **Back to Report List**

Create New Report

Set Filters			Verify Criteria and Generate Report
Data Types	☑ All	▽	**Data Types:** *All - No filters selected*
Dates	☑ All	▽	**Dates:** *All - No filters selected*
Set Display			
Data Layout	⦿ Tables ○ Lists		**Generate Report** **Reset**
Page Orientation	⦿ Portrait ○ Landscape		

By clicking on Data Type, you will have a list of data types to select to include in the report. To change what data elements are included within a data type, select the pencil icon on the right.

Set Criteria for Data Types

Select data types to include in report. To change what data elements are included within a data type, select the pencil icon.

☐ Goals   ✏

☐ Health Concerns   ✏

☐ Immunizations   ✏

☐ Insurance   ✏

☑ Laboratory Results   ✏

☐ Medical Claims   ✏

Cancel   Reset   **Save Criteria**

In the example, Laboratory Results have 43 elements to select to include in your report. Such as, Result Date, Collection Date, Flag, Results, Notes, Facility, etc.

To then filter the selected data types by date, select dates from the Create New Report screen. You will then have the option to either filter by a date range or select one of the available options.
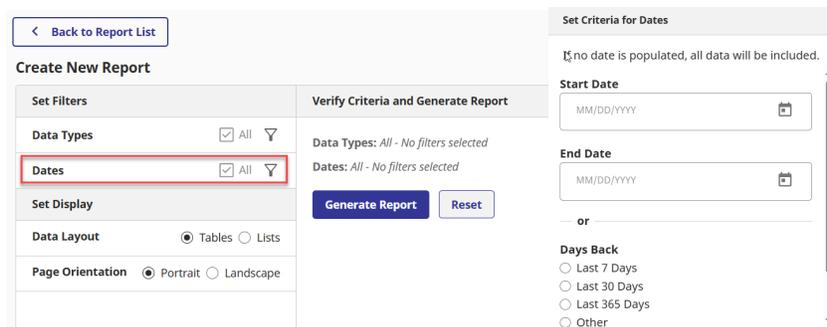
Once you select the Data Types, Data Elements, and Date range you can generate the report to view, download, print, and save.

To save your generated report, select the save option at the top of the generated report screen. A new screen will appear "Save a New Report," to name the new report, and provide a description of the report. By doing so, this new report will appear on the listed available reports to access the new report at any point in the future.
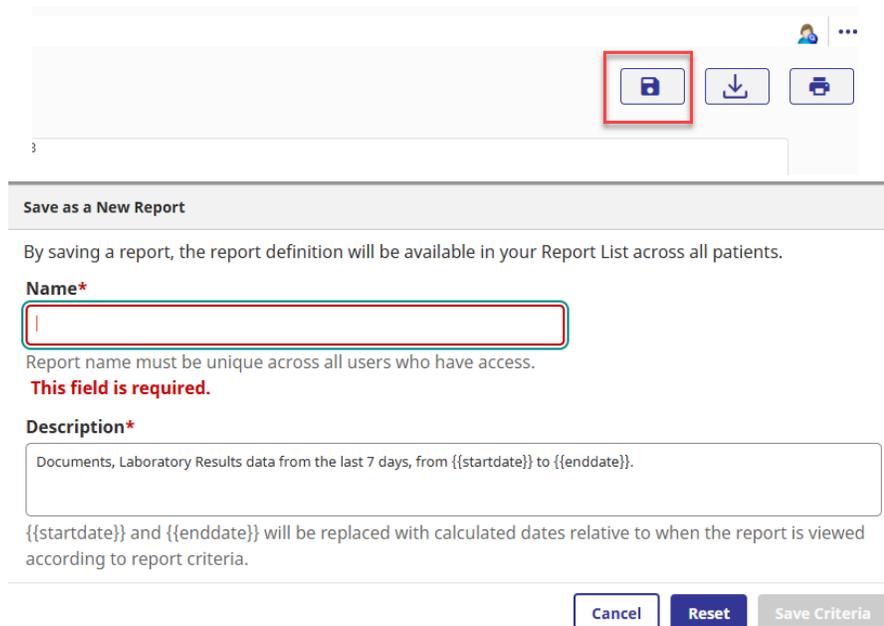
HEALTHeLINK Audit Overview

HEALTHeLINK takes the issue of patient confidentiality very seriously and *continually monitors user accounts for inappropriate access*. Please contact us if you have any questions.

HEALTHeLINK performs regular and ad-hoc audits as part of the effort to comply with state, federal, and HIPAA regulations. The list of audits is extensive. Some examples of audits performed regularly are:

- **Same Name Access Audit:** A user that accesses a person with the same last name.
- **Break the Glass:** Access made to a patient's record for emergency care by an emergency room physician using the "break the glass" function.
- **Patient Data Access:** A report listing all users who have accessed a specific patient in a given timeframe.
- **Access by a specific user:** A report of all accesses made by a specific user in a given time frame.

To assure compliance with HEALTHeLINK policies and various state and federal privacy regulations, including HIPAA:

- Only access information that is necessary for you to perform your job duties.
- **Do not access your own records** or those of anyone else *(**relatives, co-workers, celebrities, etc.***) unless it is directly related to the provision of care*.
- Only change the consent status in HEALTHeLINK with a valid, signed consent form from the patient.
- Do not share your username or password or other authentication information with anyone.
- Remember to log out of HEALTHeCOMMUNITY Portal after each use so that others may not use your identification to access information through your account.

This is by no means an exhaustive list of allowed or prohibited activities and *should not be relied upon as a complete list of policy or regulatory compliance topics*.

It is the responsibility of each covered entity to seek its own counsel and develop its own policies, workforce training, communication topics and methods to maintain compliance with State and Federal laws and regulations, including HIPAA.