


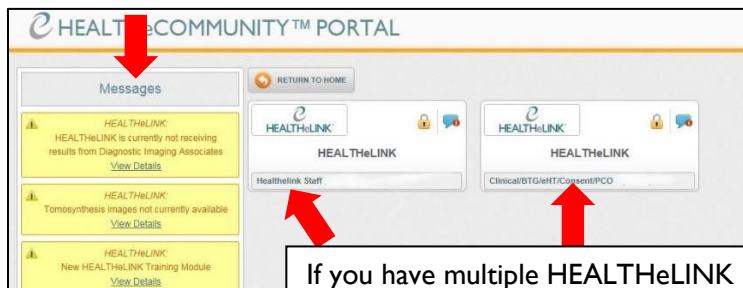


### Accessing HEALTHeLINK

HEALTHeLINK can be accessed through the  HEALTHeCOMMUNITY™ PORTAL at [www.wnyhealthcommunity.com](http://www.wnyhealthcommunity.com) or [www.wnylink.com](http://www.wnylink.com).

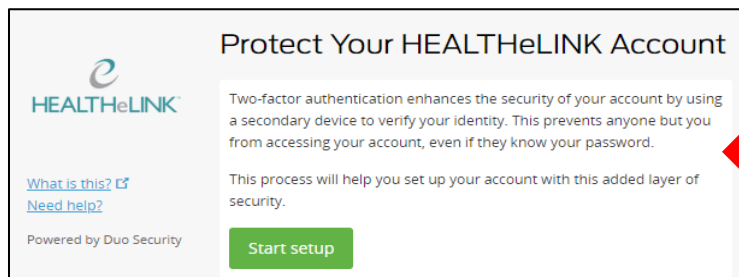
- If you need help disabling Pop-up blockers, see Basic Troubleshooting steps on the Login page, or contact the Help Desk at 716-842-6343.

This is our communication with you. Watch for updates.



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.

### Authentication



- If you do not want to download the App, choose “Other” instead of iPhone or Android.
- Once you TFA (Two-factor authentication) with your phone, token or landline, **be sure to check the box “Remember me for 12 hours.”**

## Confidentiality Acknowledgement

- You must click <accept> to follow HIPAA and HEALTHeLINK Policy.
- When searching for a patient, **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.

## Searching for a Patient

- Select Search Reason.
- You must include **at least ONE** of the following: Last Name, Date of Birth, or Patient ID. A patient list will display.

Community ID	Name	Date of Birth	Gender	Active Consent	Voice #	Address	City	State	Postal
<input type="checkbox"/> 000150407252	Testpatient, Pia	05/05/1955	Male	No - Even in an Emergency		ELM AND CARLTON STREETS	BUFFALO	NY	14263
<input type="checkbox"/> 000698927217	Testpatient, Twelve N	01/01/1901	Male	No - Except in an Emergency		100 HIGH STREET	BUFFALO	NY	14203
<input type="checkbox"/> 000098387253	Testpatient, Followup Z	04/15/1965	Female	Yes	(888) 555-1236	ELM AND CARLTON STREETS	BUFFALO	NY	14263
<input type="checkbox"/> 000004618423	Testpatient, Inscheck	05/05/1955	Male	No - Except in an Emergency		ELM AND CARLTON STREETS	BUFFALO	NY	14263
<input type="checkbox"/> 002989167223	Testpatient, Comm	01/01/1986	Male	Unknown					
<input type="checkbox"/> 000132047259	Testpatient, Talytop	02/02/1952	Female	Yes		ELM AND CARLTON STREETS	BUFFALO	NY	14263
<input type="checkbox"/> 000128987252	Testpatient, Seven	12/15/1950	Male	No - Except in an Emergency		ELM AND CARLTON STREETS	BUFFALO	NY	14263
<input type="checkbox"/> 000041328428	Testpatient, Testgirl	04/15/1965	Female	Unknown	(716) 555-6749	ELM AND CARLTON STREETS	BUFFALO	NY	14263
<input type="checkbox"/> 000152957254	Testpatient, John	05/25/1958	Male	No - Except in an Emergency	(716) 111-1111	ELM AND CARLTON STREETS	BUFFALO	NY	14263
<input type="checkbox"/> 000101167252	Testpatient, Six	04/15/1965	Female	Yes	(716) 800-6569	ELM AND CARLTON STREETS	BUFFALO	NY	14263

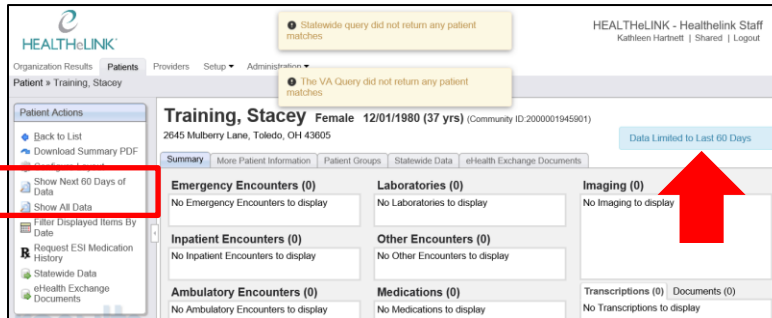
- Click on your patient's name to access the summary. You will only be able to view patients with a "Yes" consent.
- It is possible that you may access PHI of a minor patient (under the age of 18). This record could contain minor-consented information for services that are protected under New York State 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.

## Consent Management

**For immediate consent management, HEALTHeLINK staff is available  
Monday–Friday 8:30 AM–5:00 PM  
Fax consent to HEALTHeLINK at 716-206-0996  
AND call 716-206-0993, Option 2**

- Fax **ALL** patient consent forms within 3 business days to HEALTHeLINK at 716-206-0039 and save a copy for your records.

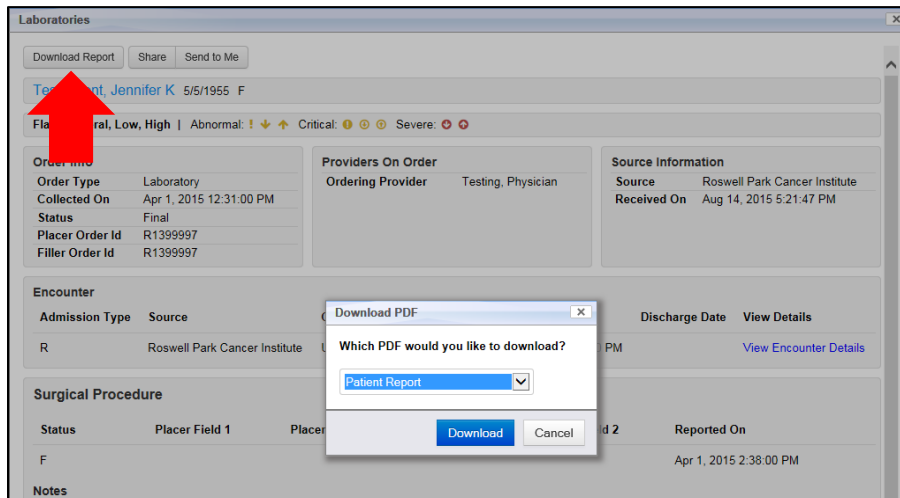
## Accessing Records



- **Data Limited to Last 60 Days** = Patient has over 1,000 results. Use the Patient Actions box to:
  - **Show Next 60 Days of Data**
  - **Show All Data**
  - Click <More Patient Information> tab to display patient demographics. You can click on the address and phone number for more information.

## Printing Results

- To print a single report, open the result and click <Download Report> for a printable PDF.



## Sharing Results to a Connected EMR

- **Note:** Your practice must have a Results Delivery Interface to share results, but may not be able to share all reports.
- To share a single report, open the result and click the <Share> button.



- You can **ONLY** share Lab Reports, Imaging and Transcriptions. (Check with your HEALTHeLINK Account Manager about which reports can be shared).
- Under **Recipients:** Search **LAST NAME** of the provider your result is being forwarded to. Verify that it is the correct NPI. **Do NOT forward to a group.**
- Under **Destination:** Select “OB” (Outbound) for your EMR.
- Click <Share Now>. Ask your EMR vendor where the result will be sent and how long it will take to arrive.

## Printing/Sharing Multiple Results

The screenshot shows the HEALTHeLINK interface for a patient named Training, Stacey Female. The page is divided into several sections: Patient Actions (left sidebar), Summary (top), and various clinical data sections (main content area). The Patient Actions sidebar includes options like 'Back to List', 'Download Summary PDF', 'Download Selected Items as PDF', 'Share Selected Clinical Items', 'Configure Layout', 'Filter Displayed Items By Date', 'eHealth Exchange Document Query', 'Request ESI Medication History', and 'Statewide Data'. A red arrow points to the 'Download Selected Items as PDF' option. The main content area shows 'Emergency Encounters (0)', 'Inpatient Encounters (3)', 'Ambulatory Encounters (7)', 'Procedures (8)', 'Immunizations (4)', 'Medications (6)', 'Allergies (2)', 'Laboratories (8)', 'Other Encounters (16)', and 'Imaging (2)'. Each section has a table of results with checkboxes for selection.

- To print or share multiple reports, check the corresponding boxes.

This image is a close-up of the Patient Actions sidebar from the screenshot above. A red rectangular box highlights the 'Download Selected Items as PDF' and 'Share Selected Clinical Items' options, indicating that these are the actions to be taken for printing or sharing multiple reports.

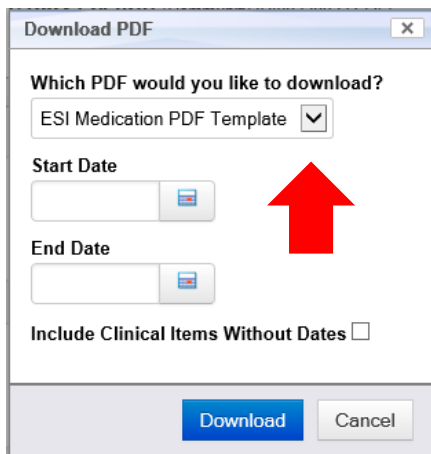
- The option to Download/Share will appear in the Patient Actions box.
- Download Selected Items** will give you a printable PDF.
- Share Selected Clinical Items** will let you share the selected reports.

### Configure your Layout

- Under the Patient Actions box click <Configure Layout>.
- Customize the order of your Clinical Sections. Multiple tabs can be combined in one section.
- Click <Submit> to save the layout for all patient summaries. Restore the default view by selecting <Reset to Default>.

## Accessing Medication History

- There are two different sources of medication history:
  - Pre-populated medications are from a CCD, and include self-reported and/or prescribed medications but not necessarily filled.
  - Filled medications are queried under the Patient Actions box. Click **<Request ESI Medication History>**. Watch the banner at the top. Click <refresh> to update the medication history.



Download PDF

Which PDF would you like to download?

ESI Medication PDF Template ▾

Start Date

End Date

Include Clinical Items Without Dates

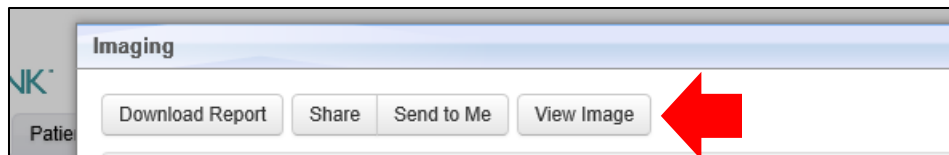
Download Cancel

To view/print medications, click **<Download Summary PDF>** from the Patient Actions box.

- **Choose “ESI Medication PDF Template” instead of “Patient Report.”**

## Viewing a Radiology Image

- Within a Radiology Report an image may be available. Click <View Image> at the top of the opened report.
- Pop-up blockers may have to be disabled to view the image. You will need to click <View Image> again after these are cleared.



## **HEALTHeLINK Policies and 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 time frame.
- **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.
- The consent status in HEALTHeLINK must only be changed 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 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.**

### **For HEALTHeLINK™ Support**

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

**877-895-4724  
716-842-6343**

**Additional training materials are available at:  
[www.wnyhealthelink.com/PhysiciansandStaff/TrainingVideos](http://www.wnyhealthelink.com/PhysiciansandStaff/TrainingVideos)**