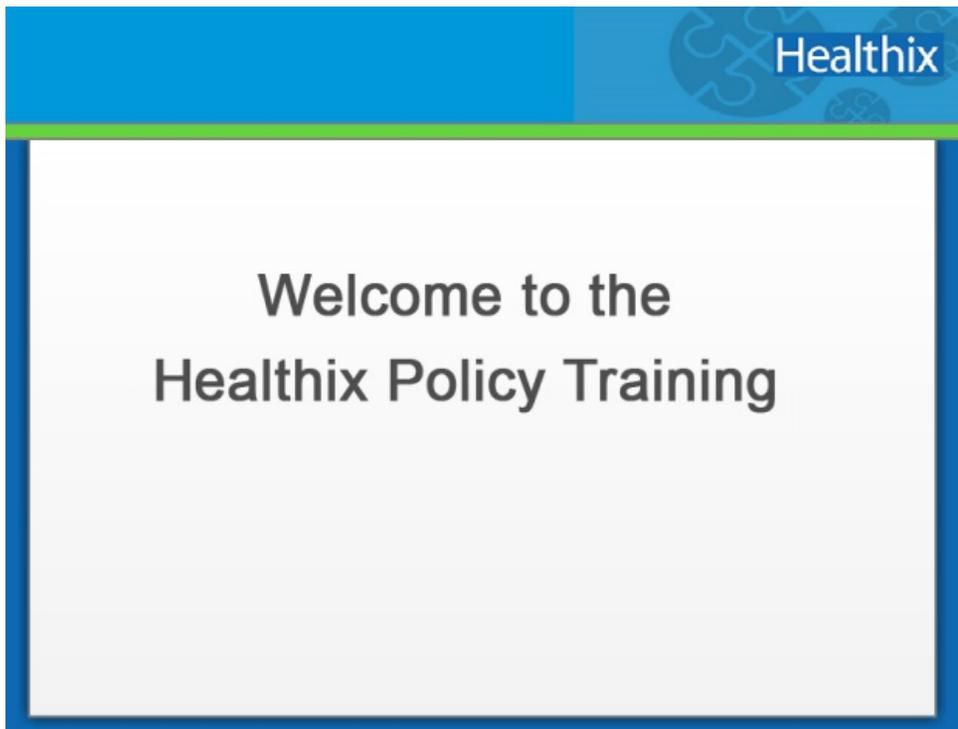


Welcome

Can't hear the video?

This PDF is offered so you can follow along with the video training. At the end hit the completion button in the video to bring you to the attestation that enables your access to Healthix data.



Welcome to the Healthix Authorized User Training

- This training is a mandatory requirement from the New York State Department of Health.
- Upon completion of ALL training you will be asked to fill out an attestation acknowledging that you have been fully trained and understand your role and responsibilities.
- After which, you will gain **access** to the full range of features and data in Healthix.

[NEXT SLIDE >](#)

Today's Training

Today's Training

Healthix

Healthix

Who We Are
What We Do
Our Participants

Healthix
Policy

Policies &
Procedures

Today's Training

- **Today's training** is broken into several segments the first, covers a brief overview of Healthix and is followed by required Policy Information as it relates to your responsibilities.

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Key Terms

Key Terms

Protected Health
Information (PHI)

Participant

HIPAA

Healthix
Authorized
User

RHIO
Regional Health
Information
Organization

Health Information
Exchange (HIE)

Key Terms:

- Quickly before we begin, let's review several terms that will be used throughout this training:
- The abbreviation **PHI** stands for protected health information. This is any health/medical information that could be identified or linked to a specific individual.
- **Participant**, refers to the organization accessing and/or providing data, who has entered into a business agreement with Healthix.
- **The Healthix Authorized User** is any individual accessing the PHI *through the Healthix system*.
- **RHIO** stands for Regional Health Information Organization
- **HIPAA** stands for The ***Health Insurance Portability and Accountability Act***, it's a Federal law creating a national standard to protect the privacy of patients' medical records and other personal health information
- Health Information Exchange is abbreviated as **HIE** throughout this presentation [NEXT SLIDE >](#)

Healthix is

Healthix is...

Healthix

One of 8 RHIOs in New York State,
a Partner in the Statewide Health
Information Network of New York
(SHIN-NY)



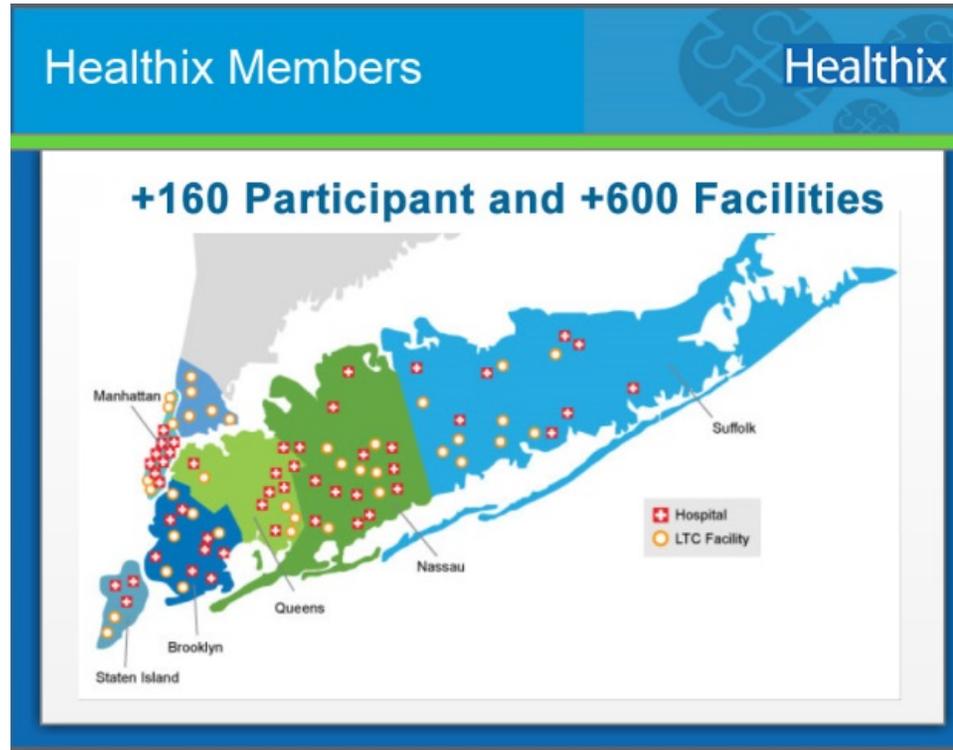
Healthix is...

- Healthix is one of 8 New York State RHIOS and is a partner in the State Health Information Network of New York also known as SHIN-NY
- Healthix plays a key role in Health Information Exchange in NY State
 - Healthix supports coordinated care
 - Works to optimize workflow
 - Acts to ensure privacy and security
 - Provides a range of clinical information
 - And offers services that are cost effective

All these factors come together to benefit the patient with enhanced treatment and better outcomes

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Healthix Members



Healthix Members include

- Well over 160 Participants and more than 600 Facilities stretching over Long Island, Queens, Brooklyn, Staten Island and Manhattan.
- These organizations can and usually do contribute data to Healthix. Constantly feeding information with every patient encounter.

[**NEXT SLIDE >**](#)

Healthix Participants

A graphic slide titled "Healthix Members" with the Healthix logo in the top right. The main content is enclosed in a blue border and features a green header bar with the text "+160 Participant and +600 Facilities". Below this is a bulleted list of participant types. At the bottom, a green bar contains the text "A complete list of Participants is available at www.Healthix.org".

Healthix Members

+160 Participant and +600 Facilities

- Hospitals and Health Systems
- Long Term Care Facilities
- Community Based Organizations
- Behavioral Health Organizations
- Home Care Agencies
- Physician Practices
- Health Plans and More...

A complete list of Participants is available at www.Healthix.org

Healthix Participants

- Participants include:
 - hospitals and health systems,
 - long term care facilities
 - Community based organizations
 - Behavioral health organizations
 - Home Care Agencies
 - physician practices,
 - health plans and more

To see a list of all our providers and their status as contributors of data go to Healthix.org

[NEXT SLIDE >](#)

Data Provided



The image shows a screenshot of a presentation slide. The slide has a blue header with the text 'Data Provided' on the left and 'Healthix' on the right. Below the header is a white content area with a blue border. Inside this area is a bulleted list of data types provided by Healthix.

- Allergies
- Consent
- Diagnoses/Problem List
- Demographics
- Encounters
- Insurance
- Lab Results
- Medications
- Plans of Care
- Radiology Reports
- Summary and Discharge Reports

Data Provided

Healthix Allows users to access multiple points of PHI information including...

- Allergies
- Consent
- Diagnosis/Problems
- Demographics
- Encounters
- Insurance
- Lab Results
- Medications
- Plans of Care
- Radiology Reports
- Summary and Discharge Reports

[NEXT SLIDE >](#)

A slide graphic with a blue header and footer. The header contains the text "Healthix Services" on the left and "Healthix" on the right. The main content area is white with a blue border and contains a bulleted list of services. At the bottom, there is a blue box with white text stating "Healthix is the largest RHIO in NY State".

Healthix Services

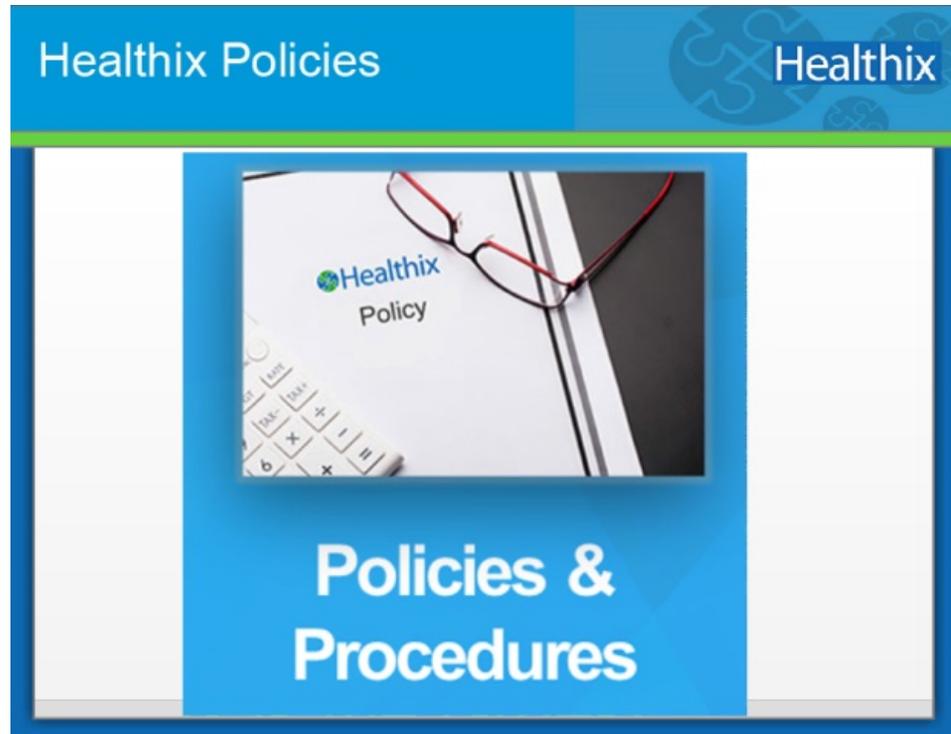
- Consent Management
- Clinical Notifications
- Patient Record Look-Up
- Electronic Health Record (EHR) and Single Sign On Integration
- Secure Direct Messaging

Healthix is the largest
RHIO in NY State

Healthix Services

- Healthix and Health Information Exchange continue to evolve, and now offer enhanced ways to manage and coordinate patient care. Healthix Services Include:
 - Consent Management
 - Clinical Notifications
 - Patient Record Look-Up
 - Electronic Health Record (EHR) and Single Sign On Integration
 - Secure Direct Messaging

[NEXT SLIDE >](#)



Healthix Policies

- The Second Phase of training covers Healthix Policies. Many of these policies are mandated by the State of New York, and it is important that you understand your role and responsibilities.

[NEXT SLIDE >](#)

A presentation slide with a blue header containing the text 'Patient Consent' and the 'Healthix' logo. The main content area is white with a blue border and contains text about patient consent and a list of exceptions.

Patient Consent

Patient Consent: Users can only access a patients PHI if affirmative consent is provided.

Exceptions Include:

- One-to-One Exchanges
- Public Health Reporting & Access
- Breaking the Glass in an Emergency Situation
- Data & Operation Efficiency
- De-identified Data for Research
- Organ Procurement Access

Patient Consent

Consent Policies are fundamental to the successful use of Health Information Exchange. Strictly speaking you can access a patient's Protected Health Information only if consent is given.

Exceptions are:

- One-to-One Exchanges
- Public Health Reporting and Access, for example reporting that is being done for monitoring disease trends, outbreaks and/or public health emergencies
- Breaking the Glass in an Emergency Situation – we will discuss this in more detail in a few moments
- Converting Data, Improvement of Evaluation of Operations
- De-Identified Data as in the case of conducting research
- And Organ Procurement Organization Access - solely for the purposes of facilitating organ, eye or tissue donation and transplantation

[**NEXT SLIDE >**](#)

Consent Types



Patient Consent Types Healthix

- Grants Consent
- Grants Emergency Only Consent
- Denies Consent
- Denies ALL Consent
- Undecided Status
- Consent Withdrawal
- Consent for Minors

- **Patients Deny Consent** – If an individual chooses to Deny Consent, then even in an emergency situation, access to their PHI will be blocked.
- **Patient Denies All** – This is a Universal No – the individual is stating that they do not wish for any organization *in Healthix* to ever have the ability to view their information. This is a new status

Consent Types

- **Patient grants Affirmative Consent** – they give the right for participants to view their PHI – this affirmative decision has no expiration date and will continue to be in effect until the individual chooses to change their consent.
- **Patient Grants Emergency Only Consent** – The individual stipulates that their information can only be used in case of emergency. This access is given only to designated participants that would see the patient in an emergent situation (for example in a Hospital Emergency Room)
- **Patient's May Have an Undecided Status** – If an individual is unsure or has never been approached to give consent their status is listed as Undecided. In this case, in an emergency their information can be accessed.
- **Consent Withdrawal** – An individual can withdraw or change their consent at any time. They can do so per organization or for all organizations
- **Consent for Minor** – This is an evolving area, however Healthix currently allows the parent to give consent for a child 10 years and younger

[**NEXT SLIDE >**](#)

Break the Glass

Break the Glass



- Must be an emergency
- Patient must have an undecided Status or
- Emergency only status
- Must have a user role that allows access
- Break the Glass is for one time access only, and can be done only through the Healthix Portal
- All Break the Glass Access is Audited

What is “Break the Glass” access?

‘Break the Glass’ access provides one time access during an encounter, to the PHI of a patient in an emergency situation. There are several factors necessary in order to Break the Glass:

- 1- It must be an Emergency situation that requires immediate medical attention and the patient must be unable to give consent
- 2- The Patient must have an undecided consent status for the participating organization or
- 3- Have an Emergency Only Status
- 4- The Healthix User Breaking the Glass must have a user role that allows this access (i.e. Emergency room physician)

Important considerations:

- 1- Break the Glass is for one-time access only
- 2- All Break the Glass events are audited by Healthix and the Participant organization and must be fully reported on.
- 3- Not everyone who is an authorized user of Healthix has a role that allows them to Break the Glass.

[**NEXT SLIDE >**](#)



Patient Engagement

Healthix

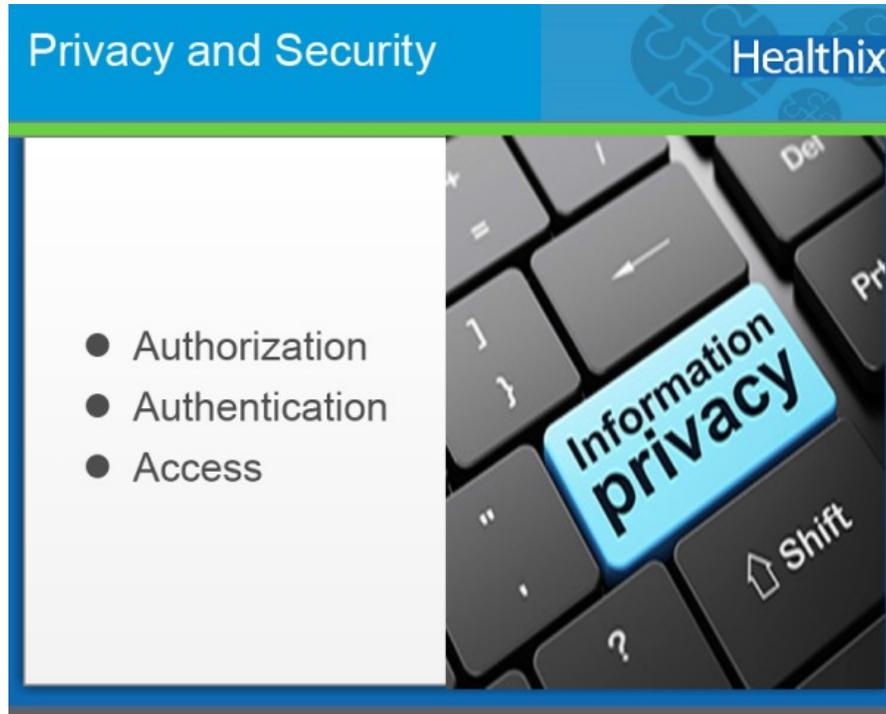
Healthix depends on our Participant Organizations to engage and educate patients about Healthix, and to collect consent.

Patients always have the right to access their PHI, inquire how it has been accessed, and inform if there are any discrepancies.

Patient Engagement

- Healthix Depends on Our Participant organizations to engage *and educate patients about Healthix* and collect consent.
- Participants have the responsibility to let the patient know when their information has been accessed.
- Patients always have the right to access their PHI, inquire how it has been accessed, and inform if there are any discrepancies.

[NEXT SLIDE >](#)



Authorization, Authentication and Access

- **Authorization** defines who has access to the PHI, Your organization has designated you, and Healthix has assigned you access based on your role in your organization.
- Your user role determines which Healthix *functions* you can access, how much of the PHI you can view, and what training *you are required to complete before gaining access to PHI through Healthix*
- **Authentication** – was required in setting up your access to ensure you are who you claim to be
- **Access** – Each authorized user is given a unique username and password. This password must be changed every 90 days and you cannot re-use passwords. Passwords should never be shared, or sent electronically. And Remember if you walk away from your computer lock or log-off the system.

[NEXT SLIDE >](#)



HIPAA Compliance **Healthix**

As part of a Healthix Participant organization you must comply with all of safeguards set forth in the HIPAA Privacy & Security Rules

?

Contact Your Privacy or Security Officer

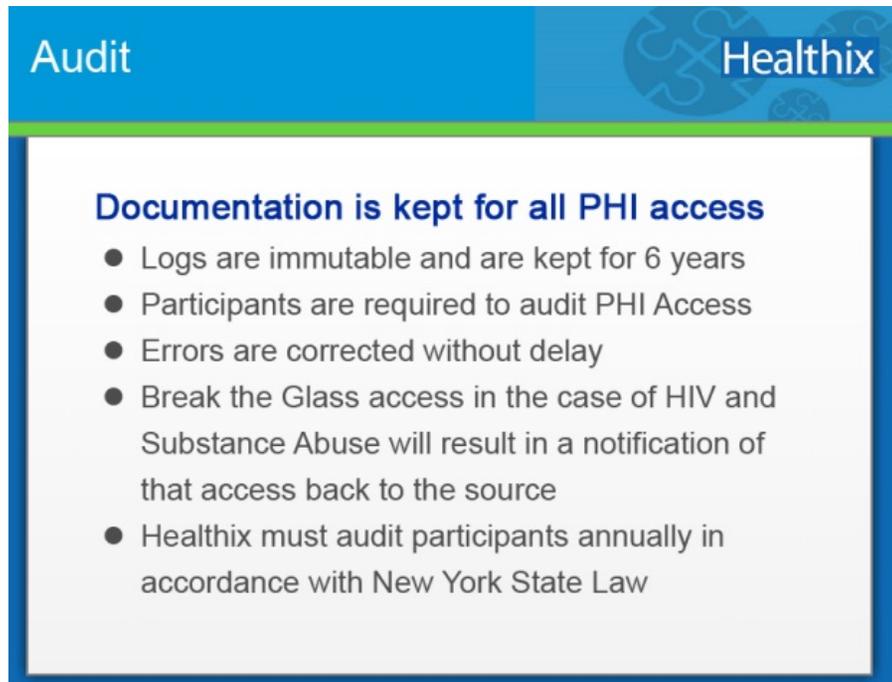
Support@Healthix.org

HIPAA Compliance

- As part of a Healthix Participant organization you must comply with all of safeguards set forth in the HIPAA Privacy & Security Rules
- If you have questions regarding HIPAA, contact your Privacy Officer or Security Officer to ensure compliance.
- If you need additional support, contact Healthix at support@healthix.org

[**NEXT SLIDE >**](#)

Audit

A graphic for a slide titled 'Audit' with the Healthix logo. The slide content is enclosed in a blue border. The title 'Audit' is in the top left, and 'Healthix' is in the top right. The main content is a list of bullet points under the heading 'Documentation is kept for all PHI access'.

Audit Healthix

Documentation is kept for all PHI access

- Logs are immutable and are kept for 6 years
- Participants are required to audit PHI Access
- Errors are corrected without delay
- Break the Glass access in the case of HIV and Substance Abuse will result in a notification of that access back to the source
- Healthix must audit participants annually in accordance with New York State Law

Audit

- Documentation is kept for all PHI access, including Break the Glass
- Logs are immutable, contain all essential information, kept for 6 years
- Participants must Conduct User Audits and Consent Audits
- Any Corrections of erroneous data, should occur without delay.
- Weekly audit reports by Organ Procurement Organizations are required for all instances in which PHI was accessed
- Additionally, Weekly audit reports are required as well for all Public Health Organizations for all instances in which PHI was accessed
- Break the Glass access to Sensitive Health Information from a Substance Abuse facility such as a SAMHSA or a OASAS licensed Program, will result in a notification of that access being sent back to the source
- And Lastly, Healthix must audit Participants annually in compliance with New York State Law

[NEXT SLIDE >](#)

Breach and Sanctions Healthix

Breach: An impermissible use or disclosure that compromises the security/privacy of PHI

- Must be reported to Healthix without delay
- Healthix will investigate
- Notification Necessary

Sanctions will be imposed

- Intentional, egregious, substantial violation

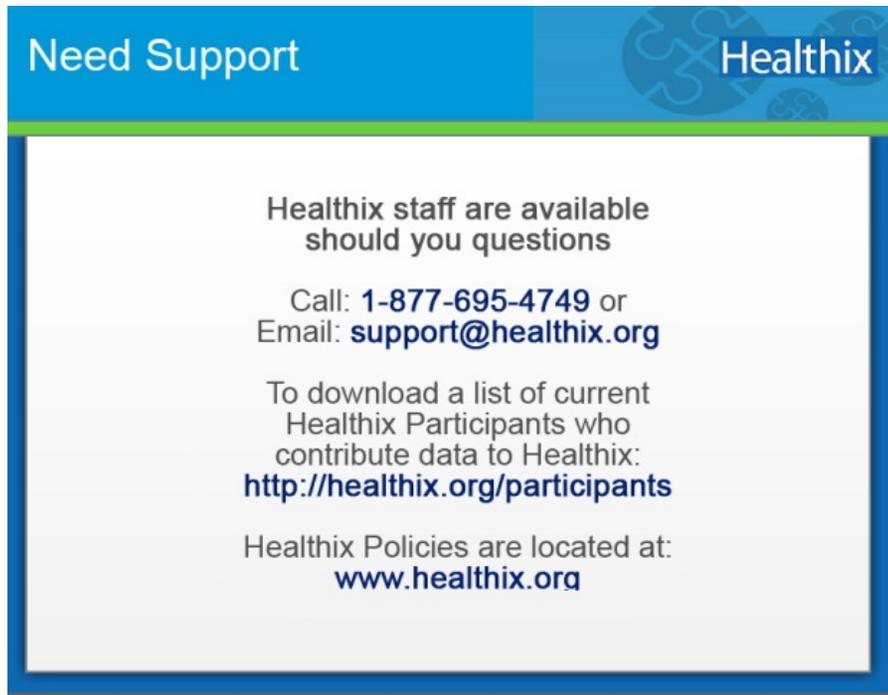


Breach and Sanctions

- A breach is an impermissible use or disclosure that compromises the security or privacy of the PHI
- In the event of a Breach**
- It must be reported to Healthix without delay, in writing
 - If Healthix becomes aware of a Breach, we will investigate
 - If a Breach has occurred, Healthix will notify Participants, require the Participant to notify the patient as required and any applicable regulatory agencies in accordance with law
 - Sanctions will be imposed if the breach was deemed Intentional, egregious or substantial in its violation

[**NEXT SLIDE >**](#)

Need Support

A graphic with a blue header containing the text 'Need Support' and the Healthix logo. Below the header is a white box with a blue border containing contact information and links.

Healthix staff are available should you questions

Call: 1-877-695-4749 or
Email: support@healthix.org

To download a list of current Healthix Participants who contribute data to Healthix:
<http://healthix.org/participants>

Healthix Policies are located at:
www.healthix.org

Need Support

Should you require any assistance technically or otherwise please note the Healthix contact information:

Healthix staff are available should you questions

Call: 1-877-695-4749 or

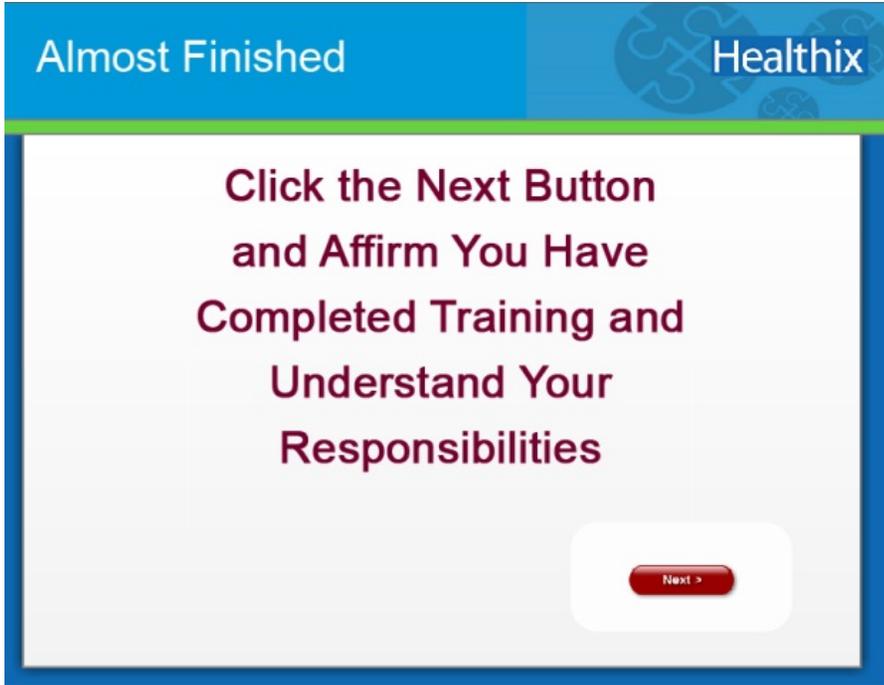
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Almost Finished



Almost Finished

Healthix

**Click the Next Button
and Affirm You Have
Completed Training and
Understand Your
Responsibilities**

Next >

Almost Finished

To complete training – YOU MUST CLICK ON THE LINK IN THE VIDEO. This will take you to a page with a few simple questions that when answered will grant you access to the Healthix data.

**[TO COMPLETE
TRAINING
CLICK HERE>](#)**