FAQs

COVID-19 ALERTS LIVE

NYSDOH has made an exception and will allow COVID-19 Alerts to be sent to providers without patient consent.
(1) Alerts for existing Participant patient subscription lists when a COVID-19 lab has been ordered
(2) Alerts when COVID-19 lab results are obtained

COVID-19 WEEKLY REPORT (LIVE)

Daily reporting intended for New York City and New York State health authorities can be shared with Participants on a weekly basis. These reports will provide vital clinical data about patients infected with COVID-19, such as hospital encounters that result in respiratory procedures and intensive care. Healthix reports present the following data elements: Demographics, Encounter type and location, Lab orders and results (pertaining to COVID-19 LOINC Codes), Diagnoses, Ventilation, Discharge disposition. You must have patient consent to receive the data

1. Can I receive Healthix COVID-19 Alerts if I do not have patient consent?

YES, you can receive Alerts with no patient consent due to the public health emergency status in New York State.

2. Do I gain full access to the patient’s record?

NO, while you can get an alert for your patient, you will not have access to their complete record without their consent.

3. Do I need to sign up for COVID-19 Alerts?

NO, if you currently receive other Healthix Alerts, the new COVID-19 alerts will be added as new triggers to your service. If you DO NOT wish to receive Alerts contact your account manager at accountmanagement@healthix.org

4. How will I receive the COVID-19 Alerts?

You will receive COVID-19 Alerts in the same manner you currently receive Healthix Alerts. Therefore, if you receive Alerts via HL7 MDM, you will receive them as HL7 MDM Alerts. If you receive Alerts in the Healthix Clinical Message Center (CMC), then you will receive COVID-19 Alerts there as well. If you get a Daily Digest, they will be included in that summary.

5. How can I quickly identify these COVID-19 Alerts?

The type of COVID-19 Alerts will be identified in the Program Name portion of the Alert: (1) Lab: COVID-19 Lab Order (2) Lab: COVID-19 Lab Result: if there is a positive result, and you want more information, you’ll need to go into the Portal.

For updated information visit: healthix.org/COVID-19
FAQs

COVID-19 ALERTS & REPORTS
For Participants of Healthix

6 Do the results indicate a positive/negative result?
YES. The alert regarding the lab result will indicate the result of the test.

7 Can I see an example of the Alerts?
YES, to see an example of the Alerts, click on link: healthix.org/COVID-19_Alerts

8 Do I need patient consent to get a copy of the Weekly COVID-19 Report?
YES, the Weekly Report includes patient protected health information (PHI) and requires patient consent.

9 How do I get a copy of the Weekly COVID-19 Report?
Reports will be available by Secure File Transfer Protocol (SFTP). If you do not currently use SFTP with Healthix, reach out to your account manager for assistance at accountmanagement@healthix.org

10 Are these COVID-19 Alerts and Weekly Reports available now?
COVID-19 Alerts for the virus test are live. The COVID-19 Weekly Report for Participants are available on request, and require patient consent to see data.
healthix.org/COVID-19

11 If I have additional questions, who should I contact?
Please contact: Harold del Pino
Assoc. Director
Strategic Accounts & Business Development
hdelpino@healthix.org
Office: 646.619.6721
Mobile: 917.740.1216