

FAQ for Healthix Patient Reports

- **What is included in each of the reports?**

- **Sources of Data Report:** The report provides a list of all Healthix Participants that have shared health information with Healthix. For a complete list of Healthix Participants, please visit our website.
- **Consent Report:** This report shows the consent choices patients give to their providers and submitted to Healthix. Consent values include: *Grant*, *Deny*, *Deny with emergency exception*, or *Deny All*. Healthix consent forms are available on our website in multiple languages.
- **Accounting of Disclosures:**
 - **Access Log:** This report displays accesses by Healthix Participants to your account via the Healthix System.
 - **Alert Log:** This report shows clinical event notifications sent by Healthix to Participants or the NYS Department of Health. Alerts depend on the patient's consent choice:
 - No consent: limited alerts (e.g., ED admission or discharge)
 - Granted consent: full summaries, such as a Continuity of Care Documents (CCD)
 - Deny/Deny All consent: no data is shared

- **How do I request reports?**

- Click the toggle button next to each report desired and click submit. Once you submit your request, Healthix will send an email with confirmation that the request has been received and is being processed. Once it's processed, you will receive an email to alert you that your reports are available on My Health Record NY (MHRNY).

- **How long does it take for the report to be processed and delivered?**

- Healthix will provide the reports as soon as possible but no later than 30 days from the request date.

- **How often can I request reports?**

- You may request reports once every 90 days. This includes any request for reports. Example, if you request a Consent Report and do not request additional reports, you will not be able to request additional reports until 90 days passes.

- **If I receive reports and have questions, who can I contact?**

- Please contact Healthix Compliance Department by emailing compliance@healthix.org. You may also contact Healthix by calling 1-877-695-4749.

- **Will my reports remain on MHRNY?**

- Your reports will be available via MHRNY until you request new reports. Please download or print reports if you wish to save reports. Once you request new reports, any reports that have been previously provided to you will no longer be available via MHRNY. The most recent reports requested will only be displayed via MHRNY.

- **Can I print the reports?**

- Yes, you may download the report by clicking the purple “Open” button and print it.

- **My reports contain 5 years of data. How can I request data that spans 6 years from today’s date?**

- You may contact Healthix Compliance Department by emailing compliance@healthix.org or by calling 1-877-695-4749.