

# NC HEALTHCONNEX CLINICAL PORTAL

## SINGLE SIGN-ON (SSO) QUICK REFERENCE GUIDE



NORTH CAROLINA  
HEALTH INFORMATION EXCHANGE AUTHORITY  
(NC HIEA)

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## OVERVIEW

The scope of this document is a high-level overview of the workflow between the NC HealthConnex clinical portal and participants’ electronic health record (EHR) systems via single sign-on (SSO). SSO enables NC HealthConnex users to access the clinical portal from directly within their EHR.

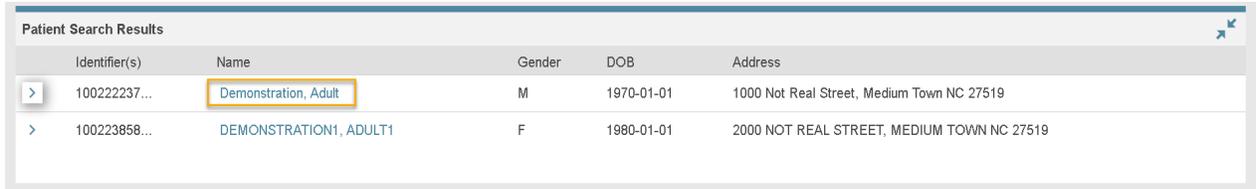


## USER EXPERIENCE AND WORKFLOW

This integration allows you, as an NC HealthConnex clinical portal user, to access the clinical portal from within your EHR without having to log in separately via the web-based clinical portal page.

When you click into the NC HealthConnex clinical portal from within a patient record within your EHR, you will be directed to the NC HealthConnex clinical portal where a Patient Search will be automatically performed. After the Patient Search completes, you will be directed to the Search Results screen where you will be able to select the appropriate patient record.

From the Search Results screen, you may click on the Patient Name to the right of the Identifier(s) to open the record, as shown below.



Identifier(s)	Name	Gender	DOB	Address
100222237...	Demonstration, Adult	M	1970-01-01	1000 Not Real Street, Medium Town NC 27519
100223858...	DEMONSTRATION1, ADULT1	F	1980-01-01	2000 NOT REAL STREET, MEDIUM TOWN NC 27519

**\*\*\*Note:** *If there is any restriction on the information stored for the patient selected, a pop-up window explaining that the information is restricted will display. For example, if the patient has opted out of having their information shared via NC HealthConnex, or if the user's access level does not permit viewing of clinical data.*

For more details on navigating the clinical portal, please see the [NC HealthConnex Clinical Portal User Guide](#).

Please note: SSO users will only have access to the clinician role features in the clinical portal and will only be able to navigate between the Patient Search Results screen and the selected patient record.

## APPENDIX A – SINGLE SIGN-ON ERRORS AND REMEDIATION STEPS

Please contact the SAS NC HealthConnex Help Desk at [hiesupport@sas.com](mailto:hiesupport@sas.com) for next steps in resolving the following errors while using Single Sign-On:

Error Code	Description
5770	Object open failed because 'APIKey' key value of 'xyz' was not found
6390	Signature validation failed: Signature verification failed: unable to get local issuer certificate
5001	Practice ### for EHR is not configured for SSO.
6390	Signature validation failed: Digest did not match
6390	Signature validation failed: Failed NotBefore\NotOnorAfter
5001	Username for domain is not provided in SAML
5001	User FullName for domain is not provided in SAML
5001	User FirstName for domain is not provided in SAML
5001	User LastName for domain is not provided in SAML
5001	Practiceid for domain is not provided in SAML
5001	Patient Name missing.
5001	Patient DOB missing
5001	Invalid request