Teletown Hall

July 17, 2019
NC HealthConnex
Quarterly User Account Audit & User Management

North Carolina Health Information Exchange Authority

Overview of Topics

- **Introductions**

- **Quarterly User Account Audit – Completing the Attestation Form**

- **Create, Change, or Disable NC HealthConnex User Accounts**

- **Questions?**

Introductions

North Carolina Health Information Exchange Authority (NC HIEA) Staff

Kellie McDonald – Business and Provider Relations Manager

NC HealthConnex SAS Help Desk Team

Holli Elliott – Technical Support Analyst

NC HealthConnex
Quarterly User Account Audit

Quarterly User Account Audit

The second Monday following the end of each quarter, PAAs are sent an email requesting they conduct a Quarterly User Account Audit. The Q2-2019 User Audit was emailed to PAAs the week of July 8th. The Attestation form is due ten business days after receipt of the email.

You are responsible for :

- Disabling user accounts (if required according to the NC HIEA User Access Policy).

- Reporting any unusual user activity to the HIEA. This includes unusual numbers of patient searches and break the seals) for a particular user.

- Fill out and sign the Attestation Form. Return it to the NC HealtConnex SAS Help Desk Team at HIESupport@sas.com

- Include 'NC HealthConnex Quarterly User Account Audit – [your organization name] – [MM/DD/YY]' in the subject of the email. This ensures your response is recorded appropriately.

Quarterly User Account Audit

Dear NAME:

In accordance with the NC Health Information Exchange Authority (NC HIEA) User Access Policy, we are conducting the quarterly audit of your NC HealthConnex user accounts. Please find your organization's Quarterly User Audit & Activity Audit Attestation form attached. As Participant Account Administrator, it is your responsibility to audit your users' accounts and activity on an ongoing basis and respond to the NC HIEA quarterly within 10 business days of this notification.

Please note, participants who do not respond to two consecutive user audits will have their user credentials deactivated after the second audit is completed. This will ensure only active authorized users will have access to NC HealthConnex and patient data.

Summary of the steps to complete in the next 10 business days:
1. Review the attached Attestation form and initiate changes if required. Instructions for disabling user accounts can be found in the PAA User Guide.
2. Review user activity and report unusual numbers of break the seal and patient searches to HIEALegal@nc.gov.
3. Electronically complete Table 3 of the Attestation form, using a PDF editor, by typing information into the form's fields. You will need to save the document prior to adding text.
4. Add your electronic signature at the end of the form (do not print out and sign the form manually). If you are not able to add a digital signature, you may type your name in the signature field. Please note, your typed name will be considered your legal signature.
5. Email the PDF form directly to the SAS Help Desk at HIESupport@SAS.com with the following subject line format: 'NC HealthConnex Quarterly User Account Audit - [Insert Your Facility Name] [Insert MM/DD/YY].' Do not return the form to the no-replies email address.

Note: If you access NC HealthConnex data via your EHR, your technical point of contact likely received test credentials during implementation. Any user credentials that were created for testing purposes should be included in this audit and in your reporting on the Attestation form. It is your decision to disable testing accounts or not.

If you are NOT the appropriate individual to act as Participant Account Administrator for your facility or if you need assistance, please contact the SAS NC HealthConnex Help Desk via email at HIESupport@sas.com or by phone at 919-531-2700. Be sure to indicate that you are calling about NC HealthConnex.

You're Invited! We welcome you to join us for a User Audit Webinar on **Wednesday, July 17, 2019 from 12:00 p.m. – 1:00 p.m.** We will walk you through the steps to completing the Attestation form and will guide you through adding and updating users to the User Management Spreadsheet. We will also be available to answer any questions you have regarding the User Audit. Please click here to register.

Thank you for your continued support of NC HealthConnex and your timeliness in completing the user audit. The audit is an important component to ensuring the system's security is maintained.

Thank you,
SAS NC HealthConnex Help Desk

Quarterly User Account Audit
Patient Search and Break the Seal

To access a patient record, a Clinical Portal User must have an established relationship with a patient. If a data-driven relationship exists (meaning the user, if a clinician, or user's facility has previously seen the patient and their contributed records for that patient are present in the HIE), a user will be able to click a patient name and access the record instantly.

If a user does not have a prior data-driven relationship with a patient, the user by "Break the Seal" to receive temporary access to view a patient record. To gain temporary access, a user must "Declare a Patient Relationship" – select the reason for viewing the record from the drop-down menu (i.e., I am a clinician treating this patient.)

Quarterly User Account Audit
The Attestation Form

NC HealthConnex Quarterly User Account & Activity Audit Report

On a quarterly basis, the NC HIEA asks all Participant Account Administrators (PAAs), to audit their health care organization's (HCO) assigned users to ensure that all current NC HealthConnex clinical portal users are still employed at your facility and that all current users continue to be authorized to have access to NC HealthConnex. Additionally, the HIEA is now adding user activity to this audit process as it is not only vitally important to know who is using the NC HealthConnex clinical portal, but how they are using it. Both of these requirements are outlined in the Participation Agreement.

User Activity Audit Directions:

In Table 1, all user accounts associated with your HCO are listed, along with the number of times these users have completed patient queries or have broken the seal to access patient records not already attributed to your health care staff. In Table 2, the users who have exceeded your HCO's average searches and seal breaks are shown.

If your Participant HCO has Participating Entities (e.g. other locations, satellite clinics, regional HIE participants, etc.), and you are designated as their PAA, please also ensure that the user accounts associated with the Participating Entities are accurate. If a Participating Entity has their own designated PAA, that PAA should complete a separate User Account and Activity Audit Report form.

Instructions: Complete Table 3 after reviewing the list of user accounts and relevant user activity shown in Tables 1 and 2. Please also sign the acknowledgement.

Table 1: Clinical Portal User Accounts and Activity Report

Table 1					Number of Break the Seals				Number of Patient Searches			
User Name	First Name	Last Name	Access Level	Active Account (0/1)	2018Q3	2018Q4	2019Q1	2019Q2	2018Q3	2018Q4	2019Q1	2019Q2
			PAA	1	0	0	0	0	0	0	0	0

Quarterly User Account Audit
The Attestation Form

Table 2. Frequent Clinical Portal Users

This table shows the authorized users who exceeded your HCO's average number of patient queries and/or break the seals by 50% for this audit report period. Note: Average is rounded to the nearest whole number. **Please contact the NC HIEA immediately if you would like to discuss suspicious user behavior at 919-754-6912 or HIEALegal@NC.gov.**

Table 2					Break the Seals - Avg Exceeded by 50%		Patient Searches - Avg Exceeded by 50%	
User Name	First Name	Last Name	Access Level	Active Account (0/1)	HCO Average	2019Q2	HCO Average	2019Q2
NONE EXCEEDED AVG BY 50%				.	0	.	0	.

Table 3. Participant Information

Please complete the information electronically. Do **not** print and complete this form manually.

Table 3	
Information Requested	Response
Participant Organization Name	
Organization NPI	
Street Address	
City	
State	
ZIP	
PAA Name	
Phone	
Email	
Report Period	2019Q2

NC HealthConnex Participant Acknowledgment
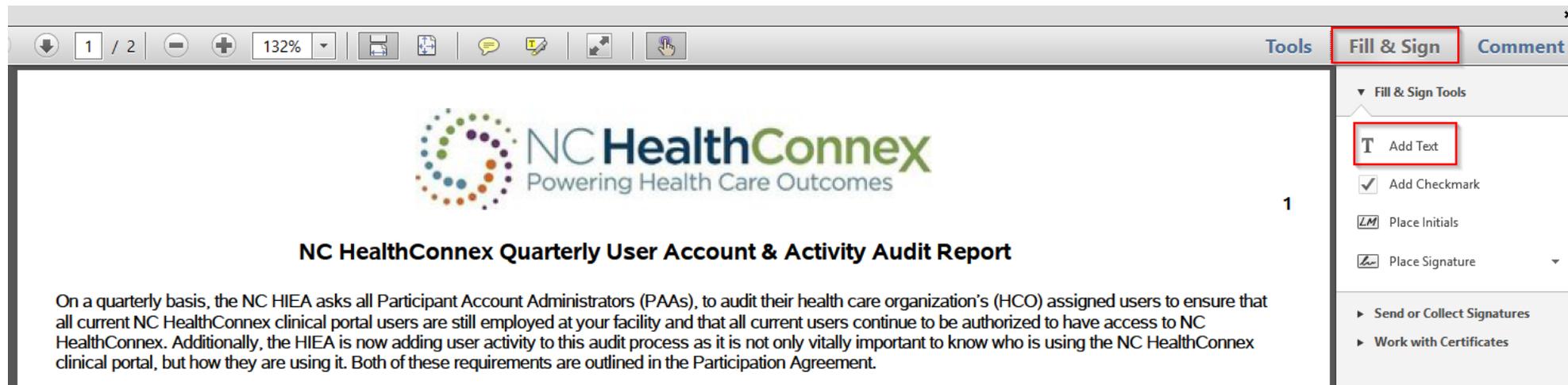
Adding Text to the Attestation form

Save the document – Click File, then Save As. Name the document and save it to your documents or desk top.
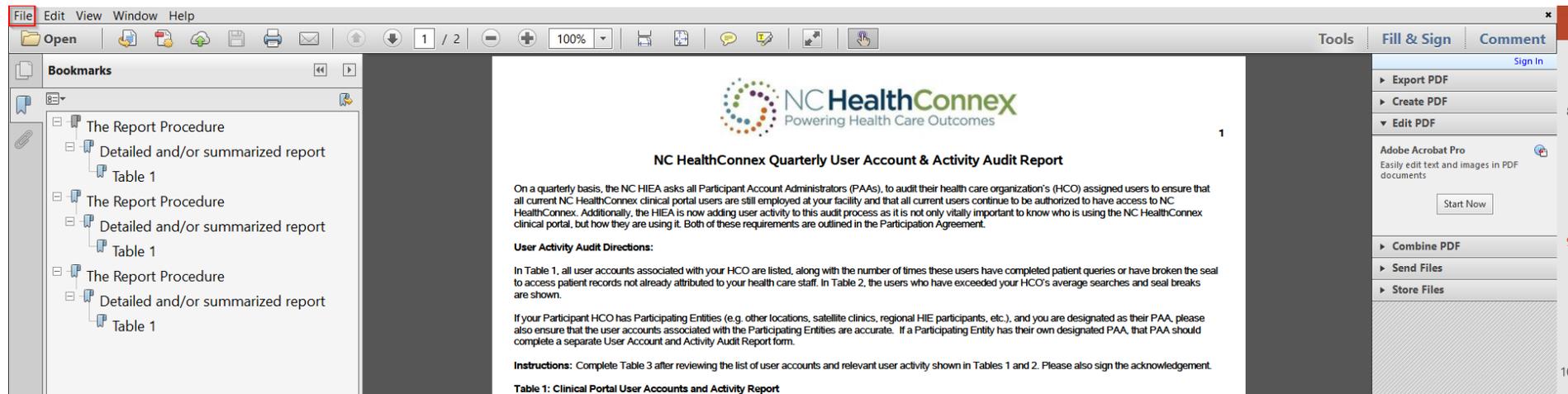
Adding Text to the Attestation form

Then re-open it in **Adobe Reader** – *This is an example of the Free version.*

Select the Add Text option from the Fill & Sign drop down menu.

Adding Text to the Attestation form

If you have the **Full Version of Adobe Reader**, click on the Tools menu, a screen will pop up that includes the Fill & Sign icon. Once you click on that, you will be presented with a text box to type in. Complete all fields in Table 3 of the Attestation form.
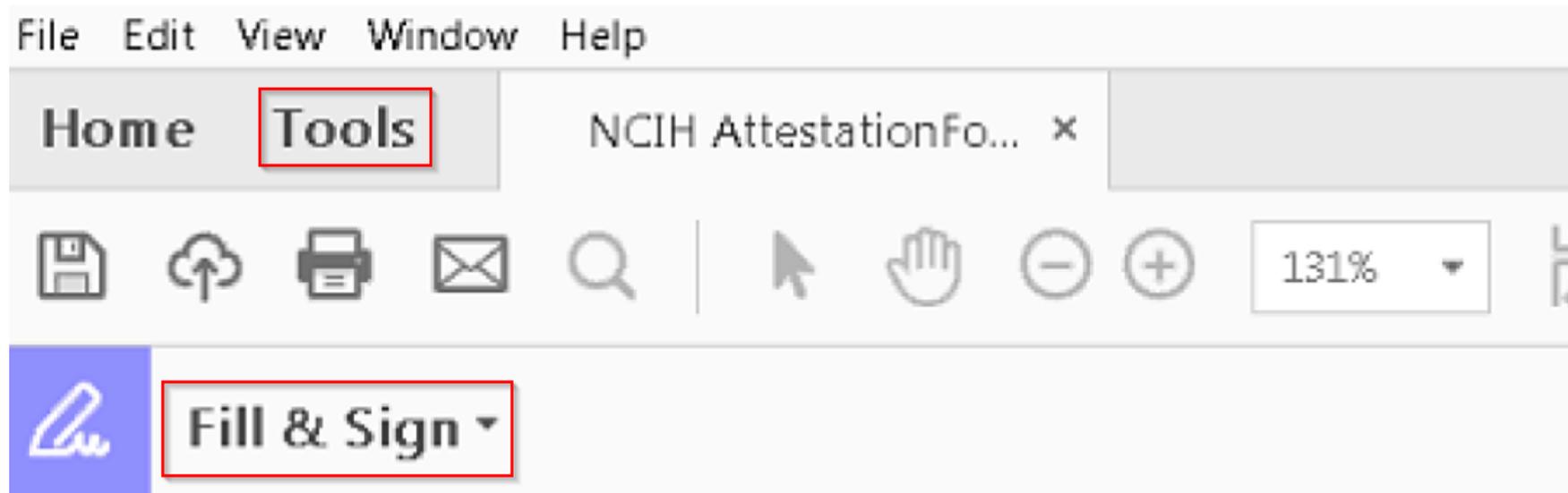
NC HealthConnex Portal
User Account Management

User Account Management

- To create new user accounts for health professionals and staff employed by your facility, submit a **User Management Spreadsheet to** HIESupport@sas.com or upload it through the NC HealthConnex Clinical Portal.

- You can request the User Management Spreadsheet template, by reaching out to the NC HealthConnex SAS Help Desk Team at HIESupport@sas.com or 919-531-2700

	A	B	C	D	E	F	G	H	I	J
1	Facility	Facility Code	Roles	User ID	Last Name	First Name	Suffix	Email	Description	Enabled
2	North Carolina Health Practice	NCHP	%HS_Clinician	NCHP.John.Doe	Doe	John		John.Doe@hospital.org	Nurse	TRUE

- The spreadsheet will have one row per user.

- Fill in the values for each of the required fields as shown on the next slide.

Do NOT delete columns or change any column names.

How to Fill out the User Management Spreadsheet

- **Facility:** The name of your organization

- **Facility Code**: If you do not know your facility code, please reach out to the NC HealthConnex Help Desk.

- **Roles**: Please note, each user role added needs to be one of the four listed below **written just as is**.

     %HS_Clerical
     %HS_PAAUserAdministrator
     %HS_Clinician
     %HS_Clinician %HS_PAAUserAdministrator

- **User ID**: The User ID **must** be in the format FacilityCode.First.Last (i.e. NCHP.John.Doe).

	A	B	C	D	E	F	G	H	I	J
1	Facility	Facility Code	Roles	User ID	Last Name	First Name	Suffix	Email	Description	Enabled
2	North Carolina Health Practice	NCHP	%HS_Clinician	NCHP.John.Doe	Doe	John		John.Doe@hospital.org	Nurse	TRUE

How to Fill out the User Management Spreadsheet

- **Last Name; First Name**

- **Email:** Email addresses must be unique for each user

- **Description**: Include the role the user performs within your organization (i.e. RN, Doctor, Billing Clerk)

- **Enabled**: Indicate TRUE or FALSE

    TRUE – Activates or creates a user account.
    FALSE – Disables an account – this must be done for any accounts associated with individuals who are no longer employed by the organization.

- Exclude DSM Address, NPI Number, Phone, Mobile Number, Address, City and Zip if the organization does not have a DSM-Direct Secure Messaging Domain

	A	B	C	D	E	F	G	H	I	J
1	Facility	Facility Code	Roles	User ID	Last Name	First Name	Suffix	Email	Description	Enabled
2	North Carolina Health Practice	NCHP	%HS_Clinician	NCHP.John.Doe	Doe	John		John.Doe@hospital.org	Nurse	TRUE

NC HealthConnex Clinical Portal - Functional Role Matrix

Clinical Portal Functionality	Clinician	Clerical	PAA User Admin	Clinician & PAA Admin
View Clinical Portal Home Page	X	X		X
View User Administration Home Page			X	X
Search for Patients	X	X		X
View Recent Patients	X	X		X
Break the Privacy Seal (Patient Level Access)	X			X
View Demographics	X	X		X
View Encounter History	X			X
View Problems	X			X
View Procedures	X			X
View Lab & Pathology Results	X			X
View Radiology Reports	X			X
View Clinical Documents	X			X
View Continuity of Care Documents	X			X

Functional Roles – Levels of Access

Level	Description	Common Examples
%HS_Clinician	This level of access is assigned to a credentialed health care provider or someone who works under a credentialed health care provider to provide patient care functions.	• Physician • Physician Assistant • Nurse Practitioner • Nurse • Resident or Intern • Therapist • Pharmacist
%HS_Clerical	This level of access is assigned to a user who may access the Clinical Portal to search for patients and verify demographics. This level of user may not access clinical data.	• Practice Manager • Administrator • Billing Clerk • Medical Assistant II • Registration Staff
%HS_PAA User Administrator	This level of access is assigned to a user who maintains NC HealthConnex Clinical Portal end user accounts for their organization, including password management. This level of user may not access any patient data.	• Participant Account Administrator (PAA) • Healthcare Organization (HCO) Staff
%HS_Clinician & %HS_PAA User Administrator	This level of user maintains NC HealthConnex Clinical Portal end user accounts for their organization, including password management, and is also a health care provider or works under a health care provider to perform patient care functions. This level of user may access all the administrative and clinical functionality within the Clinical Portal.	• A clinician or health professional who is the PAA and also requires patient access.

Uploading a User Management Spreadsheet through the NC HealthConnex Clinical Portal

PAA + Clinician View

PAA Tools   Patient Search   Messages (0)   Clinician Tools   My Account   Logout   Help

EMR Id [_____]
Assigned By [_____] [▼]

Last Name [_____]
First Name [_____]
Middle Name [_____]
Date of Birth [_____]
MM-DD-YYYY

[Search]

Recent Patient Searches

Last, First	Sex	DOB
CARLSON,CARL	M	2002-07-01
JONES,EMMA M	F	1932-03-29
Johnson,Eric	M	1952-10-01
SMITH,JANE	F	1972-12-02
Smith,John	M	1930-10-19

Users with PAA only access will have a different view

User Account Management

User Account Management

Upload a complete User Management Spreadsheet to the portal

OR

Email it to the NC HealthConnex Help Desk Team at HIESupport@SAS.com

Disabling User Accounts

- If you need to deactivate a user, ensure the user ID is correct, and change the ENABLED column value to FALSE.

- Send the updated spreadsheet directly to HIESupport@sas.com or upload it through the NC HealthConnex clinical portal.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Facility	Facility Cc	Roles	User ID	Last Name	First Nam	Suffix	Email	Descriptic	Enabled	DSM Address	NPI Number	Phone Nu	Mobile
2	Richmond	RCHD	%HS_Clinician	DemoID1	Man	EMR		EMR.Man@RCHD.cor		TRUE	DemoAccount@servcie.directaddress.net		919-xxx-x:	919-xx:
3	Richmond	RCHD	%HS_Clinician	DemoID2	Duck	Donald		Donald.Duck@RCHD		TRUE	DemoAccount@servcie.directaddress.net		919-xxx-x:	919-xx:
4	Richmond	RCHD	%HS_Clinician	DemoID3	Lady	Clinical		Clincal.Lady@RCHD.		TRUE	DemoAccount@servcie.directaddress.net		919-xxx-x:	919-xx:
5	Richmond	RCHD	%HS_Clinician	DemoID4	Man	DSM		DSM.Man@RCHD.co		TRUE	DemoAccount@servcie.directaddress.net		919-xxx-x:	919-xx:
6	Richmond	RCHD	%HS_Clerical	DemoCler	Doctor	Doctor		Doctor@RCHD.com		TRUE	DemoAccount@servcie.directaddress.net		919-xxx-x:	919-xx:
7	Richmond	RCHD	%HS_PAAUserAdministrator	DemoAdn	Doctor	Another		Another.Doctor@RC		FALSE	DemoAccount@servcie.directaddress.net		919-xxx-x:	919-xx:
8	Richmond	RCHD	%HS_Clinician %HS_PAAUserAdministrator	DemoAdn	Administr	Lady		Administrator@RCH		TRUE	DemoAccount@servcie.directaddress.net		919-xxx-x:	919-xx:
9														
10														
11														

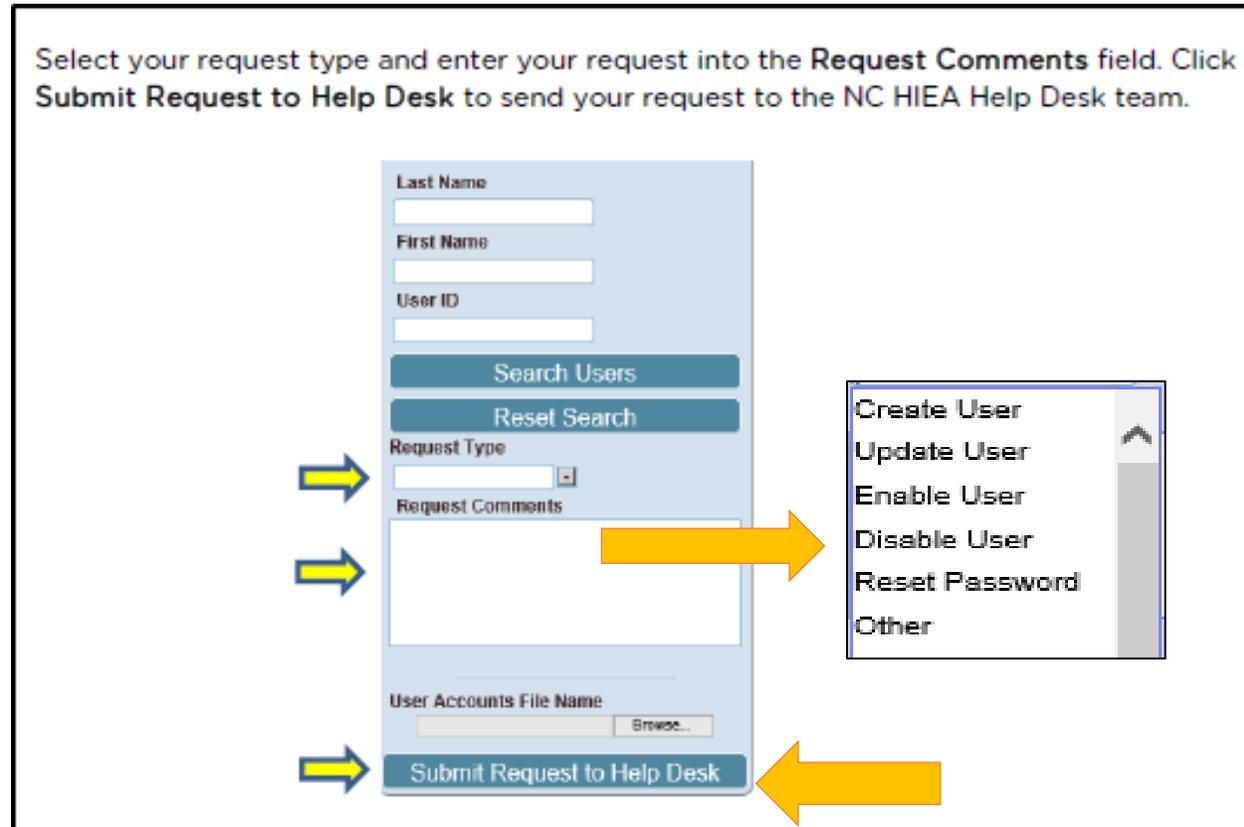NC HealthConnex
Powering Health Care Outcomes

Disabling User Accounts

Note: Include the updated User Management Spreadsheet as part of the request.

Click Browse > Find the saved User Management Spreadsheet > Click Submit Request to Help Desk

North Carolina Health Information Exchange Authority

HIEA Training and Tools Web Page

Training Tutorials

Visual Guide to Accessing and Utilizing Key Components of the Clinical Portal ⊡

How to Login and Navigate the Clinical Portal

How to Access and Utilize Direct Secure Messaging/Web Communicate

Website and User Account Audit ⊡

Patient Opt Outs and Hot Topics from the Help Desk ⊡
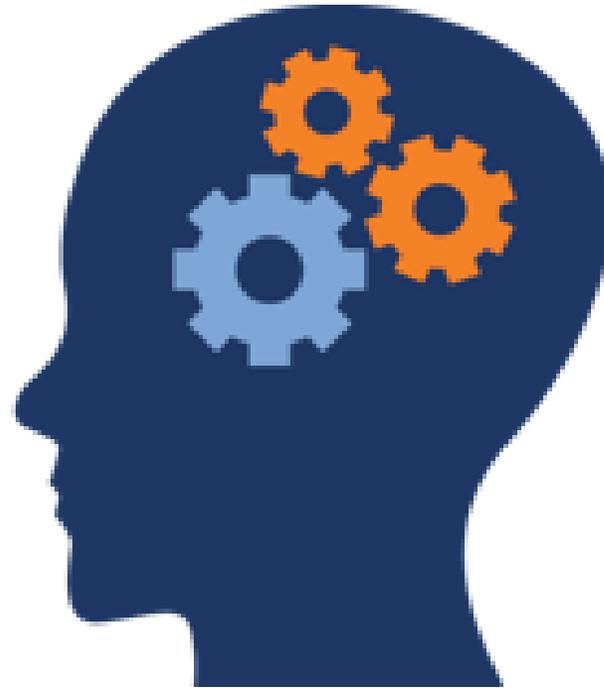
April 2019 Teletown Hall Recording ⊡

User Guides

Primary Provider User Guide

Participant Account Administrator Reference Guide

https://hiea.nc.gov/providers/training-tools

Questions?

Contact the NC HealthConnex SAS Help Desk Team

HIESupport@sas.com

or

919-531-2700

We are available 24/7 for critical issues
For non-urgent issues, we are available Monday – Friday from 8:00 a.m. until 8:00 p.m.

General Users should contact their organization's PAA for assistance with access to the portal. For security purposes, the Help Desk Team will not assist general users without permission from the PAA on record. PAAs should expect to reach out to the Help Desk Team on behalf of their users.