
HealthInfoNet

AUDITOR REFERENCE GUIDE

HealthInfoNet

Auditor Reference Guide

INSIDE:

Accessing HealthInfoNet (HIN)	3 - 4
Audit Activity	5 - 9
Resetting Your Password	10 - 13
Types of Accounts	14 - 15
Contacting HealthInfoNet	16 – 17

Accessing HIN

Log-In and Log-Out of HealthInfoNet (HIN)

ACCESSING HEALTHINFONET (HIN)

Enter the following address into your browser: <https://maine.prod.hinonet.org/concerto/Login.htm>



Enter your user ID and Password. Click *Login*.

Please enter your user ID and password

User ID

Password

[? Forgot your password?](#)

Login

See section: [Forgot Your Password?](#)

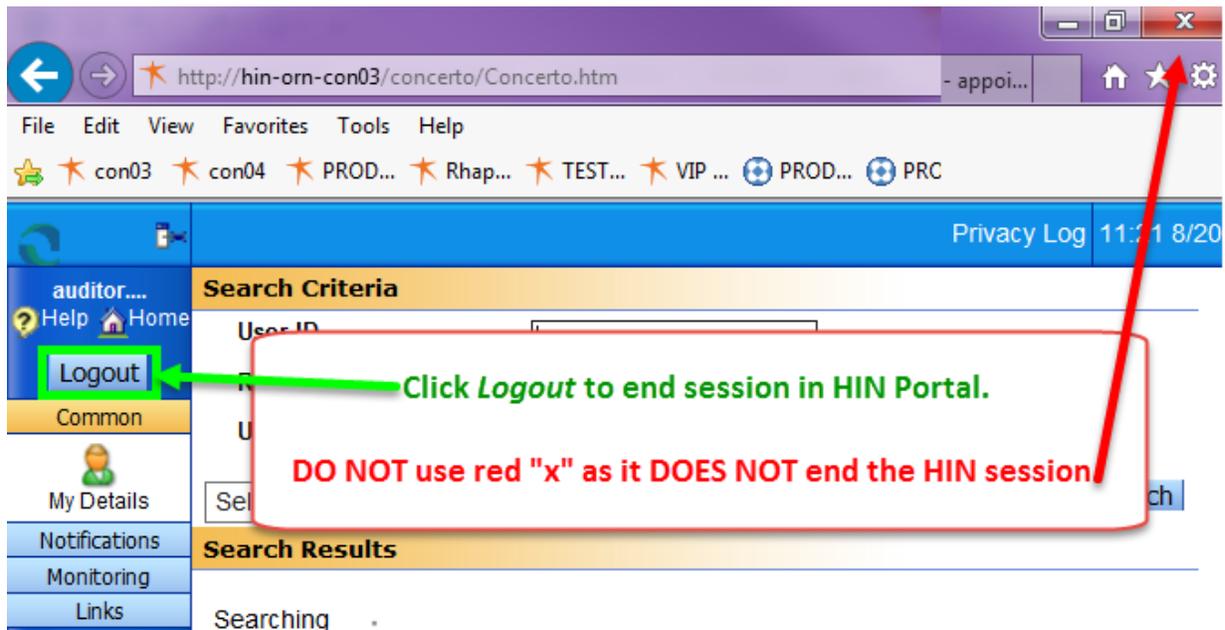
HIN Production Environment

Martin's Point Health Care data feeds have been restored with the exception of office visit notes and procedure codes which will remain temporarily unavailable.

Central Maine HealthCare Lab data is currently unavailable for viewing access in the portal.

New MaineCare medications will be temporarily unavailable in the portal.

[Click here to see data captured in HealthInfoNet](#)



The screenshot shows a web browser window with the URL <http://hin-orn-con03/concerto/Concerto.htm>. The browser's address bar and menu bar are visible. Below the browser, the portal interface includes a blue header with "Privacy Log 11:21 8/20". A left sidebar contains navigation links: "auditor...", "Help", "Home", "Logout" (highlighted with a green box), "Common", "My Details", "Notifications", "Monitoring", and "Links". The main content area is titled "Search Criteria" and contains a "User ID" input field. Below this is a "Search Results" section with the text "Searching". A red arrow points from the "Logout" button to a text box that reads: "Click *Logout* to end session in HIN Portal. DO NOT use red 'x' as it DOES NOT end the HIN session". Another red arrow points from the "Forgot your password?" link in the login form to a text box that reads: "See section: [Forgot Your Password?](#)".

AUDIT ACTIVITY

Access, Search, and Sort Audit Activity Reports

AUDIT ACTIVITY

INDEX

Requesting Access to HealthInfoNet	7
Audit Activity Reports	7 - 9
• Access Audit Activity	7
• Search Audit Activity	8
• Sort Audit Activity	8
• View Audit Activity Details and Parameters	9

Audit Activity

Requesting Access to HealthInfoNet

Each site establishes a list of authorized individual(s) to request new user accounts. Sites update lists of authorized individual(s) annually. These individual(s) also serve as the liaison between HealthInfoNet and the end user.

HealthInfoNet is responsible for *authorizing* new and maintaining existing Concerto user accounts. Each site submits new user accounts for *authorization* by HealthInfoNet via the Request New User link within Concerto. The authorized individual(s) at each site is responsible for completing the Request New User form for each account to be created.

Audit Activity Reports

Access Audit Activity

When you log in to HealthInfoNet with an Auditor role, the page automatically defaults to the Privacy Log. A list of all audit activity, starting with the most recent, will display.

Time	User ID	User Name	User Role	User Associated Facility	Patient ID	Patient Name	Session ID	Event ID	Reason	Note
20 Aug 2014 11:20			Clinician - Administrative	Eastern Maine Medical Center			80CD4F19-1A71-4774-96DD-40AD79C88FAA		Health Information - Clinician Support	
20 Aug 2014 11:20			Clinician - Administrative	Eastern Maine Medical Center			75CC784-D684-41F8-9F30-873771777CF3	13214536	Direct Patient Care - Clinician or PCP	
20 Aug 2014 11:19			Clinician - Administrative	Eastern Maine Medical Center			75CC784-D684-41F8-9F30-873771777CF3	13214483	Direct Patient Care - Clinician or PCP	
20 Aug 2014 11:19			Clinician - Administrative	Mount Desert Island Health Centers			4770772A-4631-485A-B7A6-FEA18383CA42	13214468	Information Technology Support	ACO MANUAL AUDIT
20 Aug 2014 11:17			Clinician - Administrative	Eastern Maine Medical Center			620E3D44-F3D0-4B9C-AC5A-FF787E27C40	13214419	Health Information - Clinician Support	
20 Aug 2014 11:16			Clinician	Eastern Maine Medical Center			9568785-E0F1-43A0-B9AB-EC959CA47B3B	13214391	Direct Patient Care - Clinician or PCP	
20 Aug 2014 11:14			Clinician - Administrative	Redington-Fairview General Hospital			21A6A60F-2CE9-46CC-817A-E9F1672B341B	13214355	Direct Patient Care - Clinician Requested	
20 Aug 2014 11:13			Clinician - Administrative	Eastern Maine Medical Center			96D5EF5E-D2F1-4964-97F9-AE3A71FFFFFE	13214326	Direct Patient Care - Clinician or PCP	
20 Aug 2014 11:13			Clinician - Administrative	Eastern Maine Medical Center			96D5EF5E-D2F1-4964-97F9-AE3A71FFFFFE	13214324	Direct Patient Care - Clinician or PCP	
20 Aug 2014 11:11			Clinician - Administrative	St. Joseph Hospital			8AB8B9C2-51FB-4394-BB4C-08D13DC895AB	13213838	Other	Obtain medication information for possible admission
20 Aug 2014 11:10			Clinician - Administrative	Central Maine Medical Center			5F1626C1-196A-4C53-AE98-1CBF86F191AB	13213835	Health Information - Clinician Support	
20 Aug 2014 11:09			Clinician	Maine Coast Memorial Hospital			BB8448B4-7333-49B0-88B9-314660E10492	13213804	Health Information - Clinician Support	
20 Aug 2014 11:08			Clinician - Administrative	Martin's Point Health Care - Portland			ED9F5FB8-3C06-450A-945F-A35175298C8D	13213775	Direct Patient Care - Clinician or PCP	
20 Aug 2014 11:07			Clinician - Administrative	Brewer Health Center			F22B1A3F-2B96-4FA4-A23C-61A0BA79EC64	13213740	Direct Patient Care - Clinician Requested	
20 Aug 2014 11:06			Clinician - Administrative	Health Access Network			E4567FC4-1599-4E5F-9104-398296E8C5D2	13214283	Direct Patient Care - Clinician Requested	
20 Aug 2014 11:05			Clinician - Administrative	St. Joseph Hospital			BD7EBA06-2D1F-4F09-BA53-40C452706DE1	13214259	Health Information - Clinician Support	
20 Aug 2014 11:05			Clinician	Central Maine Medical Center			29C7D40D-8F29-4A5D-B65E-9963E4F7231	13213686	Direct Patient Care - Clinician or PCP	CT scan report
20 Aug 2014 11:05			Clinician - Administrative	Inland Hospital			682FBE8F-F05C-4043-A3F0-BADEA4E5DDFA	13214243	Direct Patient Care - Clinician or PCP	
20 Aug 2014 11:05			Clinician	Eastern Maine Medical Center			EFDEA678-1E9A-4708-A074-818F75AC43A2	13214225	Direct Patient Care - Clinician or PCP	
20 Aug 2014 11:05			Clinician	Eastern Maine Medical Center			EFDEA678-1E9A-4708-A074-818F75AC43A2	13214225	Direct Patient Care - Clinician or PCP	

Search Audit Activity

Enter Search Criteria to filter your Search Results.

Search Criteria

User ID: Patient ID:

Result: All Success Fail Date: From: To:

User Associated Facility:

Search Results

Time	User ID	User Name	User Role	User Associated Facility	Patient ID	Patient Name	Session ID	Event ID	Reason	Note
13 Aug 2014 16:58	clinical		Clinician	Topsham Family Medicine	444005	TESTLAB PATHNET M	307A37CC-60A2-4341-80A2-034B6997A781	13075591	Health Information - Clinician Support	Checking for labs
29 May 2014 16:13	clinical		Clinician	Topsham Family Medicine			D309A365-1965-476F-A56D-C2CA4DB8337A	11229466	Direct Patient Care - Clinician or PCP	direct patient care
20 May 2014 12:01	clinical		Clinician	Topsham Family Medicine	444005	TESTLAB PATHNET M	8AF73377-542F-4682-8691-12978E38D072	10984789	Direct Patient Care - Clinician or PCP	direct patient care
20 May 2014 12:00	clinical		Clinician	Topsham Family Medicine	US00632070	MOUSE MICKEY	8AF73377-542F-4682-8691-12978E38D072	10984764	Direct Patient Care - Clinician or PCP	Checking for labs
07 May 2014 08:31	clinical		Clinician	Topsham Family Medicine	US00632070	MOUSE MICKEY	3DD21C59-0407-44D1-9501-FEB8B151AE42	10608205	Direct Patient Care - Clinician or PCP	medical records
28 Apr 2014	clinical		Clinician	Topsham Family Medicine			F20143FA-C5C9-4207-9E1B-A969C89ECA22	10371990	Direct Patient Care - Clinician or PCP	patient care
			Clinician	Topsham Family Medicine			796DD6E-79EC-4FEB-B6F3-4CA26C4AADFB	10346919	Health Information - Clinician Support	Checking for labs
			Clinician	Topsham Family Medicine	444005	TESTLAB PATHNET M	6B22ED14-DCD8-4AAC-BF14-A21EAF546D1D	10233445	Health Information - Clinician Support	radiology report
22 Apr 2014 14:51	clinical		Clinician	Topsham Family Medicine	US00632070	MOUSE MICKEY	6B22ED14-DCD8-4AAC-BF14-A21EAF546D1D	10233096	Direct Patient Care - Clinician or PCP	direct patient care

NOTE: You can Print or Download results by clicking on one of these links.

Printer friendly Privacy Log HN Download CSV results

Sort Audit Activity

Click on any column heading to Sort the results.

Search Criteria

User ID: Patient ID:

Result: All Success Fail Date: From: To:

User Associated Facility:

Search Results

Time	User ID	User Name	User Role	User Associated Facility	Patient ID	Patient Name	Reason
14 Jan 2013 10:28			Clinician - Administrative	Parkview Adventist Medical Center	M000000357	BABY TINY	Direct Patient Care - Clinician or PCP
14 Jan 2013 10:28			Clinician - Administrative	Parkview Adventist Medical Center	M000000357	BABY TINY	Direct Patient Care - Clinician or PCP
31 Oct 2012 10:20			Clinician - Administrative	Parkview Adventist Medical Center			Direct Patient Care - Clinician or PCP
20 Jul 2012 10:09			Clinician - Administrative	Parkview Adventist Medical Center			Direct Patient Care - Consultant
14 Jan 2013 10:30			Clinician - Administrative	Parkview Adventist Medical Center	M000000030	BROWN BEAR	Direct Patient Care - Clinician or PCP
14 Jan 2013 10:30			Clinician - Administrative	Parkview Adventist Medical Center	M000000030	BROWN BEAR	Direct Patient Care - Clinician or PCP
14 Jan 2013 10:33			Clinician - Administrative	Parkview Adventist Medical Center	M000000036	CROCKER BETTY	Direct Patient Care - Clinician or PCP
14 Jan 2013 10:33			Clinician - Administrative	Parkview Adventist Medical Center	M000000036	CROCKER BETTY	Direct Patient Care - Clinician or PCP
14 Jan 2013 10:41			Clinician - Administrative	Parkview Adventist Medical Center	M000000377	FRANKEN STEIN	Direct Patient Care - Clinician or PCP
14 Jan 2013 10:41			Clinician - Administrative	Parkview Adventist Medical Center	M000000377	FRANKEN STEIN	Direct Patient Care - Clinician or PCP
14 Jan 2013 10:36			Clinician - Administrative	Parkview Adventist Medical Center	M000000438	JELLY BEAN	Direct Patient Care - Clinician or PCP
14 Jan 2013 10:36			Clinician - Administrative	Parkview Adventist Medical Center	M000000438	JELLY BEAN	Direct Patient Care - Clinician or PCP
14 Jan 2013 10:35			Clinician - Administrative	Parkview Adventist Medical Center	M000000147	JOLLY OL' ST	Direct Patient Care - Clinician or PCP
14 Jan 2013 10:35			Clinician - Administrative	Parkview Adventist Medical Center	M000000147	JOLLY OL' ST	Direct Patient Care - Clinician or PCP
20 Jul 2012 10:07			Clinician - Administrative	Parkview Adventist Medical Center	223646	MOUSE MICKEY J	Direct Patient Care - Consultant
18 Nov 2012 12:34			Clinician - Administrative	Parkview Adventist Medical Center	M000000146	OCTOBER FEST	Direct Patient Care - Consultant
31 Oct 2012 10:19			Clinician - Administrative	Parkview Adventist Medical Center	M000000351	ONCOLOGY CANCER	Direct Patient Care - Consultant

View Audit Activity Details and Parameters

Double click any row to drill down into more specific detail.

Time	User ID	Event Type	Message	Patient ID	Patient Name	User Name	User Associated Facility
14 Jan 10:28		Privacy Override		M000000357	BABY TINY		Parkview Adventist Medical Center
14 Jan 10:28		Open Application	Orion - Dynamic Patient Summary, Patient Summary	M000000357	BABY TINY		Parkview Adventist Medical Center
14 Jan 10:28		Open Application	Orion - Patient Search & Demographics, Demographics	M000000357	BABY TINY		Parkview Adventist Medical Center
14 Jan 10:28		Open Application	Orion - Problems, Active Problems	M000000357	BABY TINY		Parkview Adventist Medical Center
14 Jan 10:28		Open Application	Orion - Encounter History, Encounter/Visit History	M000000357	BABY TINY		Parkview Adventist Medical Center
14 Jan 10:28		Open Application	Orion - Allergies & Alerts, Allergies	M000000357	BABY TINY		Parkview Adventist Medical Center
14 Jan 10:28		Open Application	HIN - Medications, HIN Medications	M000000357	BABY TINY		Parkview Adventist Medical Center
14 Jan 10:28		Search Performed	Orion - Encounter History, Encounter Visit History				Parkview Adventist Medical Center
14 Jan 10:28		Search Performed	Orion - Problems, Active Problems				Parkview Adventist Medical Center
14 Jan 10:28		Search Performed	Orion - Allergies & Alerts, HIN Allergies				Parkview Adventist Medical Center
14 Jan 10:28		Search Performed	HIN - Medications, HIN Medications				Parkview Adventist Medical Center
14 Jan 10:28		Search Performed	Orion - Patient Search & Demographics, Demographics - Initiate				Parkview Adventist Medical Center
14 Jan 10:29		Open Document	Current Immunizations	M000000357	BABY TINY		Parkview Adventist Medical Center
14 Jan 10:29		Open Application	HIN - Immunizations, HIN Immunizations	M000000357	BABY TINY		Parkview Adventist Medical Center
14 Jan 10:29		Search Performed	HIN - Immunizations, HIN Immunizations				Parkview Adventist Medical Center
14 Jan 10:29		Open Application	Orion - Patient Search & Demographics, Demographic Search - Initiate				Parkview Adventist Medical Center
14 Jan 10:29		Search Performed	Orion - Patient Search & Demographics, Initiate Member Search				Parkview Adventist Medical Center
14 Jan 10:30		Context Change	Patient				Parkview Adventist Medical Center
14 Jan 10:30		Privacy Override		M000000030	BROWN BEAR		Parkview Adventist Medical Center
14 Jan 10:30		Context Change	Patient	M000000030	BROWN BEAR		Parkview Adventist Medical Center

NOTE: There are more records, Click ">>" to see them.

Double clicking again will provide even further audit detail, including audit event parameters.

Parameter List			
ID	264231	Start Time	14 Jan 10:29 2013
Type	Search Performed	Source	Concerto
Message	Orion - Patient Search & Demographics, Initiate Member Search		
Result	Success		
Session ID	40A6A1D8-CC1C-4101-864B-3B7F2D67D787	Terminal ID	172.25.0.101
User ID		Patient ID Type	Patient.Id.MRN

Audit Event Parameters	
Name	Value
Application name	Orion - Patient Search & Demographics
ConcertoAccount	10A0AE26-4154-44FD-AF8E-D27653F8C07A
Search name	Initiate Member Search
Search parameter DOB	
Search parameter DOB.buffer	
Search parameter DOB.calendardate	
Search parameter DOB.high	
Search parameter DOB.low	
Search parameter DOB.outputFormat	yyyy-M-d
Search parameter FIRSTNAME	bear
Search parameter LASTNAME	brown
Search parameter MRN	
Search parameter SITE	
Search parameter ZIP	

RESETTING YOUR PASSWORD

- *Setting Your Secret Question*
- *Resetting Your Password*

RESETTING YOUR PASSWORD

INDEX

Forgot Your Password?	12
Set your Secret Question	12
Resetting Your Password	13

Forgot Your Password?

You can reset your password yourself. In order to enable this feature, you will need to set your secret questions.

- If you have already set your secret question, please go to the next page for instructions on how to reset your password.
- If you have not yet set your secret question, please contact your organization's Help Desk to have your password reset. Once your password has been reset, go to the section below for instructions on how to set your secret question.



Please enter your user ID and password

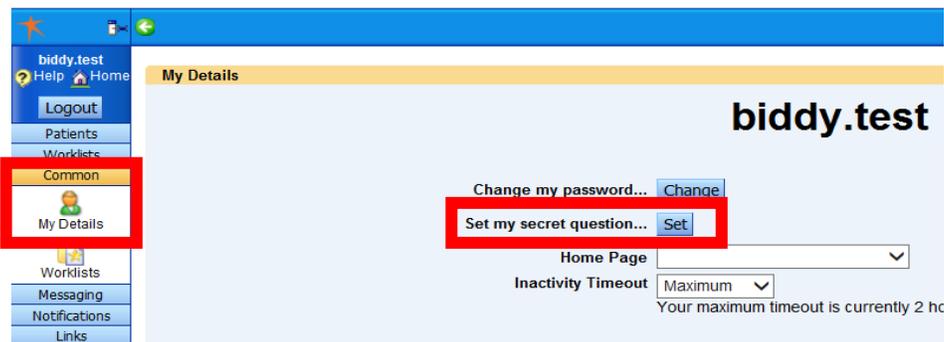
User ID

Password

[Forgot your password?](#)

Set your Secret Question

1. Log into Concerto.
2. Set your Secret Question:
 - a. Click on Common
 - b. Click on My Details
 - c. Click on Set next to "Set my secret question..."



- d. Click on drop down arrow next to "Secret Question" and selection a question.
- e. Type in Answer
- f. Type in your password.
- g. Click OK.

Secret Question  

Setting your secret question requires you to type your password.

Resetting Your Password

1. Click on "Forgot your password?"
2. Enter your User ID and click Submit.

Please enter your user ID and password

User ID

Password

[Forgot your password?](#)

 **Forgot your password?**

Please enter your user ID to start the password reset process.

User ID

[return to the login screen](#)

 **Reset password**

Instructions to reset your password have been sent to the email address associated with your user ID.

PLEASE NOTE: If you do not see the message in your inbox, look for it in your junk/spam folder or try again later. If you are unable to access your email account please [contact your organizations HelpDesk for assistance.](#)

[return to the login screen](#)

 Reply  Reply All  Forward  IM

Thu 6/5/2014 9:57 AM

Password Reset

Reset your Concerto password

To  Biddy Gilchrist

Hello Biddy Gilchrist

To reset your Concerto password visit the link below.

(PLEASE NOTE: This link will expire in 6 hours. If the link has expired, please return to the Login Screen and click on the Reset Password link again.)

<http://maine.test.hinfonet.org/concerto/password/Reset.action?token=1f42e2fb-b1d1-49ea-b472-808bee164894>

If clicking on the link does not work, copy and paste it into a new web browser window instead.

If you did not request to change your password, please contact the help desk immediately at support@hinfonet.org.

NOTE: This message was sent from an unmonitored email address. Replies sent to this address will not be answered.

3. You will receive an email with a link to reset your password.
4. Click on the link in your email.
5. Enter the following:

- a. User ID
- b. Your secret question answer
- c. New Password
- d. Confirm Password
- e. Click Change Password

 **Reset password****Verify your identity**

User ID

What is your maternal grandmothers first name?

Reset your password. Passwords must be at least 8 characters long, NOT the same as your user ID, Include a mix of upper and lower case letters, numbers, and special characters.

New password

Confirm new password

[return to the login screen](#)

 **Password changed**

You have successfully changed your password.

[return to the login screen](#)

TYPES OF ACCOUNTS

- *Clinician*
- *Clinician Administrative*
- *Clerical*
- *Auditor*
- *Help Desk*
- *IS Support*

Types of Accounts

HealthInfoNet has defined 5 roles in concerto.

HIN Role	Description	Associated User Categories By Title/Job
Clinician	Access to all patient information	Medical Doctor (M.D.) Doctor of Osteopathy (D.O.) Nurse Practitioner (N.P.) Physician Assistant (P.A.)
Clinician Administrative	Access to all patient information	Registered Nurse (R.N.) Licensed Practical Nurse (L.P.N.) Medical Assistant (M.A.) Nurse Assistant (C.N.A.) Respiratory Therapist (R.T.) Registered Pharmacist (R.Ph.) Case Manager (L.S.W., etc.)
Clerical	Access limited to demographics	Ambulance Unit Secretary Selected Medical Records Staff
Auditor	Access limited to audit reports	Security Officers
Help Desk	Access limited to user maintenance	Key Help Desk Personnel
IS Support	Access to all patient information	Selected IT Support Staff

CONTACTING HEALTHINFONET

- *Determining Priority*
- *How to Reach HIN*

Contacting HealthInfoNet

Determining Priority for Problems

Priority 1: Represents emergency problems in a production environment that have no hardware or software workarounds and that directly impact critical daily operation of your facility. The following are examples of *Priority 1* requests:

- The system is down.
- All user workstations are down.
- Critical data is not transferring via the interface.
- You cannot run a critical program from all workstations.

Priority 2: Represents non-emergency problems, have a hardware or software workaround, or are related to system application or implementation. *Priority 2* requests are handled only during regular business hours by HealthInfoNet staff. HealthInfoNet personnel will respond to *Priority 2* problems during regular business hours of **8:00 a.m. to 4:30 pm (EST/EDT), Monday through Friday.**

How to Reach HealthInfoNet

CustomerCare: Our CustomerCare Team is happy to work with you to resolve any issues you are experiencing. Information essential to resolving problems may include:

- Your Name, Phone Number, Organization, Location within the Organization
- The User's ID and Name
- How does your facility connect to the portal
- A detailed description and/or screen shot of the issue at hand.

During regular business hours of 8:00 a.m. to 4:30 p.m., please contact the CustomerCare Team via email at CustomerCare@hinfonet.org or phone at 207-541-9520.

Support: After regular business hours, please call the On-Call Technical Support at 207-541-9250 and choose option three.

Clinical Coordinator: If anyone at your facility would like training on how to use the clinical portal or has questions regarding how to use any part of the clinical portal, please contact our Clinical Coordinator, Sharon Bearor, RN, BSN, either via email at sbearor@hinfonet.org or phone at 207-541-9520.