HealthInfoNet

Stay HIN the Know

Exploring the Clinical Portal's Help Desk and Auditor User Roles

Scott Paradis, Project & QA Coordinator
Nicole Yeo-Fisher, MSW, LCSW, Clinical Educator

Education Webinar Series
June 24, 2020

Webinar Presenter

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For additional educational opportunities:

- Contact HealthInfoNet's Clinical Education team at clinicaleducation@hinfonet.org to request in-person and/or online trainings for all services
- HealthInfoNet's online training site also provides courses and CNE to better understand and use the HIE

  Visit hinfonetacademy.org for more information

Webinar Objectives

- Educate on the connections and services of HealthInfoNet and the Maine HIE
- Understand how to effectively leverage the Clinical Portal's Help Desk and Auditor user roles, including when, how, and in what circumstances the roles are critical to participating organizations' use of the HIE tool
- Provide information on education and training opportunities offered by HealthInfoNet

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HealthInfoNet & Maine's HIE

Connections & Services

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About HealthInfoNet

- HealthInfoNet operates Maine's statewide HIE
  - State of Maine law governs patient informed consent requirements for HIE participation
- HealthInfoNet is an independent nonprofit organization governed by a voluntary, community-based board of directors and advisory committees
  - Our members represent medical providers, public health organizations, patients, government agencies, and businesses throughout the state
- HealthInfoNet provides a number of services to our participating provider organizations, including access to our clinical portal, real-time event notifications, public health reporting, predictive analytics and measures, and more

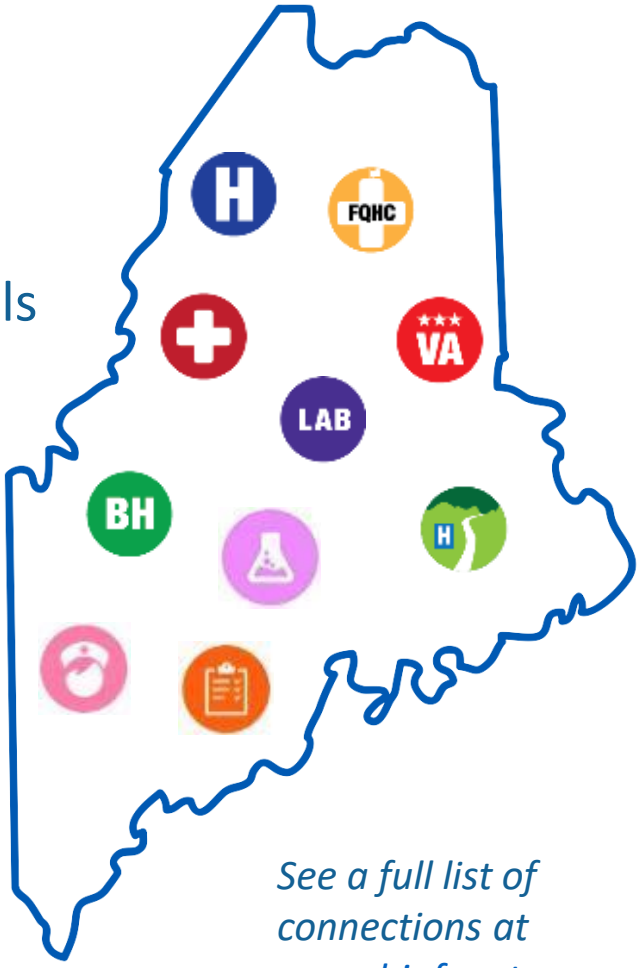
HealthInfoNet's Vision

Committed to delivering trusted health information exchange services, we help our communities create lasting system-wide improvements in the value of patient care.

To create better, easier, and safer solutions is our guiding principle. Through the application of timely and actionable information, we adapt and advance as clinical workflows and operational needs change across the care continuum.

Maine HIE Participants

- Connected to more than 790 provider locations across Maine
- The type of providers connected include:
  - All health systems, acute care hospitals, and critical access hospitals
  - Veterans Affairs sites
  - A majority of ambulatory facilities, FQHCs
  - Some behavioral health and post acute care facilities
  - Laboratories (including NorDx, Quest, ALI, Dahl-Chase)
  - Maine EMS (ImageTrend)
  - Pharmacy datasets (SureScripts and MaineCare)



See a full list of connections at www.hinfonet.org

Maine HIE Data Sources

As we connect to sites across the state, our data warehouse is expanding to incorporate new data sources and use cases – from clinical and claims data to social determinants of health and more

Demographics

Encounters

Vital Signs

Laboratory & Microbiology Results

Radiology Reports

Adverse Reactions & Allergies

Medication History (Prescribed & Filled)

Diagnosis, Conditions, & Problems

Immunization Information

Documents & Social Determinants

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Help Desk & Auditor User Roles

Overview of Clinical Portal User Roles

Scott Paradis
Project & QA Coordinator

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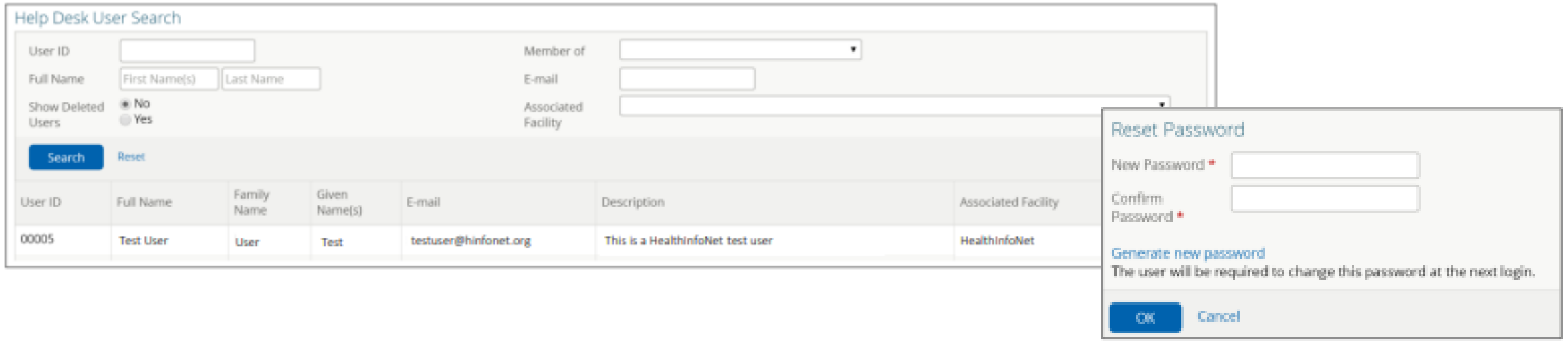
Help Desk User Role

The **Help Desk** user role provides self-service user management functionality required by help desk personnel and IT support teams to troubleshoot and sustain their organizations' Clinical Portal user directories



For more information, find the Clinical Portal's Help Desk User Guide online at https://hinfonet.org/resources/training-materials/

Help Desk User Role (cont.)

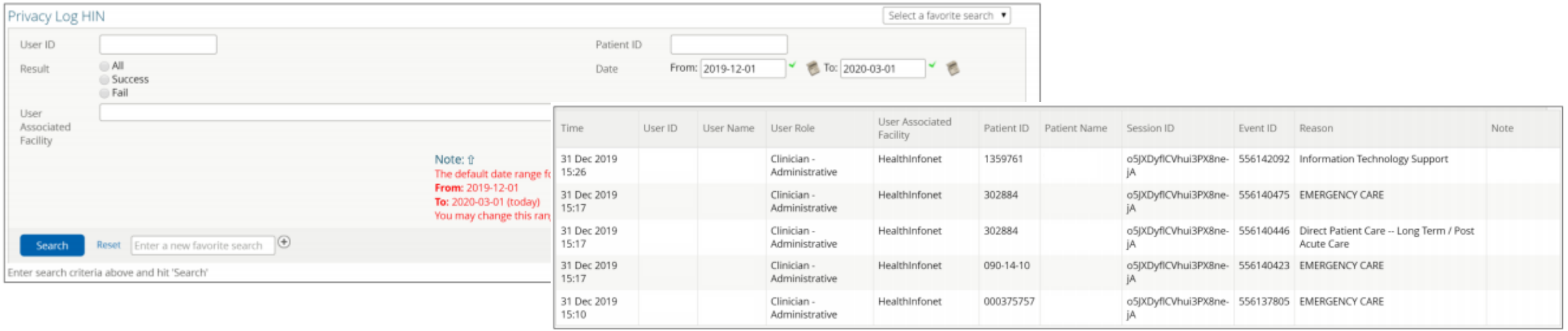
- Who should get a Help Desk account at your organization?
  - Internal help desk users
  - Super users
  - Practice managers
  - Team leaders
  - Designated leadership

Help Desk User Role (cont.)

- What can Help Desk users do within the Clinical Portal?
  - Reset passwords
  - Enable or disable accounts
  - Update account names, email addresses, or user descriptions
  - Set login limitations
  - Change home screen default views
  - Request new users*
    - VPN clients only
    - Account must be assigned to New User Request group

Auditor User Role

The **Auditor** user role provides self-service audit reporting functionality required by security officers and/or support staff to review general privacy and sensitive information access audit logs on a per user or per patient basis



For more information, find the Clinical Portal's Auditor User Guide online at https://hinfonet.org/resources/training-materials/

Auditor User Role

- Who should get an Auditor account at your organization?
  - Privacy officers
  - Compliance officers
  - Practice managers
  - Team leaders
  - Designated leadership

Auditor User Role

- What sort of auditing can be done within the Clinical Portal?
  - Individual user activity
  - Facility activity
  - Activity across time
  - Patient MRN activity

Auditor User Role

- What specific events can be audited within the Clinical Portal?
  - Access reason (“breaking the glass”)
  - Documents (notes, reports, etc.)
  - Labs
  - Specific application
    - VA Search (accessing VA documents)
    - My Patients (adding patient(s) to notifications panel)
  - Internal processes

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Education & Training

Clinical Education Resources & Opportunities

Nicole Yeo-Fisher, MSW, LCSW
Clinical Educator

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HealthInfoNet Educators

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Educational Opportunities

- In-person and online trainings available for all services
- Public resources available at https://hinfonet.org/resources/clinical-education/
- HealthInfoNet's online training site also provides courses and CNE credits to better understand and effectively use the HIE; visit hinfonetacademy.org for more information

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