

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

Scott Paradis, Project & Quality Assurance Coordinator

- Email: sparadis@hinfonet.org
- Telephone: 207-541-4122

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



HealthInfoNet & Maine's HIE

Connections & Services

Nicole Yeo-Fisher, MSW, LCSW
Clinical Educator

Education Webinar Series
June 24, 2020

About HealthInfoNet

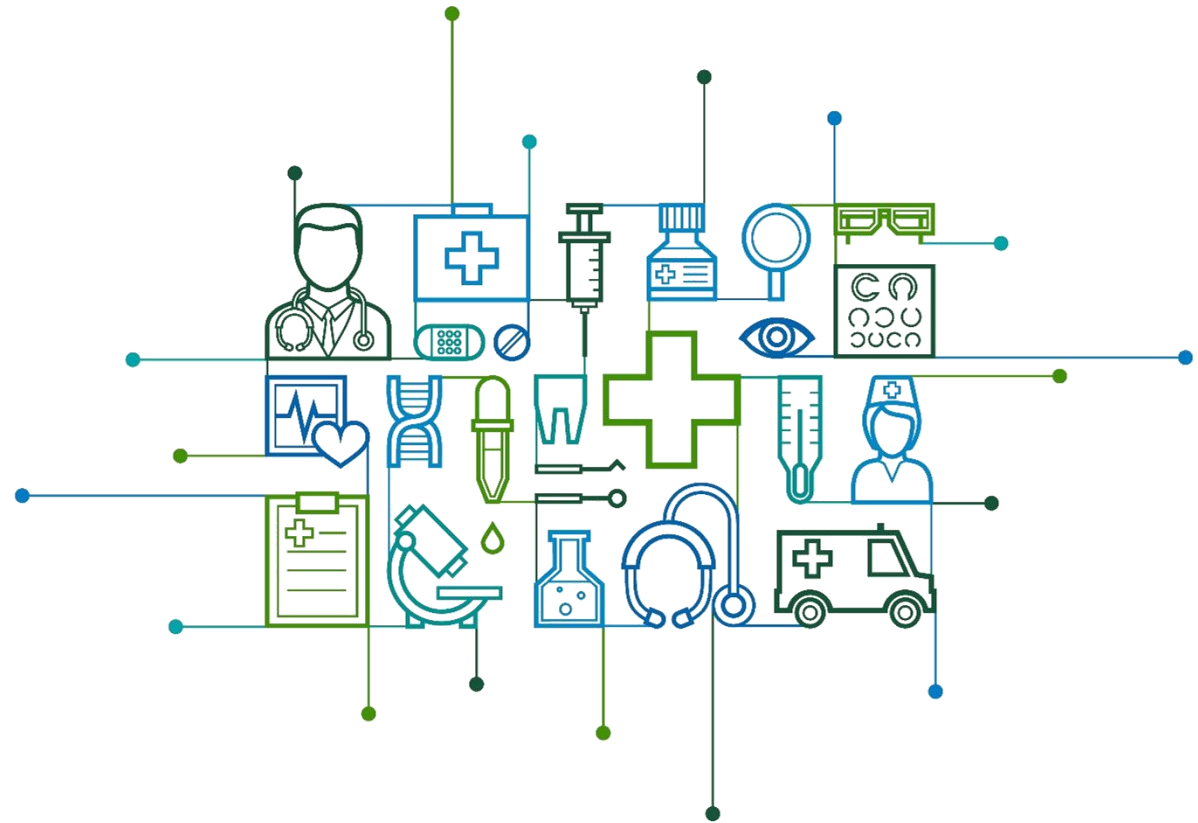
- HealthInfoNet operates Maine's statewide HIE
 - State of Maine law governs patient informed consent requirements for HIE participation
- HealthInfoNet is an independent nonprofit organization governed by a voluntary, community-based board of directors and advisory committees
 - Our members represent 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

Help Desk & Auditor User Roles

Overview of Clinical Portal User Roles

Scott Paradis
Project & QA Coordinator

Education Webinar Series
June 24, 2020

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

The screenshot displays the 'Help Desk User Search' interface. It includes search filters for User ID, Full Name (First Name(s) and Last Name), Member of (dropdown), E-mail, Associated Facility (dropdown), and Show Deleted Users (radio buttons for No and Yes). A 'Search' button and a 'Reset' link are present. Below the filters is a table with the following data:

User ID	Full Name	Family Name	Given Name(s)	E-mail	Description	Associated Facility
00005	Test User	User	Test	testuser@hinfonet.org	This is a HealthInfoNet test user	HealthInfoNet

Overlaid on the bottom right is a 'Reset Password' dialog box. It contains fields for 'New Password' and 'Confirm Password', both marked with a red asterisk. Below these fields is a link that says 'Generate new password'. A message states: 'The user will be required to change this password at the next login.' At the bottom of the dialog are 'OK' and 'Cancel' buttons.

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

Privacy Log HIN

User ID

Patient ID

Result

All

Success

Fail

User Associated Facility

Date

From: 2019-12-01

To: 2020-03-01

Note: ↑

The default date range for

From: 2019-12-01

To: 2020-03-01 (today)

You may change this range

Search

Reset

Enter a new favorite search

Enter search criteria above and hit 'Search'

Select a favorite search

Time	User ID	User Name	User Role	User Associated Facility	Patient ID	Patient Name	Session ID	Event ID	Reason	Note
31 Dec 2019 15:26			Clinician - Administrative	HealthInfoNet	1359761		o5jXDyflCVhui3PX8ne-jA	556142092	Information Technology Support	
31 Dec 2019 15:17			Clinician - Administrative	HealthInfoNet	302884		o5jXDyflCVhui3PX8ne-jA	556140475	EMERGENCY CARE	
31 Dec 2019 15:17			Clinician - Administrative	HealthInfoNet	302884		o5jXDyflCVhui3PX8ne-jA	556140446	Direct Patient Care -- Long Term / Post Acute Care	
31 Dec 2019 15:17			Clinician - Administrative	HealthInfoNet	090-14-10		o5jXDyflCVhui3PX8ne-jA	556140423	EMERGENCY CARE	
31 Dec 2019 15:10			Clinician - Administrative	HealthInfoNet	000375757		o5jXDyflCVhui3PX8ne-jA	556137805	EMERGENCY CARE	

For more information, find the Clinical Portal's Auditor User Guide online at <https://hinfo.net.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



Education & Training

Clinical Education Resources & Opportunities

Nicole Yeo-Fisher, MSW, LCSW
Clinical Educator

Education Webinar Series
June 24, 2020

HealthInfoNet Educators

Sharon Bearor, RN, BSN, Clinical Educator

- Email: sbearor@hinfonet.org
- Telephone: 207-541-4123

Nicole Yeo-Fisher, MSW, LCSW, Clinical Educator

- Email: nyeofisher@hinfonet.org
- Telephone: 207-541-4124

General Inquiries

- Email: clienteducation@hinfonet.org



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





 60 Pineland Drive
Portland Hall, Suite 230
New Gloucester, ME 04260



www.hinfonet.org



207-541-9250



customercare@hinfonet.org



[@hinfonet](https://twitter.com/hinfonet)