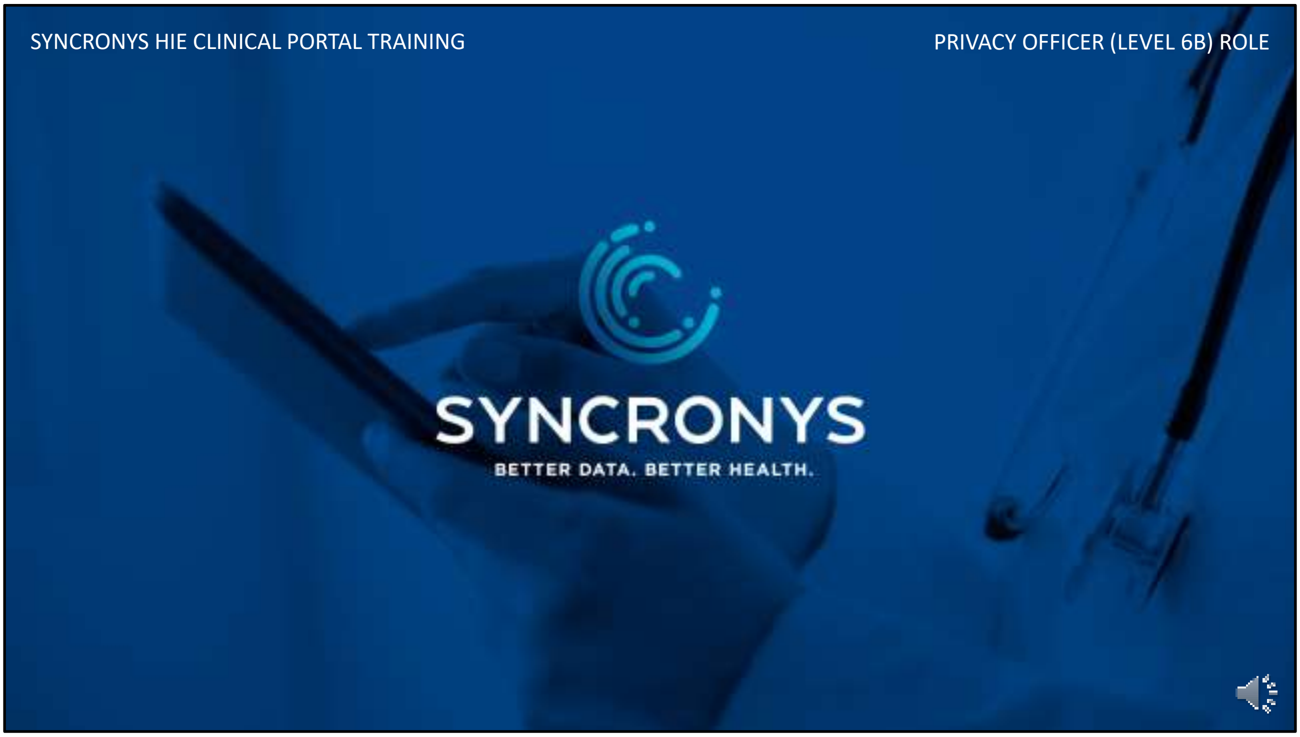


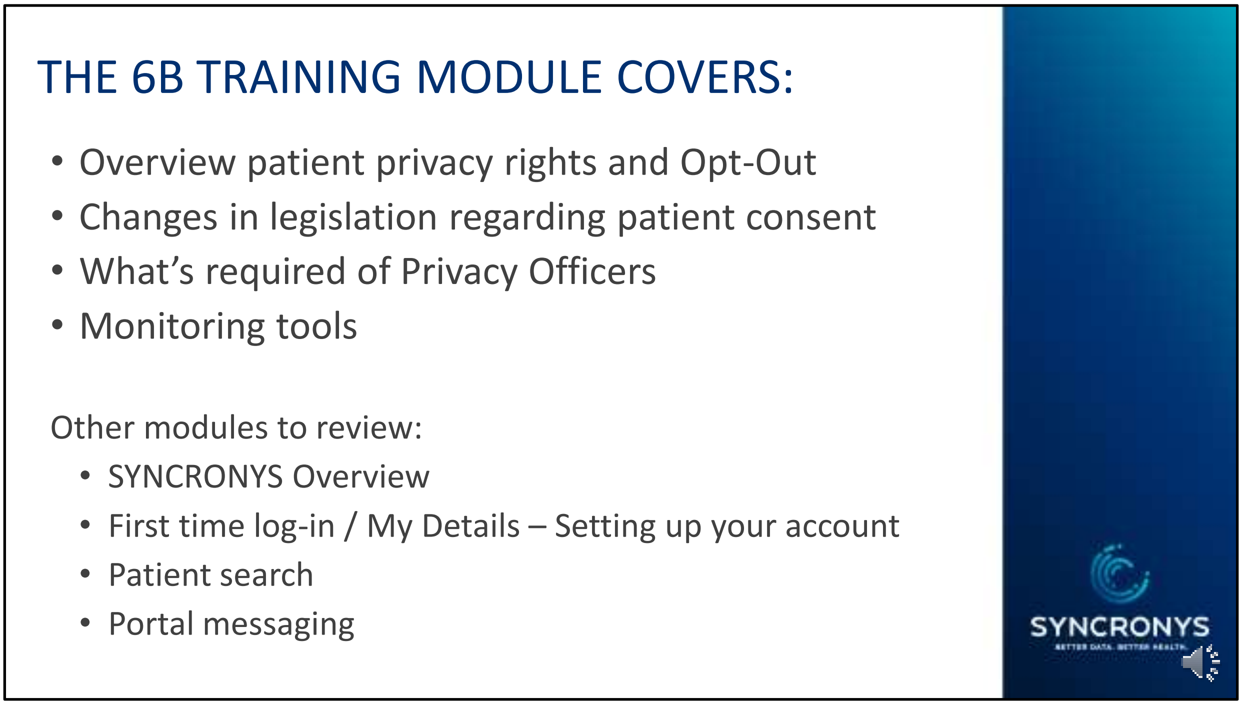
SYNCRONYS HIE CLINICAL PORTAL TRAINING

PRIVACY OFFICER (LEVEL 6B) ROLE

SYNCRONYS

BETTER DATA. BETTER HEALTH.

This module is intended as training for participating organization privacy officers. This role may be assigned to your organization’s official privacy officer or their designee.



THE 6B TRAINING MODULE COVERS:

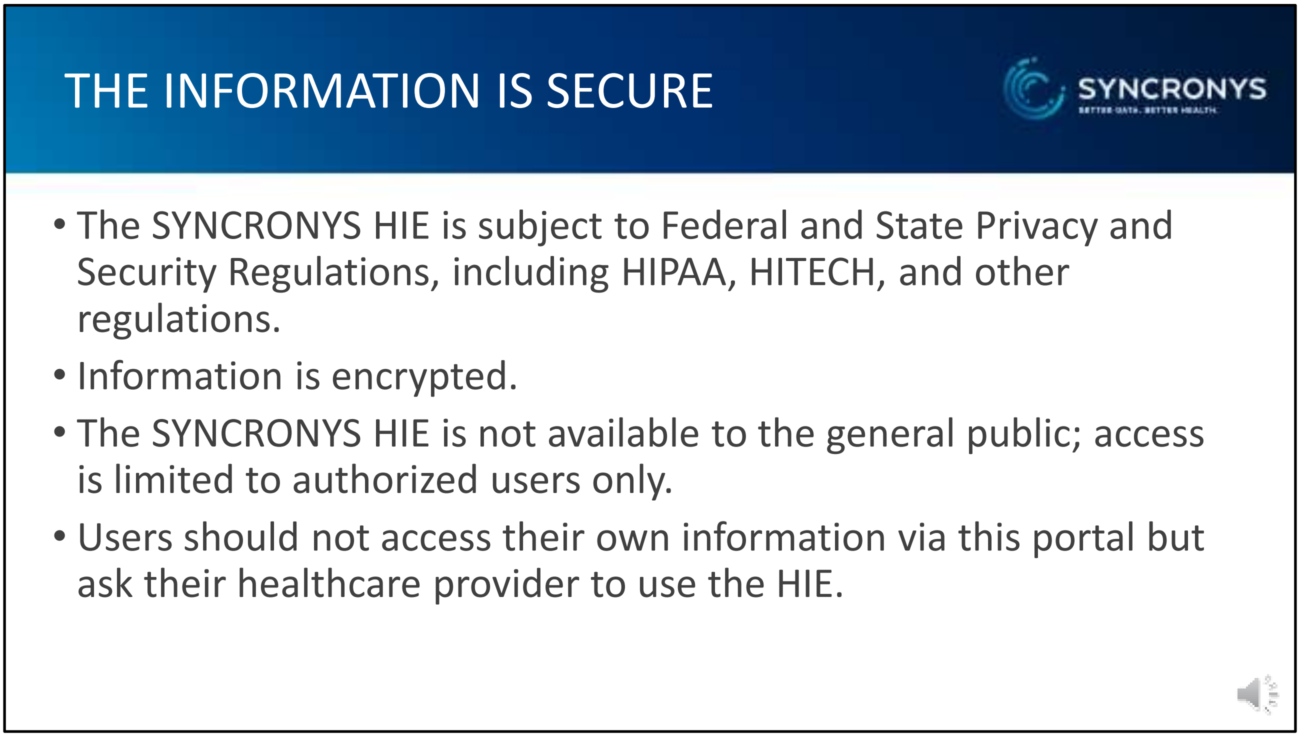
- Overview patient privacy rights and Opt-Out
- Changes in legislation regarding patient consent
- What’s required of Privacy Officers
- Monitoring tools

Other modules to review:

- SYNCRONYS Overview
- First time log-in / My Details – Setting up your account
- Patient search
- Portal messaging

This module will give the privacy officer an overview of patient privacy, changes to patient consent laws in New Mexico, monitoring logs, and the responsibilities of the Privacy Officer role.

Other training modules you will want to review include the SYNCRONYS overview, first-time log-in, patient search, and portal messaging.



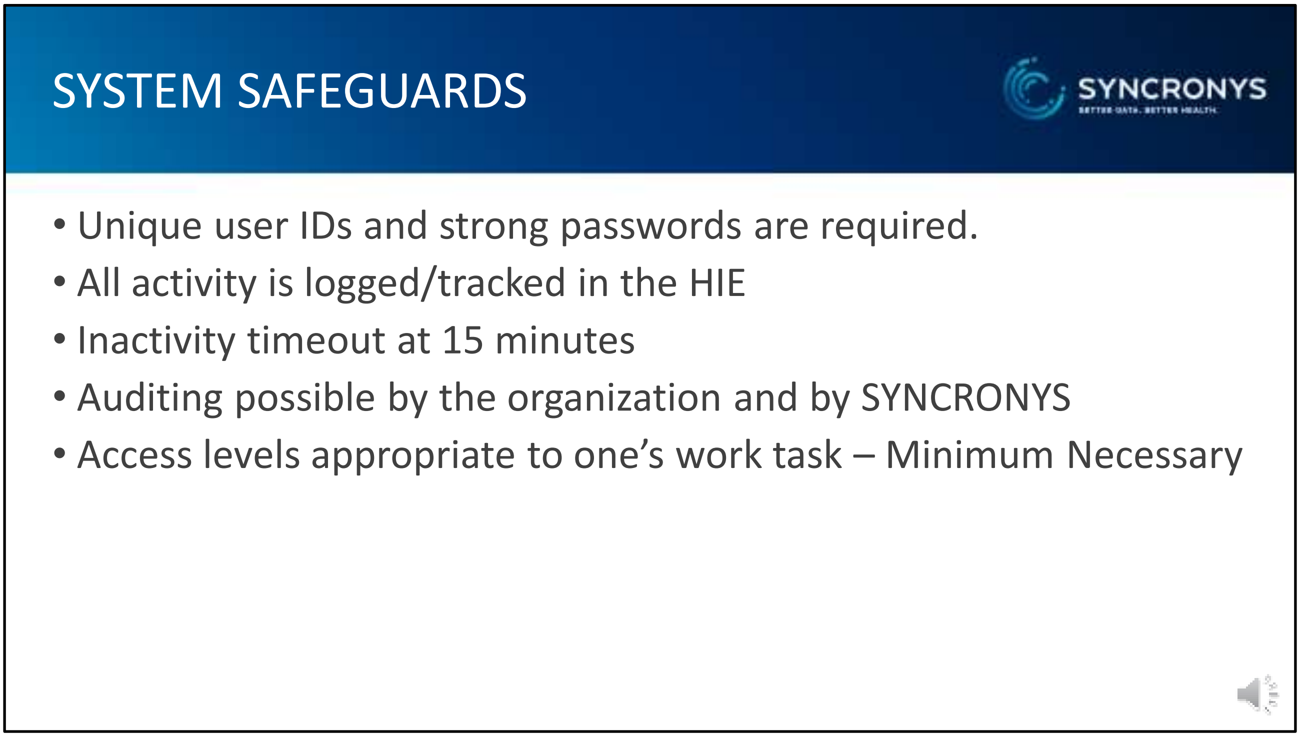
THE INFORMATION IS SECURE

SYNCRONYS
BETTER DATA. BETTER HEALTH.

- The SYNCRONYS HIE is subject to Federal and State Privacy and Security Regulations, including HIPAA, HITECH, and other regulations.
- Information is encrypted.
- The SYNCRONYS HIE is not available to the general public; access is limited to authorized users only.
- Users should not access their own information via this portal but ask their healthcare provider to use the HIE.

The SYNCRONYS HIE is subject to Federal and State Privacy and Security Regulations, including HIPAA, HITECH, and other regulations. The information is encrypted both at rest and while in transit.

The SYNCRONYS HIE is not available to the general public, and access is limited to authorized users only. Those with access should not look up their own information via this portal but instead ask their healthcare provider to use the HIE.



SYSTEM SAFEGUARDS

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- Unique user IDs and strong passwords are required.
- All activity is logged/tracked in the HIE
- Inactivity timeout at 15 minutes
- Auditing possible by the organization and by SYNCRONYS
- Access levels appropriate to one's work task – Minimum Necessary

There are safeguards built into the clinical portal. Unique user IDs and strong passwords are required, and all activity is logged/tracked in the HIE.

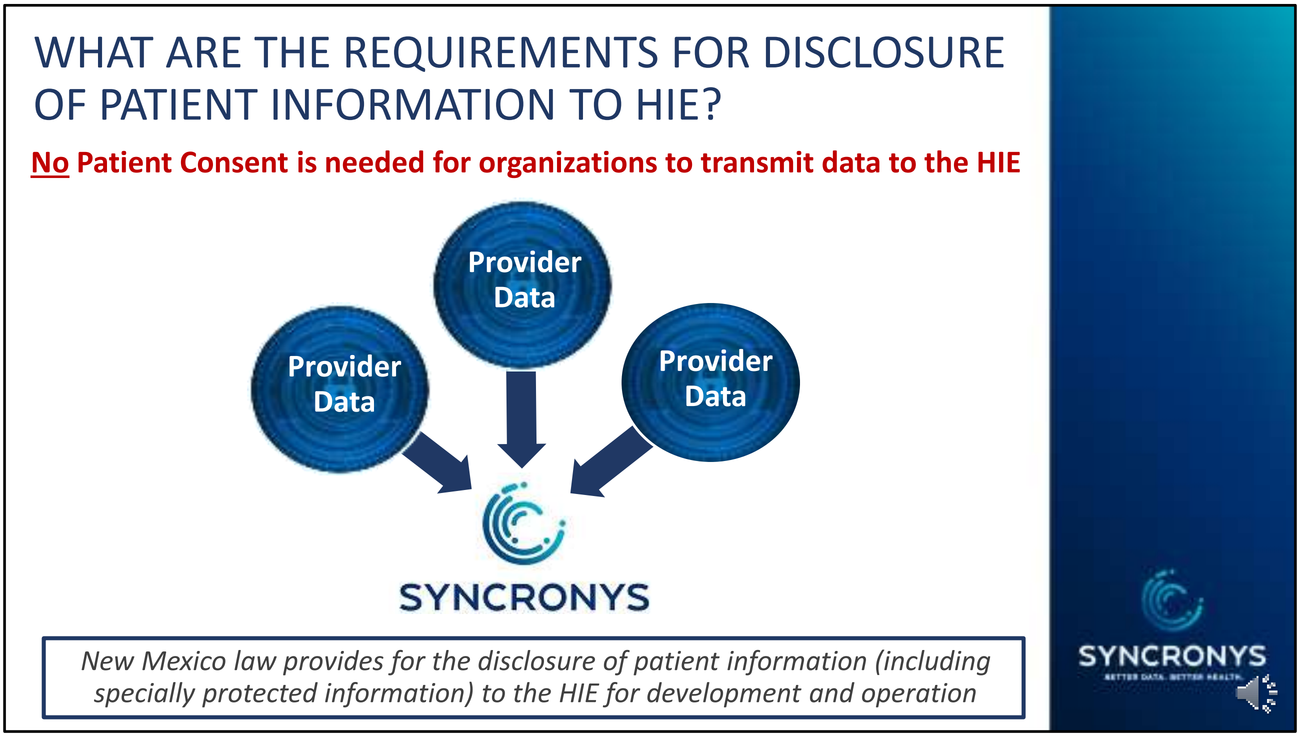
There is an automatic log out that requires users to log back in after 15 minutes of inactivity.

Auditing of portal access is possible by the organization's privacy officer and by SYNCRONYS.

Access level options are available for assigning views appropriate to one's work task – with Minimum Necessary access being the goal.

UNDERSTANDING PATIENT CONSENT
AND HEALTH INFORMATION EXCHANGE

Let’s dive deeper into patient consent and health information exchange.



WHAT ARE THE REQUIREMENTS FOR DISCLOSURE OF PATIENT INFORMATION TO HIE?

No Patient Consent is needed for organizations to transmit data to the HIE

Provider Data

Provider Data

Provider Data

SYNCRONYS

New Mexico law provides for the disclosure of patient information (including specially protected information) to the HIE for development and operation

SYNCRONYS
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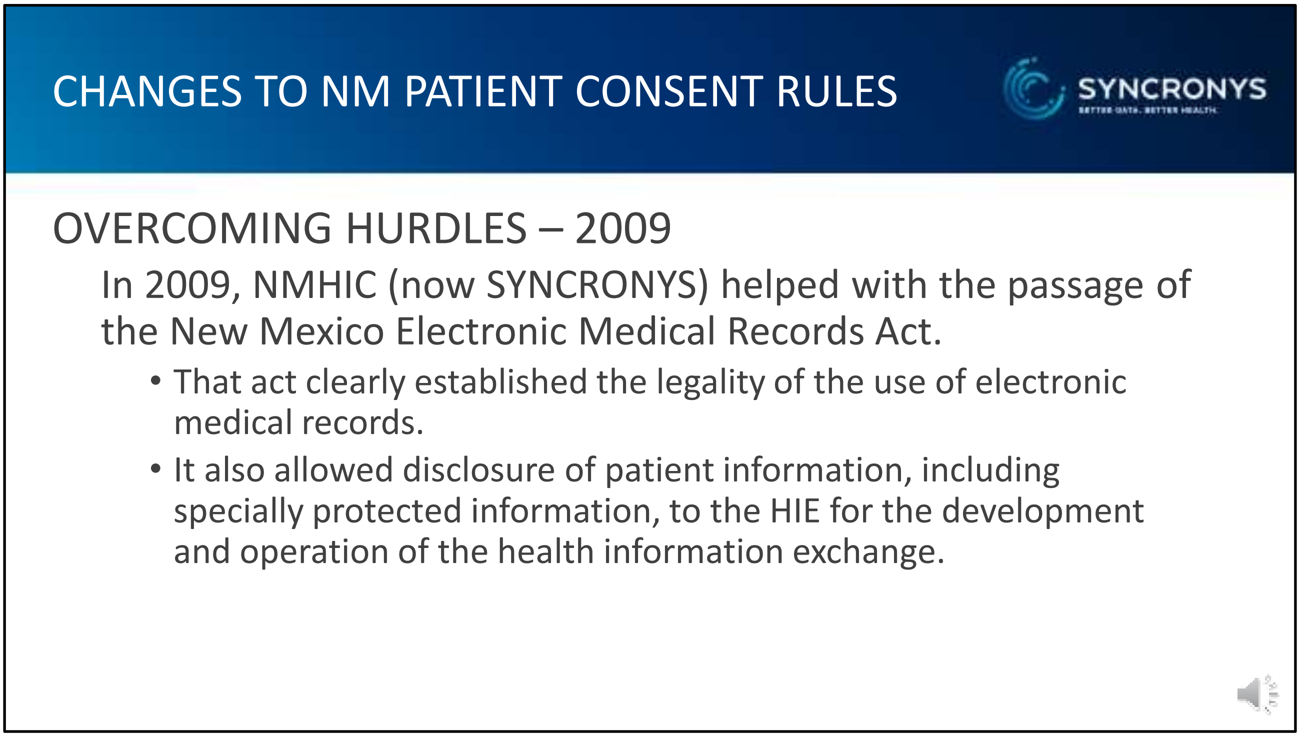
There are no patient consent requirements when it comes to sending information to the state's health information exchange. The New Mexico Medical Records Act provides for the disclosure of patient information, including sensitive information, for the development and operation of the health information exchange.



CHANGES TO NM PATIENT CONSENT RULES

SYNCRONYS

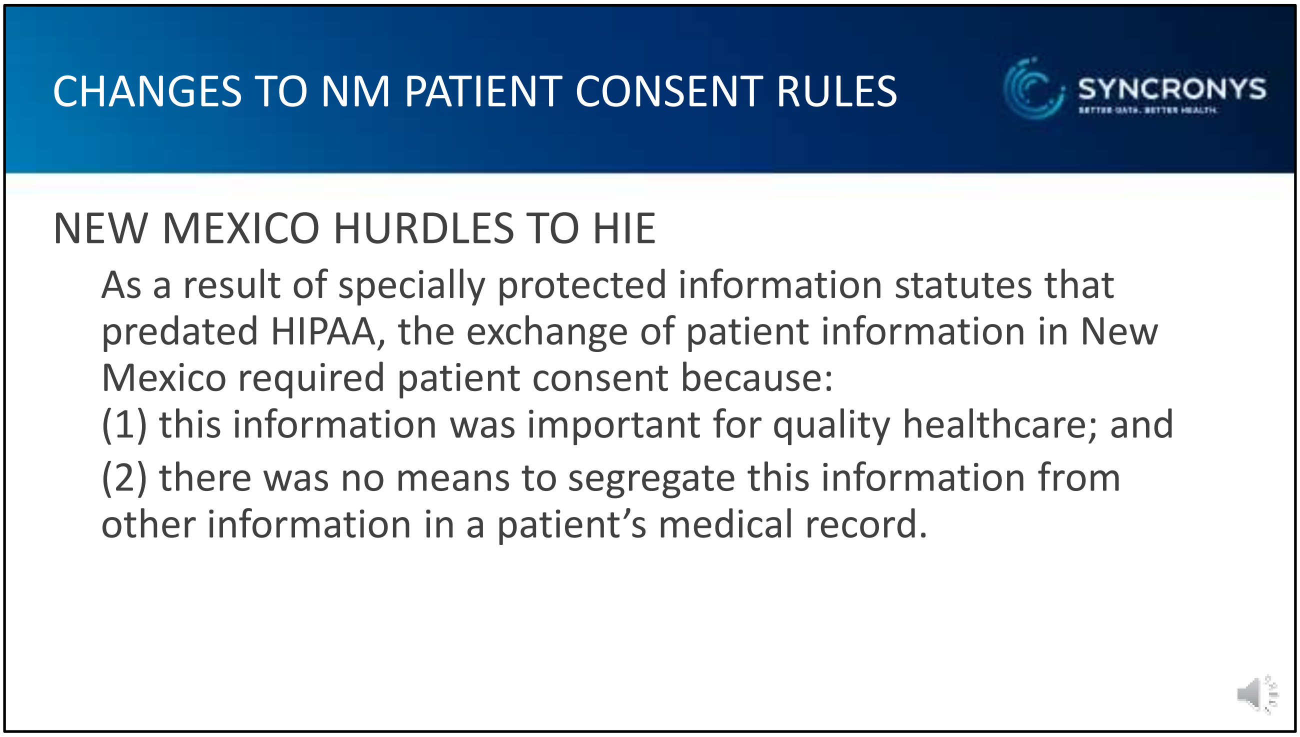
BETTER DATA. BETTER HEALTH.

OVERCOMING HURDLES – 2009

In 2009, NMHIC (now SYNCRONYS) helped with the passage of the New Mexico Electronic Medical Records Act.

- That act clearly established the legality of the use of electronic medical records.
- It also allowed disclosure of patient information, including specially protected information, to the HIE for the development and operation of the health information exchange.

The organization that began SYNCRONYS was instrumental in passing the New Mexico Electronic Medical Records act in 2009, which settled some important issues regarding electronic health records.



CHANGES TO NM PATIENT CONSENT RULES

SYNCRONYS
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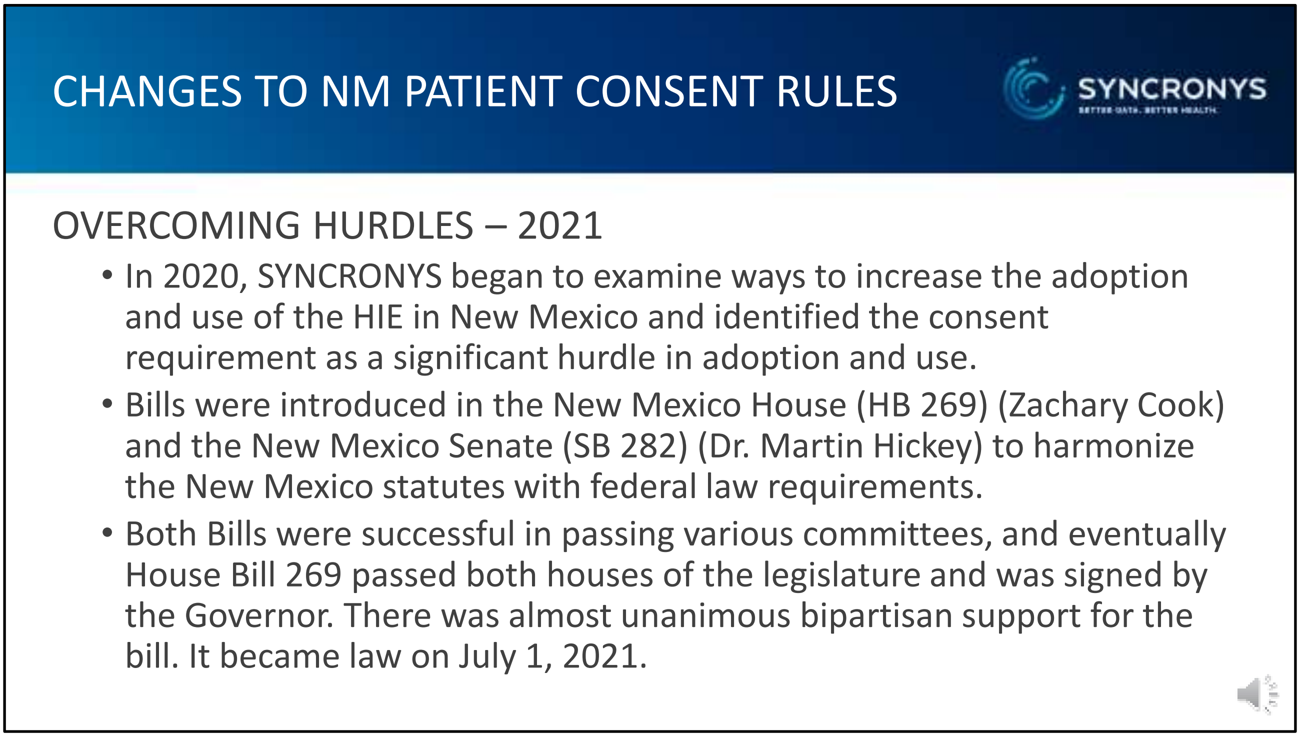
NEW MEXICO HURDLES TO HIE

As a result of specially protected information statutes that predated HIPAA, the exchange of patient information in New Mexico required patient consent because:

(1) this information was important for quality healthcare; and

(2) there was no means to segregate this information from other information in a patient's medical record.

However, those wishing to exchange patient information had to overcome the obstacle of obtaining written patient consent before viewing patient records in the health information exchange. That was due to five state laws on the books that protected certain sensitive conditions. These sensitive condition laws preceded HIPAA and were stricter than HIPAA as well. Information about these conditions could not be reliably segregated in the clinical portal.



CHANGES TO NM PATIENT CONSENT RULES

SYNCRONYS

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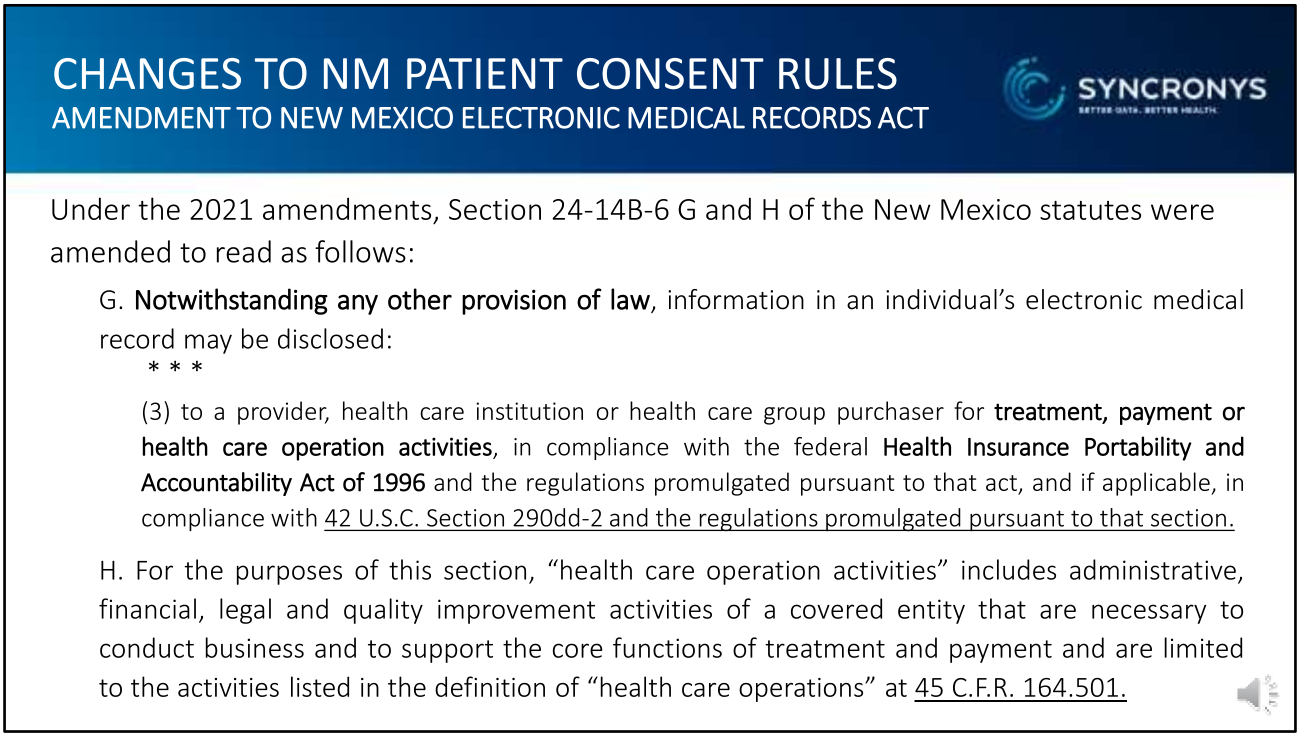
OVERCOMING HURDLES – 2021

- In 2020, SYNCRONYS began to examine ways to increase the adoption and use of the HIE in New Mexico and identified the consent requirement as a significant hurdle in adoption and use.
- Bills were introduced in the New Mexico House (HB 269) (Zachary Cook) and the New Mexico Senate (SB 282) (Dr. Martin Hickey) to harmonize the New Mexico statutes with federal law requirements.
- Both Bills were successful in passing various committees, and eventually House Bill 269 passed both houses of the legislature and was signed by the Governor. There was almost unanimous bipartisan support for the bill. It became law on July 1, 2021.

Recently, this situation changed with bipartisan support and passage for House Bill 269, which brought New Mexico's law into harmony with federal HIPAA regulations.



CHANGES TO NM PATIENT CONSENT RULES

AMENDMENT TO NEW MEXICO ELECTRONIC MEDICAL RECORDS ACT

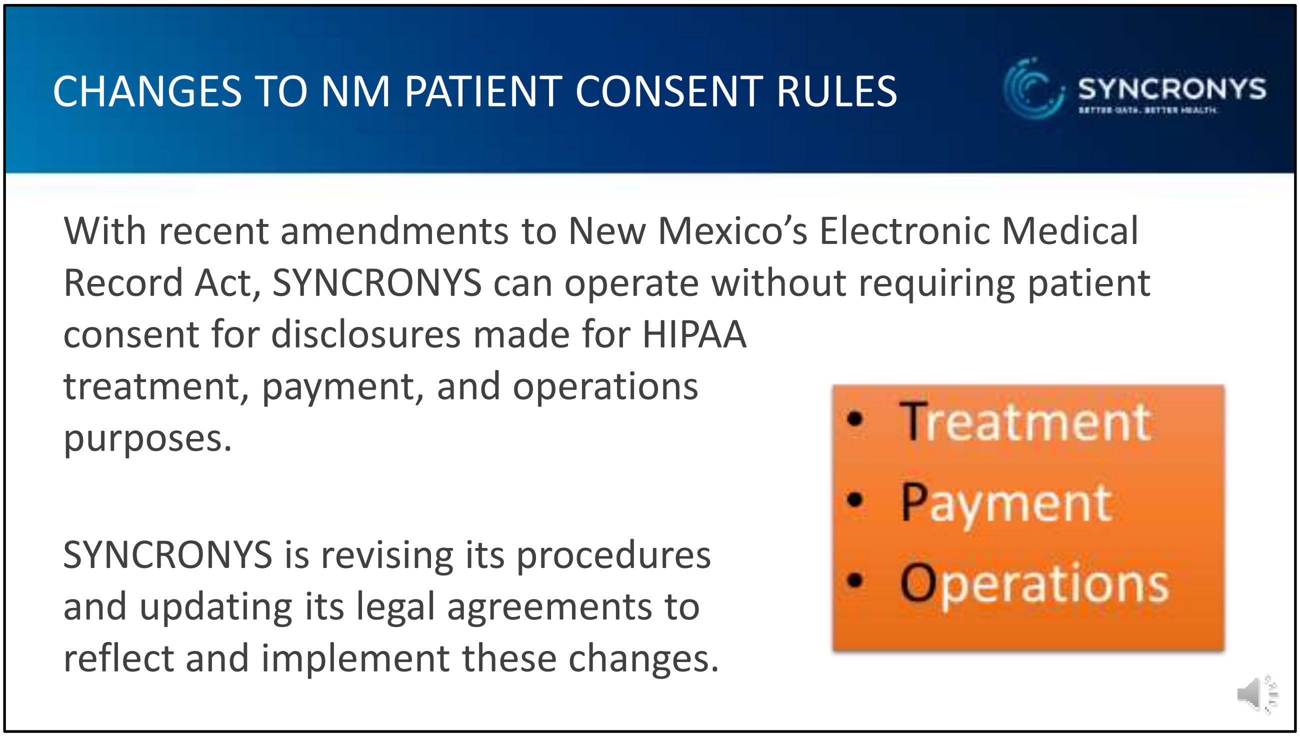
SYNCRONYS

BETTER DATA. BETTER HEALTH.

Under the 2021 amendments, Section 24-14B-6 G and H of the New Mexico statutes were amended to read as follows:

> G. **Notwithstanding any other provision of law**, information in an individual's electronic medical record may be disclosed:
>
> * * *
>
> (3) to a provider, health care institution or health care group purchaser for **treatment, payment or health care operation activities**, in compliance with the federal **Health Insurance Portability and Accountability Act of 1996** and the regulations promulgated pursuant to that act, and if applicable, in compliance with 42 U.S.C. Section 290dd-2 and the regulations promulgated pursuant to that section.
>
> H. For the purposes of this section, "health care operation activities" includes administrative, financial, legal and quality improvement activities of a covered entity that are necessary to conduct business and to support the core functions of treatment and payment and are limited to the activities listed in the definition of "health care operations" at 45 C.F.R. 164.501.

For your reference, the applicable sections appear on this slide. They pinpoint the language that defers to federal HIPAA regulations when it comes to disclosure of a patient's medical record.



CHANGES TO NM PATIENT CONSENT RULES

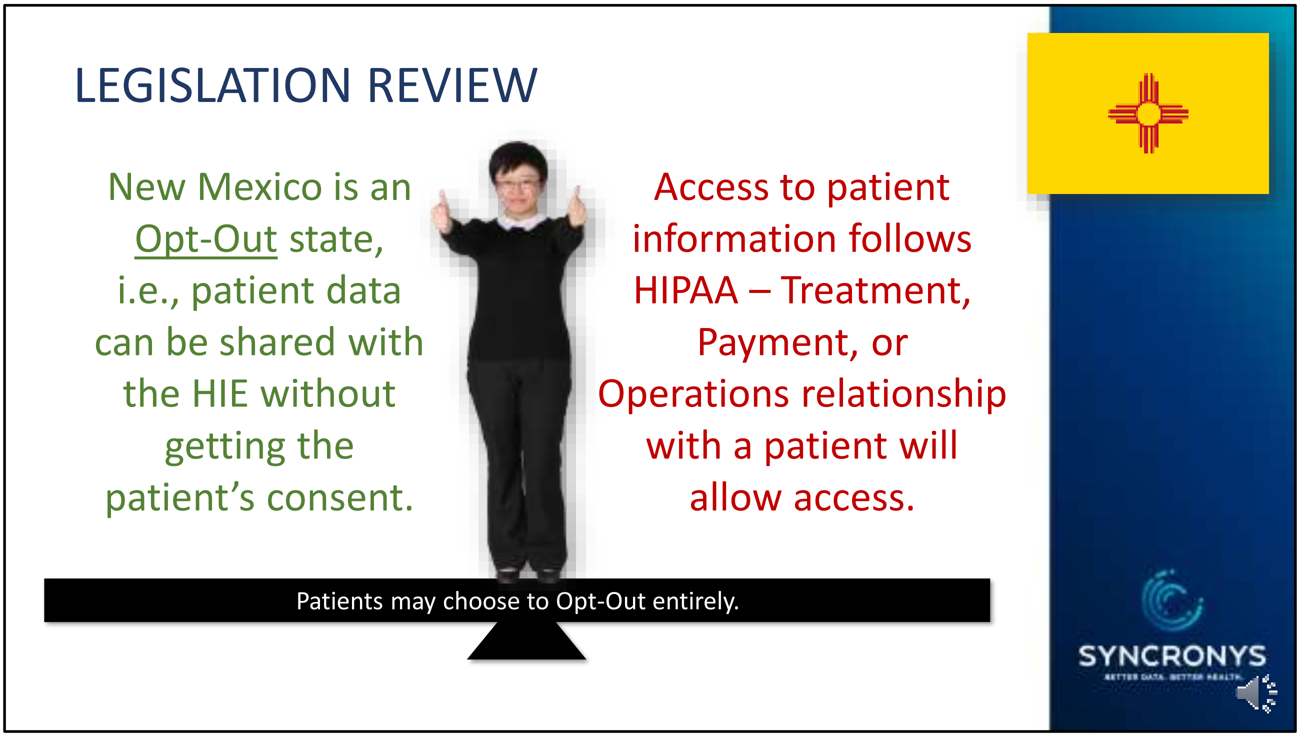
SYNCRONYS
BETTER DATA. BETTER HEALTH.

With recent amendments to New Mexico’s Electronic Medical Record Act, SYNCRONYS can operate without requiring patient consent for disclosures made for HIPAA treatment, payment, and operations purposes.

- Treatment
- Payment
- Operations

SYNCRONYS is revising its procedures and updating its legal agreements to reflect and implement these changes.

With these amendments, the SYNCRONYS HIE can operate without requiring patient consent for disclosures made for HIPAA treatment, payment, and operations purposes. SYNCRONYS is now in the process of revising its procedures and updating its legal agreements to reflect and implement these changes. We see this as a huge step in the on-going history and success of the SYNCRONYS New Mexico HIE.



LEGISLATION REVIEW

New Mexico is an Opt-Out state, i.e., patient data can be shared with the HIE without getting the patient's consent.

Access to patient information follows HIPAA – Treatment, Payment, or Operations relationship with a patient will allow access.

Patients may choose to Opt-Out entirely.

SYNCRONYS
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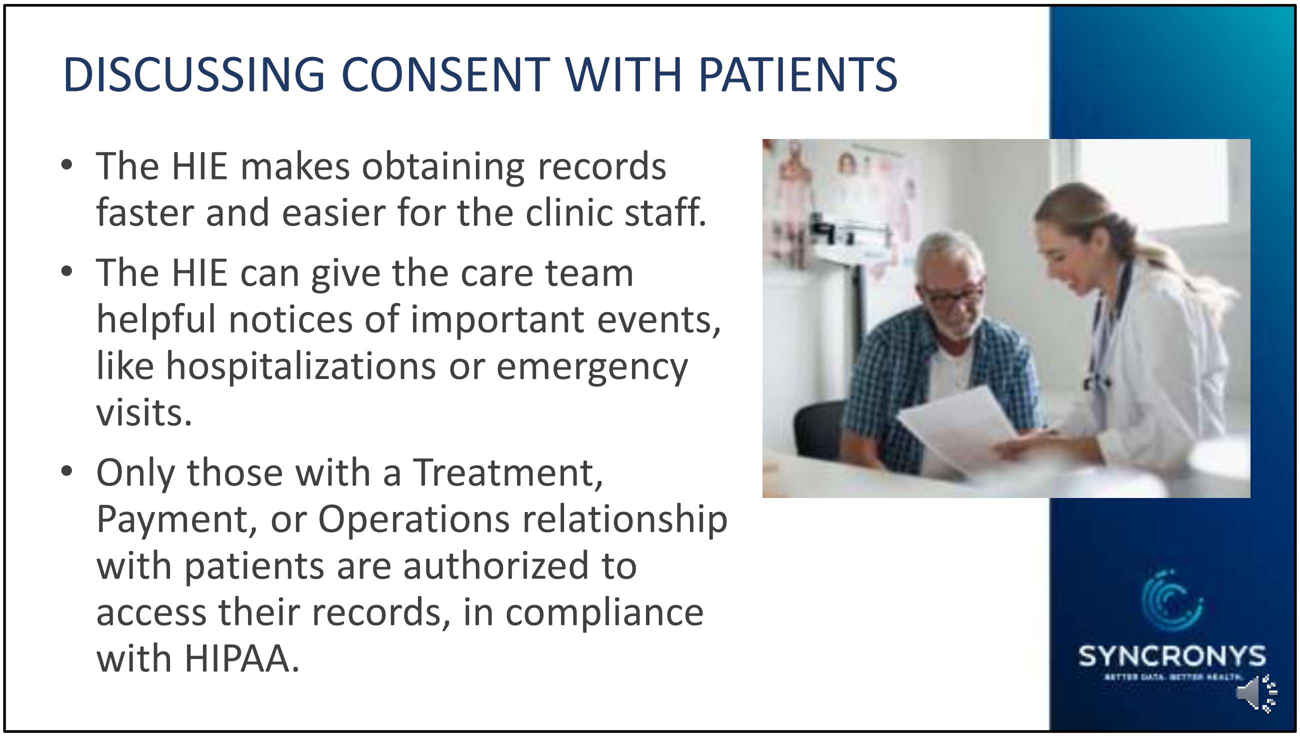
To review, New Mexico is considered an Opt-Out state, because patient information may flow into the health information exchange without patient consent. Access to that information is protected by HIPAA laws requiring an appropriate reason for access in terms of treatment, payment, or health care operations.
Patients have the right to completely opt-out of the health information exchange, but this step will prevent access to their records through the HIE, even in the event of a life-threatening emergency.

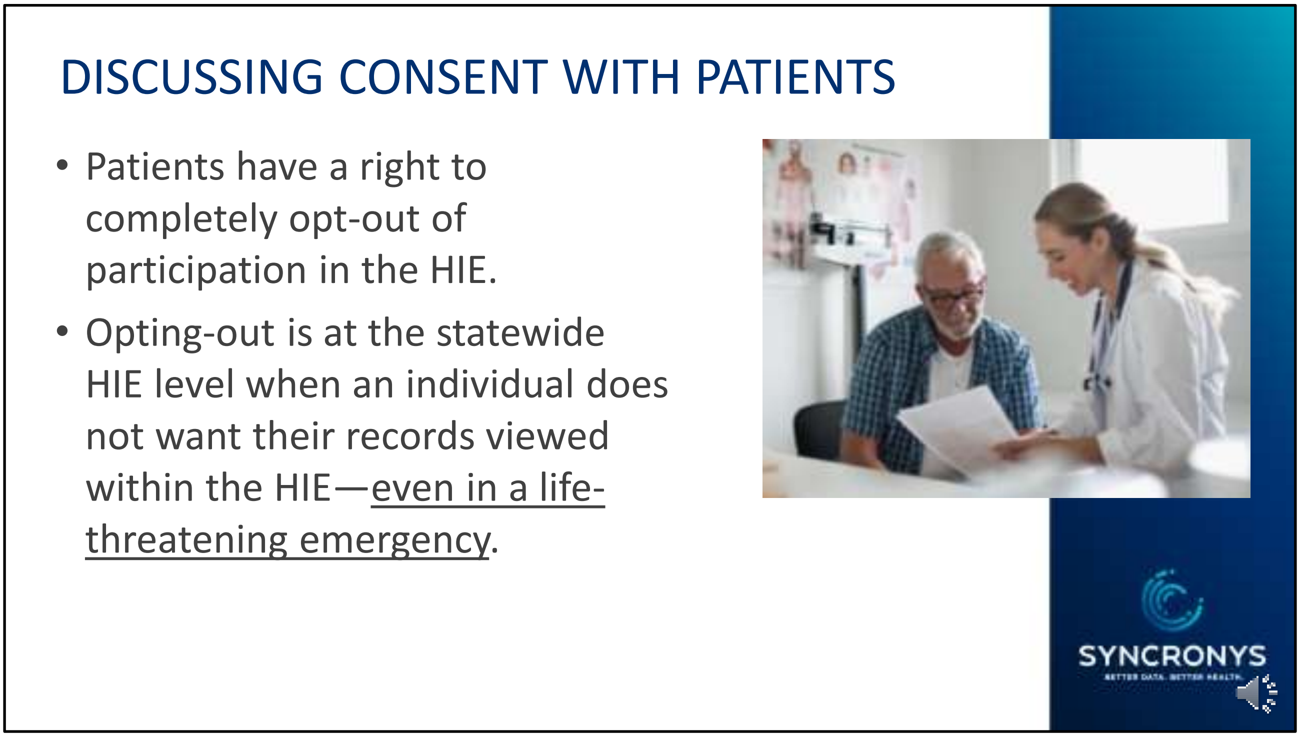


DISCUSSING CONSENT WITH PATIENTS

- The HIE makes obtaining records faster and easier for the clinic staff.
- The HIE can give the care team helpful notices of important events, like hospitalizations or emergency visits.
- Only those with a Treatment, Payment, or Operations relationship with patients are authorized to access their records, in compliance with HIPAA.

SYNCRONYS
BETTER DATA. BETTER HEALTH.

If your staff wants to help explain why it is beneficial for your organization and for the patient to participate in health information exchange, they can simply say that the HIE makes obtaining records faster and easier for the staff. It can give the patient's health care team helpful notifications about important events, like emergency room visits or hospitalizations. The patient's information is still protected by HIPAA, so that only those with an appropriate relationship with the individual should look up their information, and that access can be audited.

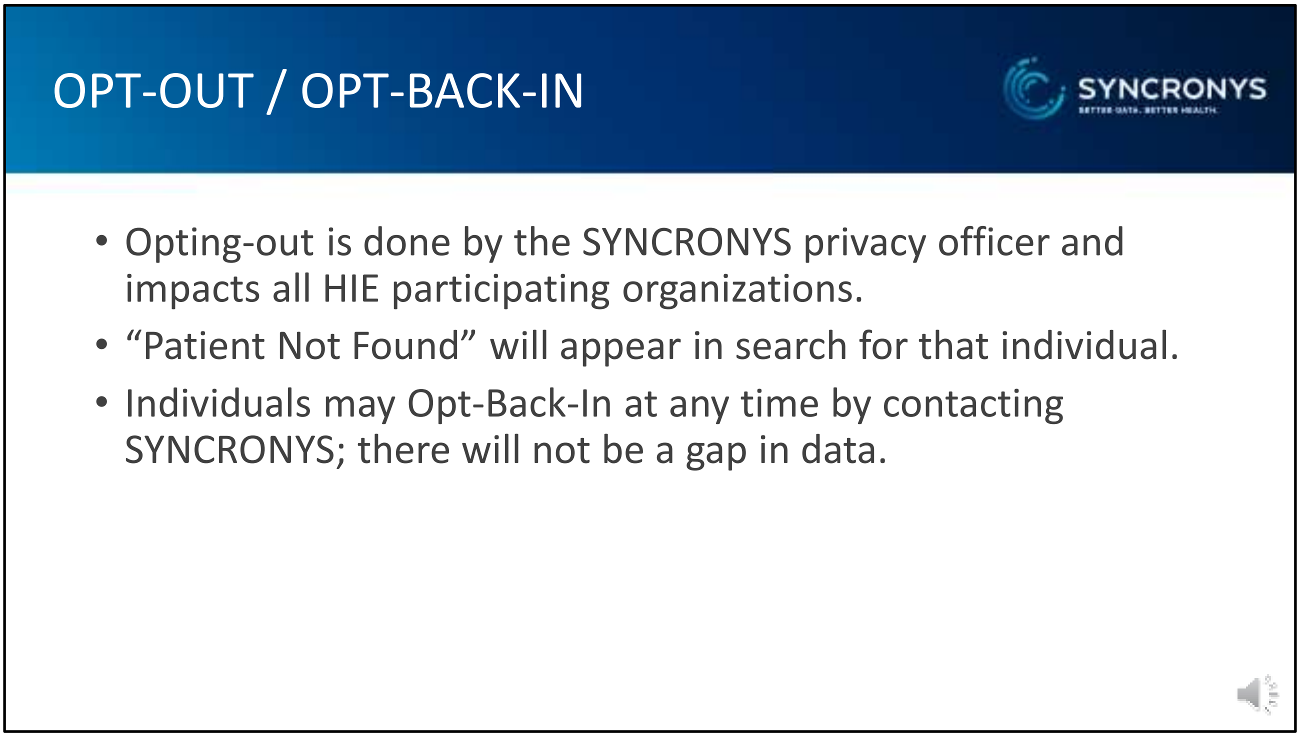


DISCUSSING CONSENT WITH PATIENTS

- Patients have a right to completely opt-out of participation in the HIE.
- Opting-out is at the statewide HIE level when an individual does not want their records viewed within the HIE—even in a life-threatening emergency.

SYNCRONYS
BETTER DATA. BETTER HEALTH.

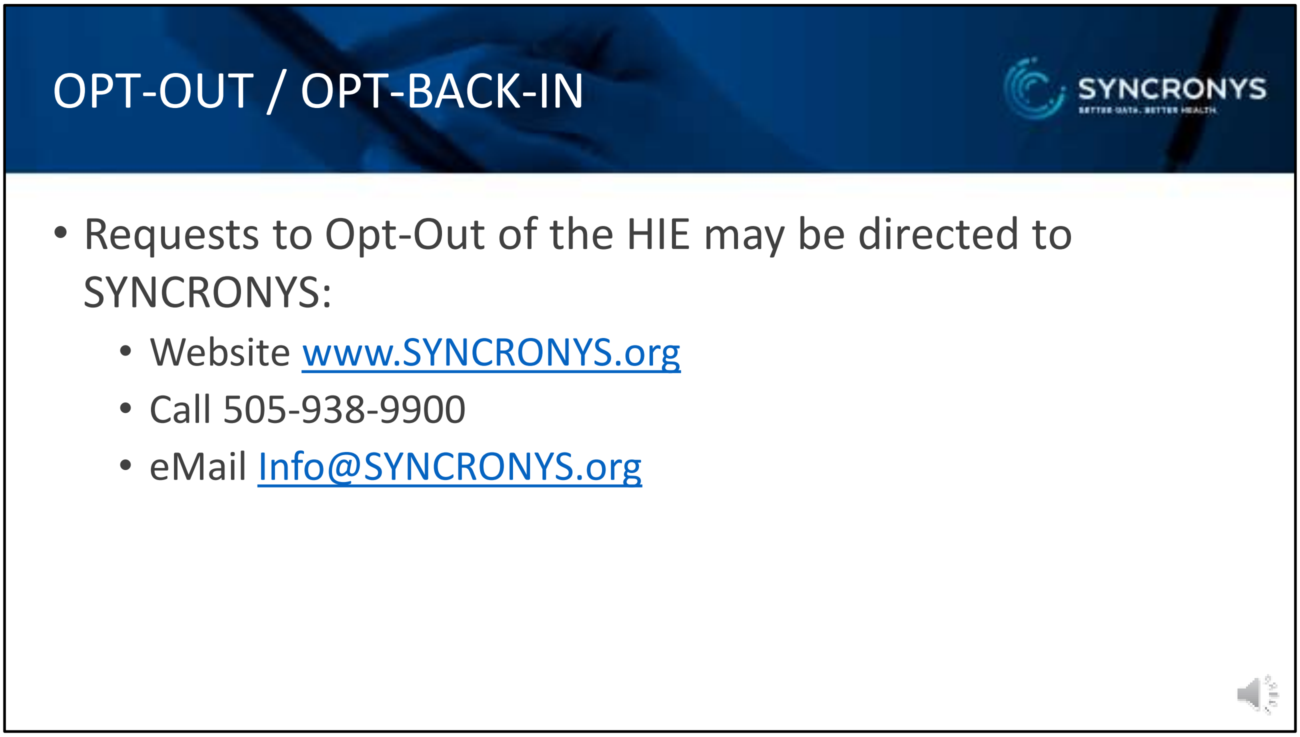
Patients have a right to opt-out of the HIE but remaining opted-in ensures that information will be available quickly in the event of a life-threatening emergency.
However, if a patient wishes to opt-out, your staff can simply direct them to SYNCRONYS to accomplish this.



OPT-OUT / OPT-BACK-IN

- Opting-out is done by the SYNCRONYS privacy officer and impacts all HIE participating organizations.
- “Patient Not Found” will appear in search for that individual.
- Individuals may Opt-Back-In at any time by contacting SYNCRONYS; there will not be a gap in data.

- Opting-out is done by SYNCRONYS and prohibits all HIE participating organizations from seeing the opted-out patient’s information, even demographics. “Patient Not Found” will appear in the patient search result for that individual.
- Individuals may Opt-Back-In at any time by contacting SYNCRONYS, but it may take a few business days to accomplish.
- Because patient consent is not required to send information to the HIE, there would be no gap in the patient’s information between their opt-out and opt-back-in status.

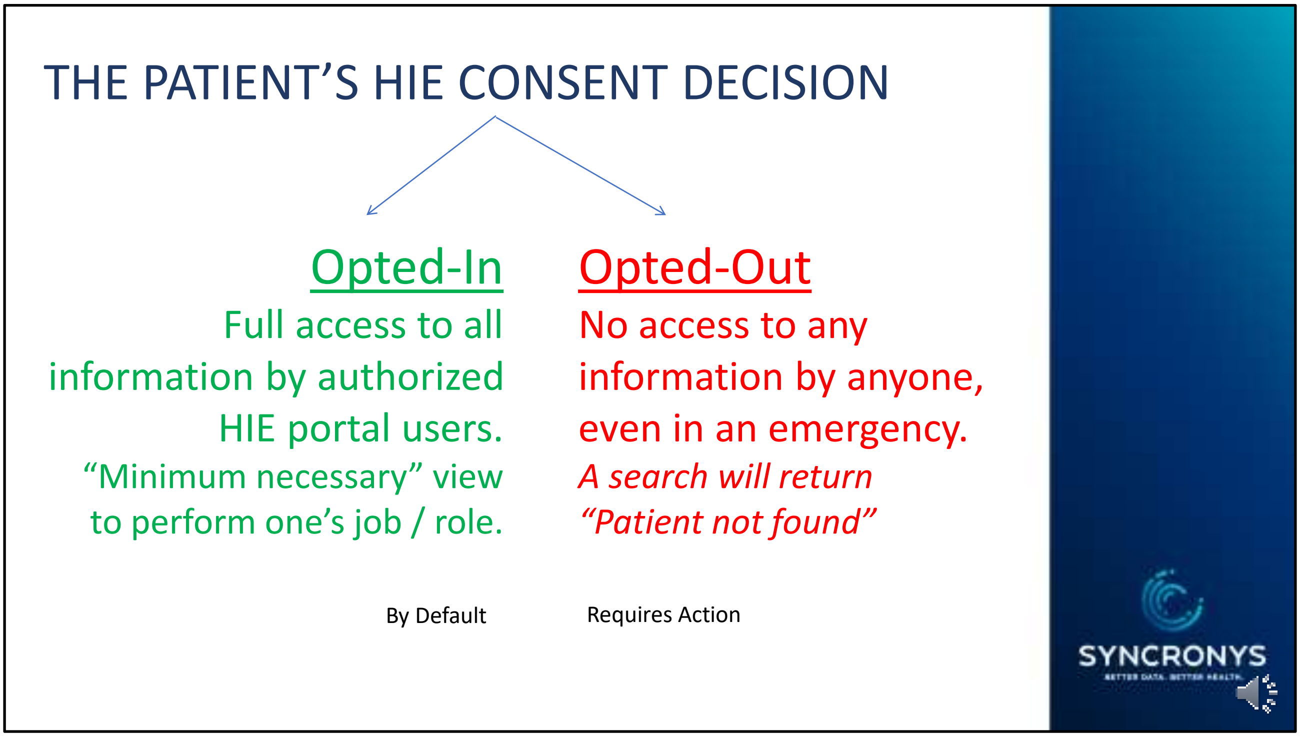


OPT-OUT / OPT-BACK-IN

SYNCRONYS
BETTER DATA. BETTER HEALTH.

- Requests to Opt-Out of the HIE may be directed to SYNCRONYS:
  - Website www.SYNCRONYS.org
  - Call 505-938-9900
  - eMail Info@SYNCRONYS.org

As patients become aware of our state's HIE, they may have questions. Your patient registration representatives or patient care coordinators can help patients by answering some simple questions, or by referring them to the SYNCRONYS website. Patients can also call or e-mail SYNCRONYS for information.



THE PATIENT’S HIE CONSENT DECISION

Opted-In

Full access to all information by authorized HIE portal users.

“Minimum necessary” view to perform one’s job / role.

By Default

Opted-Out

No access to any information by anyone, even in an emergency.

A search will return “Patient not found”

Requires Action

SYNCRONYS
BETTER DATA. BETTER HEALTH.

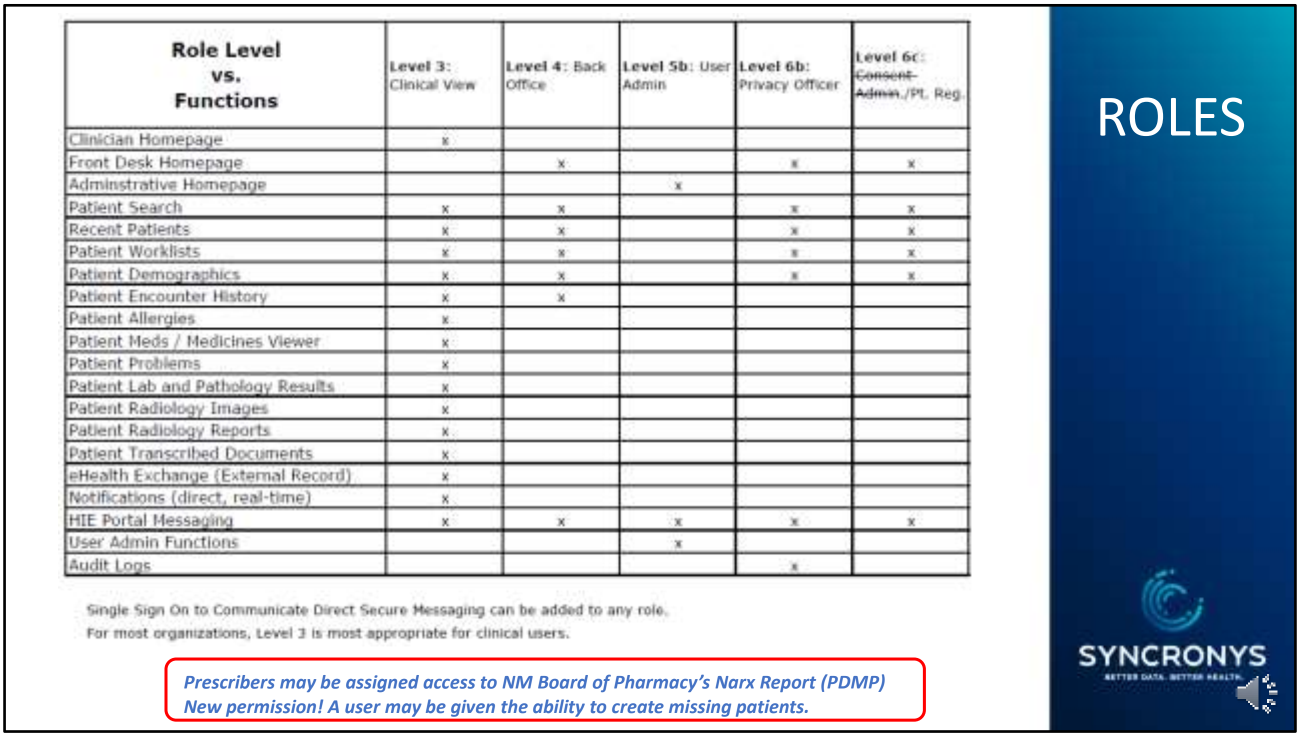
To review, as of July 1, 2021, your patient’s records will either be available in total, or not at all.

By default, if you have a treatment, payment, or operations need to view the patient’s record, your organization’s authorized users have full access to whatever information is available in our health information exchange.

However, the patient may decide to completely opt-out of the health information exchange, meaning no one will be able to find them in our portal unless they decide to opt-back-in someday. Because patient consent is not required to send information to the HIE, there would be no gap in patient information if they do decide to opt-back-in.

ACCESS LEVELS AND FUNCTIONS

Access Levels and Functions



ROLES

Role Level vs. Functions	Level 3: Clinical View	Level 4: Back Office	Level 5b: User Admin	Level 6b: Privacy Officer	Level 6c: ~~Consent Admin.~~/Pt. Reg.
Clinician Homepage	x				
Front Desk Homepage		x		x	x
Adminstrative Homepage			x		
Patient Search	x	x		x	x
Recent Patients	x	x		x	x
Patient Worklists	x	x		x	x
Patient Demographics	x	x		x	x
Patient Encounter History	x	x			
Patient Allergies	x				
Patient Meds / Medicines Viewer	x				
Patient Problems	x				
Patient Lab and Pathology Results	x				
Patient Radiology Images	x				
Patient Radiology Reports	x				
Patient Transcribed Documents	x				
eHealth Exchange (External Record)	x				
Notifications (direct, real-time)	x				
HIE Portal Messaging	x	x	x	x	x
User Admin Functions			x		
Audit Logs				x	

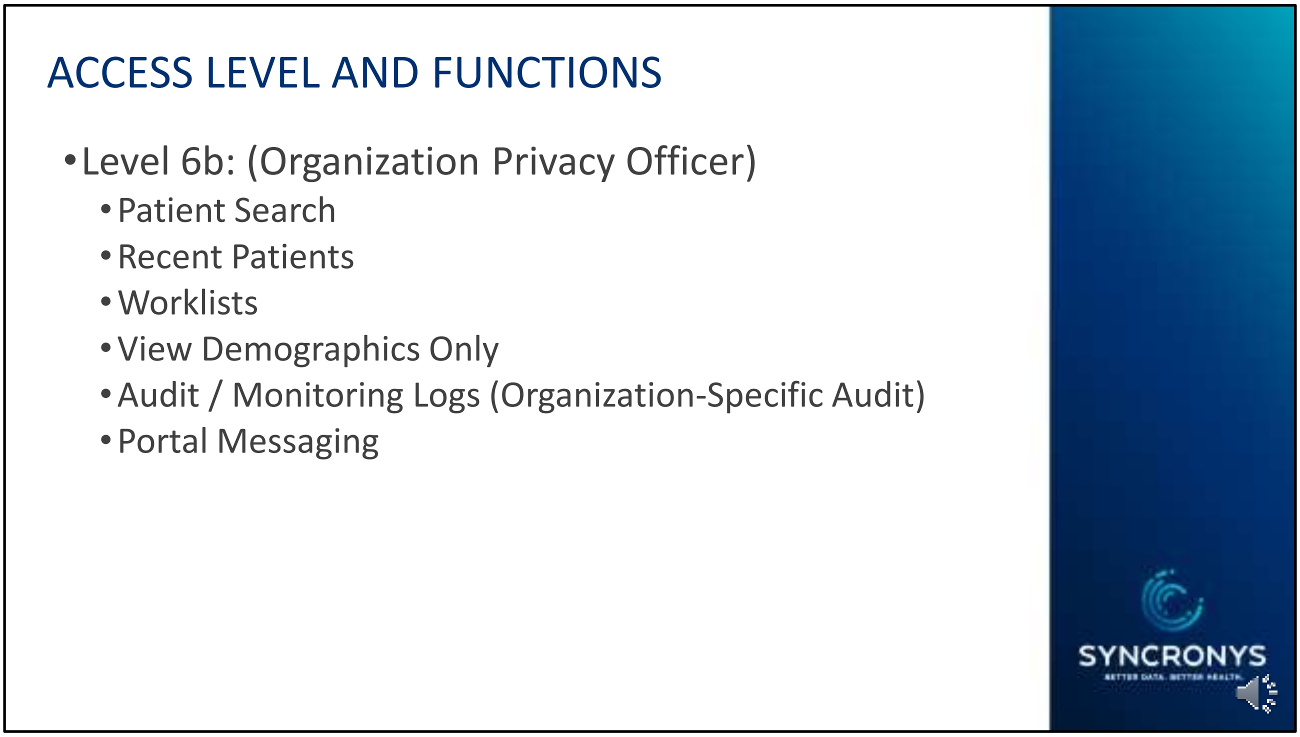
Single Sign On to Communicate Direct Secure Messaging can be added to any role.
For most organizations, Level 3 is most appropriate for clinical users.

Prescribers may be assigned access to NM Board of Pharmacy's Narx Report (PDMP)
New permission! A user may be given the ability to create missing patients.

SYNCRONYS
BETTER DATA. BETTER HEALTH.

There are a number of access levels, called Roles, that you can assign your users. This matrix displays the most commonly used roles and what functions they may perform. In addition, some permissions may be added to any user, for example when someone is using the SYNCRONYS direct secure messaging solution, they may be given single-sign-on to that mailbox through their HIE clinical portal account. If the user is a prescriber with his or her own DEA#, they can be given a link to the New Mexico Board of Pharmacy's PDMP Narx report.

One new permission being carefully piloted is the ability for an assigned user to create missing patient records in the HIE. This requires special authorization and training for the users, because it has the potential to create duplicate patient records.



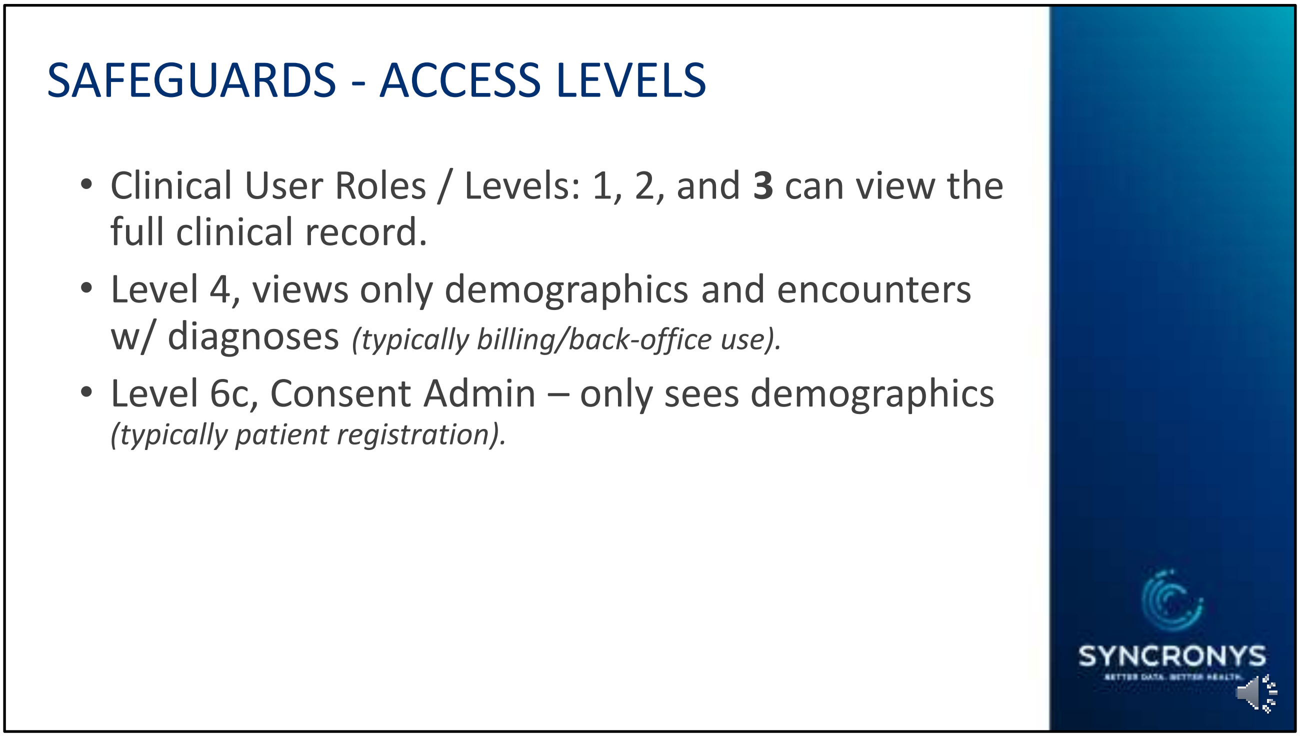
ACCESS LEVEL AND FUNCTIONS

- Level 6b: (Organization Privacy Officer)
  - Patient Search
  - Recent Patients
  - Worklists
  - View Demographics Only
  - Audit / Monitoring Logs (Organization-Specific Audit)
  - Portal Messaging

SYNCRONYS

BETTER DATA. BETTER HEALTH.

Let’s get specific about what is seen by these users by role. Your Privacy Officer account has a homepage that includes patient search, recent patients, worklists, and portal messaging. You also have a menu item for Monitoring Logs and finally portal messaging.



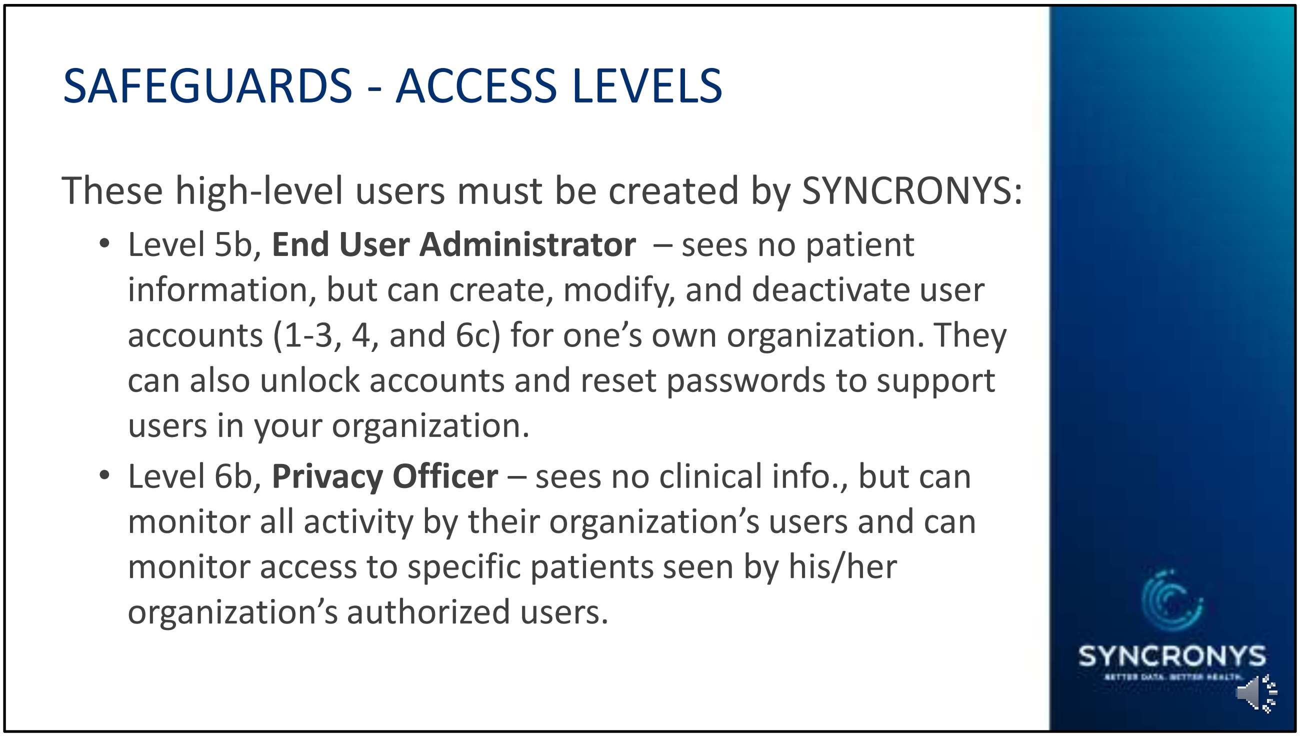
SAFEGUARDS - ACCESS LEVELS

- Clinical User Roles / Levels: 1, 2, and **3** can view the full clinical record.
- Level 4, views only demographics and encounters w/ diagnoses *(typically billing/back-office use).*
- Level 6c, Consent Admin – only sees demographics *(typically patient registration).*

SYNCRONYS

BETTER DATA. BETTER HEALTH.

The most common role assigned is Level 3, which is a full clinical record view.
Level 4 can see demographics, encounters, and diagnoses.
The most limited view, Level 6c, allows the user to see patient demographics, including emergency contacts.

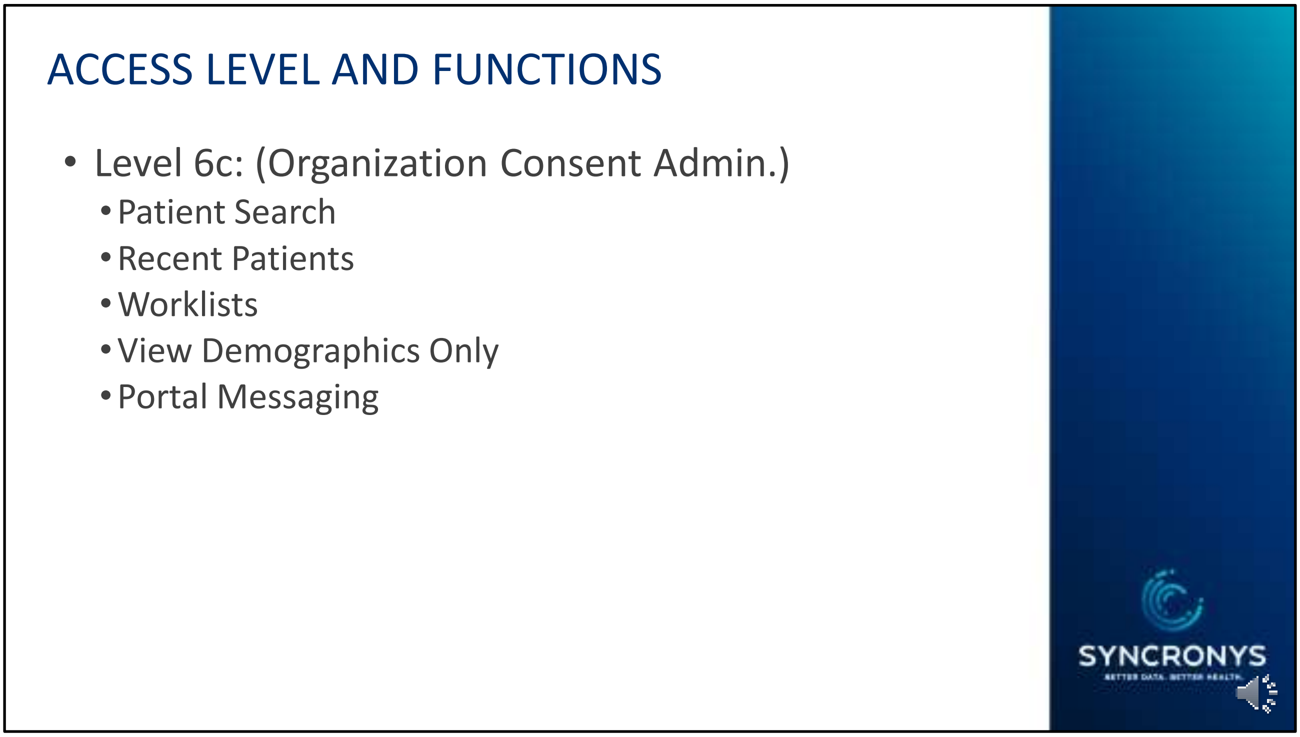


SAFEGUARDS - ACCESS LEVELS

These high-level users must be created by SYNCRONYS:

- Level 5b, **End User Administrator** – sees no patient information, but can create, modify, and deactivate user accounts (1-3, 4, and 6c) for one’s own organization. They can also unlock accounts and reset passwords to support users in your organization.
- Level 6b, **Privacy Officer** – sees no clinical info., but can monitor all activity by their organization’s users and can monitor access to specific patients seen by his/her organization’s authorized users.

These two roles are administrative and are considered higher-level users that should be created by SYNCRONYS as you authorize them.
Level 5b is for help desk personnel who would support user creation, modification and trouble-shooting locked out users.
Level 6b is your level, the Privacy Officer, which we have been discussing. You will not see any clinical information but can see the activity of your users and run reports based on access to all or specific patients.

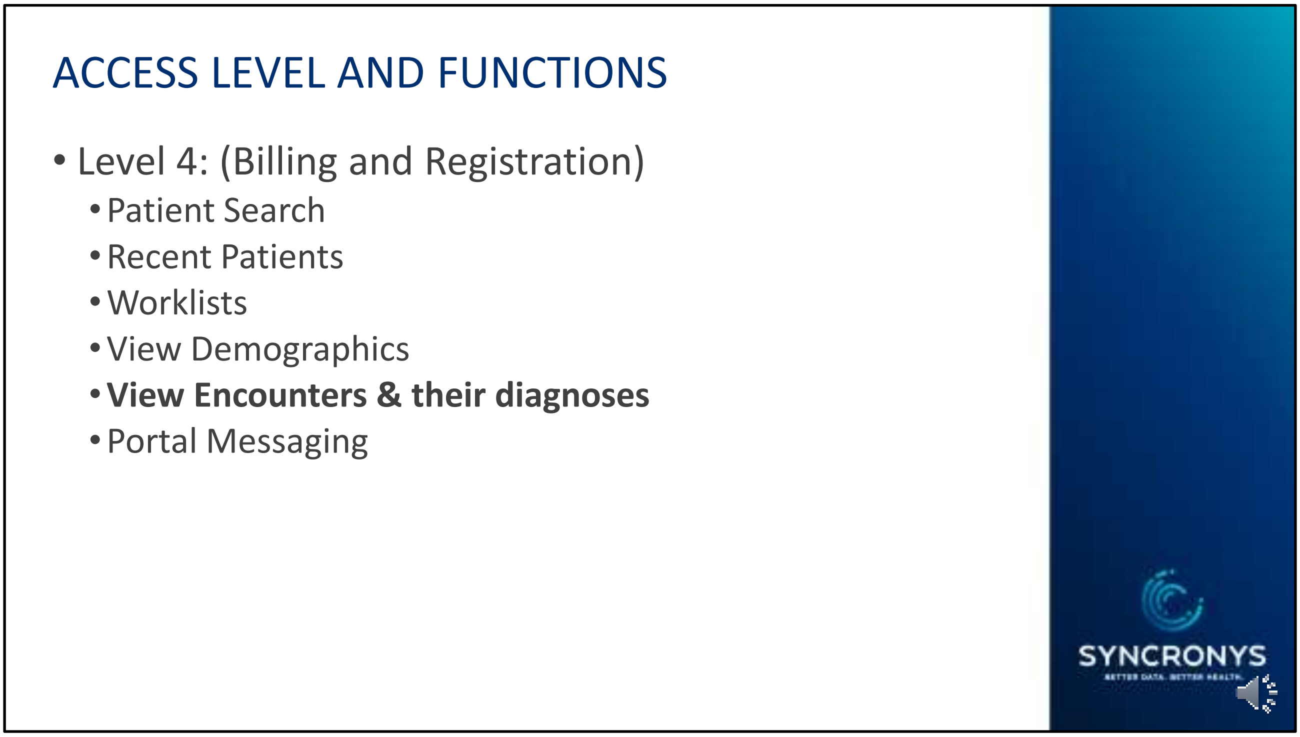


ACCESS LEVEL AND FUNCTIONS

- Level 6c: (Organization Consent Admin.)
  - Patient Search
  - Recent Patients
  - Worklists
  - View Demographics Only
  - Portal Messaging

SYNCRONYS
BETTER DATA. BETTER HEALTH.

Level 6c changed with the recent changes in our state laws. The need for tracking patient consent to view potentially sensitive conditions is no longer required, but this level user may find its access to patient demographics very useful. The Level 6c user has all the features that you do, except for the monitoring logs.

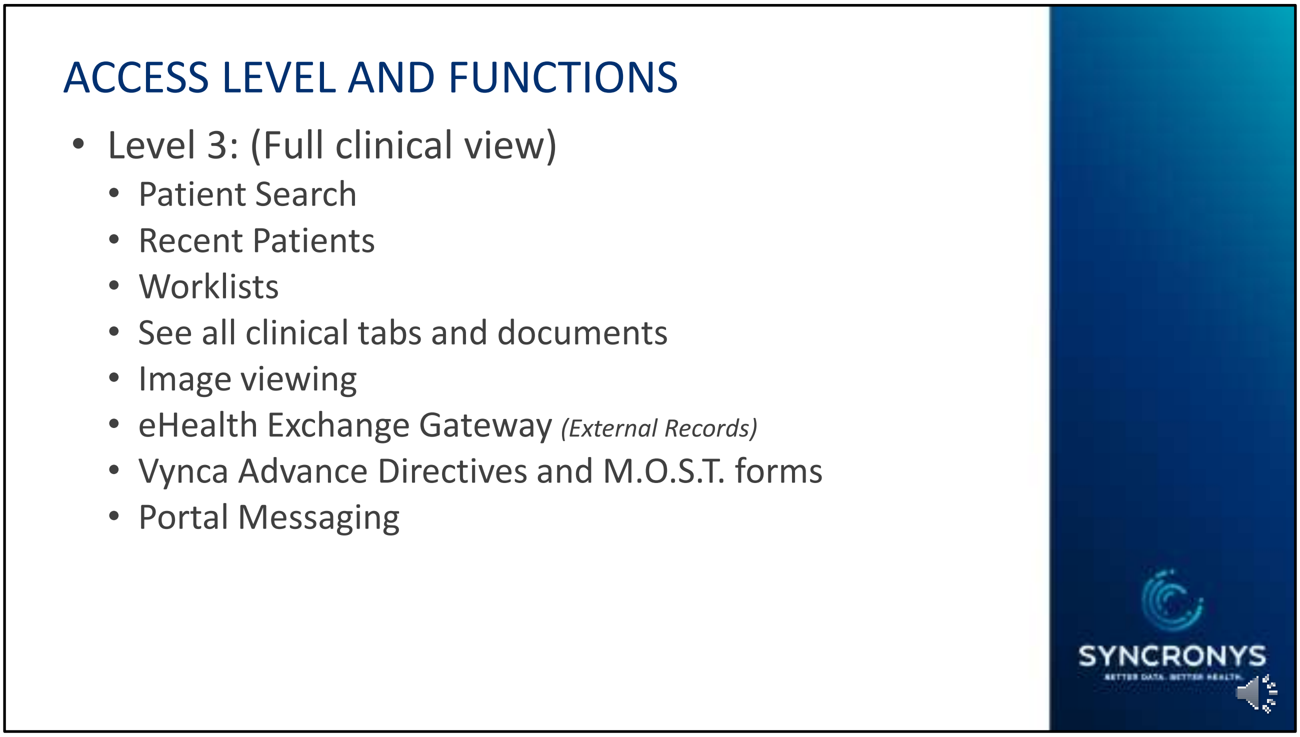


ACCESS LEVEL AND FUNCTIONS

- Level 4: (Billing and Registration)
  - Patient Search
  - Recent Patients
  - Worklists
  - View Demographics
  - **View Encounters & their diagnoses**
  - Portal Messaging

SYNCRONYS
BETTER DATA. BETTER HEALTH.

Level 4 users, usually given to business office or registration staff, can see demographics and a bit more clinical information, including the encounter history and diagnoses. In the future, they may also be able to see some insurance information.

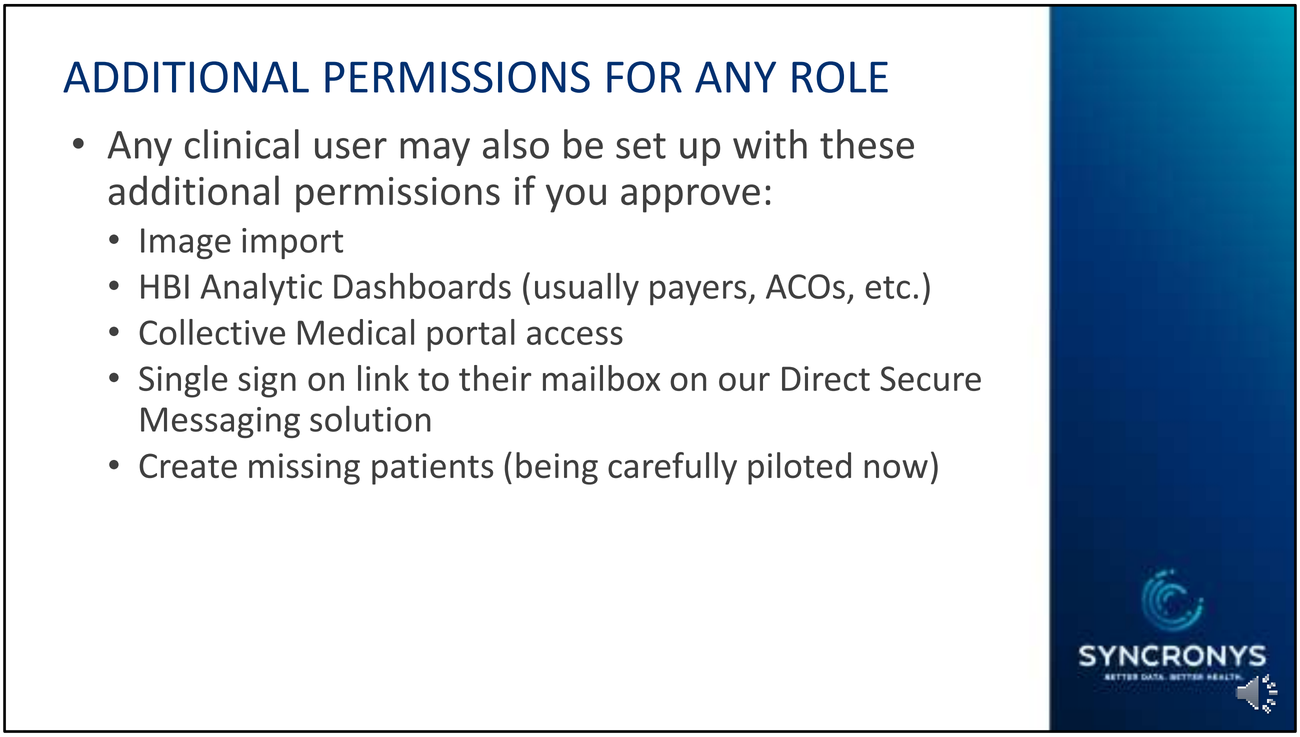


ACCESS LEVEL AND FUNCTIONS

- Level 3: (Full clinical view)
  - Patient Search
  - Recent Patients
  - Worklists
  - See all clinical tabs and documents
  - Image viewing
  - eHealth Exchange Gateway *(External Records)*
  - Vynca Advance Directives and M.O.S.T. forms
  - Portal Messaging

SYNCRONYS
BETTER DATA. BETTER HEALTH.

Level 3 users are your clinicians. These can be physicians, nurse practitioners, physician assistants, and nurses, but could also include support staff, such as medical assistants, medical records personnel, or others that in your assessment need full clinical access.

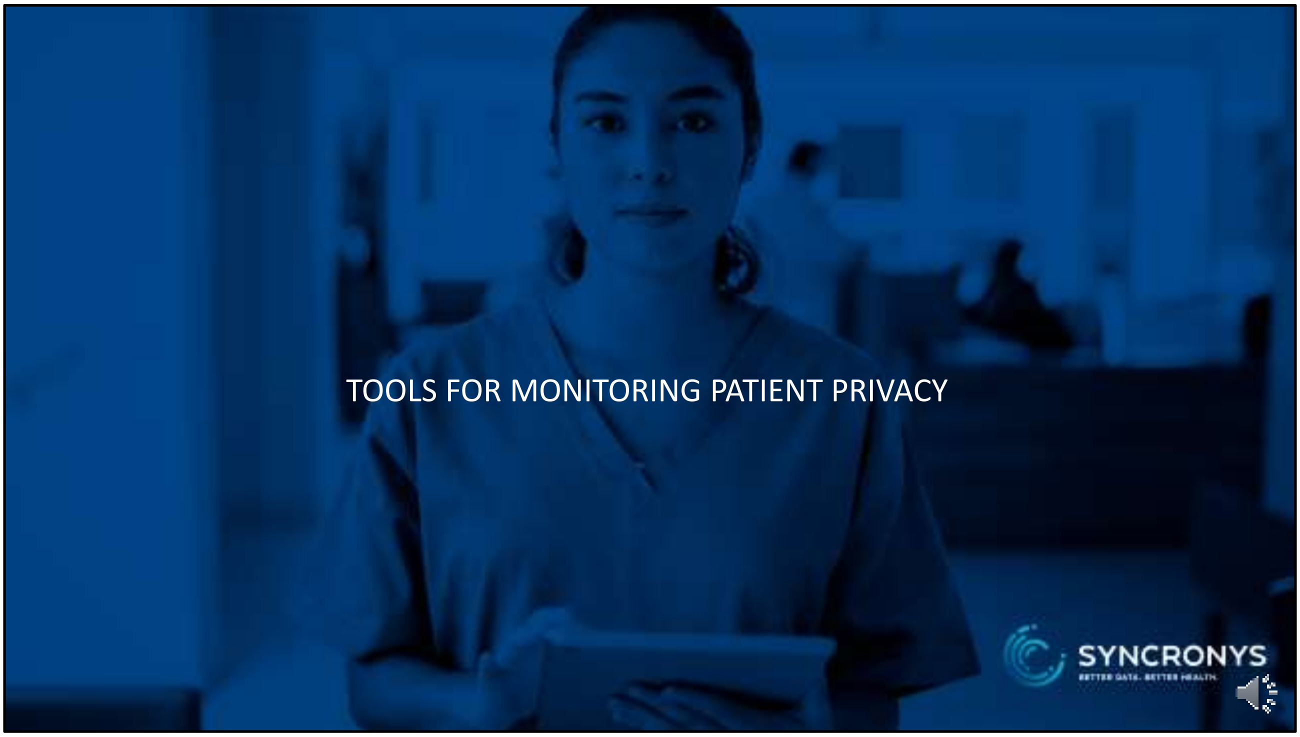


ADDITIONAL PERMISSIONS FOR ANY ROLE

- Any clinical user may also be set up with these additional permissions if you approve:
  - Image import
  - HBI Analytic Dashboards (usually payers, ACOs, etc.)
  - Collective Medical portal access
  - Single sign on link to their mailbox on our Direct Secure Messaging solution
  - Create missing patients (being carefully piloted now)

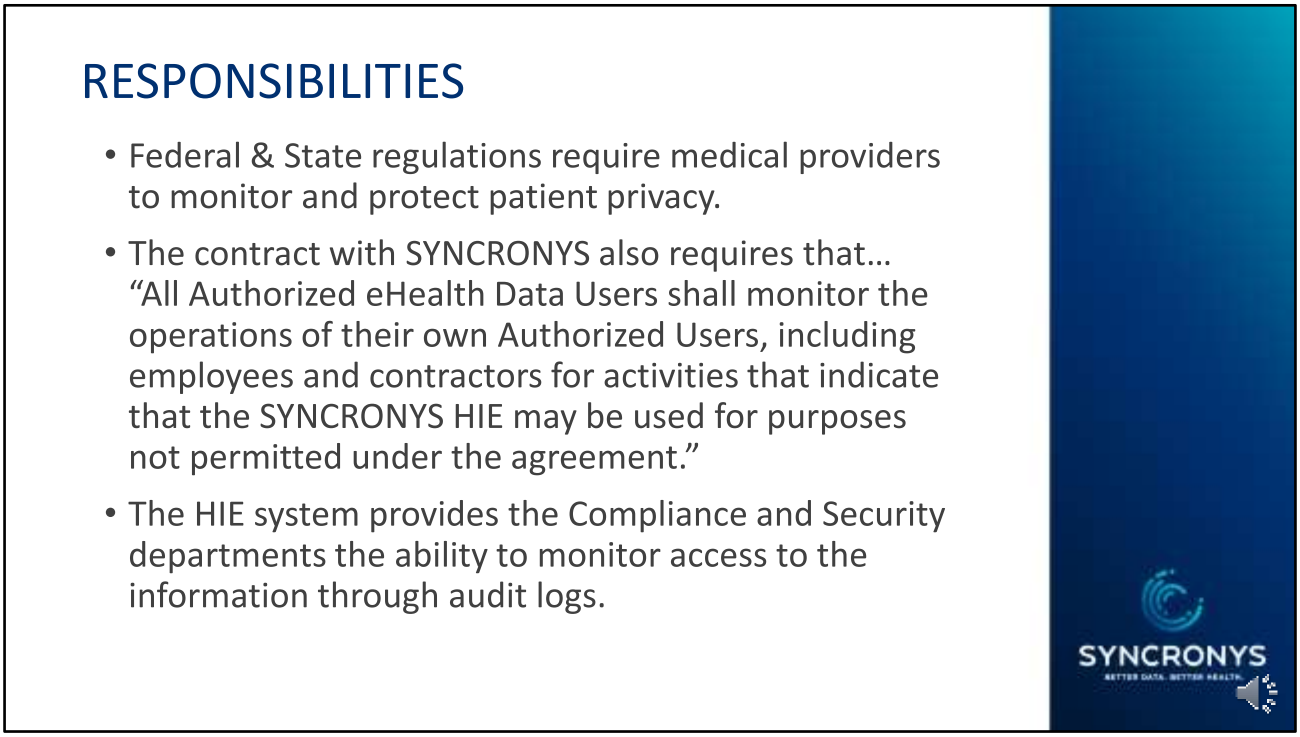
SYNCRONYS
BETTER DATA. BETTER HEALTH.

Additional permissions may be added to most user accounts with your authorization. These can include: the ability to import images to your own image server, or PACS; the use of population health data analytic dashboards, access to use cases from Collective Medical, such as Behavioral Health and Substance Use Disorder solutions, and direct secure messaging, with single-sign-on from their clinical portal account. We also have a new option that is being carefully piloted, which enables your authorized users to create missing patients.



TOOLS FOR MONITORING PATIENT PRIVACY

Monitoring Tools for the Privacy Officer



RESPONSIBILITIES

- Federal & State regulations require medical providers to monitor and protect patient privacy.
- The contract with SYNCRONYS also requires that… "All Authorized eHealth Data Users shall monitor the operations of their own Authorized Users, including employees and contractors for activities that indicate that the SYNCRONYS HIE may be used for purposes not permitted under the agreement."
- The HIE system provides the Compliance and Security departments the ability to monitor access to the information through audit logs.

Federal & State regulations require medical providers to monitor and protect patient privacy.

The contract with SYNCRONYS also requires that…"All Authorized eHealth Data Users shall monitor the operations of their own Authorized Users, including employees and contractors for activities that indicate that the SYNCRONYS HIE may be used for purposes not permitted under the agreement."

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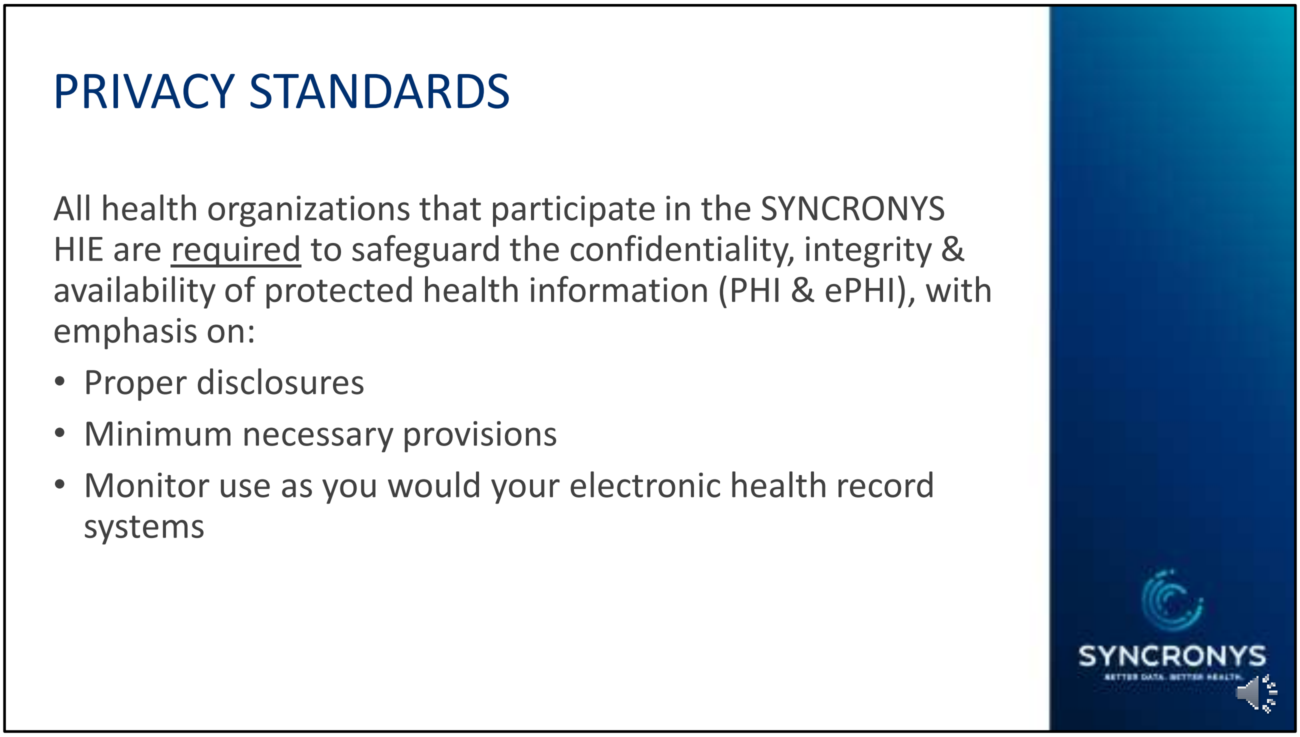


PRIVACY STANDARDS

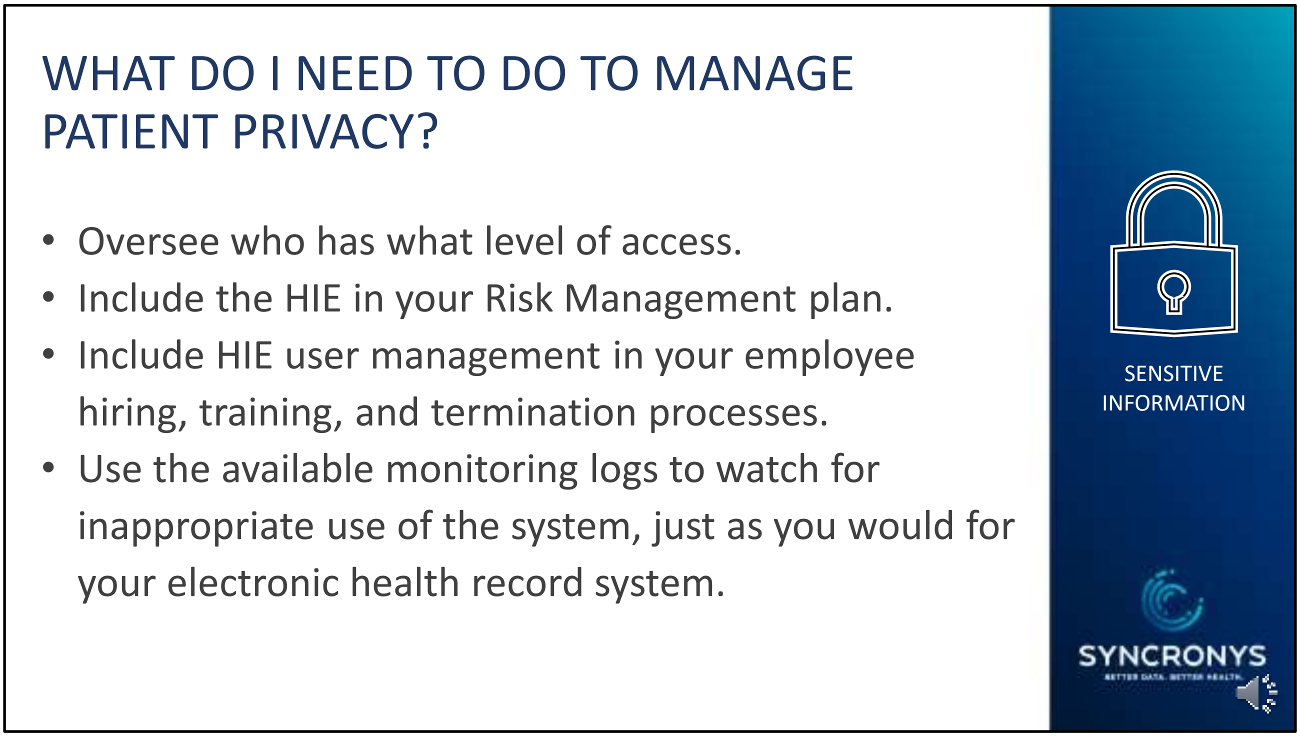
All health organizations that participate in the SYNCRONYS HIE are required to safeguard the confidentiality, integrity & availability of protected health information (PHI & ePHI), with emphasis on:

- Proper disclosures
- Minimum necessary provisions
- Monitor use as you would your electronic health record systems

SYNCRONYS
BETTER DATA. BETTER HEALTH.

So remember, all healthcare organizations that participate in the SYNCRONYS HIE are required to safeguard the confidentiality, integrity, & availability of protected health information, with an emphasis on proper disclosures and minimum necessary provisions.

You should monitor use as you would your electronic health record systems, and SYNCRONYS has built in auditing logs to help you accomplish this.



WHAT DO I NEED TO DO TO MANAGE PATIENT PRIVACY?

- Oversee who has what level of access.
- Include the HIE in your Risk Management plan.
- Include HIE user management in your employee hiring, training, and termination processes.
- Use the available monitoring logs to watch for inappropriate use of the system, just as you would for your electronic health record system.

SENSITIVE INFORMATION
SYNCRONYS
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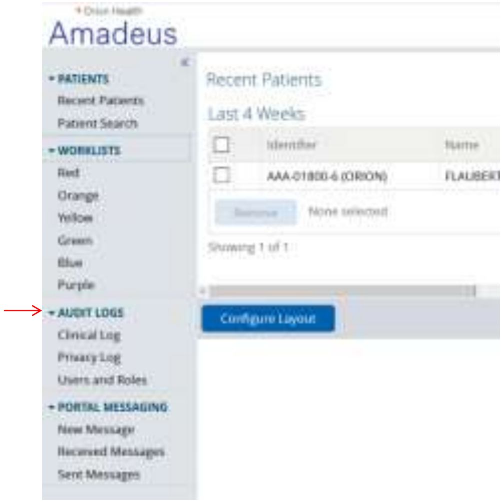
As the user in your organization with the privacy officer role, you are responsible to oversee access to the health information exchange by your employees. You should oversee who has what level of access, using the principal of minimum necessary as your guide.
Ensure that access to the HIE is given and withdrawn as part of your employee hiring and termination processes, and you may want to mention the HIE in any HIPAA training you conduct for your staff.
Use the available monitoring logs to watch for inappropriate use of the system, just as you would for your EHR.

AVAILABLE AUDIT LOGS

- There are three useful Audit Logs to allow you to search for users and activity by user or patient identifiers.



□	Identifier	Name
□	AAA-01800-6 (ORION)	FLAUBERT

SYNCRONYS
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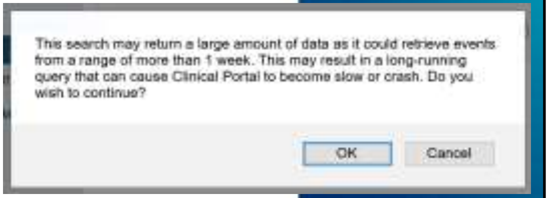
You have three useful auditing logs from the left-hand side menu.

AUDITING / LOGS

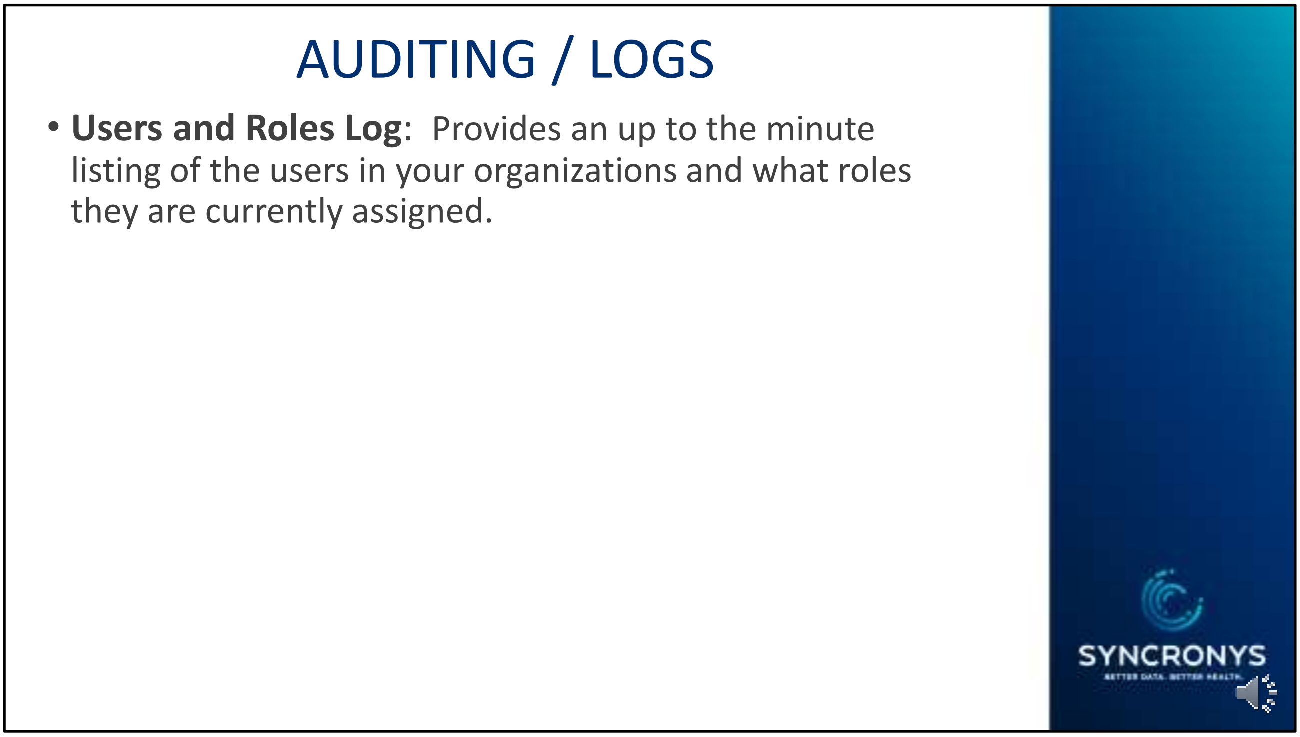
- **Clinical Log**: Provides an audit log of all events performed by users on the Clinical Portal server, for example, viewing a patient summary, viewing lab results, change of consent (relationship) status.



This search may return a large amount of data as it could retrieve events from a range of more than 1 week. This may result in a long-running query that can cause Clinical Portal to become slow or crash. Do you wish to continue?

- **Privacy Log:** No longer needed for activity after July 1, 2021. Under specific circumstances, an authorized clinical user could access patient information, even if consent had not been given to your organization, and this was called “breaking the seal.” Privacy Log monitoring ensured that persons breaking the seal did so for accepted purposes.
  This log is still available for auditing activity prior to July 1, 2021.

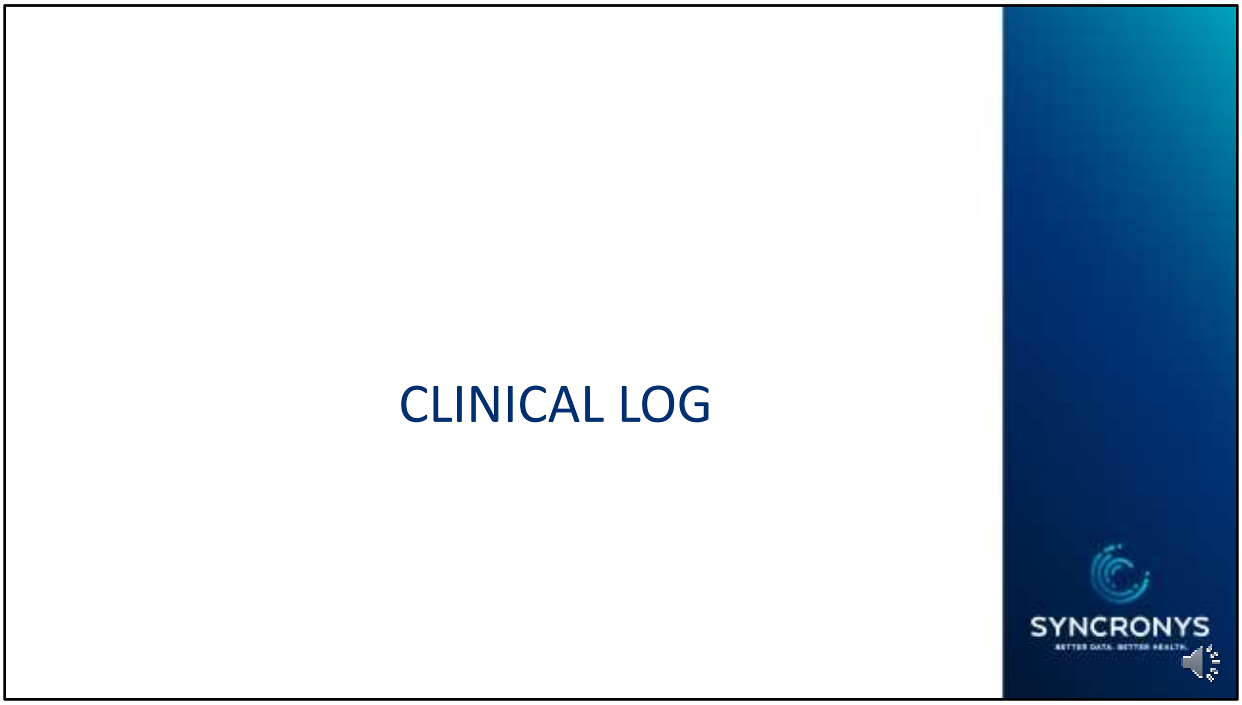
The **Clinical Log**: Provides an audit log of all events performed by users on the Clinical Portal server, for example, logging in, viewing a patient summary, or viewing lab results.
The **Privacy Log:** No longer needed for activity after July 1, 2021. Under specific circumstances, an authorized clinical user could access patient information, even if consent had not been given to your organization, and this was called “breaking the seal.” Privacy Log monitoring ensured that persons breaking the seal did so for accepted purposes.
This log is still available for auditing activity prior to July 1, 2021.



AUDITING / LOGS

- **Users and Roles Log**: Provides an up to the minute listing of the users in your organizations and what roles they are currently assigned.

Users and Roles Log: Provides an up to the minute listing of the users in your organizations and what roles they are currently assigned.



CLINICAL LOG

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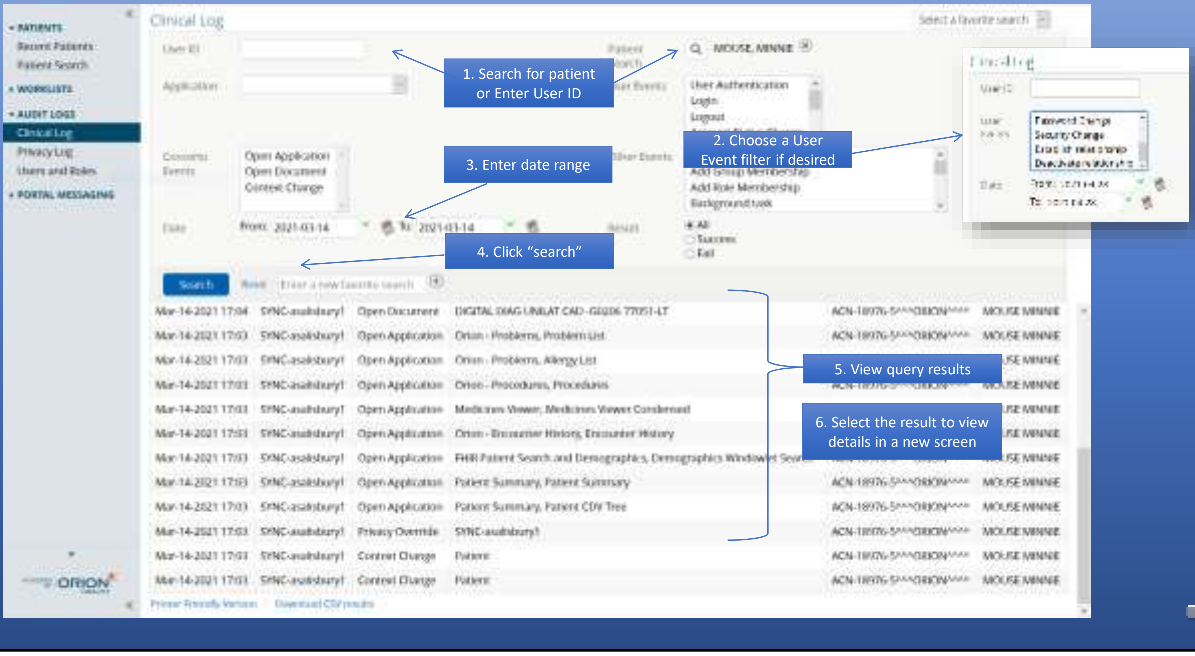
CLINICAL LOG



Patient Search: MOUSE, MINNIE

User Events: User Authentication, Login, Logout

Common Events: Open Application, Open Document, Context Change

Other Events: Add Group Membership, Add Role Membership, Background task

Date: From: 2021-03-14 To: 2021-03-14

Result: ● All ○ Success ○ Fail

1. Search for patient or Enter User ID

2. Choose a User Event filter if desired

3. Enter date range

4. Click "search"

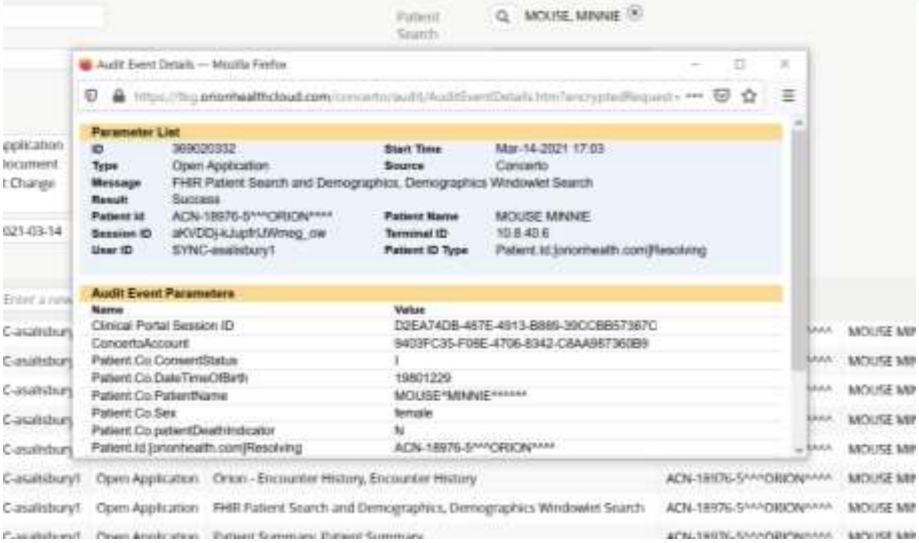
5. View query results

6. Select the result to view details in a new screen

Mar-14-2021 17:04	SYNC-asalisbury1	Open Document	DIGITAL DIAG UNILAT CAD -G0206 77051-LT	ACN-18976-5^^^ORION^^^^	MOUSE MINNIE
Mar-14-2021 17:03	SYNC-asalisbury1	Open Application	Orion - Problems, Problem List	ACN-18976-5^^^ORION^^^^	MOUSE MINNIE
Mar-14-2021 17:03	SYNC-asalisbury1	Open Application	Orion - Problems, Allergy List		MOUSE MINNIE
Mar-14-2021 17:03	SYNC-asalisbury1	Open Application	Orion - Procedures, Procedures	ACN-18976-5^^^ORION^^^^	MOUSE MINNIE
Mar-14-2021 17:03	SYNC-asalisbury1	Open Application	Medicines Viewer, Medicines Viewer Condensed		MOUSE MINNIE
Mar-14-2021 17:03	SYNC-asalisbury1	Open Application	Orion - Encounter History, Encounter History		MOUSE MINNIE
Mar-14-2021 17:03	SYNC-asalisbury1	Open Application	FHIR Patient Search and Demographics, Demographics Windowlet Sear		MOUSE MINNIE
Mar-14-2021 17:03	SYNC-asalisbury1	Open Application	Patient Summary, Patient Summary	ACN-18976-5^^^ORION^^^^	MOUSE MINNIE
Mar-14-2021 17:03	SYNC-asalisbury1	Open Application	Patient Summary, Patient CDV Tree	ACN-18976-5^^^ORION^^^^	MOUSE MINNIE
Mar-14-2021 17:03	SYNC-asalisbury1	Privacy Override	SYNC-asalisbury1	ACN-18976-5^^^ORION^^^^	MOUSE MINNIE
Mar-14-2021 17:03	SYNC-asalisbury1	Context Change	Patient	ACN-18976-5^^^ORION^^^^	MOUSE MINNIE
Mar-14-2021 17:03	SYNC-asalisbury1	Context Change	Patient	ACN-18976-5^^^ORION^^^^	MOUSE MINNIE

To use the clinical log, determine whether you need to search by HIE portal user or by the patient. You can use the default settings, or choose a specific event to search for. In this screenshot example, a specific patient was the focus of the search. Enter a brief data range, usually a week or less, and click search. To drill-down in the resulting activity list, click into the row you are interested in.

CLINICAL LOG DETAIL



Patient Search
MOUSE, MINNIE
Audit Event Details — Mozilla Firefox
https://log.orionhealthcloud.com/concerto/audit/AuditEventDetails.htm?encryptedRequest=

Parameter List

ID	369020332	**Start Time**	Mar-14-2021 17:03
Type	Open Application	**Source**	Concerto
Message	FHIR Patient Search and Demographics, Demographics Windowlet Search		
Result	Success		
Patient Id	ACN-18976-5^^^ORION^^^^	**Patient Name**	MOUSE MINNIE
Session ID	aKVDDj-kJuptrUWmeg_ow	**Terminal ID**	10.8.40.6
User ID	SYNC-asalisbury1	**Patient ID Type**	Patient.Id.[orionhealth.com]Resolving

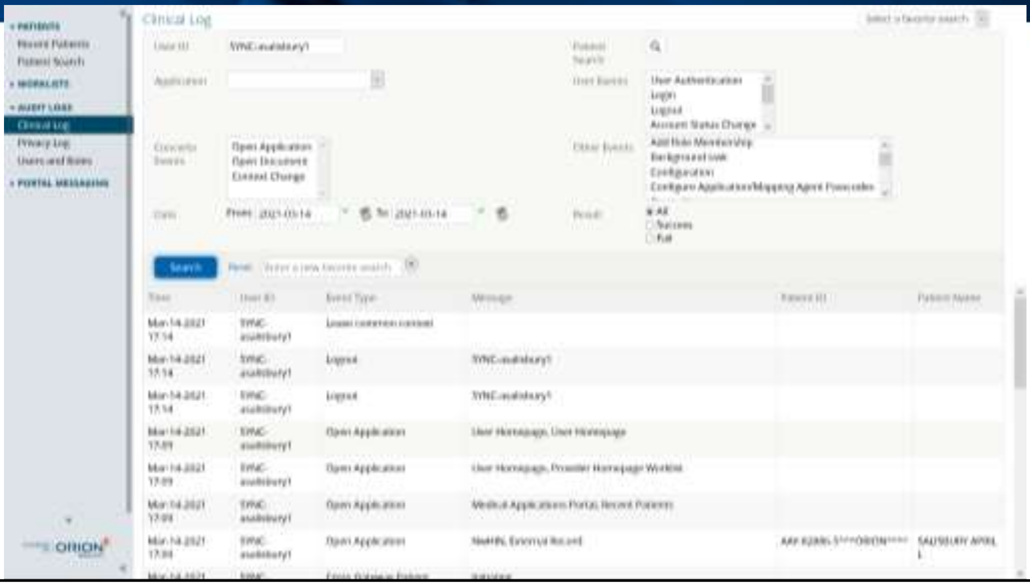
Audit Event Parameters

Name	Value
Clinical Portal Session ID	D2EA74DB-487E-4913-B889-39CCBB57387C
ConcertoAccount	9403FC35-F08E-4706-8342-C8AA987360B9
Patient.Co.ConsentStatus	I
Patient.Co.DateTimeOfBirth	19801229
Patient.Co.PatientName	MOUSE^MINNIE^^^^^^
Patient.Co.Sex	female
Patient.Co.patientDeathIndicator	N
Patient.Id.[orionhealth.com]Resolving	ACN-18976-5^^^ORION^^^^

C-asalisbury1	Open Application	Orion - Encounter History, Encounter History	ACN-18976-5^^^ORION^^^^	MOUSE MI
C-asalisbury1	Open Application	FHIR Patient Search and Demographics, Demographics Windowlet Search	ACN-18976-5^^^ORION^^^^	MOUSE MI

Doing so will bring up the audit event details screen with more information about the action seen in the log.

CLINICAL LOG – SEARCH BY USER ID



User ID: SYNC-asalisbury1

Patient Search

Application:

User Events: User Authentication, Login, Logout, Account Status Change

Concerto Events: Open Application, Open Document, Context Change

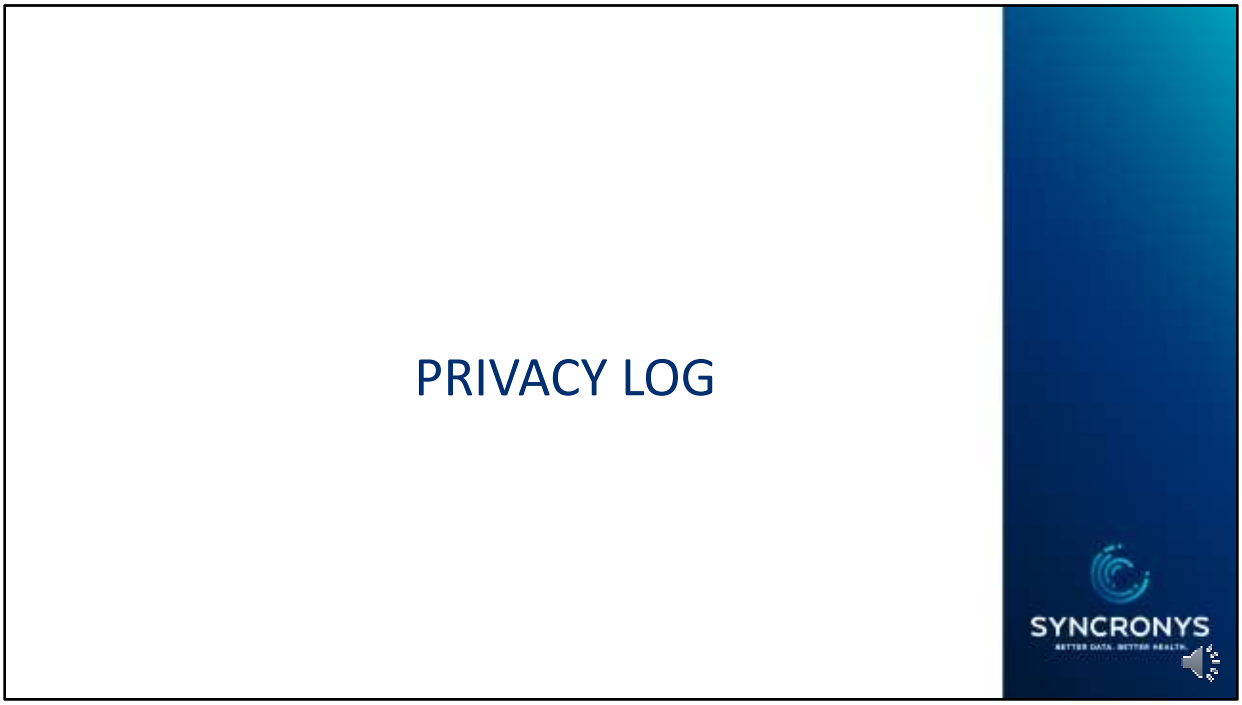
Other Events: Add Role Membership, Background task, Configuration, Configure Application/Mapping Agent Passcodes

Date: From 2021-03-14 To 2021-03-14

Result: ● All ○ Success ○ Fail

Time	User ID	Event Type	Message	Patient ID	Patient Name
Mar-14-2021 17:14	SYNC-asalisbury1	Leave common context			
Mar-14-2021 17:14	SYNC-asalisbury1	Logout	SYNC-asalisbury1		
Mar-14-2021 17:14	SYNC-asalisbury1	Logout	SYNC-asalisbury1		
Mar-14-2021 17:09	SYNC-asalisbury1	Open Application	User Homepage, User Homepage		
Mar-14-2021 17:09	SYNC-asalisbury1	Open Application	User Homepage, Provider Homepage Worklist		
Mar-14-2021 17:08	SYNC-asalisbury1	Open Application	Medical Applications Portal, Recent Patients		
Mar-14-2021 17:08	SYNC-asalisbury1	Open Application	NeHIN, External Record	AAY 82085.5^^^ORION^^^	SALISBURY APRIL L

Here’s an example where the log was searched for activity by a specific user. If you need a greater span of time than the portal logs will allow, contact SYNCRONYS for assistance and we can generate a report for you.



PRIVACY LOG

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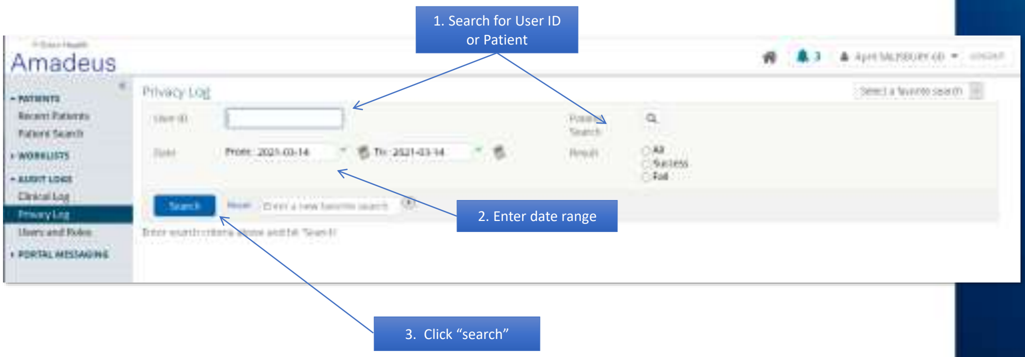
While no longer necessary for actions after July 1, 2021, if an organization was accessing the HIE clinical portal prior to that date, the privacy log can be used to monitor overrides of patient privacy settings.

PRIVACY LOG



From: 2021-03-14 To: 2021-03-14

1. Search for User ID or Patient

2. Enter date range

3. Click "search"

The Privacy Log checks for Break the Seal actions and can be searched by patient or user ID.

Like the clinical log, you will search either by user or patient, with a date range of about a week.

details on “Break-the-Seal

PRIVACY LOG

SYNCRONYS
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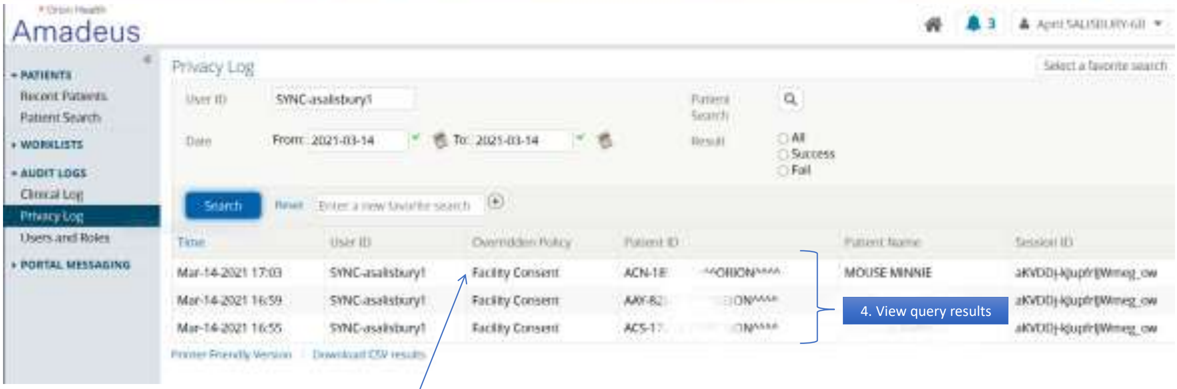

Orion Health
Amadeus

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- PATIENTS
  - Recent Patients
  - Patient Search
- WORKLISTS
- AUDIT LOGS
  - Clinical Log
  - Privacy Log
  - Users and Roles
- PORTAL MESSAGING

Privacy Log

Select a favorite search

User ID: SYNC-asalisbury1

Patient Search

Date: From: 2021-03-14 To: 2021-03-14

Result: ○ All ○ Success ○ Fail

Search | Reset | Enter a new favorite search

Time	User ID	Overridden Policy	Patient ID	Patient Name	Session ID
Mar-14-2021 17:03	SYNC-asalisbury1	Facility Consent	ACN-1E ^^ORION^^^^	MOUSE MINNIE	aKVDDj-kJupfrIjWmeg_ow
Mar-14-2021 16:59	SYNC-asalisbury1	Facility Consent	AAY-82 ON^^^^		aKVDDj-kJupfrIjWmeg_ow
Mar-14-2021 16:55	SYNC-asalisbury1	Facility Consent	ACS-17 ON^^^^		aKVDDj-kJupfrIjWmeg_ow

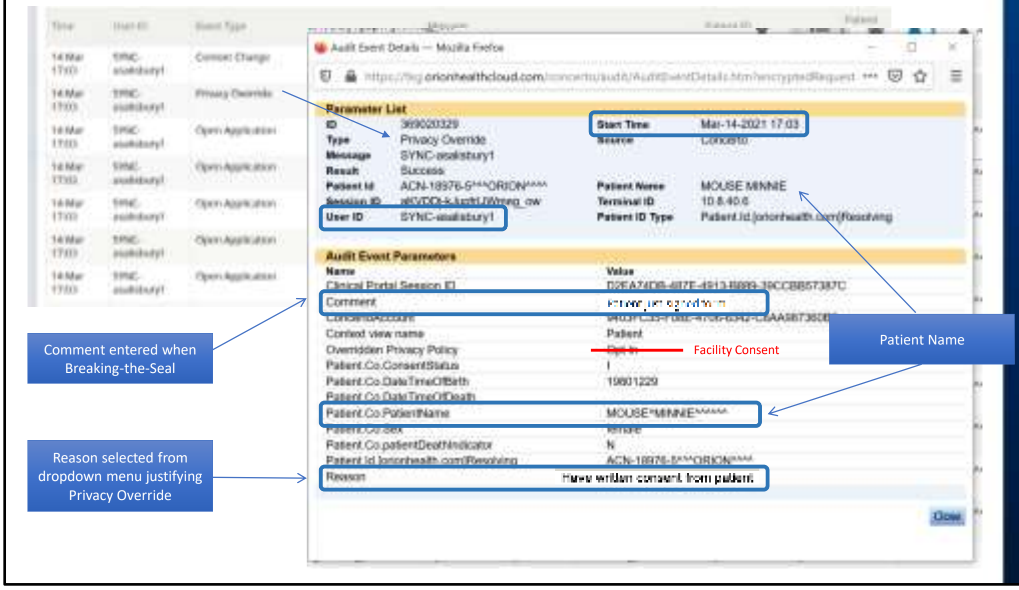
Printer Friendly Version | Download CSV results

4. View query results

5. Click on individual record to see details

A user that breaks-the-seal has Overridden the facility consent policy. This log will list the day and time, user ID, and patient information.

PRIVACY LOG DETAILS



Time	User ID	Event Type
14 Mar 17:03	SYNC-asalisbury1	Consent Change
14 Mar 17:03	SYNC-asalisbury1	Privacy Override
14 Mar 17:03	SYNC-asalisbury1	Open Application
14 Mar 17:03	SYNC-asalisbury1	Open Application
14 Mar 17:03	SYNC-asalisbury1	Open Application
14 Mar 17:03	SYNC-asalisbury1	Open Application
14 Mar 17:03	SYNC-asalisbury1	Open Application

Audit Event Details — Mozilla Firefox

https://[illegible].orionhealthcloud.com/concerto/audit/AuditEventDetails.htm?encryptedRequest ...

Parameter List

ID	369020329	**Start Time**	Mar-14-2021 17:03
Type	Privacy Override	**Source**	Concerto
Message	SYNC-asalisbury1		
Result	Success		
Patient Id	ACN-18976-5^^^ORION^^^^	**Patient Name**	MOUSE MINNIE
Session ID	[illegible]	**Terminal ID**	10.8.40.6
User ID	SYNC-asalisbury1	**Patient ID Type**	Patient.Id.[orionhealth.com]Resolving

Audit Event Parameters

Name	**Value**
Clinical Portal Session ID	D2EA74D8-487E-4913-B889-39CCBB57387C
Comment	[illegible]
ConsentAccount	[illegible]
Context view name	Patient
Overridden Privacy Policy	~~Opt-In~~ Facility Consent
Patient.Co.ConsentStatus	I
Patient.Co.DateTimeOfBirth	19801229
Patient.Co.DateTimeOfDeath	
Patient.Co.PatientName	MOUSE^MINNIE^^^^^
Patient.Co.Sex	female
Patient.Co.patientDeathIndicator	N
Patient.Id.[orionhealth.com]Resolving	ACN-18976-5^^^ORION^^^^
Reason	Have written consent from patient

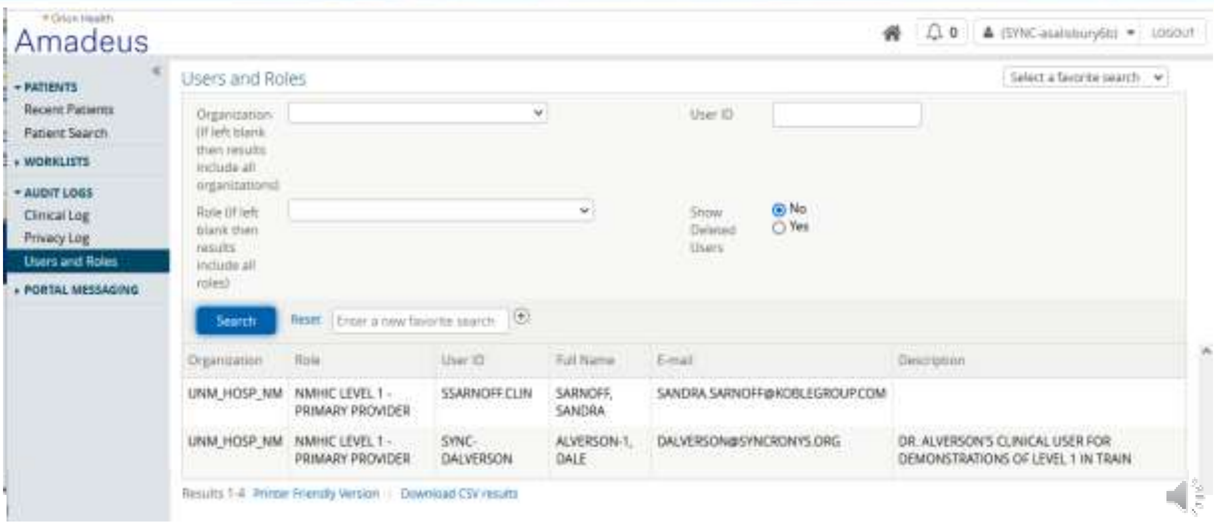
Comment entered when Breaking-the-Seal

Reason selected from dropdown menu justifying Privacy Override

Patient Name

Again, clicking into a row in the result list will give you more details about the even, including what reason was given for breaking the seal and any comments that were typed in by the user at the time.

USERS AND ROLES LOG



Users and Roles

Organization (If left blank then results include all organizations)

User ID

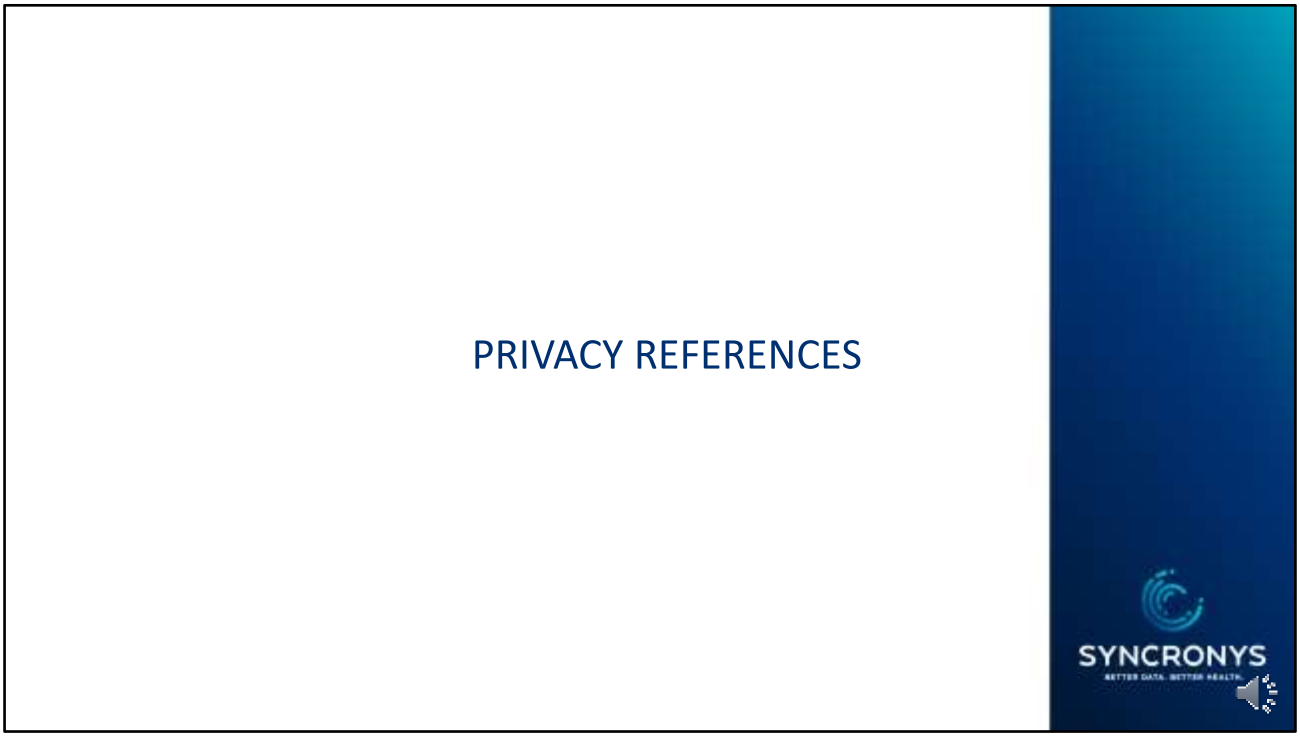
Role (If left blank then results include all roles)

Show Deleted Users ● No ○ Yes

Organization	Role	User ID	Full Name	E-mail	Description
UNM_HOSP_NM	NMHIC LEVEL 1 - PRIMARY PROVIDER	SSARNOFF.CLIN	SARNOFF, SANDRA	SANDRA.SARNOFF@KOBLEGROUP.COM	
UNM_HOSP_NM	NMHIC LEVEL 1 - PRIMARY PROVIDER	SYNC-DALVERSON	ALVERSON-1, DALE	DALVERSON@SYNCRONYS.ORG	DR. ALVERSON'S CLINICAL USER FOR DEMONSTRATIONS OF LEVEL 1 IN TRAIN

Results 1-4

The users and roles log will allow you to see all of your users or to run reports by role level. You can use the printer friendly version to create a PDF or download a CSV file, which can be opened as a spreadsheet with applications such as Microsoft Excel.



PRIVACY REFERENCES

SYNCRONYS

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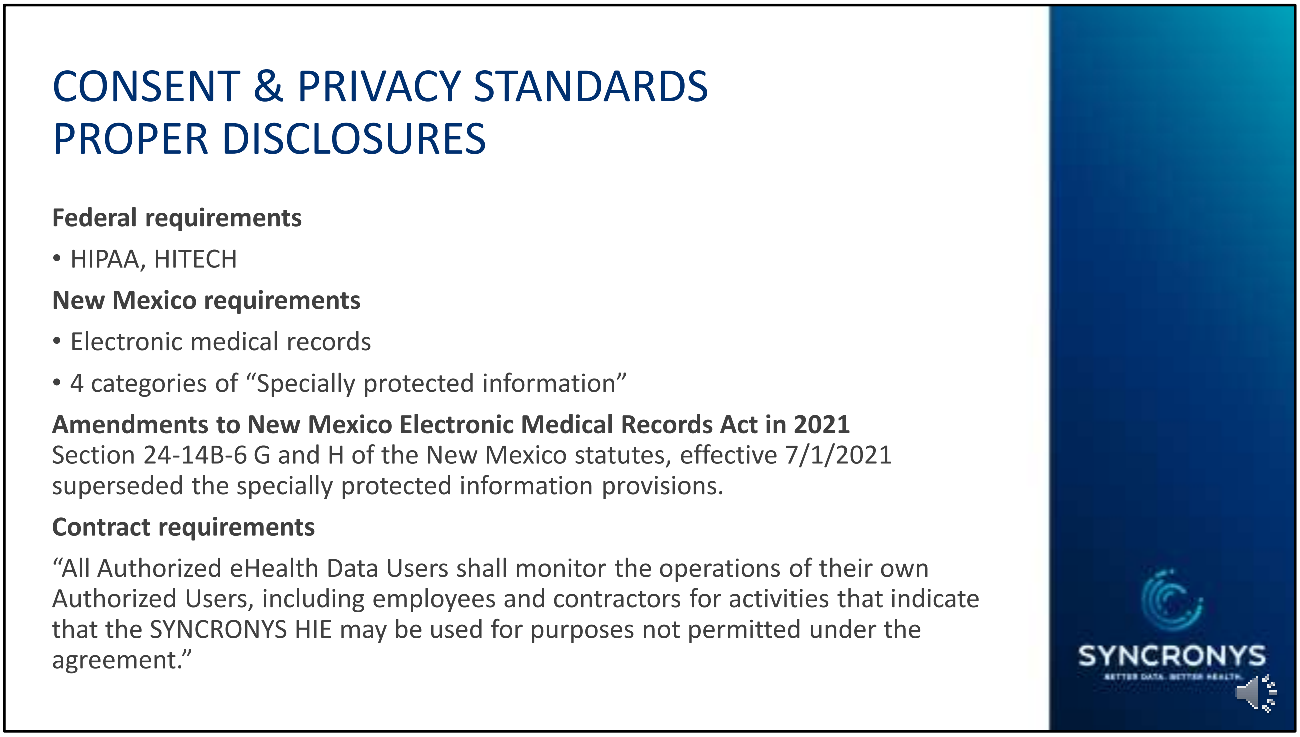
Information on the next slides is provided for reference and are included in the PDF handout.



CONSENT & PRIVACY STANDARDS PROPER DISCLOSURES

Federal requirements

- HIPAA, HITECH

New Mexico requirements

- Electronic medical records
- 4 categories of “Specially protected information”

Amendments to New Mexico Electronic Medical Records Act in 2021
Section 24-14B-6 G and H of the New Mexico statutes, effective 7/1/2021 superseded the specially protected information provisions.

Contract requirements

“All Authorized eHealth Data Users shall monitor the operations of their own Authorized Users, including employees and contractors for activities that indicate that the SYNCRONYS HIE may be used for purposes not permitted under the agreement.”

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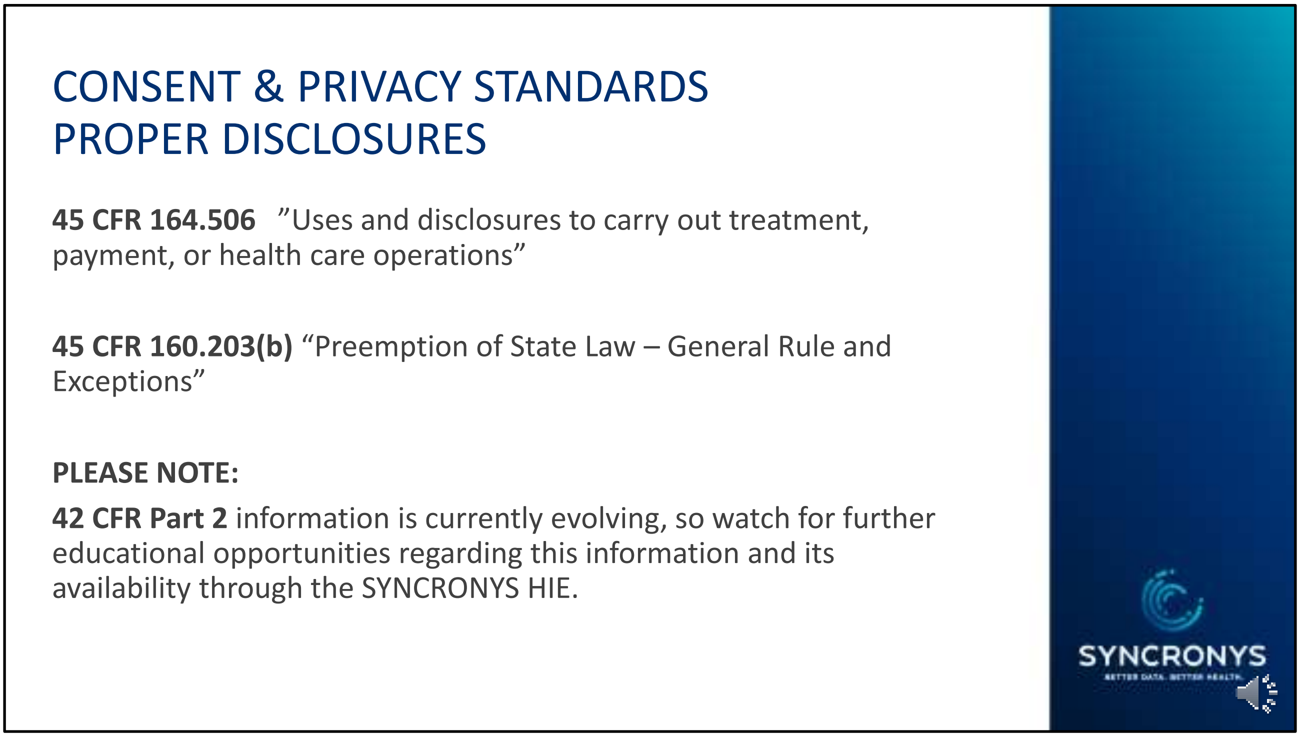

CONSENT & PRIVACY STANDARDS
PROPER DISCLOSURES

45 CFR 164.506 ”Uses and disclosures to carry out treatment, payment, or health care operations”

45 CFR 160.203(b) “Preemption of State Law – General Rule and Exceptions”

PLEASE NOTE:

42 CFR Part 2 information is currently evolving, so watch for further educational opportunities regarding this information and its availability through the SYNCRONYS HIE.

SYNCRONYS

BETTER DATA. BETTER HEALTH.

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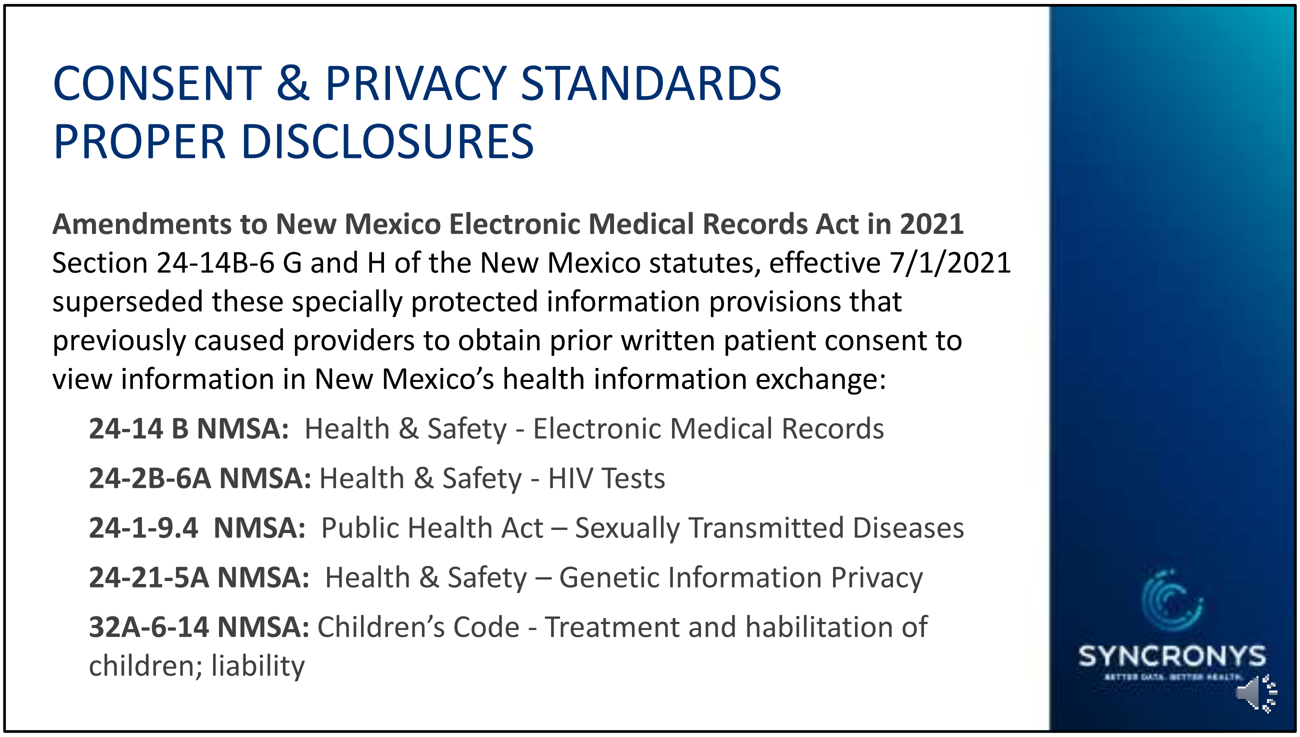

CONSENT & PRIVACY STANDARDS PROPER DISCLOSURES

Amendments to New Mexico Electronic Medical Records Act in 2021
Section 24-14B-6 G and H of the New Mexico statutes, effective 7/1/2021 superseded these specially protected information provisions that previously caused providers to obtain prior written patient consent to view information in New Mexico's health information exchange:

- **24-14 B NMSA:** Health & Safety - Electronic Medical Records
- **24-2B-6A NMSA:** Health & Safety - HIV Tests
- **24-1-9.4 NMSA:** Public Health Act – Sexually Transmitted Diseases
- **24-21-5A NMSA:** Health & Safety – Genetic Information Privacy
- **32A-6-14 NMSA:** Children's Code - Treatment and habilitation of children; liability

SYNCRONYS

For reference, these are the state laws that are now irrelevant, due to the amendments made to the New Mexico Electronic Medical Records Act as of July 1, 2021.

QUESTIONS?

- If you have questions about legislation about health information exchange or patient consent, please consult your organization’s compliance or privacy officer or legal counsel.
- Patient education materials, our Opt-out/ Opt-back-in form, and frequently asked questions are also available from SYNCRONYS.
- Visit www.SYNCRONYS.org for more information.
- You may also contact us at 505.938.9900 or info@SYNCRONYS.org

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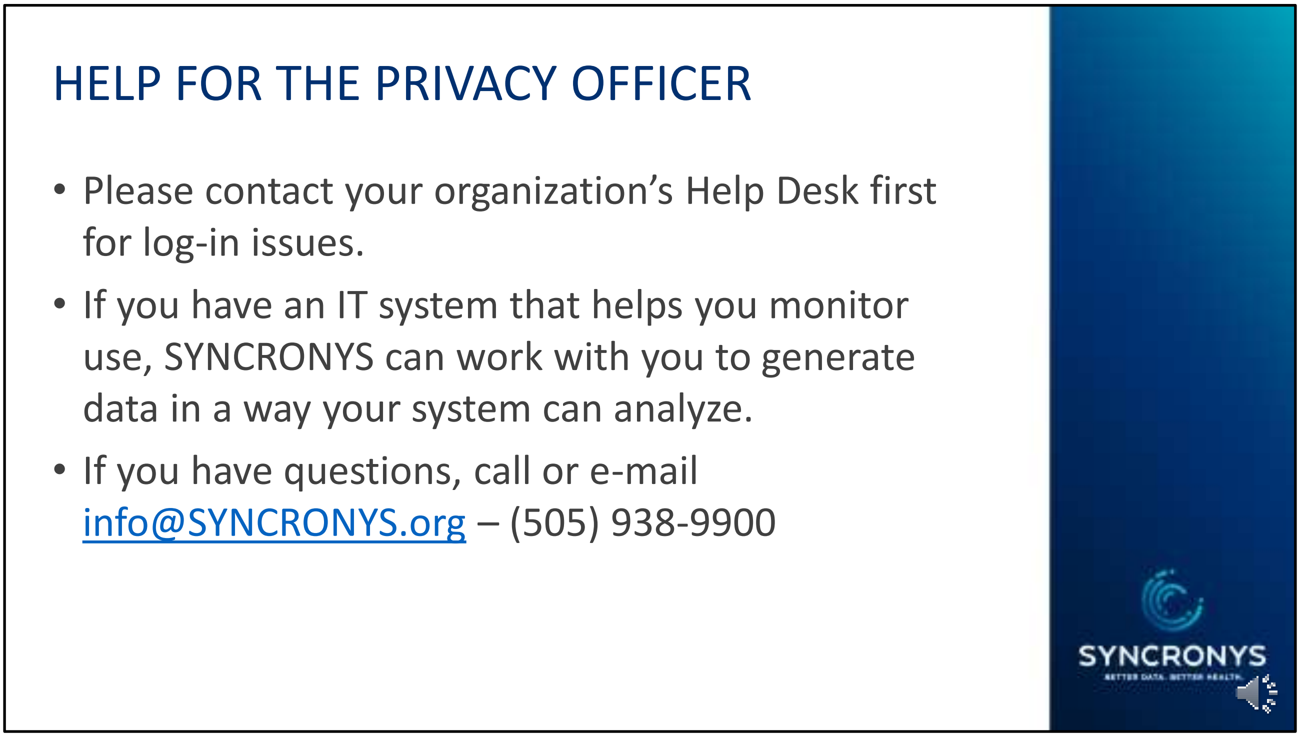

HELP FOR THE PRIVACY OFFICER

- Please contact your organization’s Help Desk first for log-in issues.
- If you have an IT system that helps you monitor use, SYNCRONYS can work with you to generate data in a way your system can analyze.
- If you have questions, call or e-mail info@SYNCRONYS.org – (505) 938-9900

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info@SYNCRONYS.org – (505) 938-9900