

SYNCRONYS HIE CLINICAL PORTAL TRAINING

GETTING HELP OR REPORTING PROBLEMS
ALL HIE USERS



GETTING HELP OR REPORTING PROBLEMS



Getting help or reporting problems

**If you have an internal help desk for your organization,
please contact them, following your service request process.**

If SYNCRONYS provides your support services for the
health information exchange, please contact us at:

help@SYNCRONYS.org or (505) 938-9999

Daily, 8 AM to 8 PM



If you have an internal help desk for your organization,
please contact them for assistance with your account, following your service request
process.

If SYNCRONYS provides your support services for the health information exchange,
you can reach us daily between 8 am and 8 pm at the number and e-mail address
shown here.

TO REPORT PORTAL OR DATA PROBLEMS



- E-Mail or call us with a brief description of the problem.
- Do not include patient identifiable information in unencrypted e-mail.
- Direct Secure Messaging is the preferred method for sending protected health information to the help desk.
- Portal Messaging may also be an option for sharing examples, once you have connected with someone on our staff.

Email: help@SYNCRONYS.org or Call: (505) 938-9999

Direct Messaging: Syncronys.HelpDesk@direct.hco.syncronys.net



However, if you see an issue with the clinical portal, e.g., errors or display issues, please do not hesitate to let us know. You can e-mail the help desk stating that you want to report a problem or call to provide more specific patient identifiers over the phone. Do not send screenshots or messages that include patient-identifiers unless you can do so securely, with encrypted e-mail or Direct messaging. Once you have connected with our personnel, they may have you share information securely through portal messaging.