

SYNCRONYS HIE CLINICAL PORTAL TRAINING

OVERVIEW AND FIRST TIME LOGIN
HIE CLINICAL PORTAL USERS WITH SINGLE-SIGN-ON



This brief module introduces SYNCRONYS to new users and assists them with their entry into the HIE clinical portal. If your organization has configured single-sign-on from your electronic medical record system, this is the preferred overview video.

WHAT IS SYNCRONYS?



- The nonprofit, statewide, health information exchange (HIE) for New Mexico.
- SYNCRONYS enables the electronic exchange of patient health information among different and unrelated healthcare organizations to provide timely access to a patient's information in one centralized record.
- Its objective is to exchange essential patient information between New Mexico's hospitals, tribal/IHS hospitals/clinics, skilled nursing facilities, long term care, home health and hospice, independent clinics, and behavioral health clinicians.



SYNCRONYS is New Mexico's Health Information Exchange. An HIE enables the electronic exchange of patient health information among different and unrelated healthcare organizations to provide timely access to a patient's information in one centralized record. We strive to help New Mexico meet the US Core Dataset for Interoperability goals, and we are working with many types of healthcare providers and payers to obtain that data.

ENHANCING THE HIE HAS BROUGHT
TOGETHER INNOVATORS . . .



. . . TO TRANSFORM LIVES & DELIVER HIGH QUALITY
SOLUTIONS FOR HEALTHCARE IN NEW MEXICO



CMS.gov
Centers for Medicare & Medicaid Services



With funding from the New Mexico Human Services Department and the Centers for Medicare & Medicaid Services, SYNCRONYS has come together with these vendors and partners to enhance New Mexico's HIE. Together, we offer New Mexico many tools to help improve patient care in our state.

WHAT IS SYNCRONYS?



Visit our website for descriptions
of the many solutions we offer!

www.syncronys.org



Together partners in SYNCRONYS bring a wide variety of solutions for healthcare, from providing information at the point of care to sending notifications of events that require patient follow up, to data analytics and population health tools. Visit our website for details on these and more of our solutions.

SYNCRONYS HIE CLINICAL PORTAL TRAINING


ALL CLINICAL PORTAL USERS



You are in this training session because you have been authorized by your company to access the SYNCRONYS clinical portal. This lesson is intended for portal users with single sign on that carries patient context as well as your EHR user credentials.

DISCLAIMER

Accept this disclaimer to continue

 If you do not accept this disclaimer within five minutes, you will be logged out and returned to the login page.

By accessing information using the SYNCRONYS Health Information Exchange, I understand, accept, and agree that my access to and the use and disclosure of such information by me is subject to Federal and State laws and contractual duties and obligations.

Accept

Cancel

- Treatment
- Payment
- Operations



Each time you log in, you will see this disclaimer. The disclaimer reminds all users to take seriously the responsibility of keeping patient information private. Unless you have a HIPAA compliant reason to view the patient's record, that is, Treatment, Payment, or Healthcare Operations, you should not use this tool to view that patient's information. Privacy Officers have the ability to audit the use of the HIE by their employees.

RESOURCES – WWW.SYNCRONYS.ORG



Before we move on, I want to point out some of the resources we share on our public facing website, synchronys.org

Under Onboarding, Training Needs, you will find a library of videos and handouts in manageable sized lessons.

RESOURCES – WWW.SYNCRONYS.ORG

SYNCRONYS

SOLUTIONS ONBOARDING RESOURCES COMPANY NEWS & EVENTS CONTACT US

ALL CLINICAL USERS PRIVACY OFFICERS END USER ADMINS LEVEL C6 LEVEL 4 SPECIAL PERMISSIONS DIRECT MESSAGING USERS

SYNCRONYS
PATIENT CONSENT BASICS FOR PRIVACY OFFICERS
(4:30 MIN.) Tips for Viewing Multiple Records for the Same Patient
WATCH PRESENTATION HANDOUT

SYNCRONYS
IMAGE EXCHANGE
(10:39) WATCH

SYNCRONYS
PATIENT CONSENT BASICS FOR PRIVACY OFFICERS
(34 MIN.) Advance Care Planning Tool
WATCH PRESENTATION HANDOUT

SYNCRONYS
PATIENT CONSENT BASICS FOR PRIVACY OFFICERS
(9:45 MIN.) User Administration 5b - Creating New User Accounts
WATCH PRESENTATION HANDOUT

SYNCRONYS
PATIENT CONSENT BASICS FOR PRIVACY OFFICERS
(8:03 MIN.) User Administration 5b - Promoting Existing Users
WATCH PRESENTATION HANDOUT

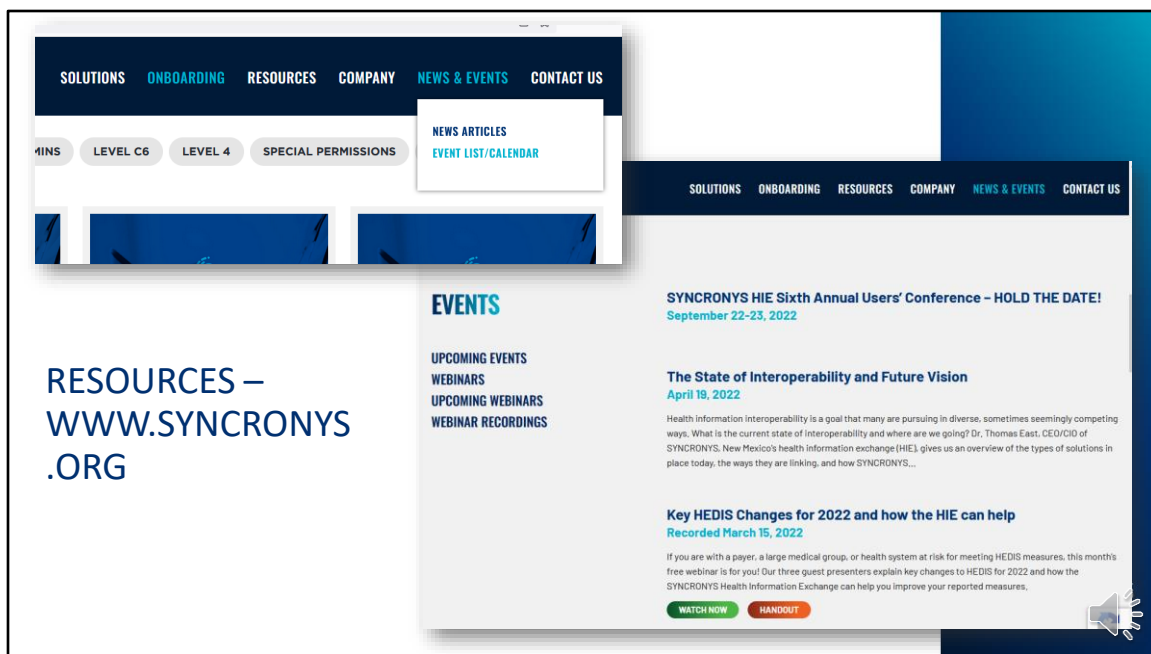
SYNCRONYS
COMMUNICATE DIRECT SECURE MESSAGING (DSM) FOR END USERS
WATCH PRESENTATION HANDOUT

SYNCRONYS
COMMUNICATE DIRECT SECURE MESSAGING (DSM) FOR ADMINISTRATORS
WATCH PRESENTATION HANDOUT

SYNCRONYS
PATIENT CONSENT BASICS FOR PRIVACY OFFICERS
(10:19 MIN.) Orientation to CHRONOLINK
WATCH PRESENTATION HANDOUT



Use the filter for Clinical Users with Single-Sign-On, which appears above the modules. This will hide the lessons that do not pertain to your role. The length of time it takes to view the video appears in the description. At minimum, we recommend viewing Navigating the Patient Record, Search tools in Clinical Documents, and Getting Help or Reporting Problems.



We realize that not everyone can join us for our monthly customer webinars, but you can still listen to them at your convenience by visiting the News & Events section and looking at our webinar recordings for topics that may interest you. Upcoming live events will be posted here as well.

WWW.SYNCRONYS.ORG

SYNCRONYS
BETTER DATA. BETTER HEALTH.

Who is participating?

<https://www.synchronys.org>

SOLUTIONS ONBOARDING RESOURCES COMPANY NEWS & EVENTS CONTACT US

WHO'S PARTICIPATING

FOR PROVIDERS & HEALTHCARE FACILITIES
FOR PATIENTS
FOR PAYORS
KNOWLEDGE CENTER
DETENTION CENTERS & CORRECTIONAL FACILITIES
[WHO'S PARTICIPATING](#)

SYNCRONYS
BETTER DATA. BETTER HEALTH.

SYNCRONYS is a not for profit organization established to improve New Mexico's healthcare for all New Mexicans.

Active Life Orthotics and Prosthetics – ABQ	Active Solutions Therapy – ABQ	Adler Medical LLC	Albuquerque Fire Rescue / H.E.A.R.T. Program	Albuquerque Healthcare for the Homeless
Alta Vista Regional – Las Vegas	Amador Health Center	Amazon Public Health	Anthem, Inc./Amerigroup (Medicare Advantage)	Armada Physical Therapy – ABQ and Rio Rancho
Armada Skilled Homecare – ABQ & RR	Artesia General Hospital – Artesia	ARUP Laboratories	Assured Imaging – ABQ & Las Cruces	BCBS NM (Centennial Care MCO)
Ben Archer Health Care Center	Bio-Reference Laboratories	Carlsbad Medical Center (Community Health Services) – Carlsbad	Center for Disease Detection (CDD)	Christus St. Vincent Regional MC – Santa Fe
Cibola General Hospital – Grants	Compassus Home Health	Compassus Hospice Albuquerque South	Curative Health	De Baca Family Practice Clinic
Distinctly Dermatology (aka NM Specialty Med)	Eastern New Mexico Medical Center (ENMC)	FI Centro Family Health	El Pueblo Health	Farmington Family

Organizations across our state are participating with SYNCRONYS in various ways. They may be sharing data, accessing data, using direct secure messaging offered by SYNCRONYS, or any combination of several activities. You can see who is participating in SYNCRONYS and how by visiting our website and clicking on Who's Participating under the Resources banner.

FOR ACCOUNT ACCESS ASSISTANCE



**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 **SYNCRONYS** BETTER DATA. BETTER HEALTH.

- 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



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 includes 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.