This is module number 3 in the privacy officer training set. By now, you understand what SYNCRONYS does and how you control the access your employees have to the clinical portal.

This lesson is about the privacy officer's responsibility for monitoring use of the HIE by your organization's users and the tools SYNCRONYS provides to help you conduct audits.

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.

SYNCRONYS

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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

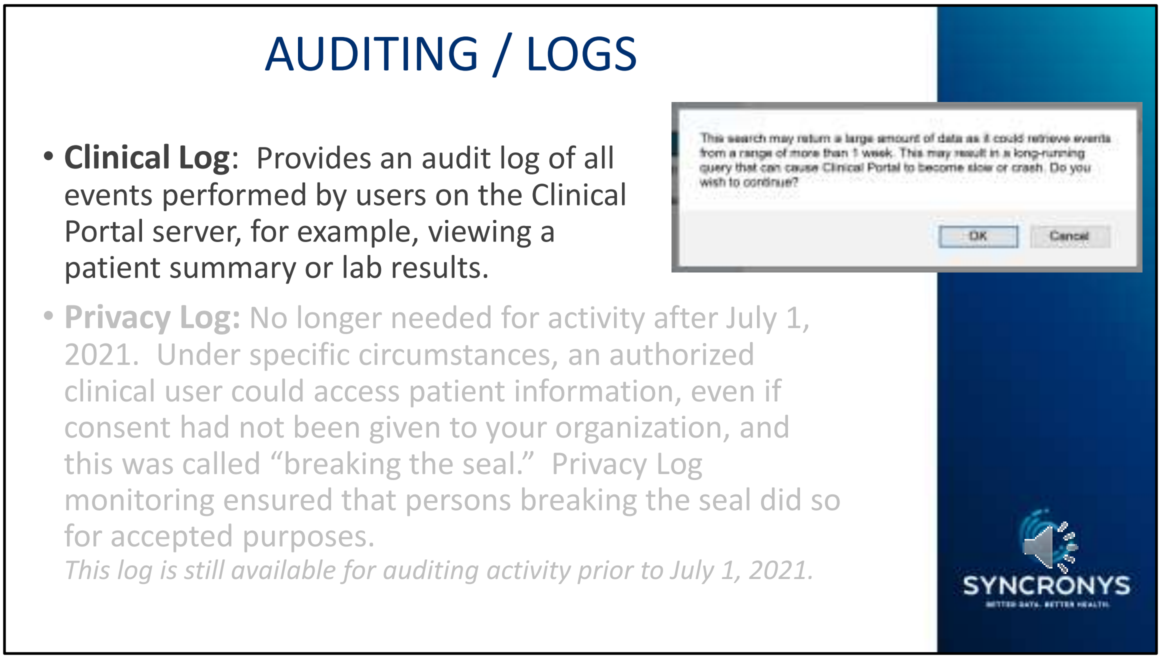
As your organization's privacy officer, you are responsible to oversee access to the health information exchange by your employees. You should oversee who has what level of access, using the principal of minimum necessary as your guide.
Ensure that access to the HIE is given and withdrawn as part of your employee hiring and termination processes, and you may want to mention the HIE in any HIPAA training you conduct for your staff.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.

(You will not need the Privacy Log or the Patient Creation Tool Log)

You have three useful auditing logs from the left-hand side menu. The clinical log is the one used to monitor access to patient information.



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. You should be able to audit up to two weeks at a time using this log, but if you need more extensive reports, please contact our help desk or your customer relationship manager.

The **Privacy Log is 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.

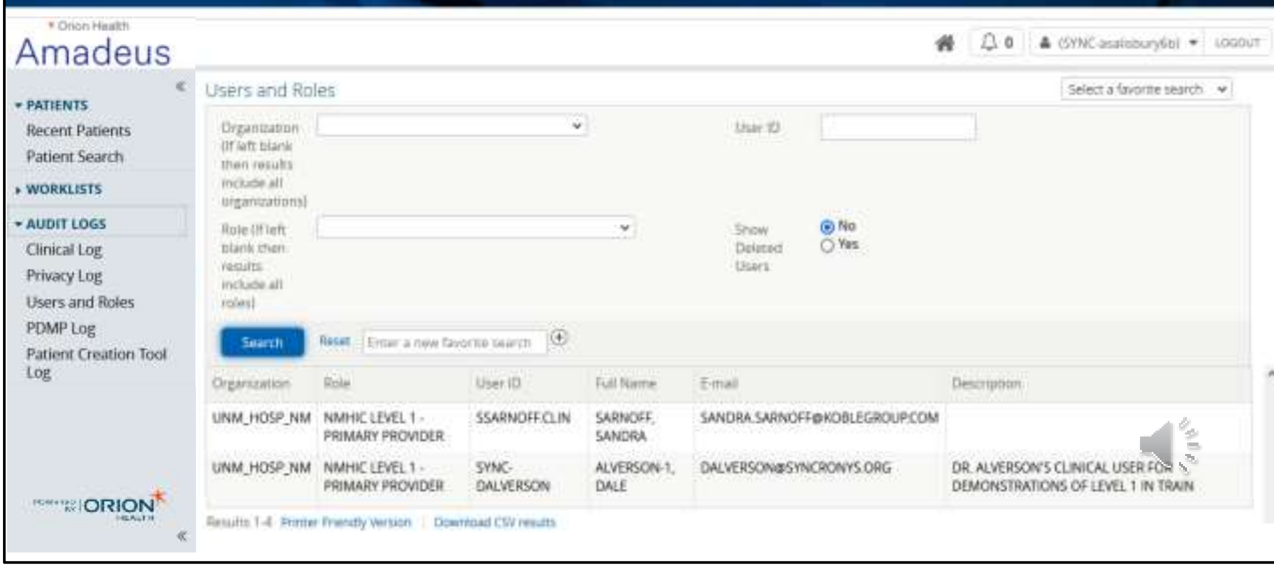
AUDITING / LOGS

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

SYNCRONYS

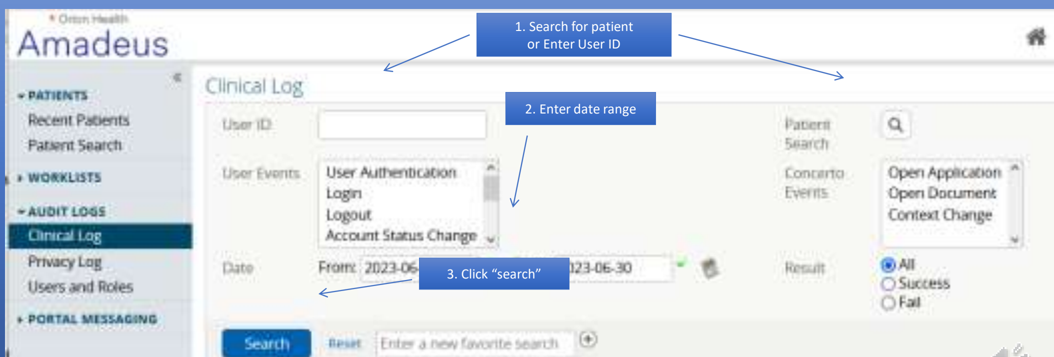
Users and Roles Log: Provides an up to the minute listing of the users in your organizations and what roles they are currently assigned. This can be a helpful reference if you want to run an audit log for an individual user.

USERS AND ROLES LOG

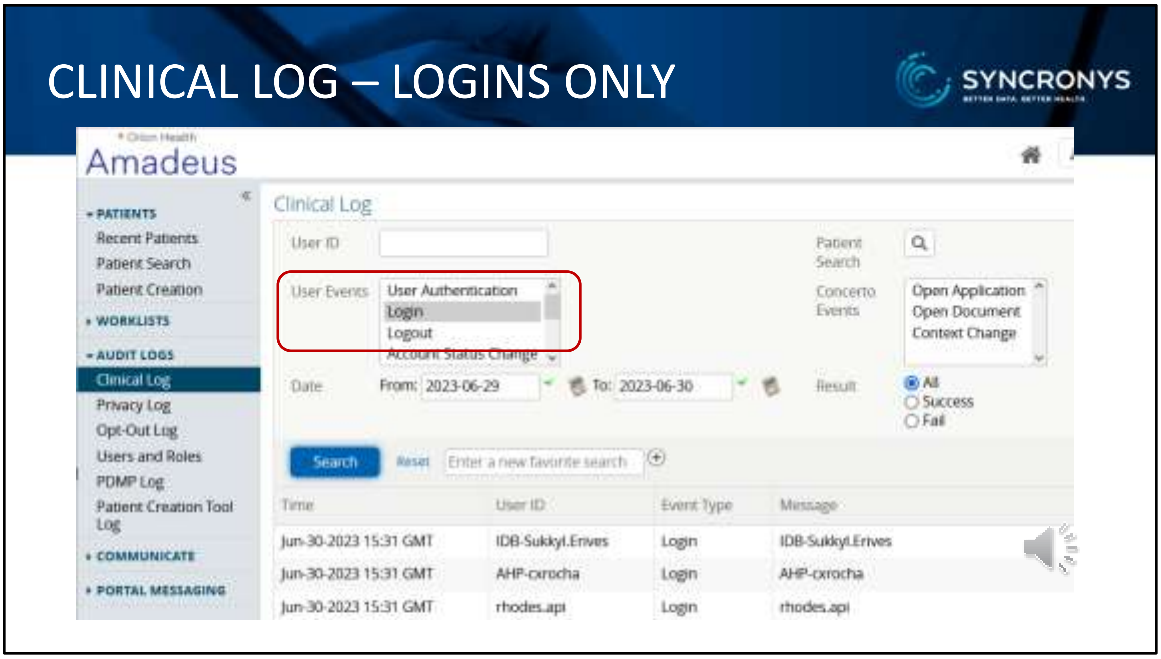


The users and roles log will allow you to see all your portal users or to run reports by role level. You can use the printer friendly version to create a PDF or download a CSV file, which can be opened as a spreadsheet with applications such as Microsoft Excel.

CLINICAL LOG

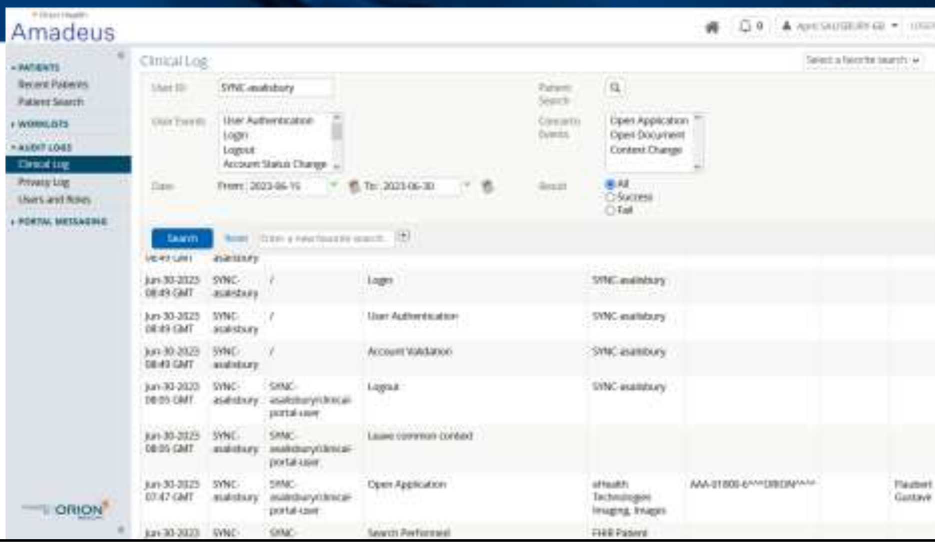


To use the clinical log, determine whether you need to search by HIE portal user, by the patient, or a User Event, such as logins. You can use the default settings or choose a specific event to search for. We recommend a 1-2 week date range. The fewer filters applied, the faster the report will run.

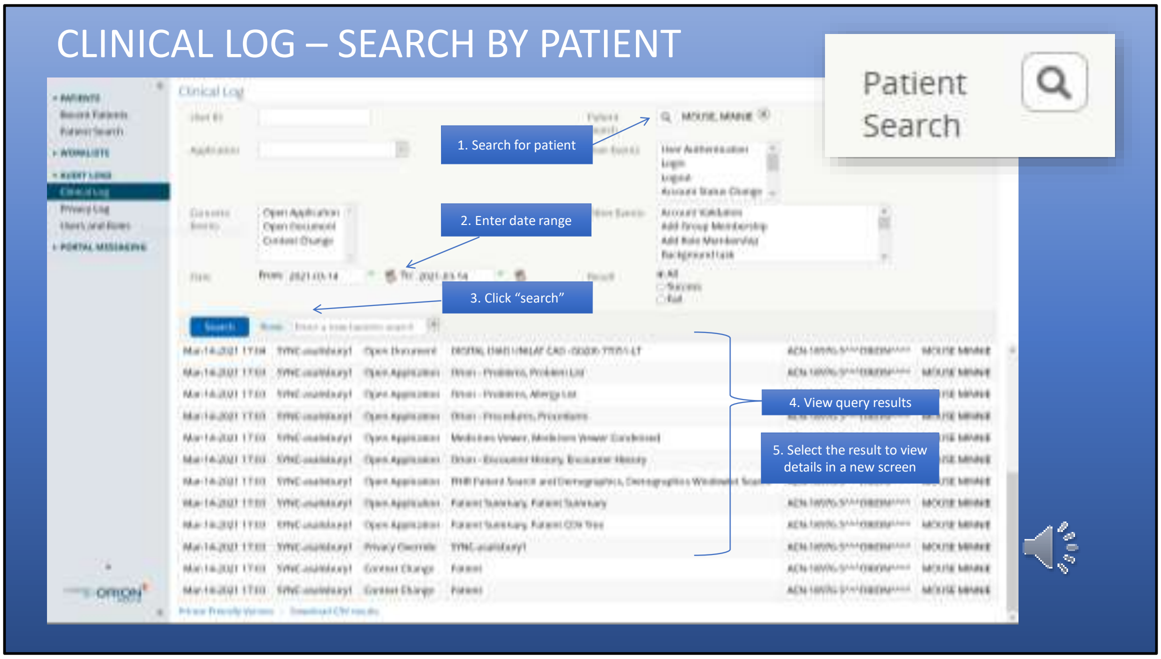


You might start out by leaving the User ID and Patient Search fields blank but choosing the User Event of Login to see who among your staff is using the HIE clinical portal and how often. This will inform further auditing needs.

CLINICAL LOG – SEARCH BY USER ID

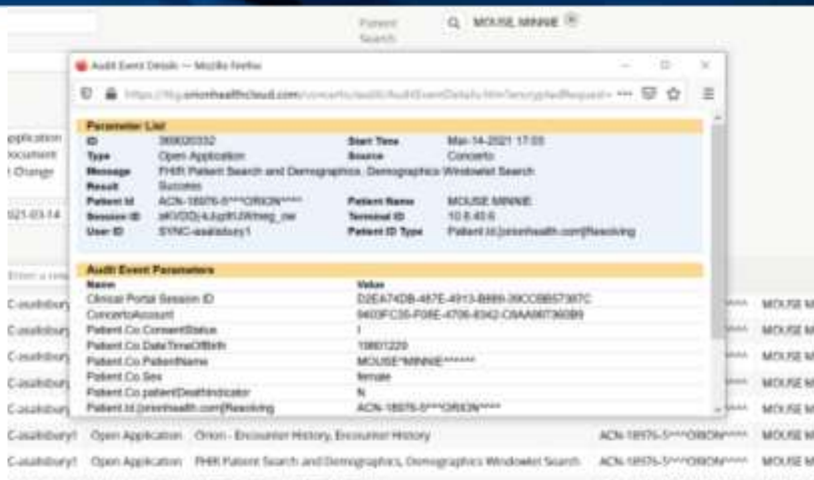


Here's an example where the log was searched for activity by a specific user. If you need a greater span of time than the portal logs will allow, contact SYNCRONYS for assistance and we can generate a report for you.

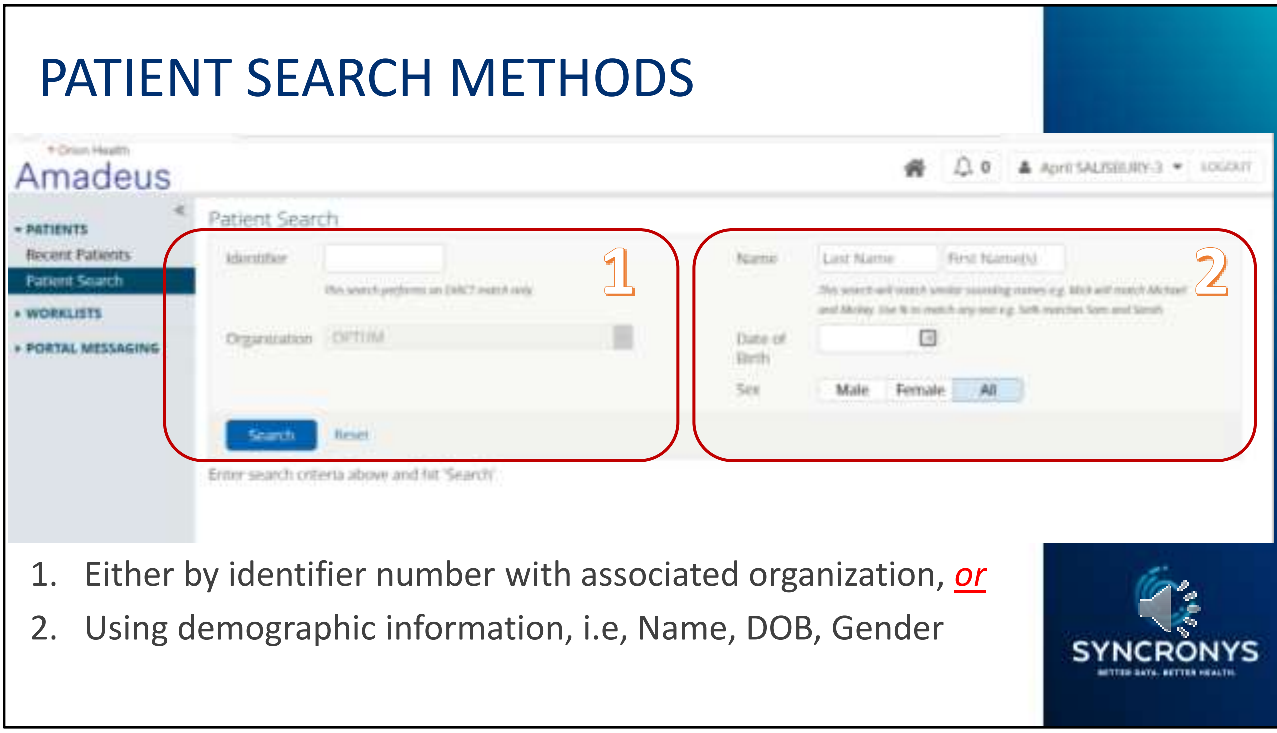


In this screenshot example, a specific patient was the focus of the search. Use the Patient Search Icon to be taken to the patient search screen. Selecting the patient you want will add them to your search criteria here. Enter a brief data range, usually a week or less, and click search. To drill-down in the resulting activity list, click into the row you are interested in.

CLINICAL LOG DETAIL



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



There are two ways to find a patient's record.

1. Either by identifier number with associated organization, *or*
2. Using demographic information, i.e., Name, DOB, and Gender

PDMP LOG

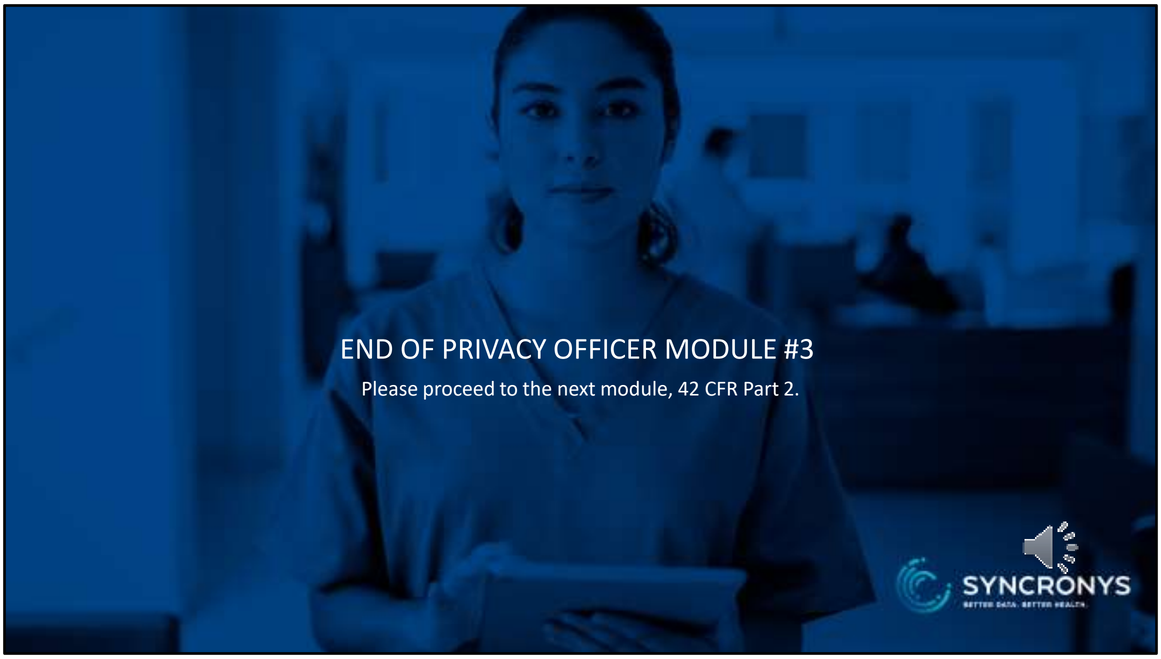
The last log you might want to use is the PDMP Log. Use this only if you have prescribers that have been given the portal shortcut to the New Mexico Board of Pharmacy's AWARxE application.

PDMP LOG

A simple log that will show what users in your organization have used the SYNCRONYS clinical portal to access the New Mexico Board of Pharmacy's Prescription Monitoring Program (PMP) Narx report in the last 14 days

For more information: https://www.nmpmp.info/

If you like, click on Search to return a list of any of those prescribers who have used this link in the last 14 days to check the Narx report prior to prescribing pain medications.



This is the end of the third privacy officer module. Please proceed to the fourth module, which provides important information on specially protected patient data and how it is shared in the SYNCRONYS HIE.