



TOOLS FOR MONITORING PATIENT PRIVACY



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.



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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



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Ensure that access to the HIE is given and withdrawn as part of your employee hiring and termination processes, and you may want to mention the HIE in any HIPAA training you conduct for your staff.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)

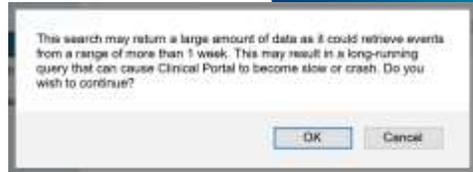


You have three useful auditing logs from the left-hand side menu. The clinical log is the one used to monitor access to patient information.

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 or lab results.
- **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. 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.

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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. This can be a helpful reference if you want to run an audit log for an individual user.

USERS AND ROLES LOG



Orion Health
Amadeus

Users and Roles

Organization (If left blank then results include all organizations) [Dropdown]
Role (If left blank then results include all roles) [Dropdown]
User ID [Text Box]
Show Deleted Users: No Yes

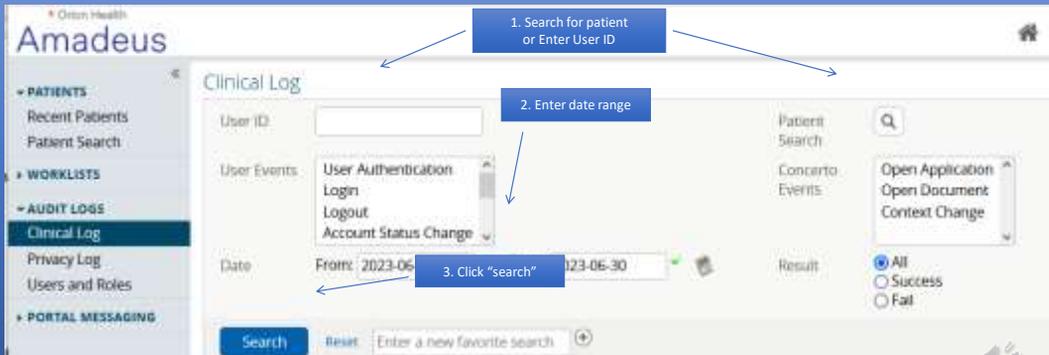
Search [Button] Reset [Text Box] Enter a new favorite search [Text Box]

Organization	Role	User ID	Full Name	E-mail	Description
UNM_HOSP_NM	NMHC LEVEL 1 - PRIMARY PROVIDER	SSARNOFF.CLIN	SARNOFF, SANDRA	SANDRA.SARNOFF@KOBLEGROUP.COM	
UNM_HOSP_NM	NMHC 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 [Printer Friendly version](#) [Download CSV results](#)

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.

CLINICAL LOG – LOGINS ONLY

The screenshot shows the Amadeus Clinical Log interface. The left sidebar contains navigation options: PATIENTS (Recent Patients, Patient Search, Patient Creation), WORKLISTS, AUDIT LOGS (Clinical Log, Privacy Log, Opt-Out Log, Users and Roles, PDMP Log, Patient Creation Tool Log), COMMUNICATE, and PORTAL MESSAGING. The main area is titled 'Clinical Log' and features a search form with fields for 'User ID', 'Patient Search', 'Date' (From: 2023-06-29, To: 2023-06-30), and 'Result' (All, Success, Fail). A dropdown menu for 'User Events' is open, with 'Login' selected and highlighted by a red box. Below the search form is a table of results:

Time	User ID	Event Type	Message
Jun-30-2023 15:31 GMT	IDB-Sukkyl.Enves	Login	IDB-Sukkyl.Enves
Jun-30-2023 15:31 GMT	AHP-cxrocha	Login	AHP-cxrocha
Jun-30-2023 15:31 GMT	rhodes.api	Login	rhodes.api

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



The screenshot shows the Amadeus Clinical Log interface. The search criteria are set to User ID: SYNC:asalsbury. The date range is from 2023-06-16 to 2023-06-30. The search results table is as follows:

Date	User ID	Action	Patient ID
Jun-30-2023 08:49 GMT	SYNC:asalsbury	Login	SYNC:asalsbury
Jun-30-2023 08:49 GMT	SYNC:asalsbury	User Authentication	SYNC:asalsbury
Jun-30-2023 08:49 GMT	SYNC:asalsbury	Account Validation	SYNC:asalsbury
Jun-30-2023 08:05 GMT	SYNC:asalsbury	Login	SYNC:asalsbury
Jun-30-2023 08:05 GMT	SYNC:asalsbury	Leave common context	
Jun-30-2023 07:47 GMT	SYNC:asalsbury	Open Application	ifHealth Technologies Imaging, Pragen
Jun-30-2023	SYNC:asalsbury	Search Performed	7188 Patient

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.

CLINICAL LOG – SEARCH BY PATIENT

The screenshot shows the 'Clinical Log' search interface. At the top right, there is a 'Patient Search' button with a magnifying glass icon. Below it, the search form includes fields for 'Patient Search', 'Application', and 'Date Range' (From: 2021.05.14, To: 2021.05.14). A 'Search' button is located below the date range. The results are displayed in a table with columns for Date, Time, User, Action, and Patient Name. A 'Patient Search' dropdown menu is open, showing a list of users. A blue callout box labeled '1. Search for patient' points to the 'Patient Search' dropdown. Another blue callout box labeled '2. Enter date range' points to the date range input. A third blue callout box labeled '3. Click "search"' points to the 'Search' button. A fourth blue callout box labeled '4. View query results' points to a row in the results table. A fifth blue callout box labeled '5. Select the result to view details in a new screen' points to the 'View Details' link in the same row.

Date	Time	User	Action	Patient Name
Mar-14-2021	17:38	TYNC.usahistory1	Open Document	MOON, IRENE L/M/LAF CAD-0200-7705 LT
Mar-14-2021	17:03	TYNC.usahistory1	Open Application	Diagn - Problems, Problem List
Mar-14-2021	17:03	TYNC.usahistory1	Open Application	Diagn - Problems, Allergy List
Mar-14-2021	17:03	TYNC.usahistory1	Open Application	Diagn - Procedures, Procedures
Mar-14-2021	17:03	TYNC.usahistory1	Open Application	Medication Viewer, Medication Viewer (Embedded)
Mar-14-2021	17:03	TYNC.usahistory1	Open Application	Diagn - Encounter History, Encounter History
Mar-14-2021	17:03	TYNC.usahistory1	Open Application	PHR Patient Search and Demographics, Demographics Worksheet
Mar-14-2021	17:03	TYNC.usahistory1	Open Application	Patient Secondary, Patient Secondary
Mar-14-2021	17:03	TYNC.usahistory1	Open Application	Patient Secondary, Patient ODR Tree
Mar-14-2021	17:03	TYNC.usahistory1	Privacy Overlay	TYNC.usahistory1
Mar-14-2021	17:03	TYNC.usahistory1	Content Change	Female
Mar-14-2021	17:03	TYNC.usahistory1	Content Change	Female

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



The screenshot shows a web browser window titled "Audit Event Details -- Mobile App". The URL is <https://my.synchronyhealthcloud.com/concerto/audit/AuditEventDetailsView?applicationRequestId=...>. The window displays the following information:

Parameter List			
ID	36X20232	Start Time	Mar-14-2021 17:08
Type	Open Application	Source	Concerto
Message	714R Patient Search and Demographics, Demographics Window Search		
Result	Success		
Patient ID	ACN-18576-5***ORION****	Patient Name	MOUSE, MINNE
Session ID	36VDD:4:AppIDWhseg_sw	Terminal ID	10 8 43 6
User ID	SYNC-asaltery1	Patient ID Type	Patient ID@synchrony.com/Resolving

Audit Event Parameters		
Name	Value	
Clinical Portal Session ID	D25A7ADB-4E7E-4913-B886-36CC8B57367C	MOUSE MR
ConcertoAccount	9403FC6-F06E-4706-8342-C9A98726089	MOUSE MR
Patient Co ConsentStatus	1	MOUSE MR
Patient Co DataTeraDBInfo	13801229	MOUSE MR
Patient Co PatientName	MOUSE, MINNE*****	MOUSE MR
Patient Co Sex	Female	MOUSE MR
Patient Co patientDeathIndicator	N	MOUSE MR
Patient ID@synchrony.com/Resolving	ACN-18576-5***ORION****	MOUSE MR
Open Application - Orion - Encounter History, Encounter History	ACN-18576-5***ORION****	MOUSE MR
Open Application - 714R Patient Search and Demographics, Demographics Window Search	ACN-18576-5***ORION****	MOUSE MR

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

PATIENT SEARCH METHODS

Amadeus

Open Health

Home 0 April SALISBURY-3 LOGOUT

PATIENTS

Recent Patients

Patient Search

WORKLISTS

PORTAL MESSAGING

Identifier

(this search performs an Exact match only)

Organization OPTIMUM

Search Reset

Error search criteria above and hit Search

Name Last Name First Name(s)

(this search will match similar sounding names e.g. Mich will match Michael and Ashley. Use & to match any and e.g. John matches Sam and Sarah)

Date of Birth

Sex Male Female All

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



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



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Amadeus

- ▶ PATIENTS
 - Recent Patients
 - Patient Search
- ▶ WORKLISTS
- ▶ AUDIT LOGS
 - Clinical Log
 - Privacy Log
 - Users and Roles
 - PDMP Log**
 - Patient Creation Tool Log
- ▶ COMMUNICATE
- ▶ PORTAL MESSAGING

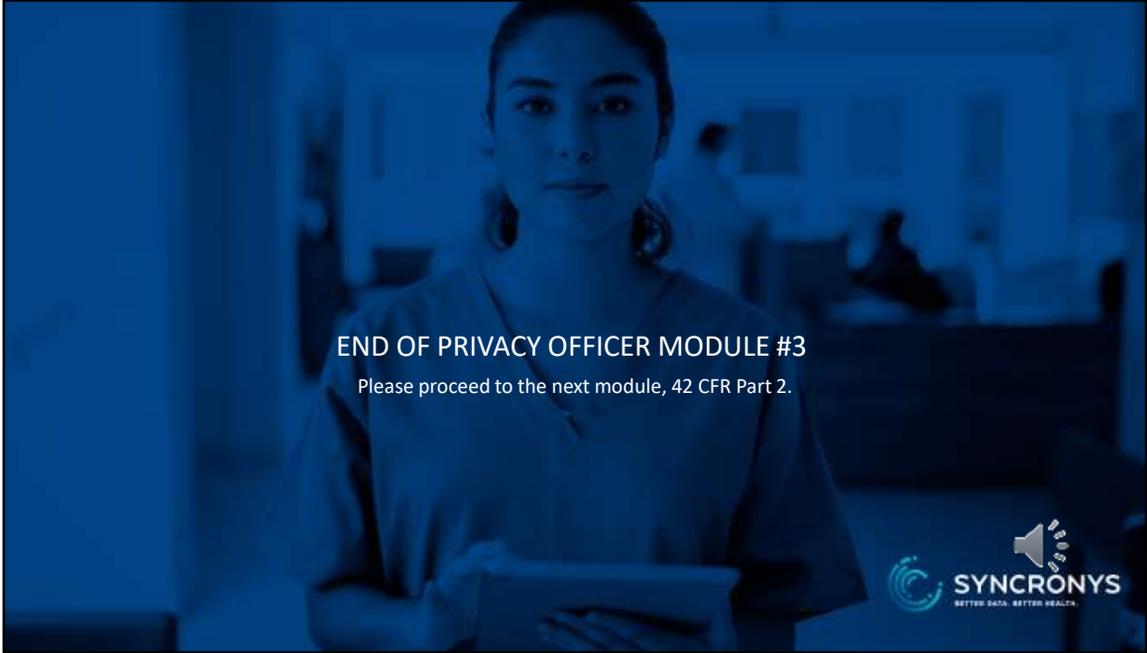
PDMP - Report displays log for the last 14 days

Search Reset Enter a new favorite search

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.