

SYNCRONYS HIE CLINICAL PORTAL TRAINING

PRIVACY OFFICERS



NEW MEXICO'S HEALTH INFORMATION EXCHANGE



This learning module is intended for privacy officers to ensure you have the resources you need.

## FOR ACCOUNT ACCESS ASSISTANCE



If you have an [internal help desk](#) in your organization, please contact them about account access issues, using your normal service request process.

However, if SYNCRONYS provides your support services for the health information exchange, please contact us 8 AM to 8 PM daily at:

[help@SYNCRONYS.org](mailto:help@SYNCRONYS.org)

or **(505) 938-9999** for fastest service.



HIE portal users in organizations that designate End User Administrators will be redirected to your help desk. However, we are your help desk if you have trouble.

If SYNCRONYS provides your support services for the health information exchange, you and your portal users can reach us daily between 8 am and 8 pm at the number and e-mail address shown here. After hours and weekend response may be the following business day, but you can call the number for urgent matters.

## TO REPORT PORTAL OR DATA PROBLEMS



- E-Mail or call us with a brief description of the problem or complaint: [help@SYNCRONYS.org](mailto:help@SYNCRONYS.org) | (505) 938-9999
- **Do not** send patient identifiable information (protected health information/PHI) in unencrypted e-mail.
- Direct Secure Messaging (DSM) is the preferred method for sending PHI to the help desk. If you have DSM, you can safely send to our direct address after speaking with our staff. [Syncronys.HelpDesk@direct.hco.syncronys.net](mailto:Syncronys.HelpDesk@direct.hco.syncronys.net)
- Portal Messaging in the HIE clinical portal may also be an option for sharing examples, once you have connected with our staff.
- Simply calling and sharing the example over the phone is helpful.




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 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.

## RESOURCES AT WWW.SYNCRONYS.ORG




We have several resources on our public-facing website, [www.synchronys.org](http://www.synchronys.org). Follow the dropdown menus from the banner at the top. You can find out who is participating with SYNCRONYS, who is sharing data, and access other resources, including the Opt-in/opt-out form in the “for patients” section.


**SYNCRONYS**


[SOLUTIONS](#)
[IMPLEMENTATION](#)
[RESOURCES](#)
[COMPANY](#)
[NEWS & EVENTS](#)
[CONTACT US](#)

[ALL](#)
[CLINICAL USERS](#)
[PRIVACY OFFICERS](#)
[END USER ADMIN](#)
[LEVEL 3](#)
[LEVEL 4](#)
[SPECIAL PERMISSIONS](#)
[DIRECT MESSAGING USERS](#)




**(4:30 MIN.)** Tips for Viewing Multiple Records for the Same Patient

[WATCH](#) [PRESENTATION HANDOUT](#)




**(10:10 MIN.)** Orientation to SYNCRONYS

[WATCH](#) [PRESENTATION HANDOUT](#)




**(20:10 MIN.)** Privacy Officer - Level 3b Training

[WATCH](#) [PRESENTATION HANDOUT](#)




**(5:44 MIN.)** Logging in / Password Requirements

[WATCH](#) [PRESENTATION HANDOUT](#)




**(4:46 MIN.)** Searching for Patient Records

[WATCH](#) [PRESENTATION HANDOUT](#)



**(2:50 MIN.)** Patient Search and Creation

[WATCH](#)

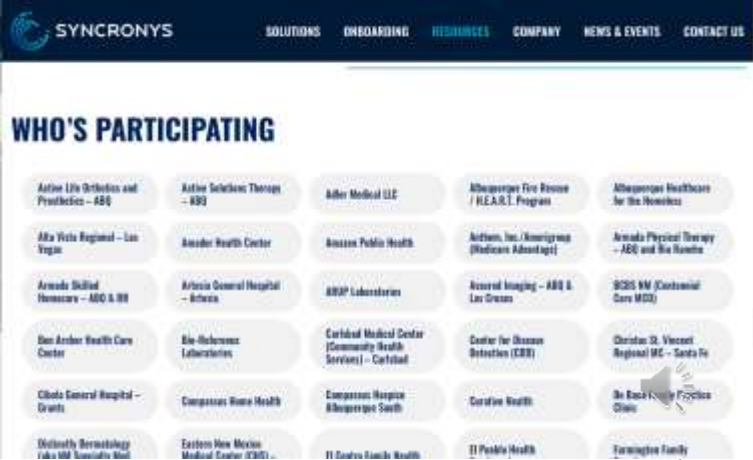


The website’s training library provides easy access to brief videos and handouts. Each module displays the length of the video, and most have downloadable pdf references. Filters across the top of the library will hide modules that don’t apply to users in specific roles.

WWW.SYNCRONYS.ORG



Who is participating?



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.

## NEXT STEPS

1. We will send you a blank spreadsheet to request your users' accounts.
2. Include a work phone number, e-mail address, and the access level/role you are authorizing for each person.
3. Use the description field for a job title, location, or other information useful to you and administrators.
4. If you want your prescribers to have PDMP, include their NPI#, DEA#, and the role they use for their NM Board of Pharmacy's AWAxE portal.
5. Determine how user credentials will be securely distributed.



If your organization has just begun participating with SYNCRONYS, your customer relationship manager will offer to have your initial user accounts set up for you. We will provide a spreadsheet with the required information highlighted. Your customer relationship manager will review it and let you know if any required information is missing or needs clarification. Once the accounts are created, the users will need to receive their usernames and temporary passwords securely. You will determine how you want those to be distributed, but if you need our assistance, we can share the usernames and passwords in separate e-mail messages on your behalf.

## REQUESTING YOUR INITIAL USERS

Users - Full Name Last Name	Users - Full Name First Name	Users - Full Name E-Mail	Patient_NPI	Patient_Office Phone Number	Password	Role Member of	Role Membership Member of	Users Description (for column)	Users Organization (for column)	Users Code-All Users	Users Username	Users Password	Users Role	Users Role Description	Users Role Code	Users Role Description

AB	AC	AD	AE
Prescription Drug Monitoring Program NPI Number (Clinical view Prescribers only)	Prescription Drug Monitoring Program DEA Number (Clinical view Prescribers only)	Prescription Drug Monitoring Program State Code (Clinical view Prescribers only)	Prescription Drug Monitoring Program NPI Role (Clinical view Prescribers only)

The Excel workbook looks like this. Please fill out the second tab labeled UserRequest. The columns where you see yellow highlighting are the minimum required fields. Please do not move or delete columns in the spreadsheet.

If you have prescribers on staff and can provide their NPI and DEA#s, we can set up a shortcut for them from a patient's record to their Narx report from the NM Board of Pharmacy. This will save them time, while making sure they get credit for having checked before prescribing pain medication. We also need the role they used when setting up their account with the Board of Pharmacy. The acceptable roles are in the spreadsheet as a lookup field for that column.

If you have questions about any of the columns, there is a description in the second tab, but feel free to ask your customer relationship manager,

\_\_\_\_\_.

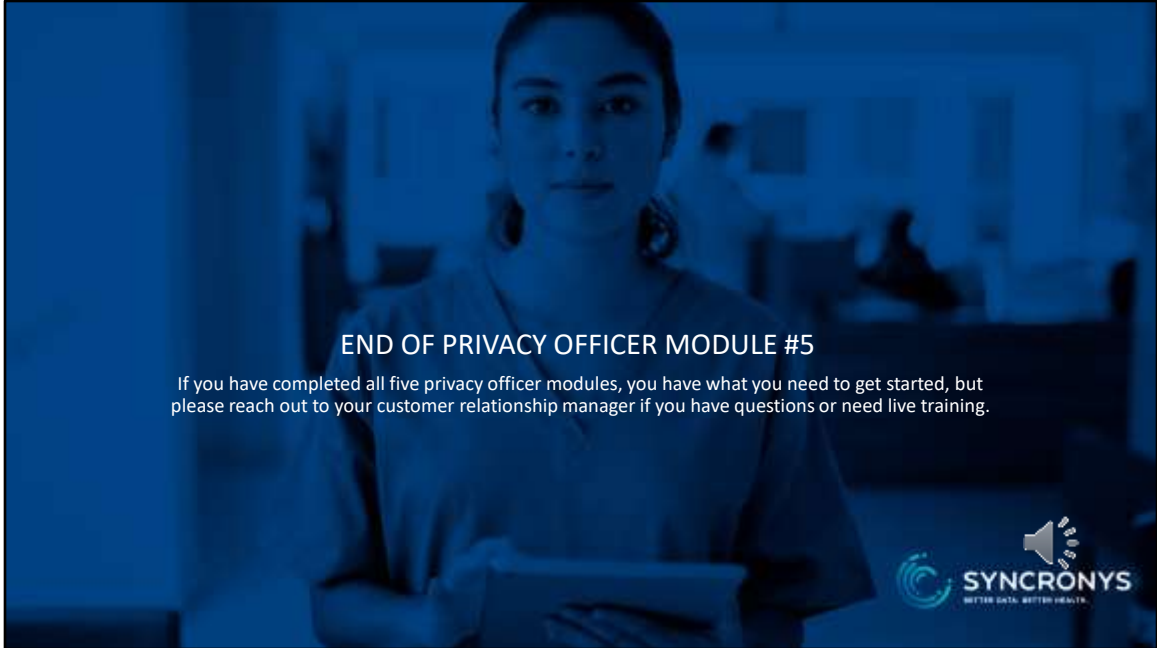


Review what we learned:

- About SYNCRONYS
- First time Login
- Patient right to Opt-Out
- What's required of Privacy Officers
- Monitoring tools
- 42 CFR Part 2 information
- Resources
- How to contact SYNCRONYS
- Next steps for newly participating organizations



If you completed all five modules for the privacy officer, you heard about SYNCRONYS HIE, a patient's right to opt-out, the responsibilities of the privacy officer, the monitoring tools that are available in the portal, about newly available substance use disorder treatment information and how the HIE protects it, resources for more information, and finally, how you can contact us if you need assistance.



If you have completed all five privacy officer modules, congratulations, you have what you need to get started, but please reach out to your customer relationship manager if you have questions or need live training