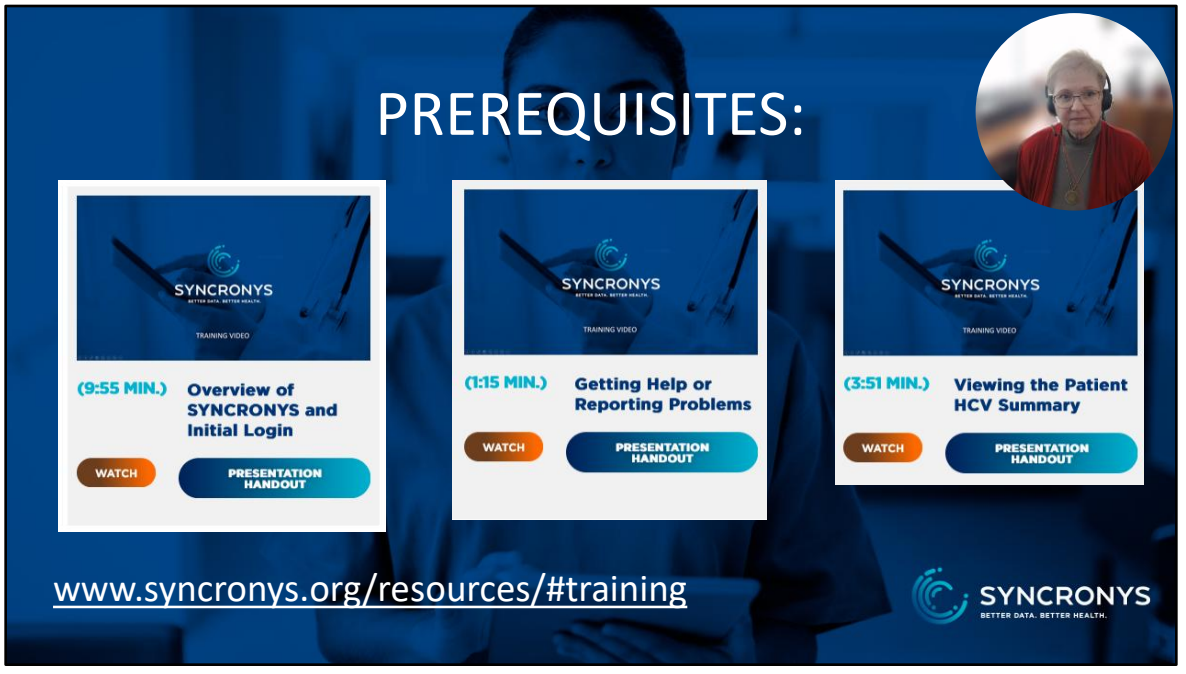
This module will help users access and navigate the Hepatitis C dashboard. It is intended for clinical view users in user access roles 1-3 who will be able to see patient-level information and whose organizations have requested the optional HCV dashboard. All users will see a Hepatitis C Summary in patient records when applicable; however, the HCV dashboard offers information at a population health level.



Recommended prerequisites include three learning modules: *Overview of SYNCRONYS and Initial Login*, *Getting Help or Reporting Problems,* and *Viewing the Patient HCV Summary* in the HIE clinical portal. These lessons are found on our website, www.syncronys.org, in the Resources and Training section, and they take less than 15 minutes to review.

NAVIGATING THE HCV DASHBOARD OUTLINE

SYNCRONYS
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1. Logging into the Dashboard
2. Navigating the Dashboard
   A. Hepatitis C Screening and Diagnosis Dashboard
   B. Hepatitis C Treatment Dashboard
   C. Testing/Treatment Details Tab
3. Downloading

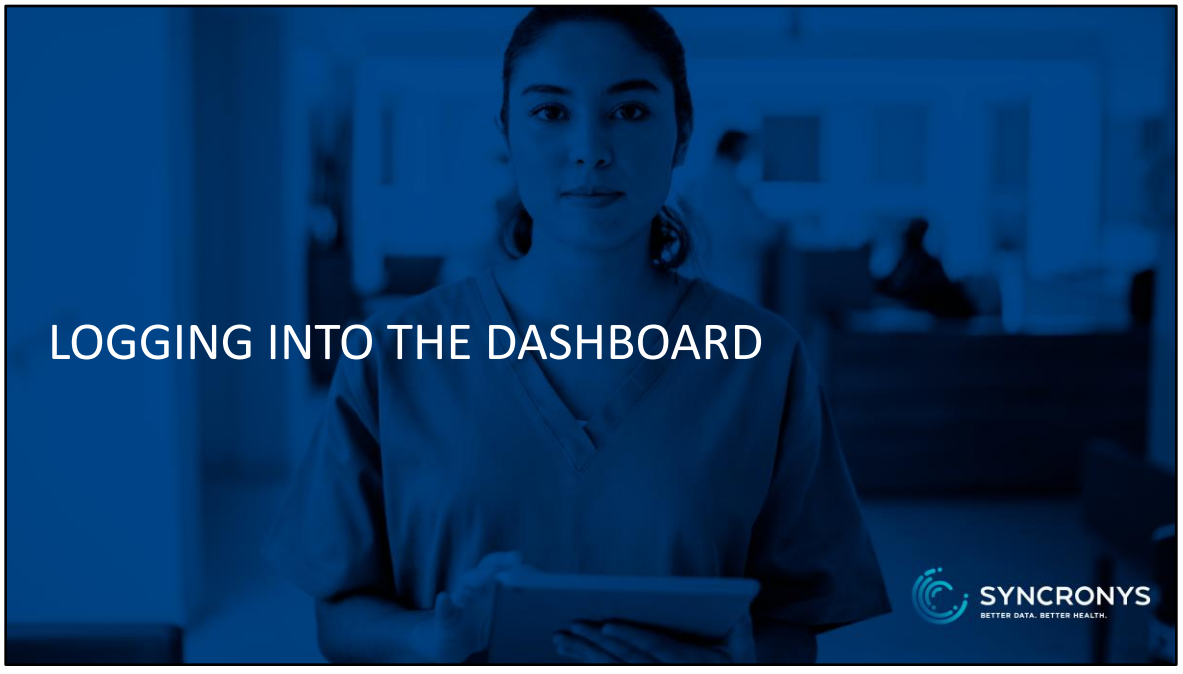
This training will cover the following:

1.Logging into the Dashboard: We'll begin with an overview of how to access the system, ensuring everyone knows the steps to log in securely and efficiently.

2.Navigating the Dashboard: The core of the module will focus on exploring the dashboard itself. This section is broken down into key components:

1. First, we'll start with an introduction to the **Dashboard Overview**, giving you a high-level view of what's available.
2. Then, we'll dive into the details of testing and treatment, exploring metrics and filters that provide insights into the population.

3.Downloading: We'll wrap up by showing you how to export the data for further analysis or reporting purposes. This step ensures you can use the insights gained from the dashboard outside of the system.



Logging into the dashboard

OPENING THE DASHBOARD
https://syncronys.orionhealthcloud.com

Please note that in early 2026, login procedures will change as we implement multifactor authentication.

SYNCRONYS
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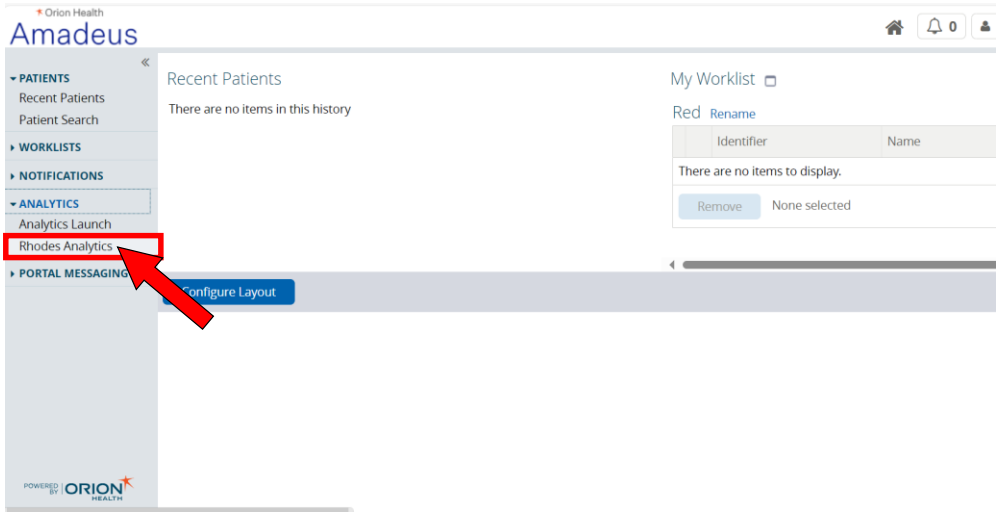
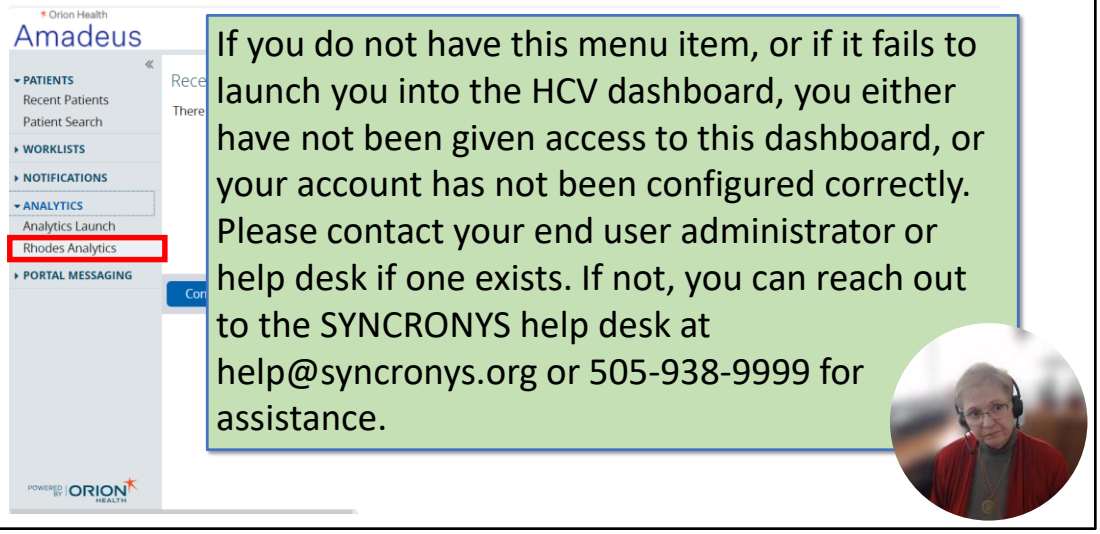
To access the HCV dashboard, you must log into the SYNCRONYS Portal using your user ID and password. Please note that in early 2026, login procedures will change as we implement multifactor authentication.

OPENING THE DASHBOARD



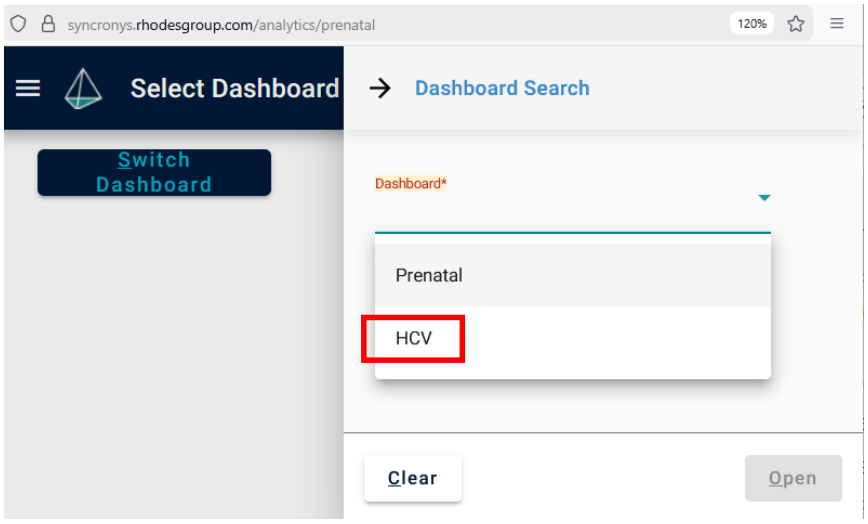
After logging in, your home page navigation menu on the left of the screen includes an Analytics section. Expand the section to access the HCV dashboard by clicking on "Rhodes Analytics."

OPENING THE DASHBOARD



If you do not have this menu item, or if it fails to launch you into the HCV dashboard, you either have not been given access to this dashboard, or your account has not been configured correctly. Please contact your end user administrator or help desk if one exists. If not, you can reach out to the SYNCRONYS help desk at help@syncronys.org or 505-938-9999 to request access to this dashboard.

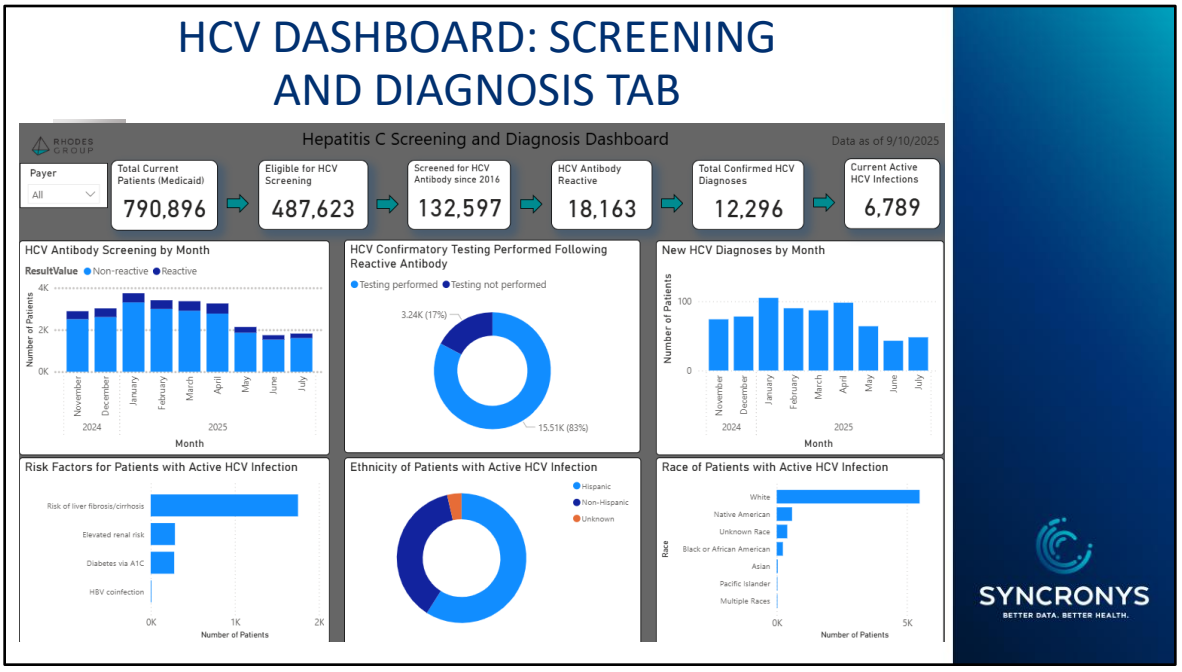
OPENING THE DASHBOARD



This opens the dashboard landing page where you can choose which dashboard to view. Expand the drop-down menu, select *HCV*, and click *Open*. The HCV Dashboard will launch.

Navigating the Prenatal Dashboard

HCV DASHBOARD: SCREENING AND DIAGNOSIS TAB



As part of our surveillance system for tracking HCV screening and active infections since 2016, the first tab of the HCV Dashboard describes the population being analyzed. The **Total Current Medicaid Patients** in the SYNCRONYS database shows the population eligible for HCV screening, the number who have been screened for HCV, the total confirmed HCV diagnoses, and the number of current active HCV infections. As of September 10, 2025, when this screenshot was prepared, the dashboard displayed a total of 132,597 Medicaid patients who have been screened for HCV. Based on clinical guidelines, this demonstrates that only 27% of eligible patients were ever screened for HCV. Additionally, there were 6,789 patients with active infection, or roughly 0.9% of the Medicaid population documented in the database.

In the top left corner, the end-user can filter the dashboard insights by payer group. Payer groups will only have access to data for their current enrolled members.

The box with the number of **Total Confirmed HCV Diagnoses** in the top flow diagram is the count of unique patients who had an initial detectable viral load with or without an HCV antibody screen since 2016.

The visuals in the dashboard show monthly trends in HCV antibody screening and

diagnoses offering insights on these outcomes over time. Risk factors such as liver fibrosis/cirrhosis, elevated renal risk, diabetes, and HBV coinfection are the most prevalent emphasizing populations for potential early intervention. Active infections are further filtered by ethnicity and race.

INTERACTIVE VISUALS

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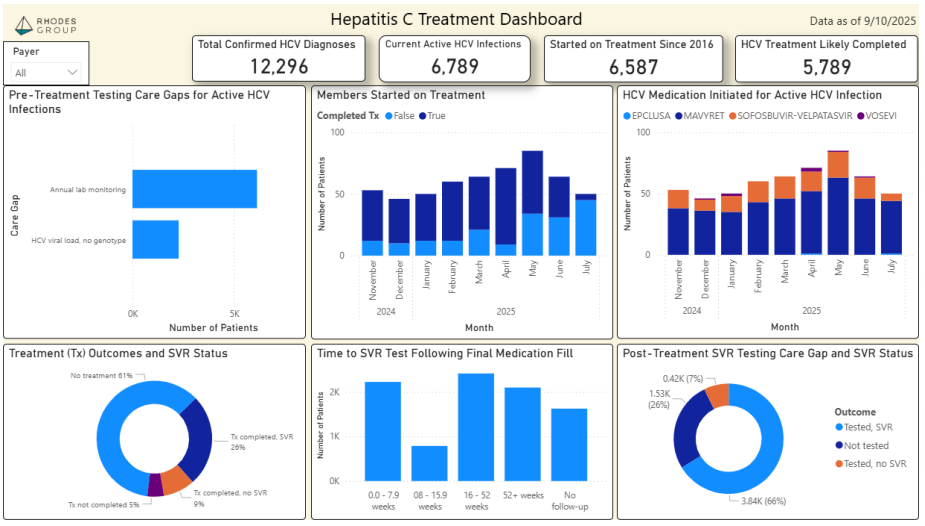
Some visuals are interactive, enabling the dashboard-user to apply filters across visuals. For example, if you wanted to see which risk factors predominate in patients with active HCV infection and who identified as Hispanic, you would select the chart segment for Ethnicity = “Hispanic.” You can also see the trend of active HCV infections over time for this population in the visual entitled **New HCV Diagnoses by Month**.

HCV DASHBOARD: TREATMENT TAB



The second tab of the HCV Dashboard focuses on treatment and sustained virologic response (SVR). For example, out of the 6,789 active infections, 5,789 have likely completed treatment as determined by an SVR test.

In the top left corner, you can filter the dashboard insights by payer group. Payers will only have access to data for their currently enrolled members.

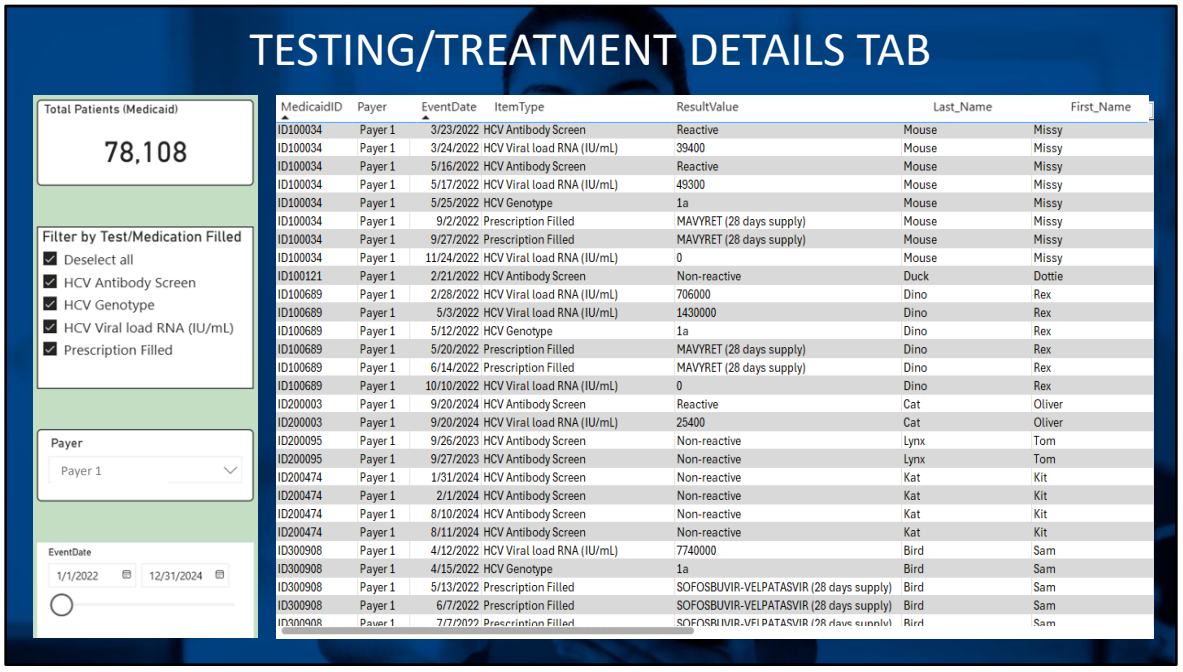
The visuals on this tab provide insights on number of patients started on treatment and medication initiated based on Medicaid claims data.

The **Treatment Outcomes and SVR Status** visual displays the distribution of the 12,296 patients with a confirmed HCV diagnosis by whether they completed treatment. Completion of treatment is defined by guideline-based regimens for adults with chronic HCV and compensated cirrhosis who are treatment-naïve (e.g., 8-weeks for Mavyret **MAV-ih-reht** and 12-weeks for Epclusa **ep-KLOO-suh**). Among those who completed treatment, the groups are further categorized by SVR achievement status, which is defined as an HCV RNA test undetectable post-treatment.

The **Time to SVR Test Following Final Medication Fill** visual displays the number of

patients diagnosed with HCV categorized by when their SVR test was completed following the final prescription fill date. The date range reflects both the treatment duration remaining (e.g., 4 weeks) and the guideline-recommended 12–weeks post-treatment period for SVR testing.

The **Post-Treatment SVR Testing Care Gap and SVR Status** visual displays the number of patients diagnosed with HCV grouped by whether they received an SVR test following treatment. Among those tested, which could be at any time after the final HCV medication fill date, results are further categorized by SVR achievement status which is defined as an HCV RNA test undetectable post-treatment.



The **Testing/Treatment Details Tab** enables a deep dive into key details about the patients who have been tested and treated for HCV. Please note that, for privacy and training purposes, test data was used to populate the fields you see here.

Reviewing the left filter panel you'll find the following information:
1. **Total Patients** based on filters applied.
2. Ability to **Filter by Test/Medication Filled**. Different filters can be applied based on type of event: HCV Antibody Screen, HCV Genotype, HCV Viral load RNA, and Prescription Filled.
3. **Payer** filter. Payer groups will only have access to data for their current enrolled members.
4. The **Event Date** filters patients based on the date of the different events. This is particularly useful for focusing on patients detected during specific periods.

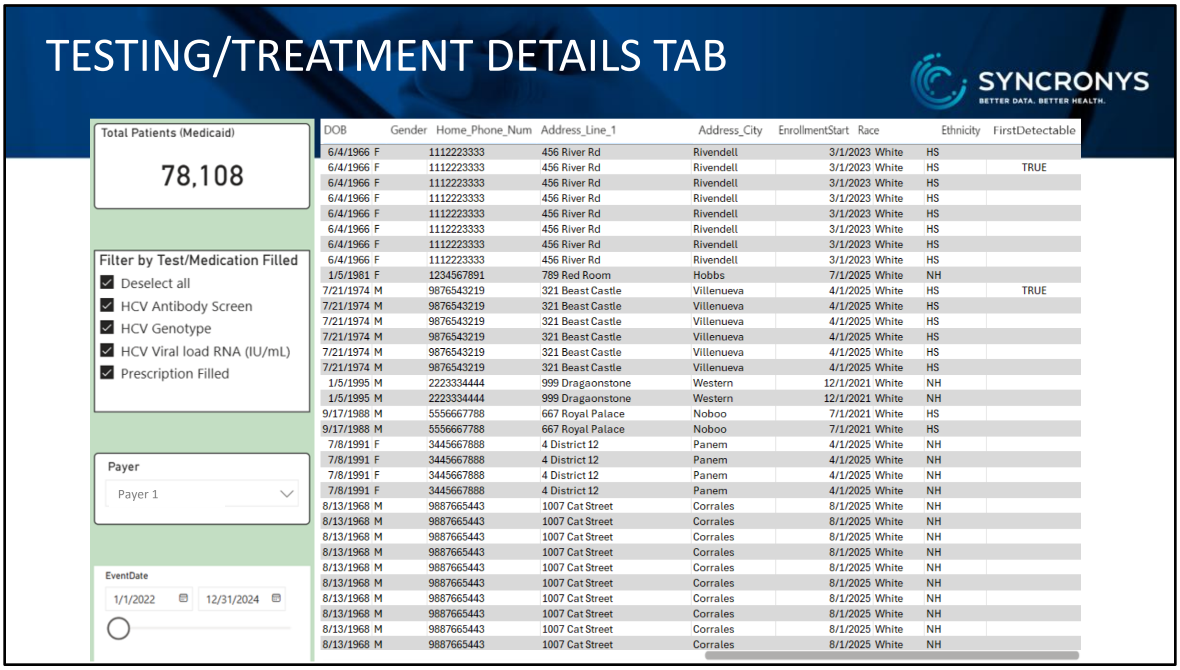
The **Patient Demographics Table on the rest of the screen** includes:

1. **Medicaid ID** for matching patients,
2. **Payer** filter. Payer groups will only have access to data for their current enrolled members,
3. **Event Date,** associated events **(i.e., Item Type)** with **Result Values,**

4. and Demographics such as **Last Name**, **First Name.**

As you can see in the screenshot, the **Patient Demographics Table** can be used as a timeline for patient events. In the middle rows of the table, we can use Rex Dino as an example. You can see the history of detectable HCV viral load RNA tests as well as an HCV genotype, 1a. The patient was treated with Mavyret **MAV-ih-reht**, filling his prescriptions on 5/20/2022 and 6/14/2022. This patient had an SVR test that was non-detectable on 10/10/2022.

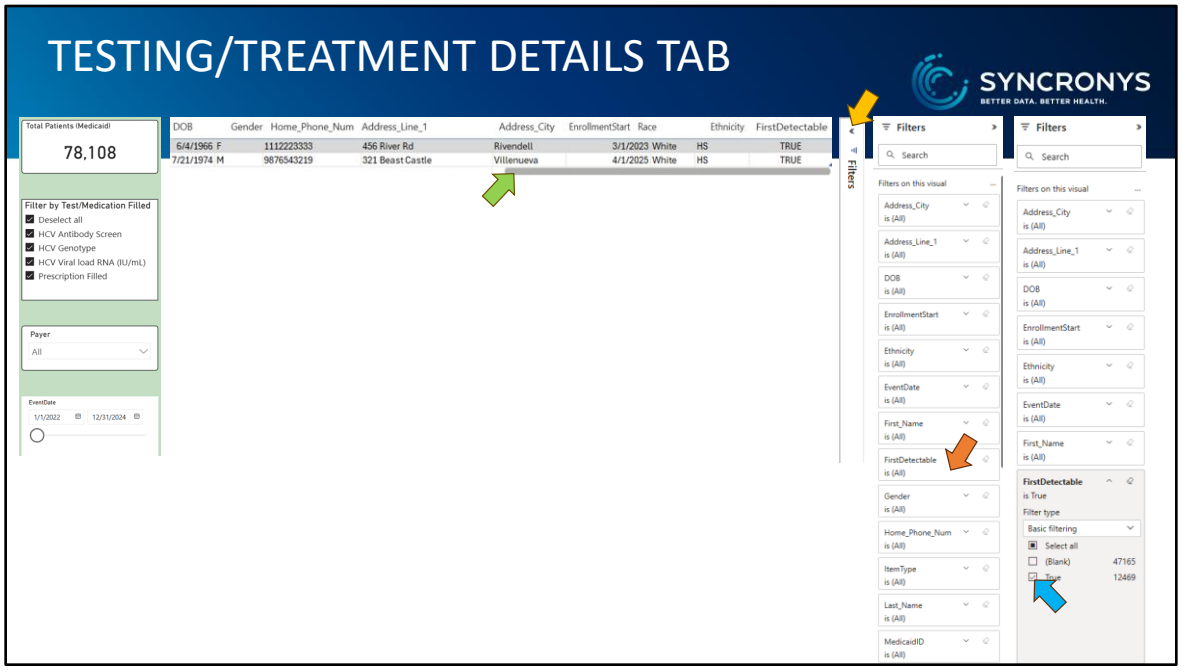
There is a scroll bar at the bottom of the page that reveals additional patient demographic information.



DOB	Gender	Home_Phone_Num	Address_Line_1	Address_City	EnrollmentStart	Race	Ethnicity	FirstDetectable
6/4/1966	F	1112223333	456 River Rd	Rivendell	3/1/2023	White	HS	
6/4/1966	F	1112223333	456 River Rd	Rivendell	3/1/2023	White	HS	TRUE
6/4/1966	F	1112223333	456 River Rd	Rivendell	3/1/2023	White	HS	
6/4/1966	F	1112223333	456 River Rd	Rivendell	3/1/2023	White	HS	
6/4/1966	F	1112223333	456 River Rd	Rivendell	3/1/2023	White	HS	
6/4/1966	F	1112223333	456 River Rd	Rivendell	3/1/2023	White	HS	
6/4/1966	F	1112223333	456 River Rd	Rivendell	3/1/2023	White	HS	
6/4/1966	F	1112223333	456 River Rd	Rivendell	3/1/2023	White	HS	
1/5/1981	F	1234567891	789 Red Room	Hobbs	7/1/2025	White	NH	
7/21/1974	M	9876543219	321 Beast Castle	Villenueva	4/1/2025	White	HS	TRUE
7/21/1974	M	9876543219	321 Beast Castle	Villenueva	4/1/2025	White	HS	
7/21/1974	M	9876543219	321 Beast Castle	Villenueva	4/1/2025	White	HS	
7/21/1974	M	9876543219	321 Beast Castle	Villenueva	4/1/2025	White	HS	
7/21/1974	M	9876543219	321 Beast Castle	Villenueva	4/1/2025	White	HS	
7/21/1974	M	9876543219	321 Beast Castle	Villenueva	4/1/2025	White	HS	
1/5/1995	M	2223334444	999 Dragaonstone	Western	12/1/2021	White	NH	
1/5/1995	M	2223334444	999 Dragaonstone	Western	12/1/2021	White	NH	
9/17/1988	M	5556667788	667 Royal Palace	Noboo	7/1/2021	White	HS	
9/17/1988	M	5556667788	667 Royal Palace	Noboo	7/1/2021	White	HS	
7/8/1991	F	3445667888	4 District 12	Panem	4/1/2025	White	NH	
7/8/1991	F	3445667888	4 District 12	Panem	4/1/2025	White	NH	
7/8/1991	F	3445667888	4 District 12	Panem	4/1/2025	White	NH	
7/8/1991	F	3445667888	4 District 12	Panem	4/1/2025	White	NH	
8/13/1968	M	9887665443	1007 Cat Street	Corrales	8/1/2025	White	NH	
8/13/1968	M	9887665443	1007 Cat Street	Corrales	8/1/2025	White	NH	
8/13/1968	M	9887665443	1007 Cat Street	Corrales	8/1/2025	White	NH	
8/13/1968	M	9887665443	1007 Cat Street	Corrales	8/1/2025	White	NH	
8/13/1968	M	9887665443	1007 Cat Street	Corrales	8/1/2025	White	NH	
8/13/1968	M	9887665443	1007 Cat Street	Corrales	8/1/2025	White	NH	
8/13/1968	M	9887665443	1007 Cat Street	Corrales	8/1/2025	White	NH	
8/13/1968	M	9887665443	1007 Cat Street	Corrales	8/1/2025	White	NH	
8/13/1968	M	9887665443	1007 Cat Street	Corrales	8/1/2025	White	NH	
8/13/1968	M	9887665443	1007 Cat Street	Corrales	8/1/2025	White	NH	

Scrolling over to the right of the table we can find additional patient demographics including:

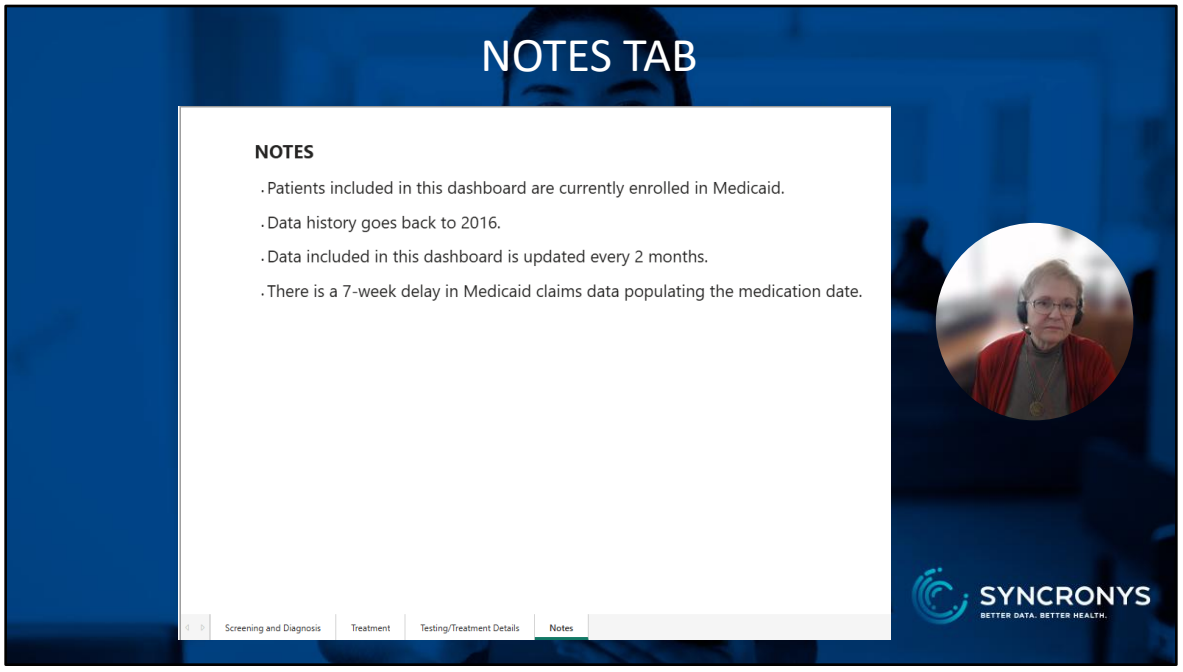
- **DOB, Gender, Home Phone Number, Address, Enrollment Start, Race and Ethnicity**.
- There is an additional column that will designate the **First Detectable** HCV Viral Load RNA in the patient’s history.



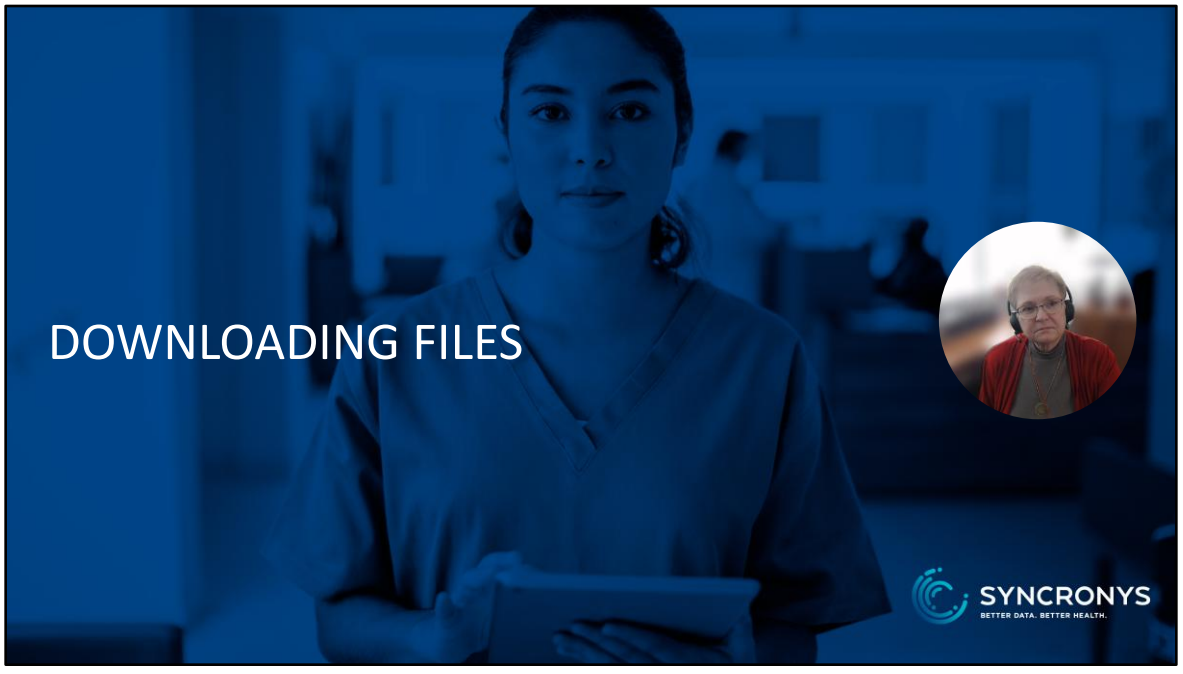
On the far upper right corner of the **Treating/Treatment Details Tab**, there is an option to apply additional filters.

Expand the filters menu by selecting the left arrow (see the yellow arrow). Click on the scroll bar of the **Patient Demographics Table** (see the green arrow) to see **Filters on this Visual** under the menu pane. Select **First Detectable** option (see the orange arrow) and then select the **True** box (see the blue arrow). This will show you only the first HCV Viral Load RNA results for each patient.

You can also use this filter pane to search for patients based on Medicaid ID. This would render all events for this patient related to HCV testing and treatment going back to 2016.



The **Notes** tab includes disclaimers regarding the data included in the dashboards and the frequency of updates.



Let’s talk about downloading, or exporting, files

DOWNLOADING FILES

Step 1

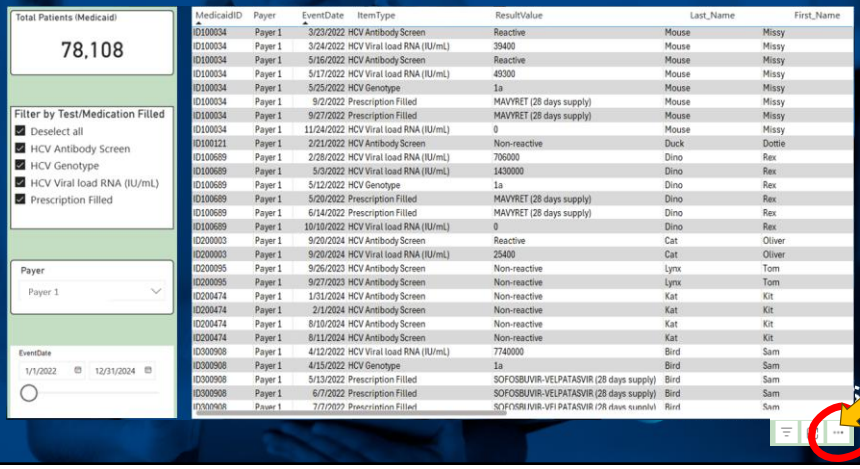
- Hover your mouse anywhere over the table to activate the options menu

This is the first step in downloading files from the dashboard. Hover your mouse anywhere over the table to activate the options menu (see yellow arrow).

DOWNLOADING FILES

Step 1
- Hover your mouse anywhere over the table

Step 2
- Click on the ellipsis



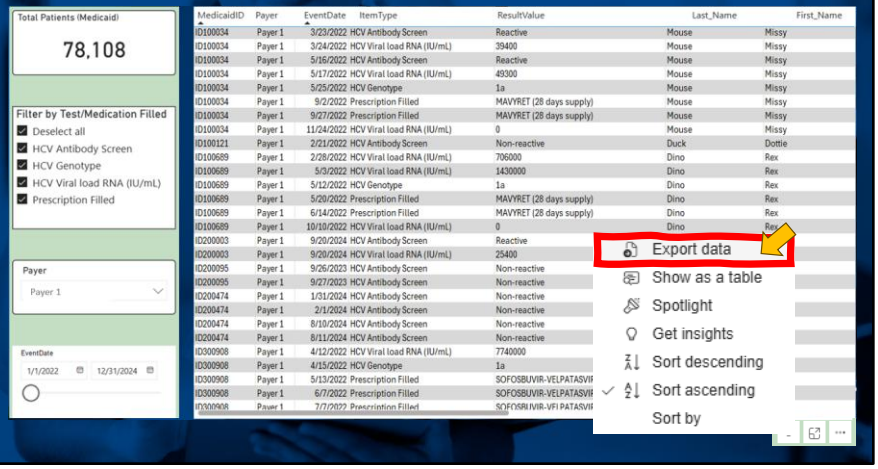
Next, click on the ellipsis icon (three dots) in the upper-right corner of the table to open the options menu

DOWNLOADING FILES

Step 1
- Hover your mouse anywhere over the table

Step 2
- Click on the ellipsis

Step 3
- Select “Export Data”



From the dropdown menu, select 'Export Data' to initiate the process of downloading the information

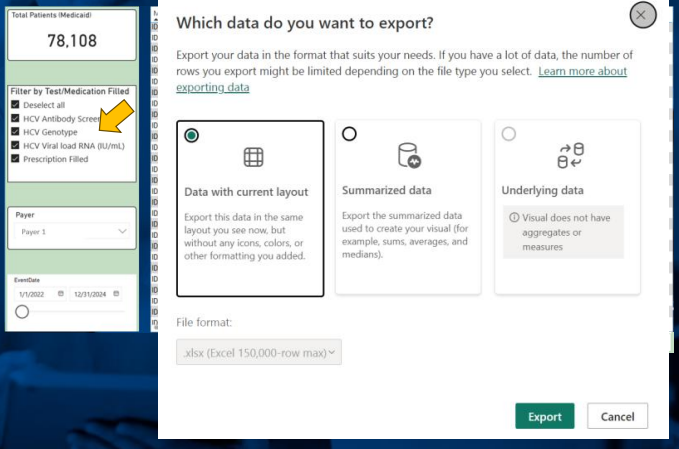
DOWNLOADING FILES

Step 1
- Hover your mouse anywhere over the table

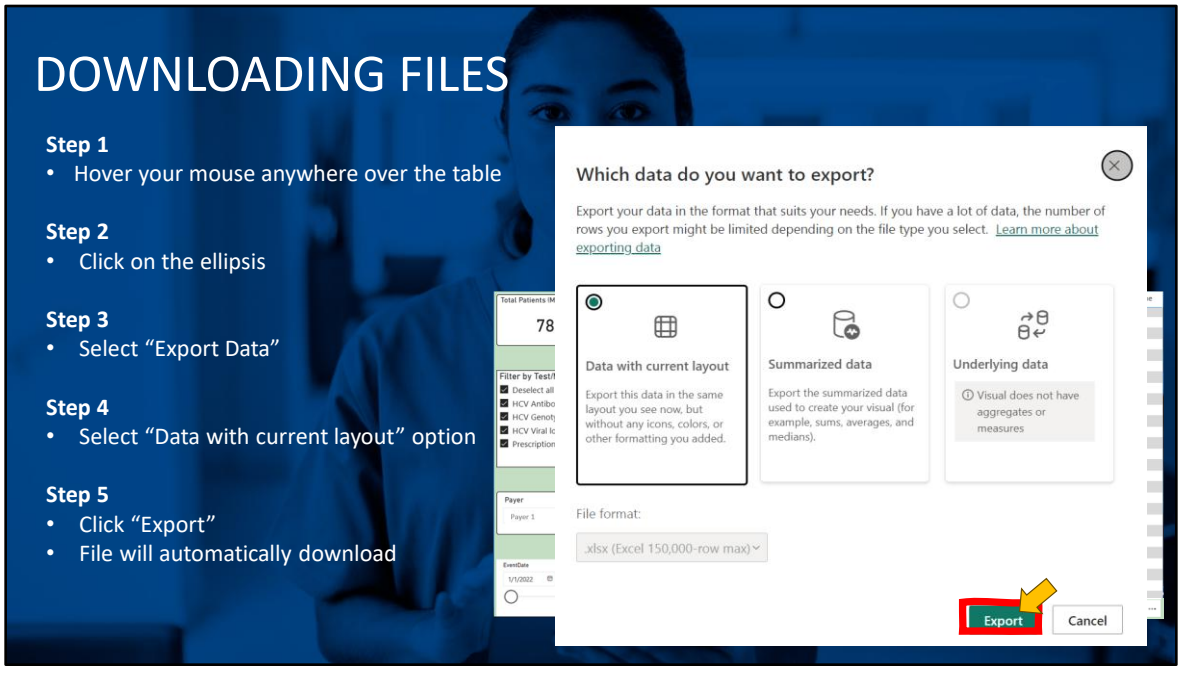
Step 2
- Click on the ellipsis

Step 3
- Select “Export Data”

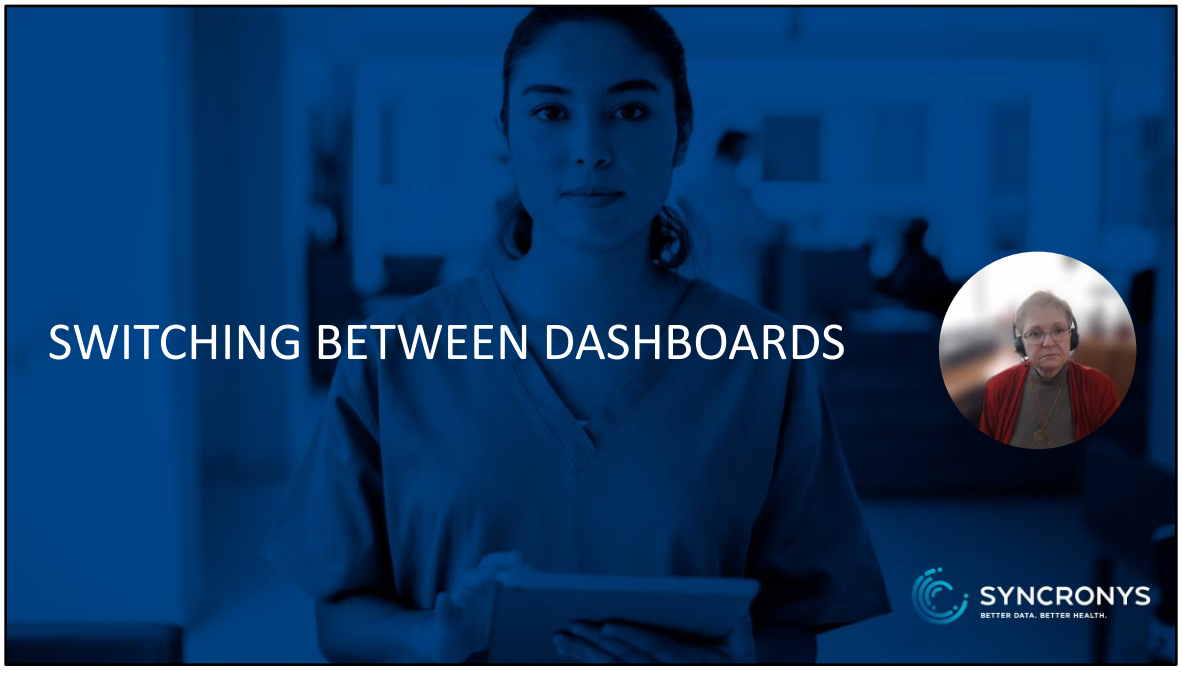
Step 4
- Select “Data with current layout” option



Choose 'Data with current layout' to export the table as it is displayed, including any filters or formatting you’ve applied.

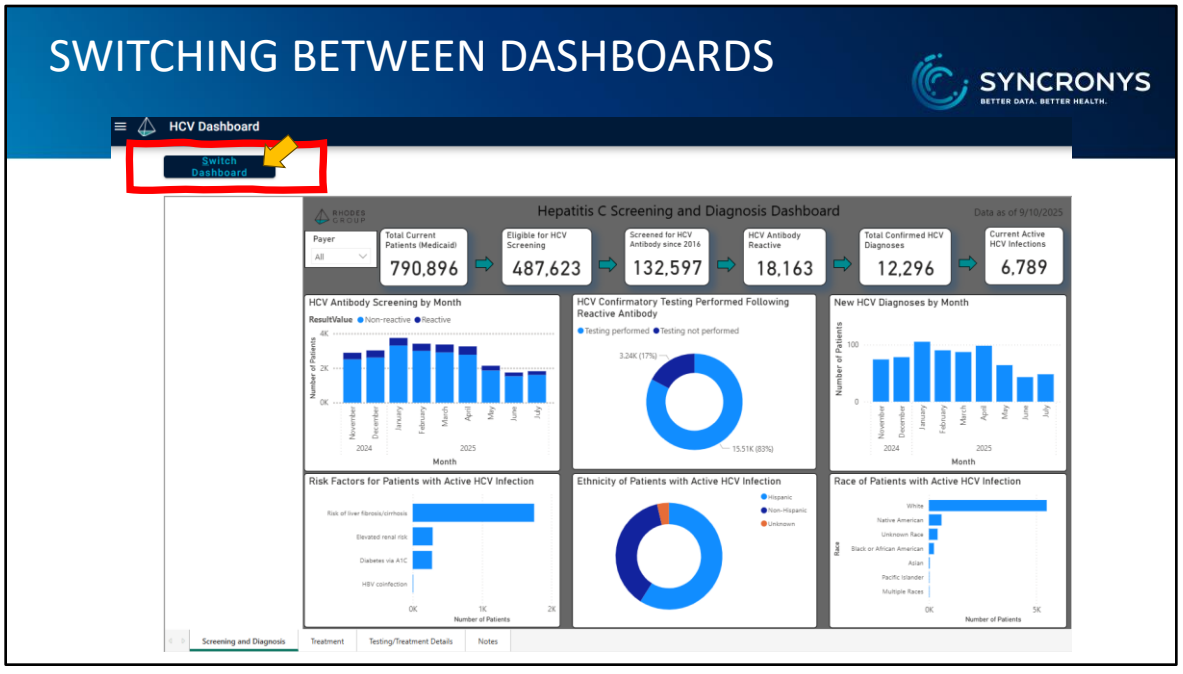


Finally, click the 'Export' button to download the file. The file will be saved automatically in your selected format. Whatever filters you have set prior to exporting your file will be applied to the downloaded file.



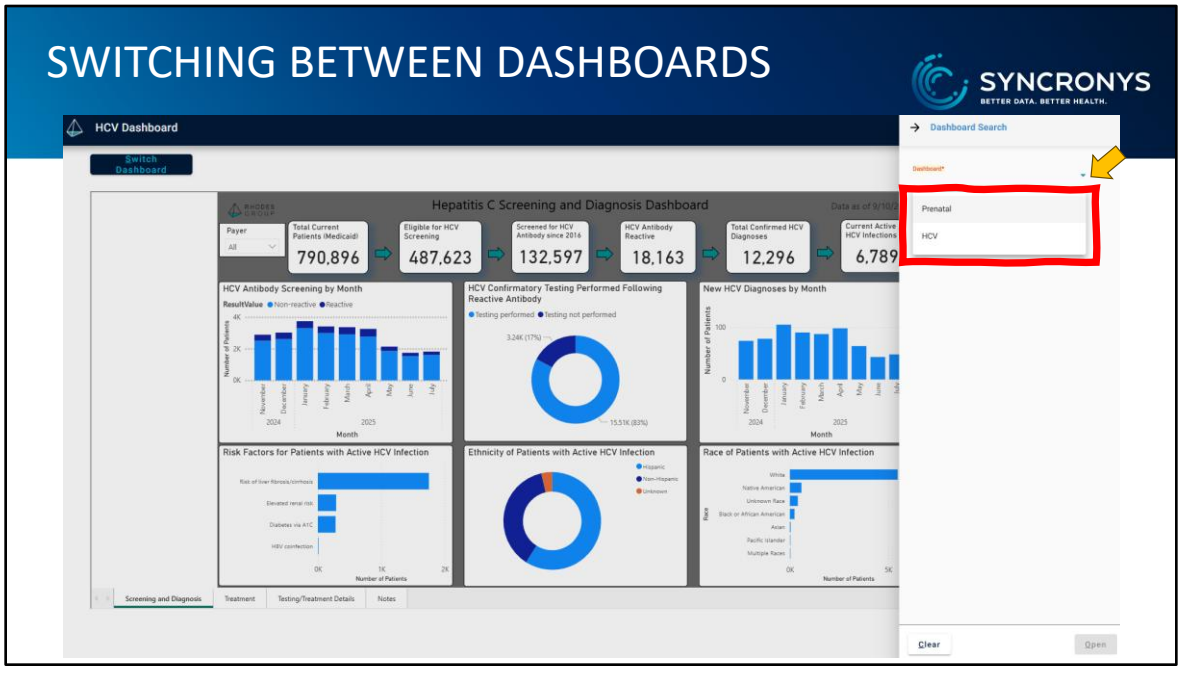
If you have access to multiple Rhodes Analytics dashboards, you can easily switch from one to the other.

SWITCHING BETWEEN DASHBOARDS



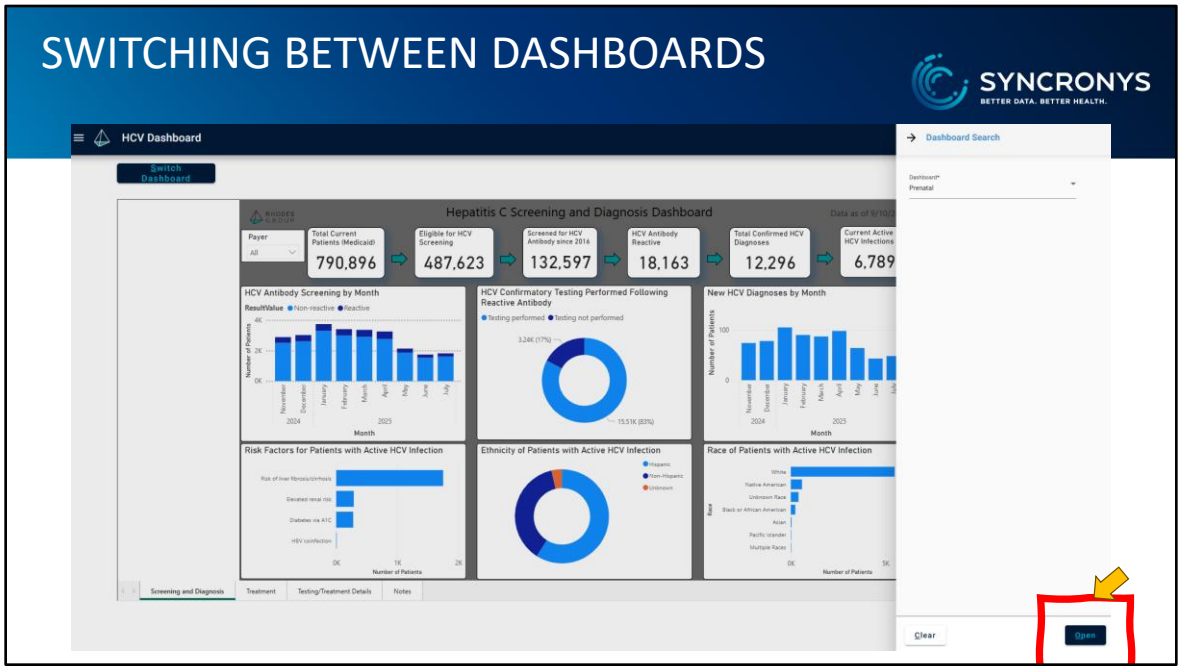
Simply use the **Switch Dashboard** button in the upper left corner of the page.

SWITCHING BETWEEN DASHBOARDS



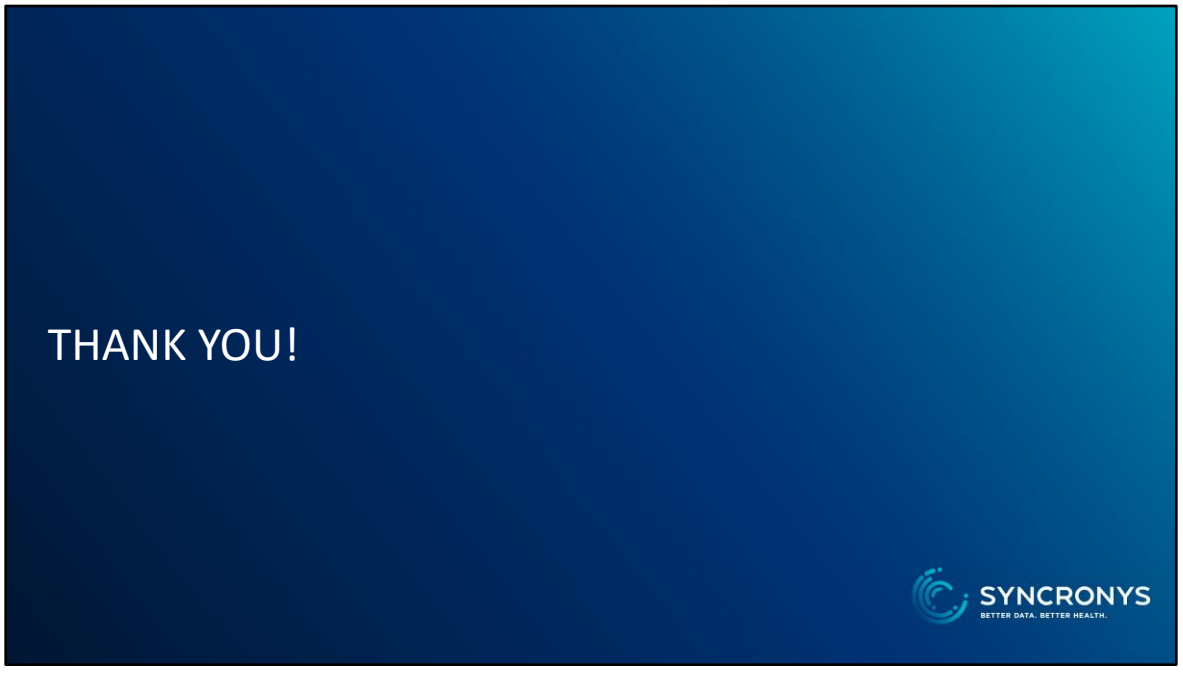
A dialog box will open to give you the option to choose the dashboard you want to view. Expand the drop-down menu and, in this case, select **Prenatal**.

SWITCHING BETWEEN DASHBOARDS



Then select **Open** and the HCV dashboard will switch to the Prenatal dashboard.

If you haven't received training on the prenatal dashboard, please see the Navigating the Maternal Health Dashboard module in the HIE clinical portal found on our website, www.syncronys.org, in the Resources and Training section.



Thank you!