



HeathlinkNY Web Portal Legal Entity Patient Consent Guide

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2.1 Introduction

This is a guide for HealthlinkNY Health Information Exchange (HIE) users who serve as the Legal Entity Patient Consent Administrator for their legal entity. The purpose is to guide users through the process of entering consent indicators into the HealthlinkNY Web Portal to allow quicker access to patient records by their medical care providers. Users with the Legal Entity Patient Consent Administrator role are able to set patients' consent indicators for the legal entity only.

3. Suggested Workflow

The following is a suggested workflow to incorporate entering the consent indicator into a patient registration workflow.

- Patient present to the registration desk or is seen at the point of service (i.e. home health)
- Suggested Script:
 - *"This consent form is for the Health Information Exchange. Your consent will allow for quick and efficient access for our practice to your medical information from connected health care organizations. For example, lab results, radiology images and reports to help coordinate your care."*
- Patient is presented a HealthlinkNY Consent form, Consent Form Information Sheet, and HealthlinkNY brochure.
- Once the completed consent form is collected from patient, Legal Entity Patient Consent Administrator logs into HealthlinkNY Web Portal to set consent indicator according to the organization's workflow process.
- Consent Form is stored with patient medical record (hard or soft copy). Forms must be made available for auditing by HealthlinkNY

4. Entering the HealthlinkNY Consent Indicator

1. Log into the HealthlinkNY Web Portal/Health Information Exchange (HIE) www.healthlinkny.net
2. On the left-hand navigation bar, select **Tools** and then **Administrative Console**.
3. Under **Patient Consent Administration** select **Patient Consent**

The Search Screen appears:



The screenshot shows a web form titled "Patient Consent - Search". It is divided into two main sections: "Search By Name" and "Search By Identifier".

Search By Name: This section includes a "Show:" dropdown menu set to "All Patients". Below it, a note reads: "To improve search performance, please enter as much information as known." There are four input fields: "*Last Name:" (required), "First Name:", "Date of Birth:" (with a calendar icon), and "Gender:" (dropdown menu set to "All Genders").

Search By Identifier: This section has a single input field for "Patient ID#".

At the bottom of the form are two buttons: "Submit" and "Reset".

4. Search for the Patient. Possible search criteria include:

Search by Name

- Last Name (required with Search By Name)
 - Last Name must have at least two characters
- Last Name, First Name
- Date of Birth (mm/dd/yyyy format)
 - It is best to include the Patient birth date in your search in order to yield the best search results
- Gender (select from dropdown menu)

Search by Identifier

- Patient ID#

5. Once you have located the correct patient, click the Edit icon () that patient record

6. Select **Permit**, **Emergency**, or **Deny** depending on the patient's choice as indicated on the HealthlinkNY Consent Form for your legal entity. There are four consent choices:

- **Unspecified**—The patient has not made a consent choice
 - **Permit**—The patient chose to allow the organization named on the consent form to access their HealthlinkNY record
 - **Deny**—The patient chose to deny the organization named on the consent form to access their HealthlinkNY record
 - **Emergency**—The patient chose to deny except in case of an emergency for the organization named on the form to access their HealthlinkNY record
- a. All other legal entity choices will not be available for editing
 - b. Therefore, you may use the “Update all Legal Entities” drop down box if you would like

Patient Consent - Detail

Consent For Patient: PACSTEST, EMERGROOM J

Please select from the following consent choices:

Consent By Legal Entity	Update all Legal Entities with	Please Select ▼
Keruan Health Center		
Saint John's Riverside Hospital		
Saint Josephs Medical Center		Unspecified ▼
Saint Lukes Cornwall Hospital		Unspecified ▼
Saint Vincents Hospital		Unspecified ▼
Southern Tier Imaging LE		Permit ▼
STAIDS Program		Unspecified ▼
STHL Testing Entity		Permit ▼
Test Delete		Permit ▼
Test ENTITY1		Permit ▼
UHSHealthHome		Permit ▼
United Health Services Hospitals		Unspecified ▼
United Methodist Homes		Permit ▼

Submit Cancel

Message from webpage


 Are you sure you want to save these changes?

7. Click **Submit**
8. Select '**OK**' to save the changes

The patient consent choice is immediately effective in the Health Information Exchange (HIE).

5. Web Portal Patient Search Results and Examples

The following examples explain unique search results you may find while entering consent into the HealthlinkNY Health Information Exchange (HIE) Web Portal.

DUPLICATE PATIENT RECORD

Duplicate records for patients with same name **and** date of birth (DOB). Medical Record Numbers (MRNs) are different in each record.

Explanation

The HIE received conflicting patient information and created two records (i.e. Two different MRNs from same hospital for same patient (i.e. Jacqueline Kennedy and Jackie Kennedy).

Action

Enter the patient consent choice into each individual record.

	TEST, CLIENT	Male	10/21/1967	
	TEST, CLIENT	Male	10/21/1967	

Note: Please contact HealthlinkNY at (844) 840-0050 to advise you have found a duplicate patient record. HealthlinkNY will work to get the patient records updated.

MERGED RECORD-aka (Also Known As)

Search yields multiple patient records with 'aka' and an orange **X** on one or more record.

Explanation

Records have been merged. Both records have been retained and are linked.

Action

Enter consent into any one of the merged records. The consent choice entered will be reflected in each of the merged records for that patient.

X i	TEST, MARC AKA TEST, MARC NONE	Male	6/15/1967	
i	TEST, MARC	Male	6/15/1967	

PATIENT NOT FOUND

Search yields no matching results

Explanation

Patient may not yet have an electronic Treatment Relationship with any legal entity in our existing database.

Action

1. Search by partial last name and partial first name or first initial in case of name variation or misspelling (i.e. Jackie/ Jacqueline; Jon/John/Jack; Robert/Bob; Kristy/Kirsty)
2. Search by Patient ID#: This would be the medical record number (MRN)

If the record for the patient you are looking for still does not appear, no further action necessary. This simply means that the patient information is not yet established in the HIE.

You will still retain the consent form (or electronic version thereof) with the patient chart.

Once the patient data is sent automatically to the HIE from a participating data source the patient record can be found and consent can be entered. This can be done the next time the patient comes in or any time in between.

PATIENT IS A MINOR

Patient record includes a shield icon 

Explanation

Patient is a Minor from age 10 through 18. New York prohibits the exchange of information about Minors ages 10 through 18 years of age except in cases where treatment may be provided to the patient without informed consent, such as medical emergencies.

Therefore, regardless of consent choice only emergency room physicians have access to a Minor patient record in an emergency situation.

Action

If the patient is age 0-9 enter the patient consent choice

If the patient is age 10-17 it is not necessary to enter the consent choice. (If you do enter the consent choice for a Minor age 10-17 it does no harm.)

At the age of 18, the patient must be issued a new consent form.

INFORMATION BUTTON

When you float your cursor over the information button  you can see the Medical Record Numbers (MRN) on file within the Patient record in the health information exchange (HIE). These are informational only.

6. Invalid Consent Forms

The consent indicator for invalid forms should not be entered. The Consent Form is considered invalid if:

- A consent choice is not checked (Permit, Deny, or Unspecified)
- A consent form is not signed
- The signature is other than that of the patient and a qualifying relationship is not clearly provided

- The signature of the patient or the legal representative is illegible and the name is not printed—patient and/or legal representative cannot be identified

It is very important that the consent forms be reviewed to insure that all required spaces are complete.

7. Glossary

Legal Entity: An organization legally recognized to be able to provide medical care; may be a solo practice, group practice, clinic, hospital, or public health system.

Treatment Relationship: An electronic Treatment Relationship exists in the HEALTHLINKNY HIE between and patient and a provider (and by extension, the legal entity a provider is associated with) if HEALTHLINKNY has received one or more electronic transactions tying the provider to the patient.

Current examples include:

- Provider is listed as Primary Care provider, Admitting, Attending, Consulting or Referring provider on an Admission/Discharge/Transfer record at a participating hospital or institution
- Provider order a lab test, radiology image or other test at t participating organization.
- Provider writes a prescription for the patient and prescription is filled (limited).
- Patient schedules an appointment with the provider. This is limited to EHRs with bidirectional connection to HealthlinkNY (i.e. MEDENT, NextGen).

If you have questions about entering consent into the HealthlinkNY We Portal please contact HealthlinkNY at (844) 840-0050.

HealthlinkNY

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