

Reference Guide: Whitelisted Notifications

Whitelisted Notifications via CMC

Adding and Removing Patients from Subscription

Step 1: Login to your Hixny Provider Portal Account



Hixny[®]

HealthyView

Username:

Password:

Login HelpDesk

Hixny Acknowledgement:

By logging in to the Healthcare Information Xchange of NY (Hixny), I am acknowledging the following:

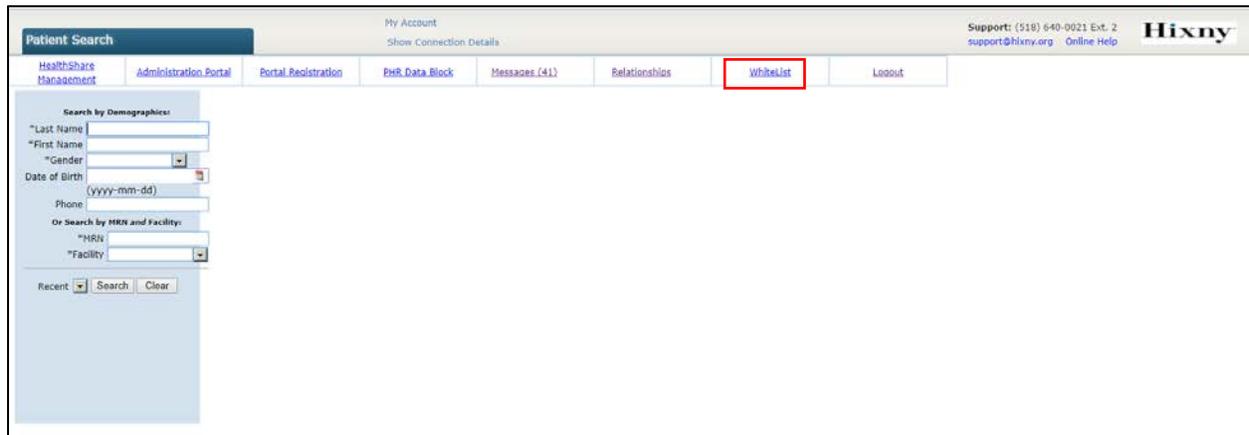
Hixny is a secure, web-based system to be used for the purpose of exchanging health information among hospitals and providers in Northern New York. The information contained within the Hixny system is confidential and may contain sensitive patient information. All access to Hixny is recorded and subject to audit. Unauthorized access is prohibited. Sharing of user names and passwords is also prohibited.

It is understood that the receipt and review of information found in Hixny will not substitute for independent examination, diagnosis, and treatment of the patient. Hixny will not be responsible in whole or in part for any judgments or decisions made based on information obtained from the system.

HIV/AIDS. The information in this document may contain HIV/AIDS, which is protected under the Article 27-F of the NY Public Health Law. Re-disclosure of this information is subject NY State and other laws and regulations, with which you must comply.

Mental Health/Developmental Disabilities. The information in this document may contain information from facilities licensed or operated by the New York State Office of Mental Health or the New York State Office for People With Developmental Disabilities. Re-disclosure of this information is subject NY State Mental Hygiene and other laws and regulations, with which you must comply.

Step 2: Click on the “WhiteList” Tab



Patient Search My Account Show Connection Details Support: (518) 640-0021 Ext. 2 support@hixny.org Online Help Hixny

HealthShare Management Administration Portal Portal Registration PHR Data Block Messages (41) Relationships **WhiteList** Logout

Search by Demographics:

*Last Name

*First Name

*Gender

Date of Birth

Phone

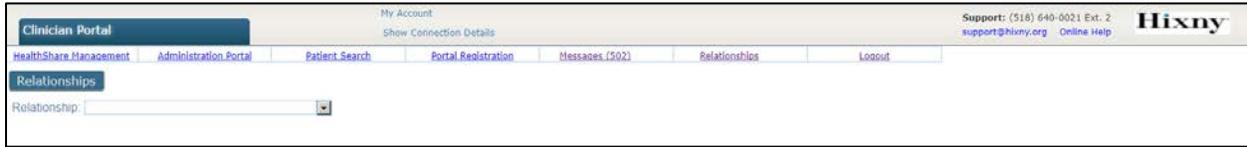
Or Search by MRN and Facility:

*MRN

*Facility

Recent Search Clear

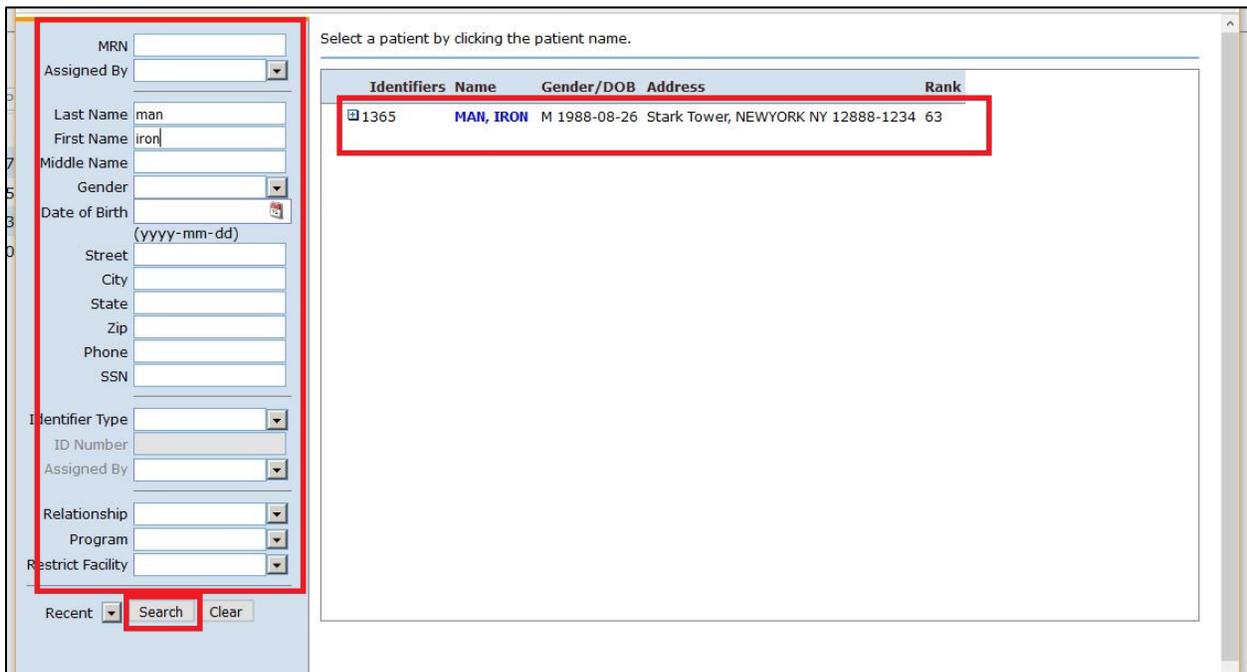
Step 3: Select from the drop-down your associated relationship.



Step 4a: For **adding** patients, click on the green icon button.



A new pop-up window will open where you can search for a particular patient to add to your Whitelist. Please enter as much demographic information as possible, then click “Search”. Then, please select the correct patient.



You can now see that the patient has successfully been added to the WhiteList.

Clinician Portal		My Account	Show Connection	This is a Development System	Support: (518) 640-0021 Ext. 2 support@hixny.org	Online Help	Hixny
Patient Search	Messages (21)	Relationships	Logout				
Relationships							
Relationship: SunnyViewRehab Program							
Name	DOB	Age	Gender	Consent Status	LocalMRN	Address	
FAKEPATIENT, KIM	12/27/77	38	Female	Granted	NE3333	17 STREET RD, SOGLENSFALLS NY 12803	
HIXNY_TEST	01/04/85	31	Female	EmergencyOnly	None	5555 RIVER RD, Canton 13617	
Jas, Singh	05/05/63	53	Female	EmergencyOnly	None	Brevator St, Albany NY 12206	
MAN, IRON	08/26/88	28	Male	Granted	CBells001	Stark Tower, NEWYORK NY 12888-1234	
MOUSE, MICKEY	11/18/28	87	Male	EmergencyOnly	None	123 MAIN STREET; WALT DISNEY WORLD, ORLANDO FL 32830	
PAPER, NEW	07/28/65	51	Male	EmergencyOnly	None	NLH HOSPITAL PATIENT, Gloversville NY 12078	
Test, Test	05/01/50	66	Female	Denied	None	Nowhere, GlensFalls NY 12801	

***Consent is required for the notifications and reports to flow. For example, “Iron Man” has granted consent. However, you will not receive any notifications for folks set to “Emergency Only” or “Denied”. Once consent becomes “Granted”, you will receive notifications for that particular patient for any encounters moving forward.*

Step 4b: For removing patients, click on the red “X” button to delete a patient from the Whitelist.

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Patient Search	Messages (21)	Relationships	Logout				
Relationships							
Relationship: SunnyViewRehab Program							
Name	DOB	Age	Gender	Consent Status	LocalMRN	Address	
FAKEPATIENT, KIM	12/27/77	38	Female	Granted	NE3333	17 STREET RD, SOGLENSFALLS NY 12803	
HIXNY_TEST	01/04/85	31	Female	EmergencyOnly	None	5555 RIVER RD, Canton 13617	
Jas, Singh	05/05/63	53	Female	EmergencyOnly	None	Brevator St, Albany NY 12206	
MAN, IRON	08/26/88	28	Male	Granted	CBells001	Stark Tower, NEWYORK NY 12888-1234	
MOUSE, MICKEY	11/18/28	87	Male	EmergencyOnly	None	123 MAIN STREET; WALT DISNEY WORLD, ORLANDO FL 32830	
PAPER, NEW	07/28/65	51	Male	EmergencyOnly	None	NLH HOSPITAL PATIENT, Gloversville NY 12078	
Test, Test	05/01/50	66	Female	Denied	None	Nowhere, GlensFalls NY 12801	

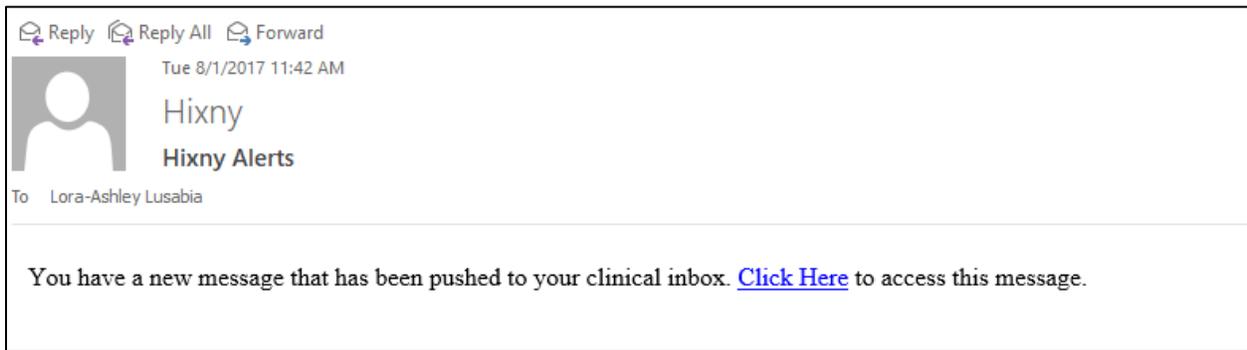
You can now see that “Kim Fakepatient” has been deleted from the WhiteList. As a result you will no longer receive alerts/notifications for that particular patient.

Clinician Portal		My Account	Show Connection	This is a Development System	Support: (518) 640-0021 Ext. 2 support@hixny.org	Online Help	Hixny
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Relationships							
Relationship: SunnyViewRehab Program							
Name	DOB	Age	Gender	Consent Status	LocalMRN	Address	
HIXNY_TEST	01/04/85	31	Female	EmergencyOnly	None	5555 RIVER RD, Canton 13617	
Jas, Singh	05/05/63	53	Female	EmergencyOnly	None	Brevator St, Albany NY 12206	
MAN, IRON	08/26/88	28	Male	Granted	CBells001	Stark Tower, NEWYORK NY 12888-1234	
MOUSE, MICKEY	11/18/28	87	Male	EmergencyOnly	None	123 MAIN STREET; WALT DISNEY WORLD, ORLANDO FL 32830	
PAPER, NEW	07/28/65	51	Male	EmergencyOnly	None	NLH HOSPITAL PATIENT, Gloversville NY 12078	
Test, Test	05/01/50	66	Female	Denied	None	Nowhere, GlensFalls NY 12801	

Reviewing and Receiving Alerts via CMC

Step 1: You will see an alert email sent to your email address notifying you to check your Messages' Inbox in your Hixny Provider Portal Account

**The email address that these alerts will be sent is the one associated with your Hixny Provider Portal Account*

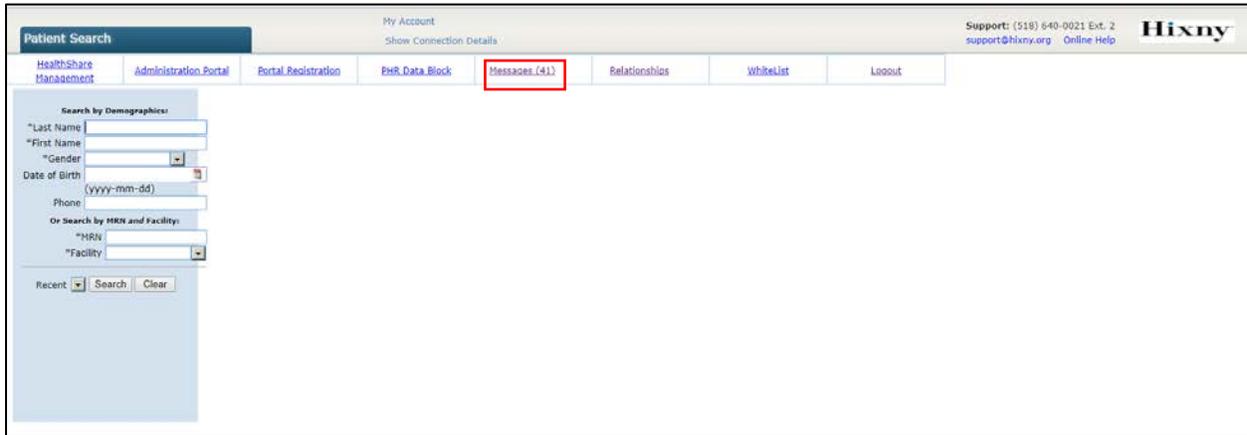


Step 2: Click on “Click Here” where it will direct you to the Hixny Provider Portal Login Screen. Please login with your credentials.

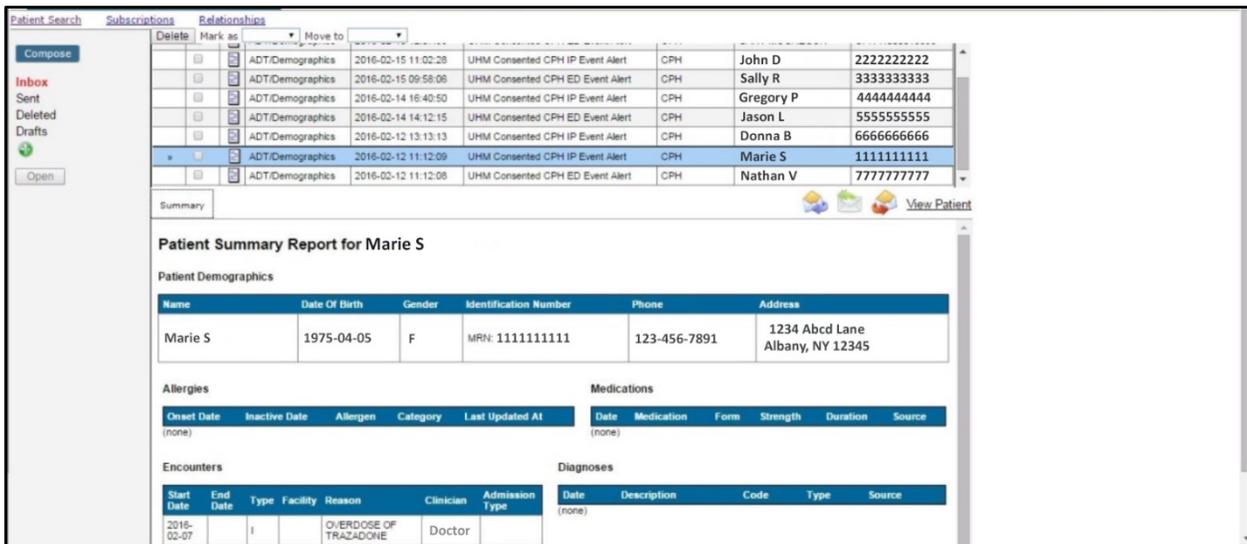


Step 3: Next, click on the “Messages” Tab.

**You will notice that it will show you a number count of unread messages in your inbox*



This will direct you to your Clinical Message Center (CMC) Inbox where you are able to retrieve alerts for this subscription.



**The Subject Column will call out what type of Alert you've received.*