AUDITOR USER GUIDE

ALABAMA ONE HEALTH RECORD

Unify™ Data Management Platform 2012/2013
Software Build 5.15

April 2015

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Truven Health Analytics Inc.

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INTRODUCTION

The purpose of this document is to provide a guide to essential information necessary for auditing patient records and user access.

ACCOUNT ACTIVATION

New users will receive an email similar to the one below with a link to set up security questions and choose a password. Click on the link to begin account activation.

Account Activation Inbox x

donotreply@[redacted].com 1:01 PM (4 minutes ago)
to me

Demo, an account has been created for you. Your new user name is **DemoUser**. You can activate your account and choose a new password by clicking on the link below:

https://demo.hieadvantage.com/TruvenHIEBusPreview.Adapter1.WebClient/PasswordSelfService/ActivateAccount?UserName=DemoUser&Nonce=095-082-0883

If clicking the above link does not work, please copy and paste the link into the address bar of your web browser.

The link above will expire within 24 hours.

Thanks,
WebMaster

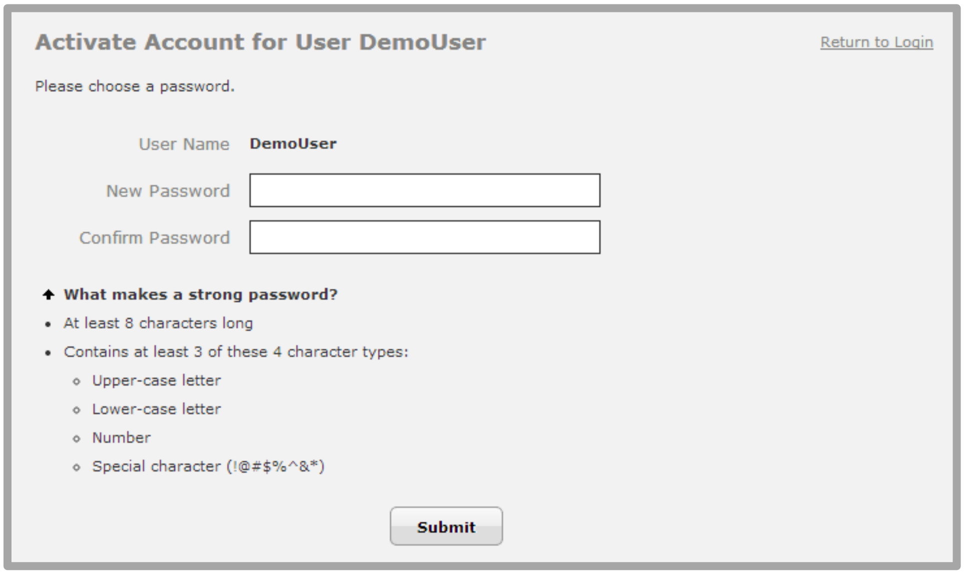
Note: The Clinical Web portal supports the latest versions of the following browsers:

- Google Chrome
- Internet Explorer
- Mozilla Firefox
- Safari

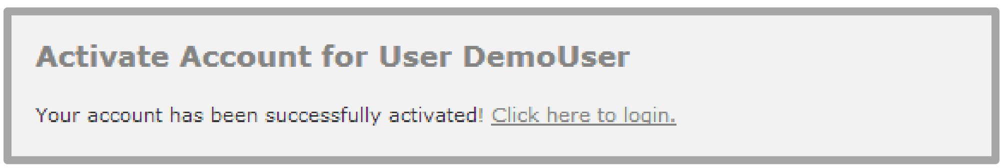
Once you click on the link to begin account activation, you will be directed to the following screen in your default Web browser.

Create a new password. To view the minimum requirements for your system, click the arrow beside **What makes a strong password?**. Enter your password and confirm, then click **Submit**.

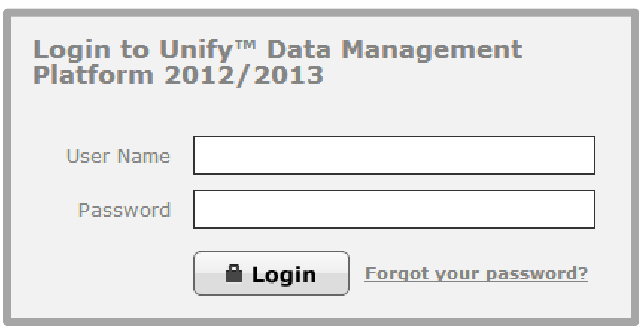
Note: Passwords are case-sensitive.



After your new password is accepted, you will see a confirmation screen. Make note of your user name before proceeding (the user name is "DemoUser" in the example below). Select **Click here to login**.



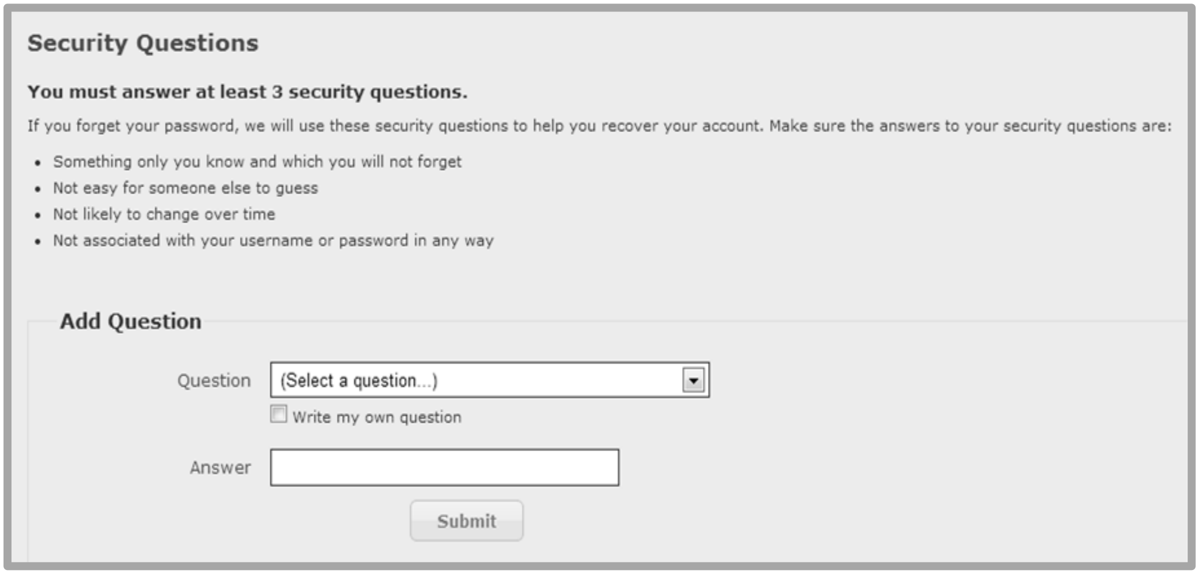
You will be taken to the login screen. Enter your username and password and click the **Login** button.



If you attempt login using the incorrect password too many times, your account will become locked out. Locked accounts will become unlocked after a certain amount of time. If you are having difficulties logging into your account, click the **Forgot your password?** link, or contact your system administrator.

Follow the directions to add at least three security questions. You may edit these later, after completion of the account activation steps, by clicking **My Profile** in the top right-hand corner of the screen.

Note: Prior to arriving on the *Security Questions* page, you may need to read and accept some terms and conditions, if they have been set by your HIE.



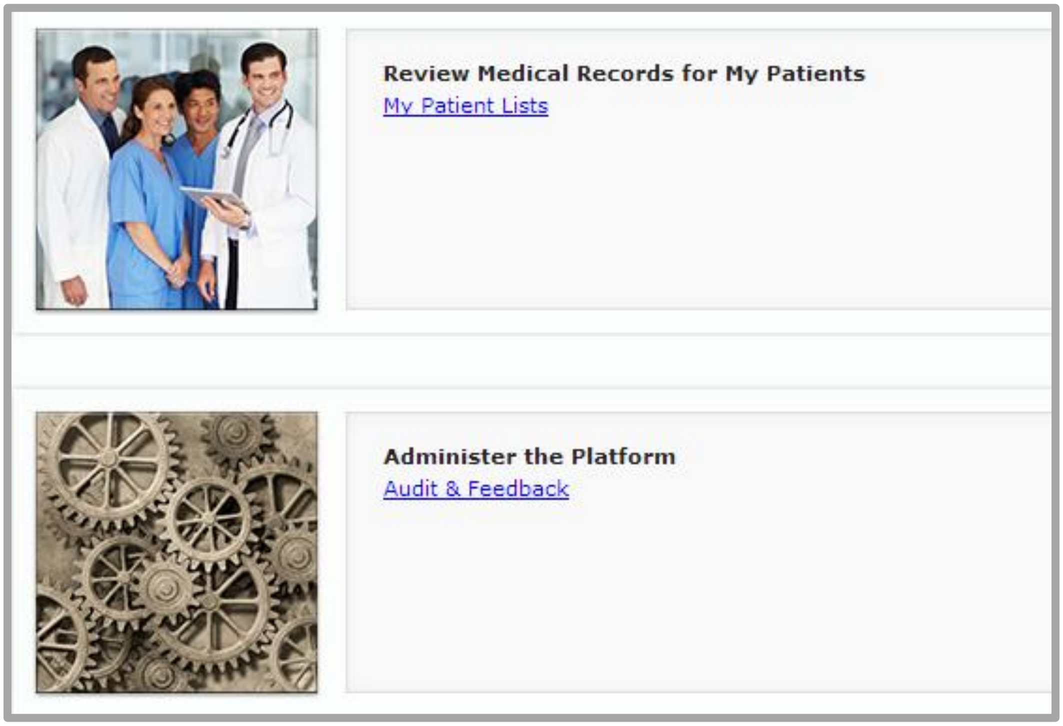
After adding your third security question, your account will be active and you will be redirected to the Application Dashboard “home” screen.

Note: Users with the Clerk role will be redirected to the *Census* screen.

APPLICATION DASHBOARD

After login, you will see the Application Dashboard, which functions as a “main menu” or “home page” of options. Depending on the permissions associated with your account, you may see different applications from those listed below.

Users with the Auditor role will have access to links for **My Patient Lists** to audit access to patient information and **Audit & Feedback** to audit user system access.



NAVIGATING IN THE WEB CLIENT

The HIE platform's navigation bar allows for quick streamlined navigation through the various screens available within the Web client.

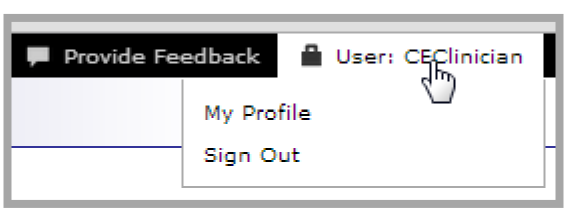
The menu links across the left-hand side correspond to the applications that are available to the user and reflect the permissions associated with the user's account. Depending on what those permissions are, different applications from those included in the screenshots below may appear on the navigation bar.

After a user has moved from the Application Dashboard "home" screen, a **Dashboard** button will appear, along with a "home" icon, at the left-most side of the navigation bar. This will provide access to the Application Dashboard from anywhere in the Web client. Note that the **Dashboard** button will not appear while a user is on the Application Dashboard.

After a user has accessed additional applications, a link to the most recently accessed application will appear next to the **Dashboard** button. This **Back** button is indicated by a back arrow with the name of that screen.

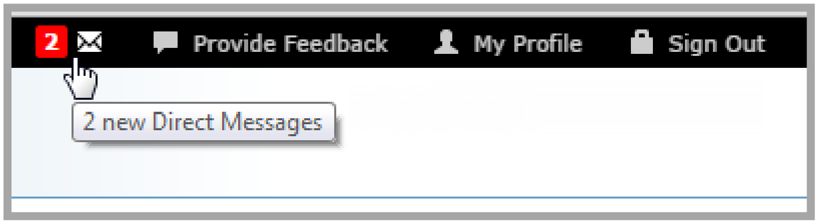
Hovering over any of the menu links, not including the **Dashboard** button or the **Back** button, will display a dropdown menu containing menu options, again corresponding with those listed on the Application Dashboard.

Across the right-hand side of the navigation bar are additional menu links. By hovering over the user name, the *My Profile* and *Sign Out* links become visible. Refer to the **Feedback** and **My Profile** sections below, if applicable, for additional information.

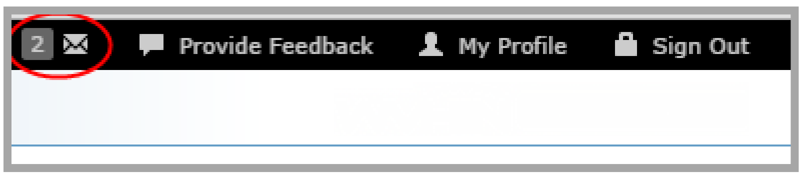


These links may also be configured to provide access to the My Profile and Sign Out buttons via individual buttons.

For users that have access to the Direct secure messaging application, a message notification may appear on the navigation bar. This notification displays the number of unread messages in a user's Inbox. When new messages are received, the indicator displays in red.



Clicking on the indicator will provide access to the Inbox screen. After the user has visited the Inbox, the indicator display will change from red gray.

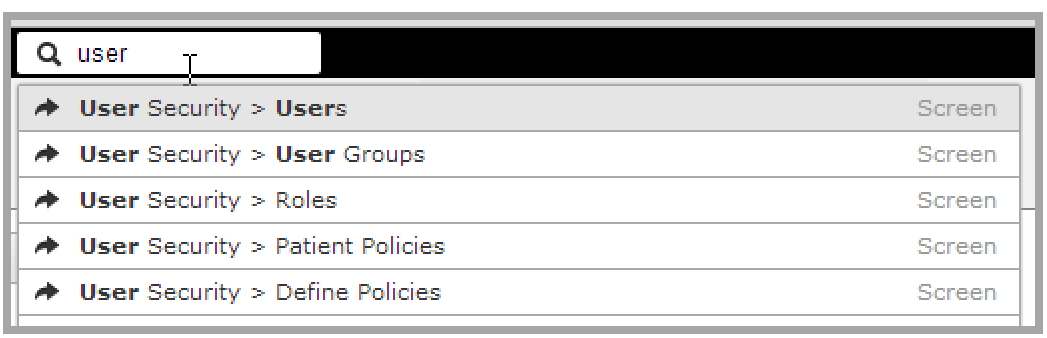


Global Search Bar

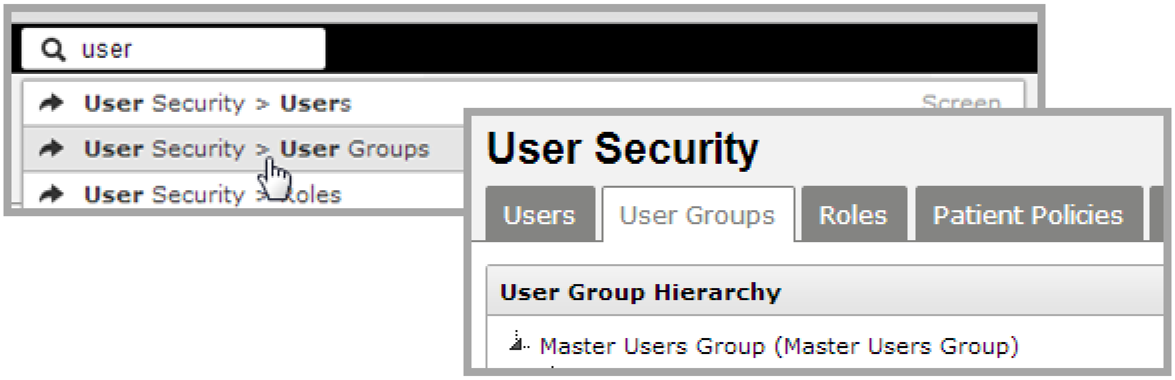
The Global Search Bar is located at the end of the menu links on the left-hand side of the navigation bar. It is useful for searching and navigating directly to a user's record or to any application screen within the HIE platform. The search terms are not case sensitive, and the search results will appear in a pop-up window directly below the search box.

Searching for Screens

The search results will include all screens for which the search term is included as all or part of either the application name (e.g., User Security) or the tab names (e.g., Users).

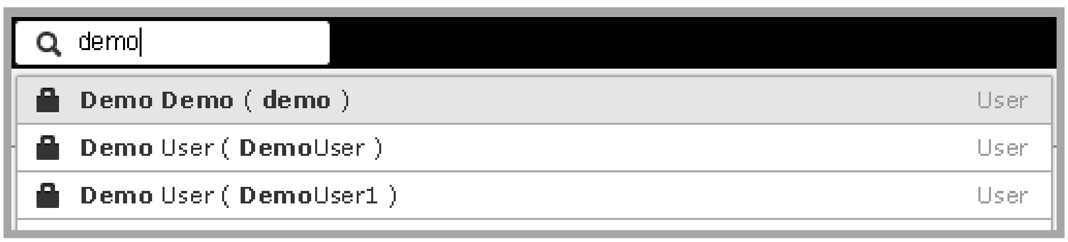


Clicking on a row from the list of results will provide access to that screen.



Searching for Users

The search results include all users for which the search term is the user's first name, last name, or username. Search results do not include any user records that only partly match the search terms.

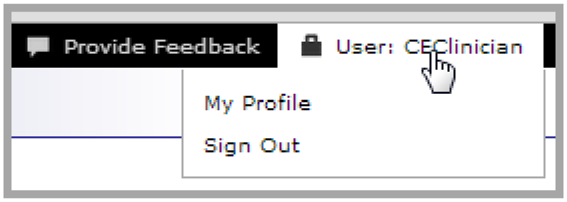


Clicking on a row from the list of results will provide access to the user's security record.

Because of this shortcut navigation feature, only users with the appropriate administrative permissions for accessing user security records will be able to use the global search bar to perform a search for users.

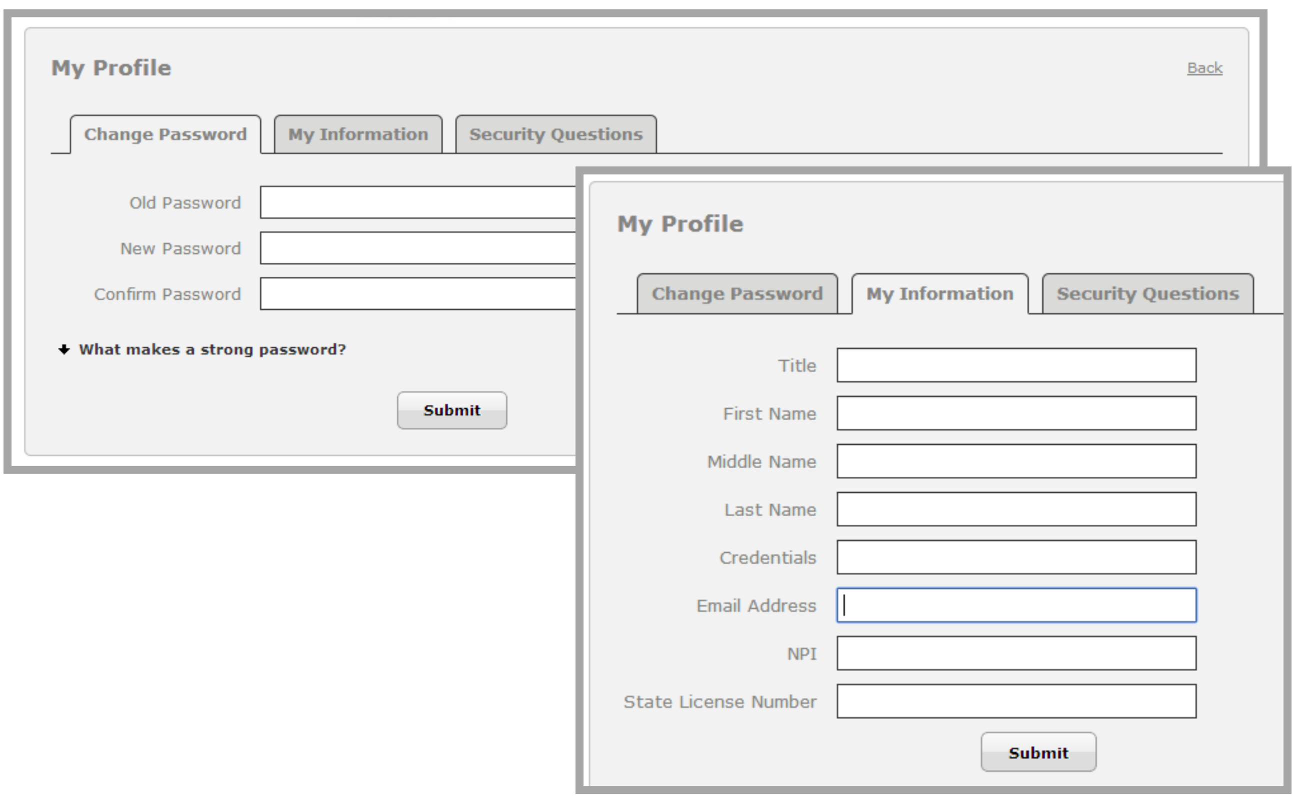
MY PROFILE

To change your password and update your security questions and answers, access your profile by hovering over your user name in the upper right-hand corner of the screen and selecting the **My Profile** link.

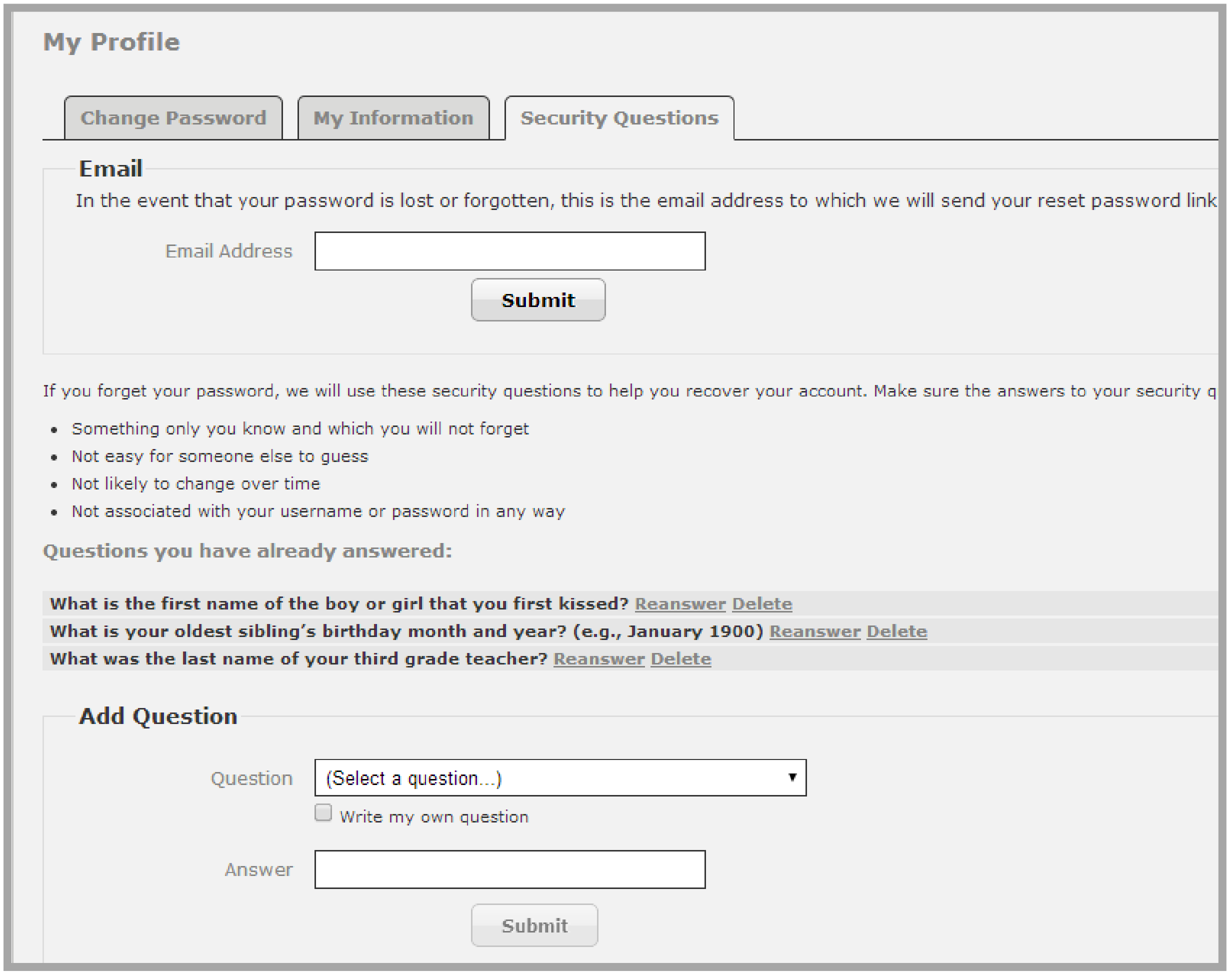


Note: The **My Profile** button may be available via a separate button on the navigation bar, instead of via a dropdown menu under the user name.

Here, you can update your password on the **Change Password** tab, view and update **My Information**, or update your **Security Questions**.



On the **Security Questions** tab, you can update the email address to which password reset links will be sent, and you can view and update your selected security questions.



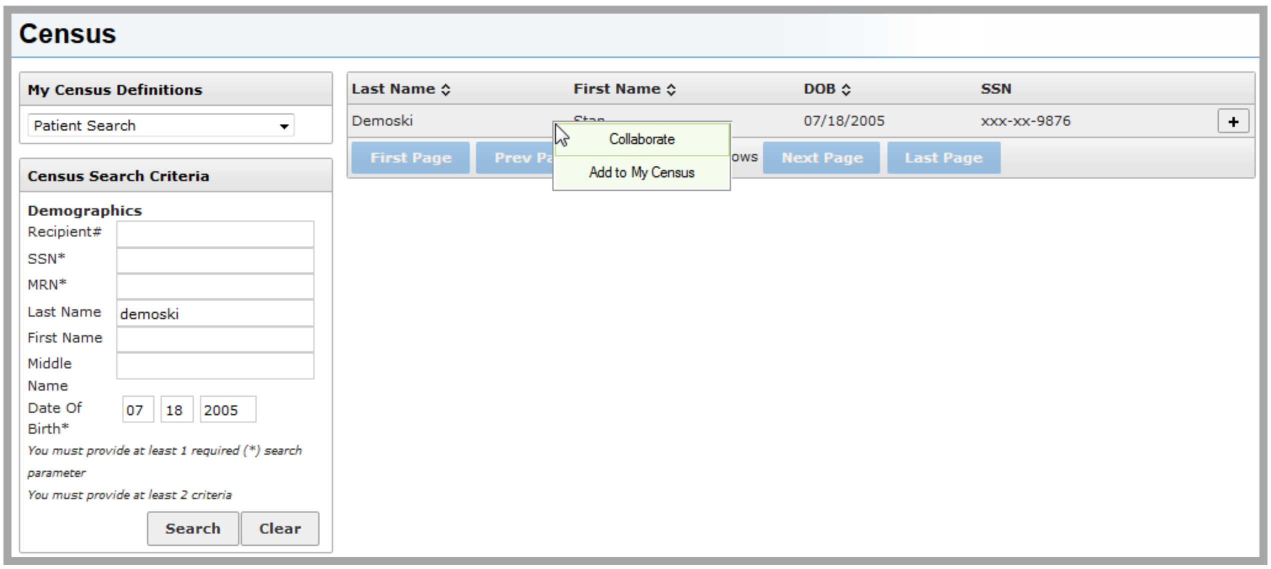
Click the *Back* link on the right-hand side of the screen to return to the patient information tabs.

SEARCHING FOR PATIENTS

Census

Select **My Patient Lists** from the Application Dashboard to view patient records. From the *Census* screen, you can search for a patient using the listed criteria**.** Any required search terms will be marked with an asterisk.

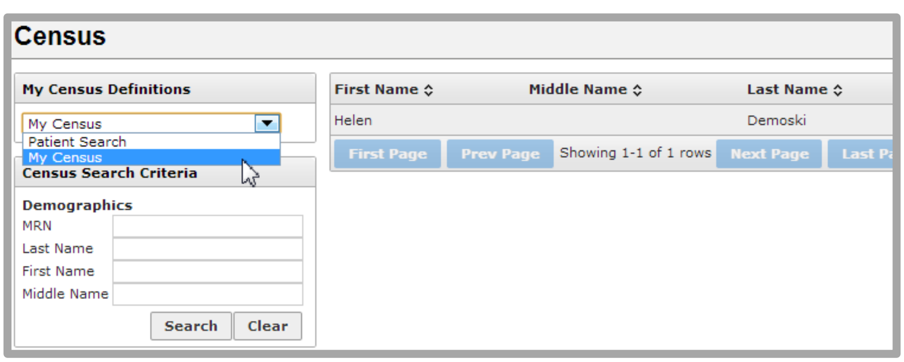
Note: The options in the drop-down "Patient Search" menu may differ from the screenshot below, based on selections made by your HIE.



Patients matching the search criteria will appear in a list to the right of the search box. Results can be sorted by **Last Name**, **First Name**, or **DOB** (date of birth).

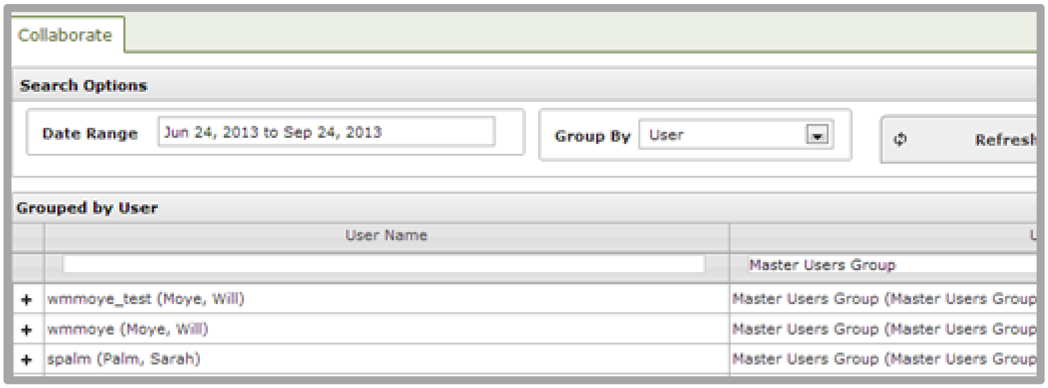
Click anywhere on the row with the patient's name to access the patient's record, or right-click and choose from the menu. Clicking a tab option will take you directly to the tab for that patient.

Patients previously viewed and saved are accessible by selecting **My Census** from the *My Census Definitions* dropdown box. To add a patient to the **My Census** menu, right-click on them in the manual search results, and choose **Add to My Census**.

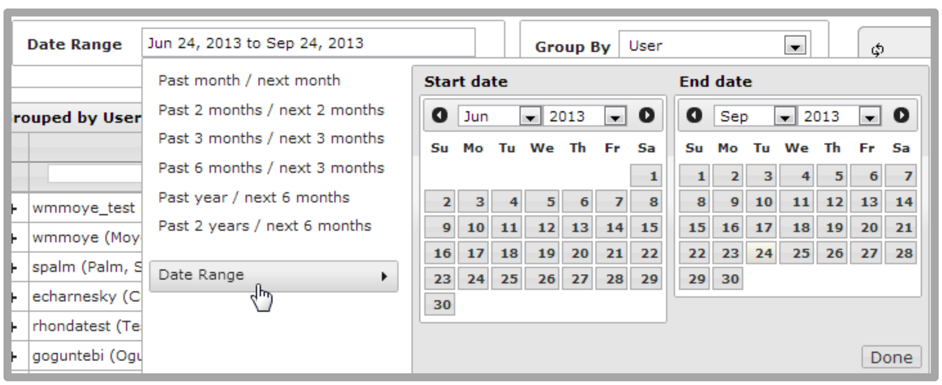


Collaborate

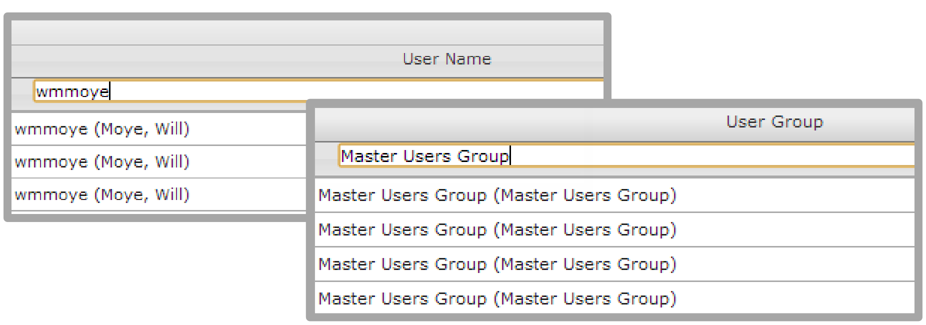
The **Collaborate** tab displays all users who have accessed a patient's information as well as the specific pages viewed. It provides a record of all user activity, including User Name, User Group, Address, and Phone Number when grouped by user; and Session Start Time, User Name, and User Group when grouped by session.



By default, the date range includes the previous three months, and the results are grouped by user. Clicking on the **Date Range** filter allows you to limit the results to any of the displayed ranges or to specify a start and end date.



Search by user name or user group using the search boxes above the respective columns.



Click on the **+** sign beside the session to view a complete record of the user's access to the patient's record.

Click on any of the headers to sort by column.

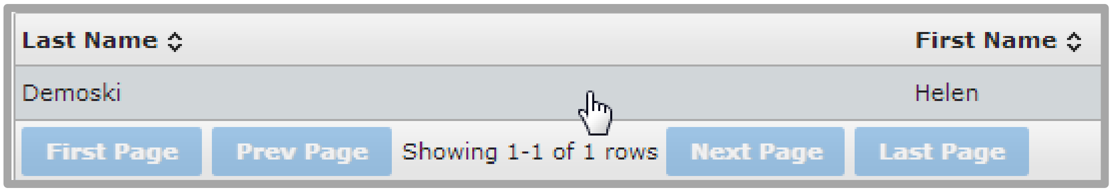
– 09/20/2013 14:20:11	CEAdmin (Administrator, Careevolution)	
Time Stamp	**User Name**	**Patient**
09/20/2013 13:58:32	CEAdmin (Administrator, Careevolution)	Demoski, Heather
09/20/2013 13:58:31	CEAdmin (Administrator, Careevolution)	Demoski, Heather
09/20/2013 13:58:32	CEAdmin (Administrator, Careevolution)	Demoski, Heather

Each log event includes time stamp, user name, patient viewed, actions performed by the user, details (including page duration), and applications viewed.

User Name	Patient	Action
dministrator, Careevolution)	Test, Will	Viewed encounter summary
dministrator, Careevolution)	Test, Will	Viewed patient
dministrator, Careevolution)	Test, Will	Viewed encounter summary
dministrator, Careevolution)	Test, Will	Viewed patient
dministrator, Careevolution)	Test, Will	Viewed encounter summary

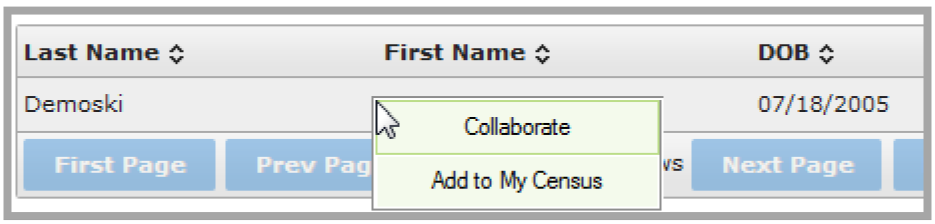
AUDITING PATIENT RECORDS

After performing a patient search, click anywhere on the row with the patient's name to begin auditing access of the patient's record.



You can also right-click on the row to select from the following options:

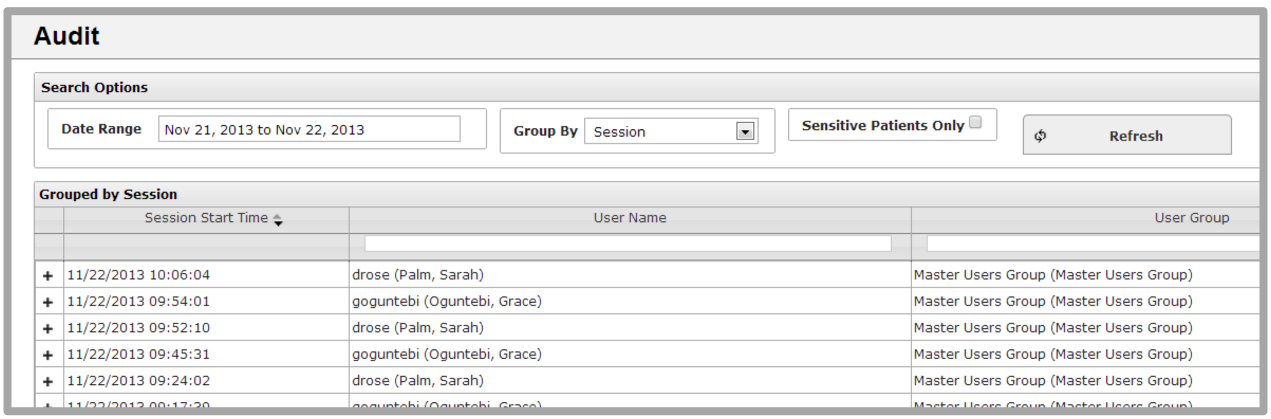
- **Collaborate** for auditing patient record access
- **Add to My Census** to save the patient to your own list for later review



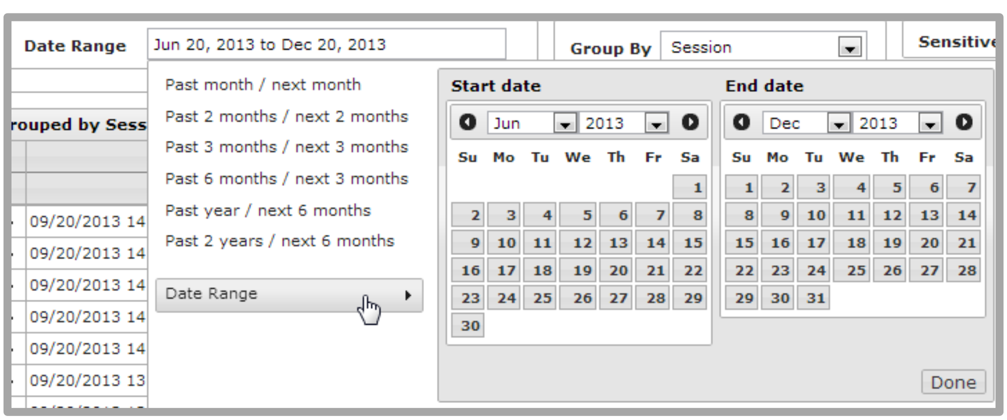
AUDIT LOG

The Audit Log provides access to a record of all user activity, including Session Start Time, User Name, and User Group when grouped by session; if grouped by user, it contains User Name, User Group, Address, and Phone Number.

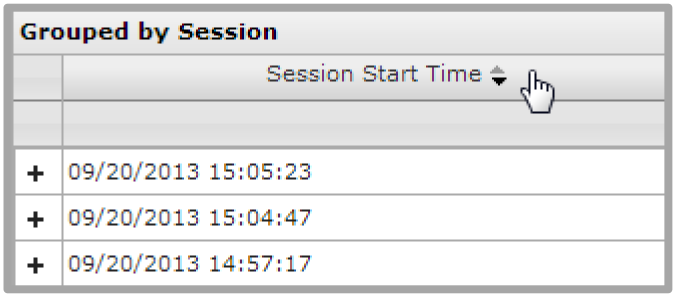
Click on the **Audit & Feedback** link from the Application Dashboard to begin auditing user activity.



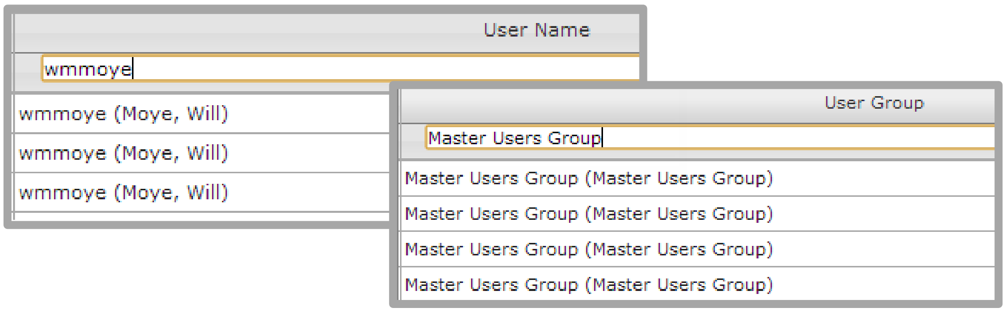
By default, the search start date is set to the previous day and the end date to the current day. Results are grouped by session. Clicking on the *Date Range* filter allows you to limit the results to any of the displayed ranges or to specify a start and end date.



To sort by Session Start Time, click on the column header.

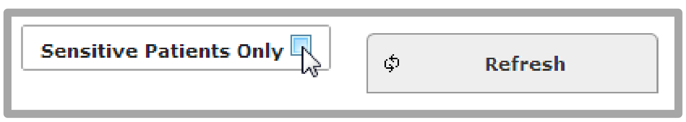


Search by user name or user group using the search boxes above the respective columns.

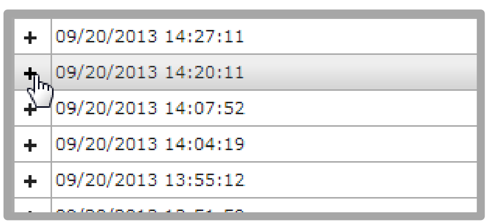


To filter by users who have viewed sensitive records, select the Sensitive Patients Only checkbox and then click the **Refresh** button. To return to the previous view, uncheck the box and click **Refresh** again.

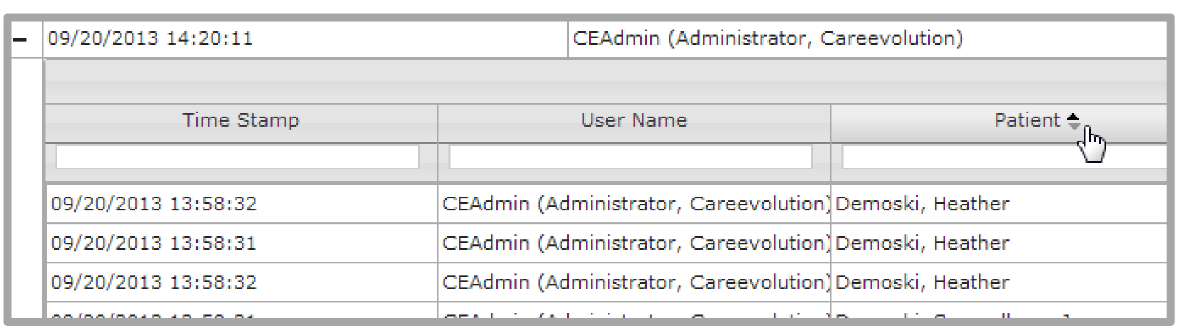
Note: Only users who have been assigned a sensitive health role can view records marked as sensitive.



Click on the **+** sign beside the session to view the details of an event.



Click on any of the headers to sort by column.



Each log event includes session start time, user name, patient viewed, actions performed by the user, details (including page duration), and applications viewed.

User Name	Patient	Action
Administrator, Careevolution)	Demoski, Heather	Viewed patient
Administrator, Careevolution)	Demoski, Heather	Viewed encounter summary
Administrator, Careevolution)	Demoski, Heather	Viewed patient
Administrator, Careevolution)	Demoski, Someallergy J	Viewed encounter summary
Administrator, Careevolution)	Demoski, Someallergy J	Viewed patient
Administrator, Careevolution)	Demoski, Stan	Viewed encounter summary

PROVIDE FEEDBACK

The **Provide Feedback** link in the upper right-hand corner of every screen is used to submit questions, suggestions, or problems. A support team regularly reviews all feedback and responds appropriately.

Each message will automatically include information about the page and patient currently being viewed. Therefore, the user should not include patient demographics or other identifying information.