



Tip Sheet

- 🕒 HEALTHeLINK works on all contemporary internet browsers.
- 🕒 You will likely need to disable pop-up blockers for your browser. Instructions are on the HEALTHeCOMMUNITY Portal help menu.
- 🕒 DO NOT use the <Back> button in your browser when exiting out of a report.
- 🕒 You can hover over a result to get more information before clicking into it.
- 🕒 You can change your patient summary display using <Configure Layout> in the Patient Actions box. You can nest two or more categories together and also reset back to the default view. -04/18/2016
- 🕒 Consent history for the patient can be viewed by clicking on the <More Patient Information> tab and the <Consent> tab.
- 🕒 To view multiple reports, check the boxes next to the reports, select <Download Selected Items as PDF>. This will create a single PDF with all of the reports. -04/12/2016
- 🕒 There is no search function yet.
- 🕒 There is no lab trending tab, however, clicking <Name> in the different sections will sort the results alphabetically, then click <Download Selected Items as PDF> to compare reports. -04/19/2016
- 🕒 Reports present in the Encounters sections are duplicated in Labs/Rads/Documents so searching both is not necessary. -04/12/2016
- 🕒 The report date is the date the report was received by HEALTHeLINK. A report should be opened to see if there is a different admit or discharge date. -12/03/15
- 🕒 To print an open report select <Download Report> on the top left. -04/12/2016
- 🕒 To view medications, click <Request ESI Medication History> watch the top of the page for a message, then click <Refresh> when the message appears. -04/12/2016
- 🕒 To view medications in an enhanced format, select <Download Summary PDF>, be sure the dropdown box is on "ESI Medication PDF Template," and select <Download>. -04/12/2016
- 🕒 You should **NOT** use <Download Summary PDF> any other time using the "Patient Report" template. This will download the patient's entire record. -04/12/2016

- e ADTs and Encounters will not share. -12-03-15
- e When Sharing a Result to a physician in your practice, search the Provider by LAST NAME only, and be certain you choose the correct NPI. NEVER choose a group. Note that you can only share if you have Results Delivery to your EMR. -04/18/2016
- e To see a history of your Shared Results, use the <Shared> tab next to your name in the upper right-hand corner. This is only an indication that the result has been processed by the HEALTHeLINK system and sent to the EMR. The EMR vendor sends these on a schedule that HEALTHeLINK does not have. If you share to a “group,” it will still show up, but not be processed. -04/18/2016
- e In the event you have a question about a result, please contact the HEALTHeLINK Interface department at InterfaceSupport@wnyhealthelink.com. You must include the following information for troubleshooting:
 1. Your name, organization, and direct phone number.
 2. Patient name and DOB.
 3. Result type, date, and source.
 4. If sharing, the name of the provider you are sending the results to.
- e Additional training videos and materials are available at:
<http://www.wnyhealthelink.com/PhysiciansandStaff/TrainingVideos>

