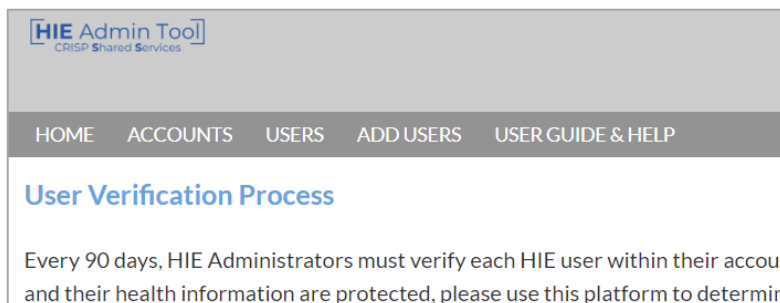


Quick Tips - HIE Admin Tool

Here are quick tips for the CurrentCare HIE Admin Tool.

Learn more at:

CurrentCareRI.org/HIEAdmin



Add One User	Add Users > Single User
Add Multiple Users	Add Users > Bulk User
Audit User Access	Accounts > Your Account > Audit [top right] Tip: do this monthly to avoid user suspension at 90 days
Delete User Account	Accounts > Your Account > Audit [top right] > Deny
Export User List	Accounts > Your Account > User Export [top right]
Manage Service(s)	Accounts > Your Account > Services > Your Service > Service Management [top right] <ul style="list-style-type: none"> • Assign Services • Deactivate Services (Also, how to view all users with a service)
Reactivate Suspended Users	Accounts > Your Account > Audit [top right] > Suspended Users > Approve (or Approve Current Page)
Resend Invitation (Initial user setup: activation expired)	Users > Your User > User Services > View All > Portal Service > HIE Portal User Management [top right] > Resend Activation
Reset Password	Users > Your User > User Services > View All > Portal Service > HIE Portal User Management [top right] > Reset Password

- **First** add user(s) to CurrentCare Portal **then** assign service(s) to them
- User invitations expire in 72 hours (avoid sending on Fridays)
- Add CurrentCare to your HR onboarding & termination processes
- To avoid suspension, audit each user account every 90 days (we suggest monthly)

Terminology

Legacy CurrentCare	Post Transition	Definition
-----	HIE Portal	Web portal to access all the tools and services
CurrentCare Viewer	Clinical Information	Web based access to clinical data for patients such as labs, radiology, etc.
Care Management	CEND	Encounter Notification Service on your patient panel
Dashboard	Population Explorer	Web based access to encounter information for your patient population
Extract Files	Bulk Notifications**	CSV extract files with encounter information for your patient population
DUA	HIE Admin	Authorized person to add, remove or audit users for your organization
-----	InContext app in EHRs**	FHIR-based app to access clinical data in some EHRs

** HIE Admins don't manage access

User Best Practices

HIE Admins might find this User Best Practices guide useful to provide to their users:
CurrentCareRI.org/best-practices

User Best Practices

Here are some best practices for those with CurrentCare user accounts.

- Act Quickly:** CurrentCare Portal invitation emails expire in 72 hours. Watch for an email from: DoNotReply@Metrix.com
- Bookmark the Portal site:** <https://Portal.CurrentCareRI.org>
(Note: this directs you to <https://www.health.ri.gov>, but please bookmark the CurrentCareRI version, so you can see the CurrentCare logo and Support contact info)
- Follow all **User Best Practices** below
- Contact your **HIE Admin** to add or remove CurrentCare Services from your Portal account. Locate the name(s) of your HIE Admin(s) at the top of the Portal:

- Contact **CurrentCare Support** with questions or concerns:
 888-858-4815 or Support@CurrentCareRI.org

Confidentiality

When using CurrentCare, you must follow all state and federal rules to keep patient health information private and secure, including:

- HIPAA
- Rhode Island Health Information Act of 2008

All users agree to follow CurrentCare's Participant Terms of Access and CurrentCare policies as a condition of receiving authorized access to CurrentCare. This is to ensure that patient information will remain confidential through its use.

Misuse of CurrentCare includes accessing or viewing information on **yourself or anyone with whom no clinical relationship or need to know exists** - i.e., relative (including children under 18 years old), spouse, significant other, co-worker, friend, neighbor, etc.

CurrentCare User DOs and DON'Ts :

DON'T:

- Share your login credentials or use anyone else's.
- Leave your computer unattended while logged in.
- Access your own record.
- Access information for patients that you do not have a work-related need to view.
- Disclose confidential information unless absolutely required for your job.

DO:

- Comply with all CurrentCare policies about confidentiality and login credentials.
- Immediately report any suspected compromise of your login credentials.
- Understand you are fully responsible for all actions taken under your login.
- Be aware that your system usage is routinely monitored for compliance.
- Comply with HIPAA: treat all CurrentCare data as confidential, even after your employment ends.

Learn more at CurrentCareRI.org or 888-858-4815. Updated 4.14.25