Frequently Asked Questions

What should I expect on the initial go-live day, November 3, 2025?

Go-live day will be a busy time! We'll start by officially launching the first wave of our initial group of users on the new system. Our second wave of users will go live on December 1, 2025.

To help with any issues that may arise, we'll have a dedicated support system. Both Account Managers and the Help Desk will be on standby to assist you with any questions or issues that might come up.

- Please reach out to your Account Manager or email **accountmanagers2@wnyhealthelink.com** if you have any questions.

- The Help Desk is also available to help with questions. Contact us at 1-877-895-4724 (716-842-6343) or email **support@wnyhealthelink.com**.

What are user waves?

Rolling out the new system in waves is our way of making sure you have the best possible experience during the transition. Instead of flipping a switch for everyone all at once, we're moving people over in two groups. This allows us to give each group our full attention and support, ensuring your transition is as smooth as possible.

- Users will be notified of their wave via email from our Constant Contact communications.
- Two days before your wave's go-live date, you'll receive another email from your account manager with more details. We'll be kicking off the first wave on November 3 and our second wave on December 1st.

Do I need to wait for my user wave to begin using the new system?

Yes, this is to ensure the best possible experience for all our users during the transition. Your account will not be activated for the new system until your user wave has launched.

Will everything with the new system be up and running by the end of this year?

We will continue to roll out functionalities of the new system in phases to ensure a smooth, secure, and successful transition. Implementation will begin on November 3, 2025 and run through the end of 2026.

What about HEALTHeLINK's current system?

You will have access to the old system until December 29th, 2025, at which point it will be fully retired.

Why is HEALTHeLINK migrating to a new system?

As we have shared with you previously, our current HIE platform has reached its end of life and is no longer supported by its vendor. This new system is designed to provide HEALTHeLINK users with a more reliable system for seamless health information exchange.

Will there be training for the new system?

Yes! We will be hosting webinars specifically for your user wave.You'll also find an updated user guide will be available on your go-live day, and training videos will be available starting in 2026.

Is HEALTHeNET and/or HEALTHeOUTCOMES also getting new platforms?

No, HEALTHeNET and HEALTHeOUTCOMES are not getting new user-facing platforms. The changes are focused on back-end enhancements to how these systems receive and integrate data, which will not impact the user experience.

Will this new system impact how I'm able to connect to SHIN-NY?

No. Our new platform is part of a collaborative, statewide effort to modernize and unify health information across New York. HEALTHeLINK is the first health information network in the state to implement this new system.

What's different about the new system?

As with any major update, we understand it will take time to familiarize yourself with the new system's workflow. We will be providing a comparison chart in the coming weeks to clearly outline the differences and help you transition smoothly.

What are some things to take note of in the new system? Different/changes

- **Will there be historical data in the new system?**
  Historical data will initially only be loaded for the last 6 months. That means, anything from May 1, 2025 on users will have access to. The HEALTHeLINK team will be working to upload additional historical data into the new system during the first quarter of 2026.

- **What if I cannot attend a Webinar?**
  We will have 2 webinars each day per User Wave. That means for the week your wave goes live, you have access to 10 different webinars. If none of those work for you, please reach out to your Account Manager.

- **Will my password or username change to login?**
  Your login information should not change to access the HEALTHeCOMMUNITY Portal including both your username and password.

- **Once I have access, do I have to start using the fusion badge immediately?**
  It is highly recommended that you begin familiarizing yourself with the new platform as soon as you gain access. Starting early will give you ample time to learn the new system well before the final cutover at the end of the year. Furthermore, the webinars scheduled for your wave will specifically focus on the services you will be using.

- **How do I select an individual result to download or share a result?**
  You can no longer download an individual result. However, you can download results based on a date range within the Reports Chartbook and there will still be the ability to push results to the EMR.

- **What is the difference between the individual Chartbooks and the Clinical Summary Chartbook?**
  The Clinical Summary Chartbook is a snapshot of patient data found in your patient's chart. It will include Lab Results, Diagnostic Studies, Documents, Allergies, Medications, and Diagnosis. The individual Chartbooks include each section of the patient's chart separated by type of information and also include sections that are not shown in the Clinical Summary Chartbook. To know what information your patient has in their chart, the individual chartbooks will have a blue bar on the left-hand side.

- **How can I configure my screen?**
  There is currently no way to configure your Clinical Summary page.

- **How do I search or filter a patient's chart by date?**
  In both the Clinical Summary page and in each Chartbook you have the option to filter and sort results. However, in an individual Chartbook you will also have an option to search for specific results.
  To sort and filter the results, select the three blue bars on the right-hand side found at the top of both the Clinical Summary page and the individual chartbook pages. To sort Lab Results, you can filter by date and then select a primary sort and a secondary sort if desired. You will utilize the arrows to determine if the sort will be ascending vs. descending.