

HIE Admin Info Sheet

Roles Responsibilities, and Support

Welcome: You've been selected as your organization's HIE Admin

You've been identified as your organization's Health Information Exchange (HIE) Administrator. In this role, you help ensure your team has the right access to HIE tools and that patient data is accessed securely and appropriately.

What Does an HIE Admin Do?

As an HIE Admin, you manage who in your organization can access HIE tools and data. Your core responsibilities include:

- 1 Add and manage users**
 - Create accounts for new staff
 - Update user details as needed
 - Remove access when staff leave
- 2 Assign the right tools**
 - Ensure users have access to the services they need and only those
- 3 Complete regular user audits**
 - Review all users in your organization at least every 90 days
 - Confirm or remove access
 - Prevent automatic suspension of accounts
- 4 Troubleshoot or escalate issues**
 - Help users with login or access issues
 - Contact support when needed

Why This Role Matters

Your work helps:

- ✓ Protect patient privacy and ensure appropriate access
- ✓ Keep your team connected to the information they need for care coordination
- ✓ Maintain uninterrupted access to HIE tools

Without regular user management:

- ✗ Users may lose access unexpectedly
- ✗ Former staff may retain access longer than they should
- ✗ Patient data security could be at risk

How Often Do I Need to Do This?

- ✓ User updates: As needed (new hires, role changes, departures)
- ✓ User audits: A minimum of every 90 days
- ✓ You may receive reminders when audits are due.

Quick First Steps

- 1 Log into the HIE Portal
- 2 Open the HIE Admin Tool
- 3 Review your current users
- 4 Make note of when your first audit is due

IMPORTANT TO KNOW:

- Users who are not reviewed during the 90-day audit will be automatically suspended
- Suspended users may lose access to patient data and tools until reactivated
- Staying on top of user management helps avoid disruptions for your team.

Next Steps

Guides and Resources:

Visit our HIE Admin resource page to access materials such as:

- A step-by-step HIE Admin user guide
- A training video



View Resource Page
healthEconnectAK.org/hie-admin

Getting Help:

Need help getting started or want to schedule additional training? Reach out to the healthEconnect team:

- 907-770-2626
- info@healthEconnectAK.org
- www.healthEconnectAK.org