



# CONNECTIONS Tip Sheet

## Designating Health Responsibility

updated February 2021

*The highly confidential nature of health information requires additional security considerations in CONNECTIONS. Access to health information is dependent upon a worker’s assigned role, unit hierarchy, business functions, and whether their agency has been designated as responsible for maintaining health information for a particular child. This tip sheet covers access rules and the steps necessary to designate an agency as responsible.*

### Health Information Requirements and Recommendations

New York State **requires** the recording of health information in the Family Services Stage (FSS) for:

- ✓ all children in foster care and
- ✓ PINS remands in New York City placed in voluntary foster care agencies.

The recording of health information is **recommended** for

- ✓ children remaining at home under court-ordered supervision
- ✓ children in an out of home non-foster care setting, and
- ✓ children in indicated, open CPS cases, (especially those with health related allegations such as medical neglect or failure to thrive).

Recording health information is **optional** for:

- ✓ children receiving preventive or protective services in their own home.

### Access to Health Information

The following rules apply regarding access to health information for **OPEN** Family Services Stages (FSS) in CONNECTIONS:

- Workers with the role of Case Manager (CM) or Case

Planner (CP) or those in their unit hierarchy may view and modify health information for all tracked children in the stage by virtue of role alone.

- Workers assigned the role of Case Worker (CW) and those in their unit hierarchy will only have access to health information for children on their workload for whom their agency has been designated as responsible.
- Workers, such as Health Specialists, assigned the MAINT HEALTH business function in the same district as the Case Manager or CPS Worker/Monitor may view and maintain health information for all tracked children in the stage.
- Workers, such as Health Specialists, outside the district of the Case Manager or CPS Worker/Monitor who have MAINT HEALTH may only view and maintain health information for tracked children for whom their agency has been designated as responsible.
- Any worker with a role in an FSS stage can access the Early Intervention window regardless of whether their district/ agency has been designated as health responsible.

For **CLOSED** stages, access to health information is as follows:

- Voluntary Agency workers with the VIEW HEALTH and Person or Case Search business functions may view health information for a child for only the period of time their agency

was designated as responsible.

- District workers with the VIEW HEALTH and Person/Case Search business functions may view health information for any child in their district.



**Note: District workers with the MAINT HEALTH business function may enter health information in a closed Family Services Stage if they had this business function at the time the stage closed.**

### Designating Health Responsibility

Either the Case Manager or Case Planner can designate health responsibility for each child in an FSS.

Only one agency may be designated as responsible for a child at a time, but designations can and should be changed if a child's placement agency changes.

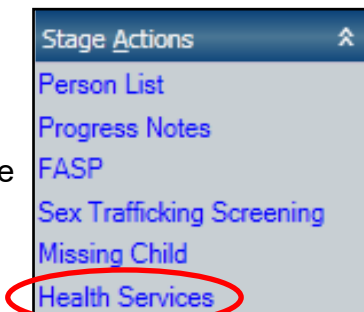
At a designated agency, all workers with a role in the stage and those with the MAINT HEALTH Business Function may record and modify health information for a child who is placed in that agency. **Without designated responsibility, Case Workers or staff with the VIEW HEALTH or MAINT HEALTH business functions will not be able to view and/or maintain Health Services information for the child(ren).**



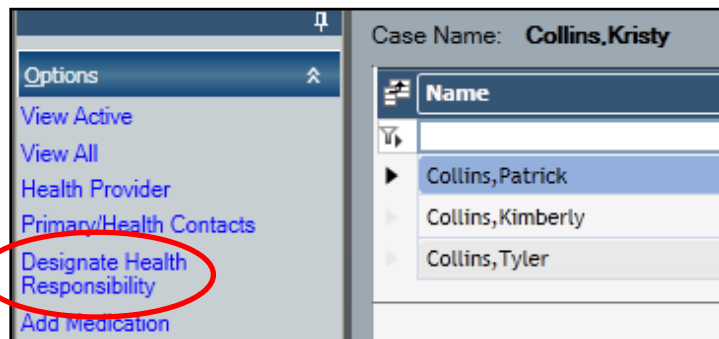
*Be aware that if the agency's only role in the stage is unassigned — even momentarily — health responsibility is stripped and must be reassigned.*

#### To designate health responsibility:

1. From the Workload, select the FSS stage.
2. Click the **Health Services** link in the left navigation pane.

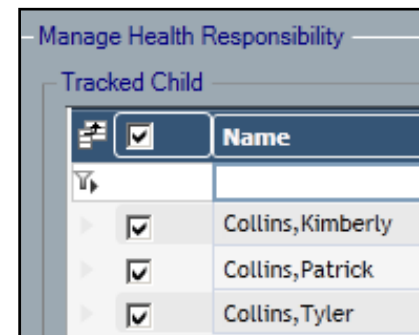


3. Click the **OK** button on the confidentiality warning.
4. On the *Health Services* window, select a child from the list.
5. Click the **Designate Health Responsibility** link in the navigation pane.



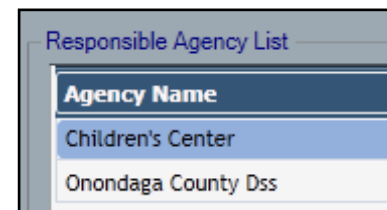
6. Select the child(ren) from the Tracked Child grid for whom health responsibility will be designated.

More than one child may be selected if responsibility is being assigned to the same agency.



7. Select the agency name in the Responsible Agency List.

A worker at the agency must be assigned a role in the stage in order for their agency to appear on the Responsible Agency list.



8. Click the **Add** button.
9. Click the **Save & Close** or **Save** button.

## Updating Designated Health Responsibility

When a child transfers from one agency to another, health responsibility should be updated. ***This is not done automatically.***



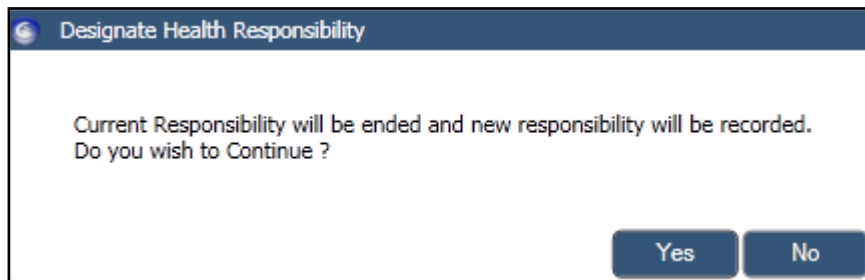
*The Case Manager/Case Planner should insure that all required health information has been entered for the child by the transferring agency before their access to these windows is removed!*

### To change a health designated agency:

1. In the *Designate Health Responsibility* window, select the appropriate child from the Tracked Child grid at the lower left.
2. Select the new agency.

A worker at the new agency must already have been assigned a role in the stage in order for their agency to appear on the Responsible Agency list.

- 3 Click the **Add** button.
- 4 Click the **Yes** button on the confirmation message.



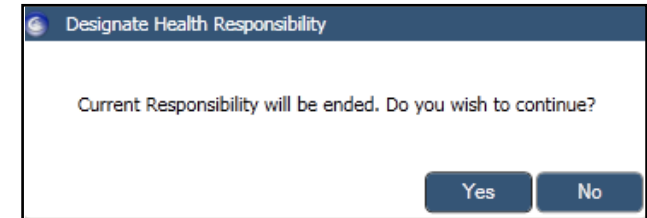
5. Click **Save & Close** or **Save** button.

## Ending Health Responsibility

If a child is not transferring, but is leaving foster care and the FSS is to remain open, the health responsibility designation should be removed by the Case Manager or Case Planner.

## To Remove a Health Designation:

1. In the *Designate Health Responsibility* window, select the appropriate child from Designated Responsibility grid at the top.
2. Click the **Set End Date** button.
3. Click the **Yes** button to confirm your decision.
4. Click **Save & Close** or **Save** button.



For additional information on the Health windows, please see the *Changes to the CONNECTIONS Family Services Stage (FSS) - Phase 5 Job Aid* on the CONNECTIONS web site

## Resources

- CONNECTIONS Job Aids and Tip Sheets:  
<http://ocfs.state.nyenet/connect/jobaides/jobaides.asp>
- CONNECTIONS Regional Implementation Staff:  
<http://ocfs.state.nyenet/connect/contact.asp>
- CONNECTIONS Application Help Mailbox:  
[ocfs.sm.conn\\_app@ocfs.state.ny.us](mailto:ocfs.sm.conn_app@ocfs.state.ny.us)  
(NOTE: address contains an underline)  
*A Helpdesk ticket is now required before sending requests to the Triage Unit. This can be acquired by emailing [FixIt@its.ny.gov](mailto:FixIt@its.ny.gov).*

ITS Enterprise Service Desk  
1-844-891-1786