

# WHAT TO EXPECT

## Navigating through the NC HealthConnex connection process

### STEP 1

#### Submit Participation Agreement

Our team will process your agreement and place your organization in the queue for connection. Find [detailed instructions](#) for completing the participation agreement.

### STEP 2

#### Executed Participation Agreement & Welcome Packet

Our team will return your organization's executed participation agreement along with the NC HealthConnex Welcome Packet to begin the onboarding process.

### STEP 3

#### Suite of Services Enabled

Full participants can request access to the NC HealthConnex clinical portal by contacting the NC HealthConnex SAS Help Desk at [HIESupport@sas.com](mailto:HIESupport@sas.com). For any other [services](#), please contact the NC HIEA at [HIEA@nc.gov](mailto:HIEA@nc.gov).

### STEP 4

#### Training and Patient Education

The NC HIEA offers [multiple training opportunities](#), either virtually or on-site, as well as [free patient education brochures](#). To request training, please submit the [Training Request Form](#).

### STEP 5

#### SAS Technical Discussions

Our team members, including our technical partners at SAS will reach out to you to start a technical kick-off. SAS will work directly with your EHR vendor throughout development to connect your organization.

### STEP 6

#### Keep in Touch

Throughout onboarding, it's vital that your organization's point of contact maintain consistent communication with our technical team. This will be imperative to ensure your connection is completed successfully.

### STEP 7

#### Go Live

Once your organization's technical connection is complete, you will receive an email announcing your connection to NC HealthConnex is live, and providers will begin to see your organization's data in the clinical portal.

### STEP 8

#### Ongoing Support

We and our partners at SAS are here to help. Throughout the entire lifecycle of your connection, including post-connection, we can assist your health care organization in using this tool for improved patient care. Reach out to the NC HealthConnex provider relations team at [HIEA@nc.gov](mailto:HIEA@nc.gov) or the SAS Help Desk at [HIESupport@sas.com](mailto:HIESupport@sas.com) for assistance.

Have questions? The NC HIEA has answered some of the most frequently asked questions about participation in NC HealthConnex and how to connect. Visit [our website](#) to find answers to these questions and what it means to participate in the state health information exchange.