CareAware Transfer Center reporting is accessed through the HealtheIntent Analytics platform. Various reports are available within the Capacity Management – Transfer Center folder to provide data pertaining to cases created within CareAware Transfer Center. The below workflow outlines generating the NL Acadia Telepsych report.

Accessing HealtheIntent Analytics

STEP 1: Select the **Windows** start icon in the taskbar. Single-select the **#Northern Light Health** folder to expand the contents, then select **HealtheIntent Analytics**. If prompted to enter login information, enter network credentials to open the HealtheAnalytics home screen.

- Depending on the user's permissions, various project folders will display.
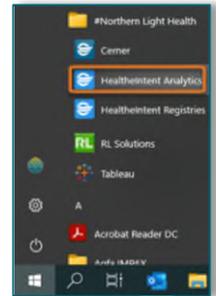
STEP 2: Select the **All Projects** folder on the left-side of the screen.
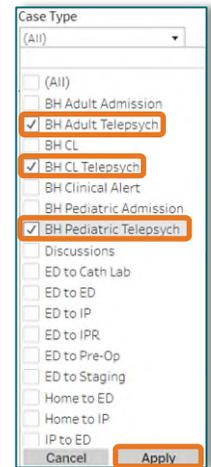
STEP 3: Expand the **Capacity Management – Transfer Center** folder by selecting the caret.

Telepsych Report

STEP 1: From the project folder, select the **Transfer Center Log Report w/Case Notes** report.

STEP 2: In the **Case Type** filter, uncheck the box next to **(All)**, and select **BH Adult Telepsych**, **BH CL Telepsych**, and **BH Pediatric Telepsych**. Select **Apply** to save the filters.

STEP 3: To save the filters, select **View: Original** to open the **Custom Views** window.

STEP 4: Enter a name for the custom view. To save the view as the default view, check the box next to **Make it my default**. To make the custom view visible to other users, check the box next to **Make visible to others**.

- Custom views that are shared will display under **Other Views**.

STEP 5: Select **Save**. All saved custom views will display under **My Views**.
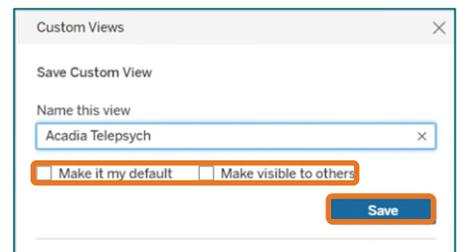
- To toggle between views, select **View: Original** to populate the Custom View window.

STEP 6: Toggle to the **Details and Case Notes** tab and select **Download**.

STEP 7: Select **Crosstab** as the file format to open the Download Crosstab window. Select **Detail Report** and **Excel** as the format. Select **Download** to download the Excel file.

STEP 8: The Excel file will save to your Downloads. Select **Open file** to open the data in Excel.