



KONZA Health Gateway Plus®

Platform User Guide

September 8th 2026

KONZA Health Gateway Plus® is a secure online tool from KONZA Health that helps care teams access the right health information at the right time. It brings together medical records from different sources, making it easier to deliver safe, connected, and thoughtful care while keeping privacy and trust a top priority.

Website: <https://qhin.konzahealth.org/cgi-bin/login.cgi>

Support: helpdesk@konza.org | 877-520-5448

Browser Compatibility: Use Chrome, Edge, or Firefox for best results.

Version: September 2026

Contents

KONZA Health Gateway Plus® Platform User Guide	1
Getting Started: Multi-Factor Authentication (MFA)	3
Changing Your Password.....	4
Searching Patient Records	5
Required Information for Basic Search:.....	5
Community Drop-Down.....	5
Purpose.....	5
Understanding Results	6
@ CareAlign Exchange	6
@ KONZA Network	7
QHIN Data.....	7
Printing Patient Records	7
Secure Messaging (DIRECT)	8
To Use:	8
To Send a Message:	8
Add Attachments:	8
Security Override (“Break the Glass”)	8
Help and Support.....	9

Welcome to **KONZA Health Gateway Plus**, your access point to a robust patient record interoperability as part of KONZA Health's QHIN™ environment. This guide will walk you through key tasks like logging in, searching records, sending secure messages, and more.

This version is for full-access users (QHIN participants). Gateway Plus provides accessibility to KONZA Health HIE and QHIN data to our participating members.

Getting Started: Multi-Factor Authentication (MFA)

After logging in with your User ID and password:

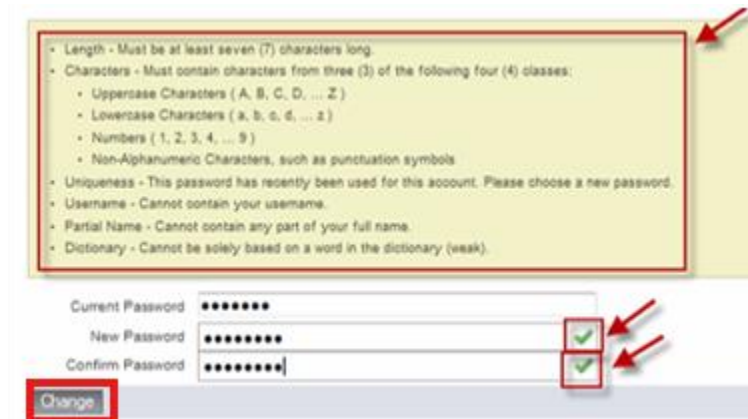
1. A **6-digit code** is emailed to you from do-not-reply@carealign.net.
2. Enter this code on the second screen.
3. If needed, click **Resend Code**.

Pro Tip: If you do not receive a code in your email inbox, check your junk mail or spam folder. If you still haven't received a code, contact your IT to ensure the email domain from our MFA are "whitelisted" in your email system. If you have any other issues logging in, please notify the Helpdesk.

The screenshot shows the KONZA Health Gateway Plus login interface. At the top is the KONZA HEALTH logo with the tagline 'The Connections to Make a Difference'. Below this, it says 'KONZA Health Gateway Plus (Full Access - QHIN™)'. A message box states: 'A code has been emailed to you and is valid for 10 minutes. Call the Support Desk if you do not receive the code. 877-520-5448'. There is a text input field for the 'Code' and a 'Resend Code?' link. A 'Sign In' button is located at the bottom right of the message box.

Changing Your Password

1. Navigate to the **Change Password** screen.
2. Enter your current password, then the new password (must meet requirements).
3. Re-enter to confirm (green checkmarks will confirm match).
4. Click **Change** – you'll be prompted to log in again.
5. On first login, complete **security questions** setup.



The screenshot shows the 'Change Password' form. A yellow box highlights the password requirements:

- Length - Must be at least seven (7) characters long.
- Characters - Must contain characters from three (3) of the following four (4) classes:
 - Uppercase Characters (A, B, C, D, ... Z)
 - Lowercase Characters (a, b, c, d, ... z)
 - Numbers (1, 2, 3, 4, ... 9)
 - Non-Alphanumeric Characters, such as punctuation symbols
- Uniqueness - This password has recently been used for this account. Please choose a new password.
- Username - Cannot contain your username.
- Partial Name - Cannot contain any part of your full name.
- Dictionary - Cannot be solely based on a word in the dictionary (weak).

Below the requirements are three password fields: 'Current Password', 'New Password', and 'Confirm Password'. The 'New Password' and 'Confirm Password' fields have green checkmarks next to them, indicating they meet the requirements. A red box highlights the 'Change' button at the bottom left. Red arrows point to the checkmarks and the 'Change' button.

Security Questions

- 1 Please select and answer questions from the options provided below.
- 1 Security questions are required for password recovery and to log in from an unsecure location.

Question 1:

Answer 1:

Question 2:

Answer 2:

Question 3:

Answer 3:

Submit

Searching Patient Records

From the left-side **Search** tab:

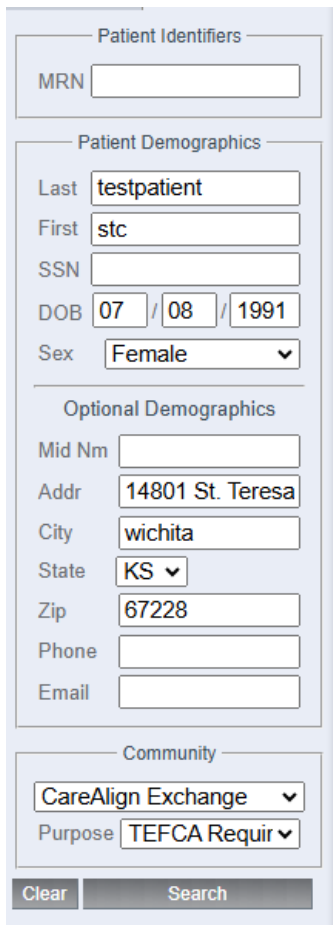
Required Information for Basic Search:

- Last Name
- First Name
- Date of Birth
- Sex (M/F/U)

Adding Optional Demographics is highly recommended for QHIN searches and necessary for some of the gateways in the Community drop-down/broadcasted:

- Address
- City
- State
- Zip
- Phone Number without special characters

***Pro Tip:** Use filters like zip or city to refine your search.*



The screenshot shows a patient search form with the following sections:

- Patient Identifiers:** MRN (text input)
- Patient Demographics:**
 - Last (text input: testpatient)
 - First (text input: stc)
 - SSN (text input)
 - DOB (text input: 07 / 08 / 1991)
 - Sex (dropdown menu: Female)
- Optional Demographics:**
 - Mid Nm (text input)
 - Addr (text input: 14801 St. Teresa)
 - City (text input: wichita)
 - State (dropdown menu: KS)
 - Zip (text input: 67228)
 - Phone (text input)
 - Email (text input)
- Community:**
 - CareAlign Exchange (dropdown menu)
 - Purpose (dropdown menu: TEFCA Requir)
- Buttons:** Clear, Search

Community Drop-Down

Leave the selection set to the default **CareAlign Exchange** option unless you need to search for records from one of the organizations listed below. If so, select the appropriate community before performing your patient search.

- CONNIE (Connecticut HIE)
- Hutchinson Regional
- Lawrence Memorial Hospital
- Missouri Health Connect
- Stormont Vail Health

Purpose

Choose TEFCA Required Treatment (DEFAULT) as the **Purpose of Use**

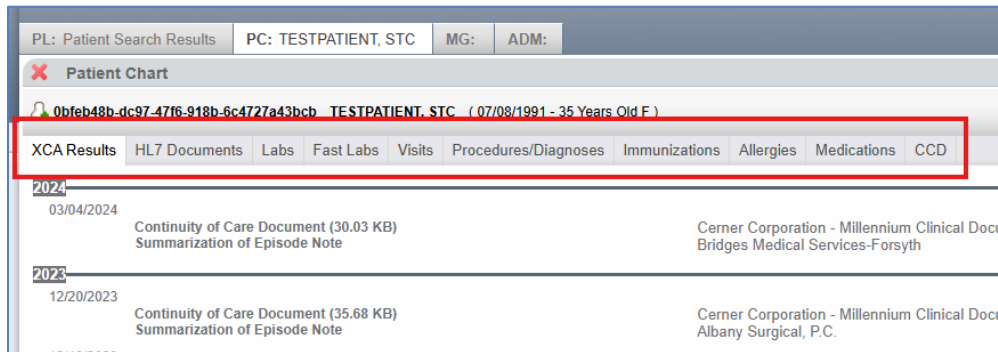
Select Search

Understanding Results

You'll see two or more result bands:

@ CareAlign Exchange

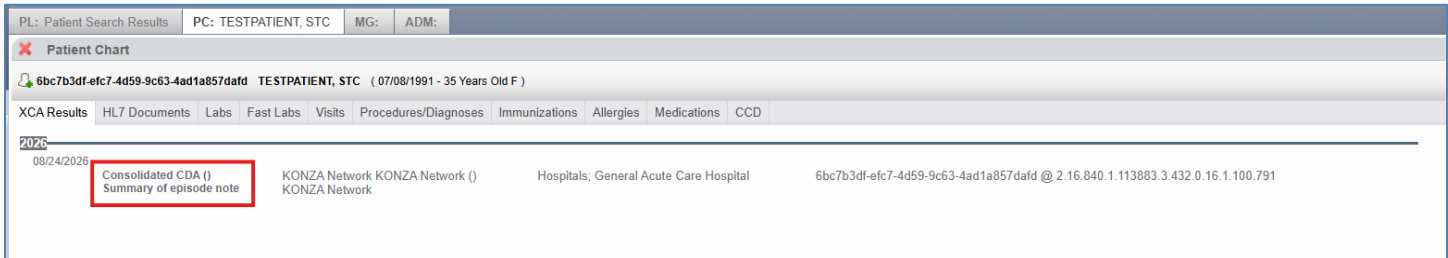
Includes data received directly from KONZA Health HIE Members, organized by tabs



- **XCA Results:** contains Continuity of Care Documents (CCDs) or Summary of Care documents from individual organizations. To open a document, click the title. Within the document, you can search using Ctrl+F.
- **HL7 Documents:** individual reports such as lab results, radiology reports, and discharge summaries when an organization has chosen to send them.
 - Tip: Always check both the HL7 Documents and XCA Results tabs when searching for laboratory results.
- **Labs:** Click the bold category names to view the available data. The results displayed here are derived from the lab reports found in the HL7 Documents tab but do not include lab results contained within CCDs. You can also switch views.
- **Fast Labs:** another view of laboratory data within the previous six months.
- **Visits:** The Visits tab displays registration and encounter information. Click the Account Number to view additional details about a specific visit. Details may include insurance information, emergency contacts, and other encounter-related data.
- **Procedure/Diagnosis:** The Procedure/Diagnosis tab provides insight into the patient's coded diagnoses, problems, and procedures, including ICD-10, CPT, and E/M codes. Click any column header to sort the data.
- **Immunizations:** The Immunizations tab displays immunizations received from organizations that provide this information. This is not necessarily all immunization registry data.
- **Allergies:** The Allergies tab provides another view of documented allergies. We recommend reviewing both this tab and the XCA tab when looking for allergy information.
- **Medications:** The Medications tab displays medication orders from multiple care settings, this is not limited to a home medication list. Important: Always review recent CCDs and discharge summaries for medication information, especially home and discharge medications, as not all organizations send separate medication data.
- **CCD:** Download an XML-formatted CCD for use in your EHR. Includes HL7 data only and does not include data received from other CCDs. Use the drop-down menu to select the CCD you would like to download. The newest CCD is typically listed at the top. Click Download to save the XML file to your network.
 - Note: If your organization has a bidirectional interface between your EHR and KONZA Health, we recommend using that integration to retrieve and reconcile CCDs.

@ KONZA Network

- Consolidated CCDA summarizing 12 months of exchange data.



PL: Patient Search Results PC: TESTPATIENT, STC MG: ADM:

Patient Chart

6bc7b3df-efc7-4d59-9c63-4ad1a857dafd TESTPATIENT, STC (07/08/1991 - 35 Years Old F)

XCA Results HL7 Documents Labs Fast Labs Visits Procedures/Diagnoses Immunizations Allergies Medications CCD

08/24/2026

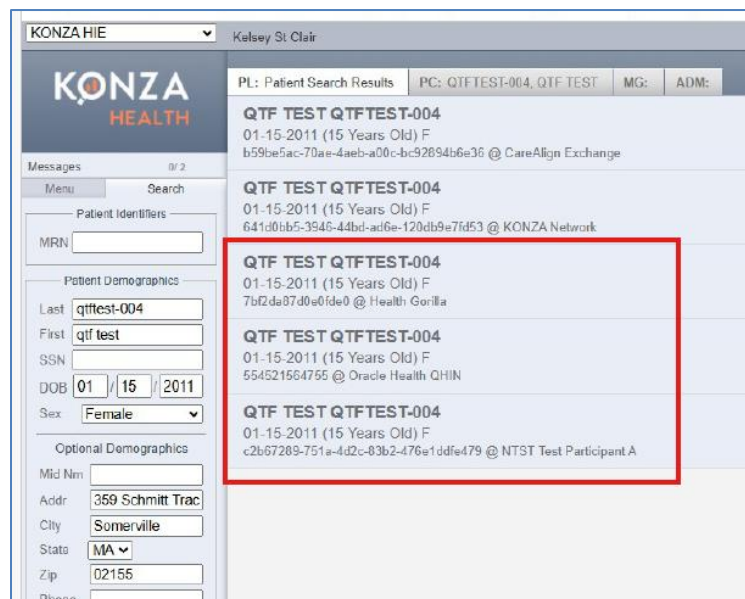
Consolidated CDA () Summary of episode note

KONZA Network KONZA Network () Hospitals; General Acute Care Hospital

6bc7b3df-efc7-4d59-9c63-4ad1a857dafd @ 2.16.840.1.113883.3.432.0.16.1.100.791

QHIN Data

- More bands could populate if QHIN data is returned.
 - If QHIN records are available, they may appear as additional result bands.
 - NOTE:** To return QHIN data you must include optional demographics such as the patient's full address, city, state, and ZIP when performing your search. Providing this demographic information improves patient matching and returns more records from participating QHINs.
 - The QHIN site of origin will be listed in the band



KONZA HEALTH Kelsey St Clair

PL: Patient Search Results PC: QTFTEST-004, QTF TEST MG: ADM:

QTF TEST QTFTEST-004
01-15-2011 (15 Years Old) F
b59be5ac-70ae-4aeb-a00c-bc92b94b6e36 @ CareAlign Exchange

QTF TEST QTFTEST-004
01-15-2011 (15 Years Old) F
641d0bb5-3946-44bd-ad6e-120db9e7fd53 @ KONZA Network

QTF TEST QTFTEST-004
01-15-2011 (15 Years Old) F
7b2da87d9e0fde0 @ Health Gorilla

QTF TEST QTFTEST-004
01-15-2011 (15 Years Old) F
554521564755 @ Oracle Health QHIN

QTF TEST QTFTEST-004
01-15-2011 (15 Years Old) F
c2b67289-751a-4d2c-83b2-476e1ddf479 @ NTST Test Participant A

Messages 0/2

Menu Search

Patient Identifiers

MRN

Patient Demographics

Last qtfest-004

First qtf test

SSN

DOB 01/15/2011

Sex Female

Optional Demographics

Mid Nm

Addr 359 Schmitt Trac

City Somerville

State MA

Zip 02155

Phone

Printing Patient Records

- Click the **printer icon** on any tab
- For best results, use **Chrome, Edge, or Firefox**

Pro Tip Always follow HIPAA guidelines when printing or distributing PHI.

Secure Messaging (DIRECT)

Securely send and receive messages with patient data across organizations.

To Use:

- Click **Secure Messaging**
- View, compose, and manage your mailbox tabs
- Search by keyword or sender
- Set a default **signature** (gear icon)

To Send a Message:

- Click **New**
- Begin typing a DIRECT address or use address book (index card icon)
- Add recipients to **Favorites** (heart icon)

Add Attachments:

- **Upload:** Attach from your device
- **Patient Summary:** Attach CCDs directly from KONZA system

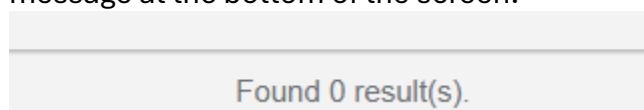
***Pro Tip 1:** Archive messages using the checkbox + folder icon*

***Pro Tip 2:** Messages are not deleted but can be stored in custom folders*

Security Override (“Break the Glass”)

When data is secured, you'll see a lock icon.

- Click the lock and select a reason to override.
- Only use during emergencies or with explicit consent.
- If the user does not have privileges to break the glass
 - The end user will not see the 'Secured Pill' They will get a no documents retrieved message at the bottom of the screen.



Help and Support

If you encounter issues, contact the KONZA Health Help Desk:

- Email: helpdesk@konza.org
- Phone: 877-520-5448
- Website: www.konza.org

Thank you for using the **KONZA Health Gateway Plus Platform**. We are committed to providing secure, reliable, and comprehensive access to health data that supports your organization's interoperability and care coordination goals. If you have any questions or need additional support, please contact the KONZA Health Help Desk at helpdesk@konza.org or call 877-520-5448. We appreciate your continued partnership in advancing health information exchange.