NEW YORK eHEALTH COLLABORATIVE

August 19, 2026

To Rochester SHIN-NY Participants:

As Rochester RHIO begins this transition, I want to add a few words from the New York eHealth Collaborative (NYeC), the state designated entity for administering the SHIN-NY.

For well over a decade, Rochester RHIO, its staff, and its participants have helped demonstrate the value that sharing health information can bring to patients, providers, and communities. As the organization winds down its local HIE operations, NYeC's first responsibility is to make sure that participants in the region continue to receive strong and reliable SHIN-NY services. We are working closely with Rochester RHIO, HealtheConnections, the Department of Health, and other partners to make that happen.

This transition is taking place as New York gradually moves from a collection of separate regional systems toward a more unified statewide health information network. We are building common statewide infrastructure for the services on which participants rely, including encounter alerts, a statewide clinical data platform, and a common participation framework. The goals are straightforward: make the SHIN-NY more capable, more efficient, and easier for participants to use across New York. Our statewide investments are intended to strengthen point-of-care data services while also creating new opportunities to use health information to improve public health, support Medicaid programs, advance population health, and enable new analytics and other innovations.

Even as more of the underlying infrastructure becomes statewide, local support and strong participant relationships remain vital. Our model is one in which statewide infrastructure is combined with capable Qualified Entities (QEs) that understand their participants, support their workflows, and also develop customized advanced services that meet their needs. Every participant may work with the QE or QEs of its choice, which gives you options as a participant and keeps QEs competing for your business.

Yet in practice, the basic SHIN-NY services are best delivered by a QE with direct connections to your local peers. We are working with HealtheConnections to build robust local connectivity, to make sure that Rochester participants have the option of support from a QE with strong local presence. And HealtheConnections is committed to addressing the unique needs and perspectives of the Rochester healthcare community. Other QEs will also be able to provide services to you, and increasingly their capabilities will go beyond the basics. The choice to designate another QE as your “Primary HIN” remains available to you, now or down the road, as

is the option to receive advanced services such as analytics or smart alerts from a second QE. We aim for a marketplace of services available via the SHIN-NY.

Transitions of this kind require careful work, and we recognize that participants will have questions along the way. NYeC will remain actively engaged with Rochester RHIO throughout the process. More broadly, I am optimistic about where the SHIN-NY is headed. We are building a stronger statewide foundation for health information exchange – one that preserves the value of trusted participant relationships while giving every region access to increasingly capable statewide services.

Thank you for your continued participation in the SHIN-NY and for your partnership as we take this next step.

David Horrocks
CEO
New York eHealth Collaborative