HealtheConnections Reference Guide: Service Comparison and HIE Overview

This guide provides a simple comparison of Rochester RHIO and HealtheConnections services.

Rochester RHIO Service	HealtheConnections Service and Function	What Rochester RHIO Users Need to Know
Provider Portal	**HealtheConnections HIE Portal** Provides approved users with access to core SHIN-NY services and other services available to their organization.	The HIE Portal is the primary portal for HealtheConnections services. Available features depend on the user's role, permissions, and organizational access.
Explore+	**Patient Search (Lookup)/Patient Synopsis** Allows authorized users to search for patients and view available clinical information (e.g., labs, procedures, CCDs, etc.) when consent permits.	Navigation and information display will differ from Explore+. Available information depends on participating data sources and migration timing.
MyAlerts and Custom Alerts	**Statewide Encounter Alerts Service (SEAS)** Provides real-time hospital and emergency department admission, discharge, and transfer alerts based on patient attribution lists.	SEAS replaces alerting services provided by Rochester RHIO. For more information, visit healtheconnections.org/alerts.
MyResults	**Results** Provides laboratory and radiology results through the HIE Portal or, when configured, through an organization's electronic health record (EHR),	How users receive results depends on the organization's setup and user's approved access.
RHIO DIRECT	**Secure Messaging** Supports HIPAA-compliant messaging with providers and other network partners.	HealtheConnections uses a different secure messaging platform. Instructions will be provided to users enrolled for this service.
RHIO Participant Directory	**Provider Directory** Helps users find available health care provider contact information for the Secure Messaging service.	Directory content and search results will differ from the Rochester RHIO directory. The directory does not include every HIE Portal user.
Image Exchange	**Image Exchange** Allows users to view diagnostic-quality images through a universal viewer. Transfer to PACS is available for configured organizations and users.	The purpose is similar, but access and display will differ. Availability depends on data sources, migration timing, and data loading.
Statewide Lookup	**Statewide Patient Record Lookup (sPRL)** Allows authorized users to search securely for available patient records across New York State when consent requirements are met.	The purpose is similar to Rochester RHIO's Statewide Lookup, but navigation and information display will differ.

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Social Care Network (SCN) View	**Health-Related Social Needs (HRSN) Details** Displays available screening, assessment, and referral information across New York State.	The purpose is similar to Rochester RHIO's, but navigation and information display will differ. Information appears only when HRSN data is available.
Reports	**Reports** May include administrative, audit, patient-specific, population health, and public health reports based on organizational needs and approved access.	Report names, availability, and access will differ. Access depends on organization needs and requirements, approved permissions, and the user's HIE role. Additional guidance will be provided.
Custom Orders	**Customized Services** Services vary based on each participating organization's approved configuration.	HealtheConnections will work directly with organizations that currently use customized Rochester RHIO services to review needs and available options.
eMOLST	**eMOLST Registry Link** Provides access to the New York State (NYS) eMOLST Registry through a link that will be available in the HIE Portal Help Center.	Users will follow the link to the separate registry and sign in with their NYS eMOLST Registry credentials.

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