Rochester RHIO Transition to HealtheConnections: Important Notice About Patient Consent

HealtheConnections is providing this notice to patients who have previously signed a Rochester RHIO consent form allowing certain health care organizations to access their health information.

Rochester RHIO, a SHIN-NY Qualified Entity, plans to stop providing health information exchange services through the Statewide Health Information Network for New York (SHIN-NY). To support continued, secure health information exchange for patient care in Rochester and the Finger Lakes, Rochester RHIO is working with HealtheConnections, another SHIN-NY Qualified Entity.

Beginning in December 2026, many health care organizations that receive health information exchange services through Rochester RHIO are expected to transition to receiving those services from HealtheConnections. Providers at those organizations will then access their patients' health information through HealtheConnections instead of Rochester RHIO. Both organizations are members of the statewide network.

What does this mean for you?

This notice applies to you if you previously signed a Rochester RHIO consent form allowing certain organizations to access your health information through the SHIN-NY. These organizations may include your doctors, hospitals, other health care providers, social service or community-based organizations, and health insurers.

If an organization you previously authorized to access your health information through Rochester RHIO begins using HealtheConnections, that organization can continue to rely on your existing Rochester RHIO consent unless you tell us otherwise. You do not need to sign a new consent form for that organization solely because of this transition.

An important clarification: Only organizations you authorized to access your health information through Rochester RHIO will be able to access your health information through HealtheConnections. **No other organization may access your information unless you sign a consent form authorizing it.**

You have a choice.

No action is required if you want your existing consent to remain in effect.

If you do not want your health care providers to use HealtheConnections to access your information, you may opt out by completing and returning the **HealtheConnections Community-Wide Deny Form**, available online at https://www.healtheconnections.org/cwd/.

Opting out will not affect your ability to receive health care or health insurance benefits.

Questions?

If you have questions about this notice, your consent, or how your health information is shared, please contact HealtheConnections Support:

Email: support@healtheconnections.org Phone: 315-671-2241 extension 5

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