

Rochester RHIO and HealtheConnections Transition

Informational Session for RHIO Administrators

Introductions & Meeting Objectives

- Understand the upcoming Rochester RHIO transition to HealtheConnections and what participants can do to prepare.
- Orient participants to HealtheConnections footprint and services.
- Identify roles and responsibilities for RHIO Administrators and Authorized Users.
- Provide additional context for patient consent within HealtheConnections Health Information Exchange (HIE).
- Review action items and next steps to ensure a smooth transition.

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SHIN-NY Overview

The Statewide Health Information Network for New York (SHIN-NY) is a state-funded, secure network for sharing electronic clinical records.

- HIE organizations, like Rochester RHIO and HealtheConnections, are the backbone of the SHIN-NY
- Core HIE services, such as Patient Lookup, Encounter Alerts, Results Delivery, and Secure Messaging, ensure any authorized provider can securely access information with appropriate patient consent
- Efficient access to and sharing of clinical records helps providers better manage patient care
- Improved data access, analysis, and sharing also supports New York's public health priorities

SHIN·NY
STATEWIDE HEALTH INFORMATION NETWORK FOR NEW YORK

While Qualified Entities (QEs) have primarily been established within geographical regions, participants may connect with the QE that best aligns with their needs.

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Rochester RHIO Services Transition

Rochester RHIO is facilitating a structured migration of its participants to HealtheConnections for HIE Services.

Organizations may select an alternative Designated Health Information Network (HIN) if they choose. If we haven't received a notice that you are selecting a different HIN by today, October 15, you will be included in the migration plan.

This transition is part of a statewide effort to streamline infrastructure, share services, reduce duplication, and make the best use of healthcare resources.

At this time, participants should continue using Rochester RHIO services as they do today. Critical services, including Results Delivery and clinical data access, remain available.

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About HealtheConnections

HealtheConnections – Who We Are

TRUSTED PARTNER OF CHOICE SINCE 2010

1.5K Organizations

4.6K Health Care Offices

600 Data Contributors

14K Providers

16M Patients

Strong Existing Regional Connectivity

Established referral patterns and provider relationships in the Rochester and Finger Lakes region already connect to the broader HealtheConnections network, supporting coordinated care, information sharing, and better patient experiences across New York.

healtheconnections.org Participant Map Data Contributors

HealtheConnections Services

- Our services support the same needs and workflows.
- Service names, access, and functionality may differ.
- Additional guidance will be provided to help understand the differences.

SERVICES INCLUDE

- ✓ Patient Lookup
- ✓ Results
- ✓ Secure Messaging
- ✓ Imaging
- ✓ Reports and Dashboards
- ✓ Health-Related Social Needs Data
- ✓ And more!

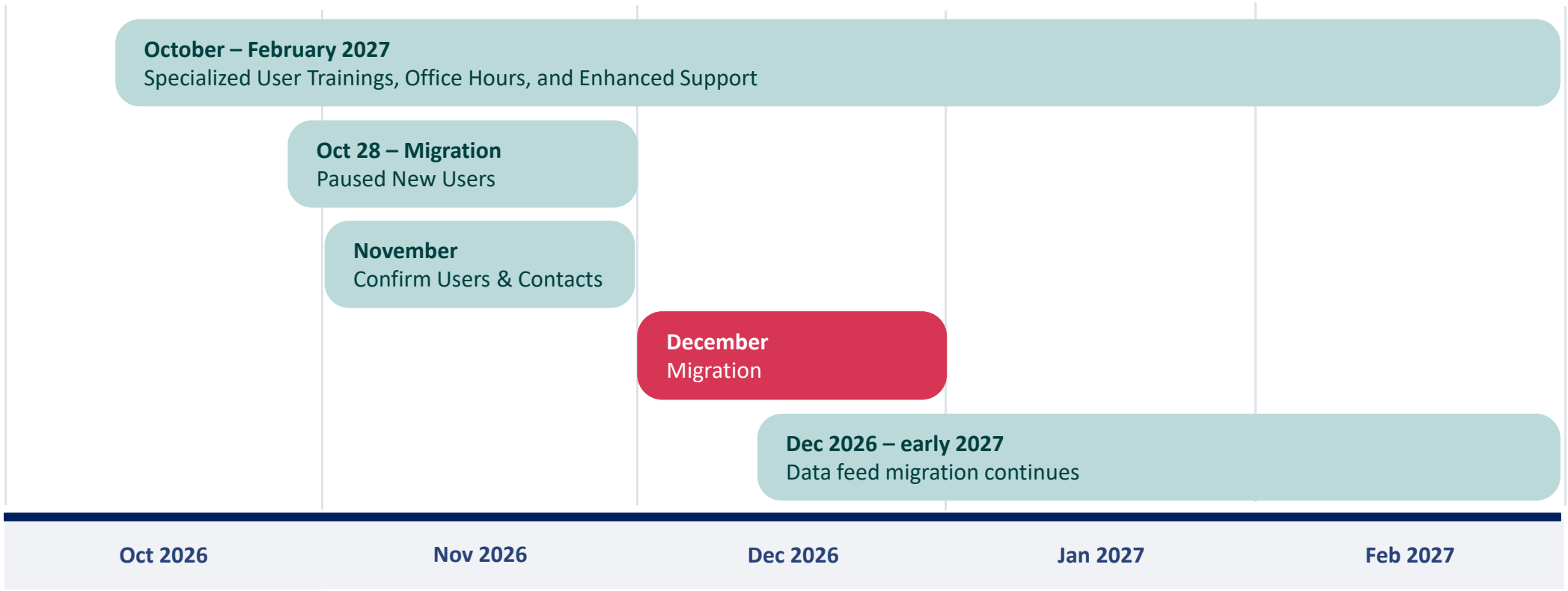
SELECTED BY THE SHIN-NY TO DELIVER

- ✓ Statewide Encounter Alerts
- ✓ Primary Document Repository

What to Expect

Transition Timeline

Current participants keep using Rochester RHIO services without interruption until the migration date.



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EMR Connections

No Action Needed at This Time

- We are working directly with EMR vendors to facilitate the technical transition.
- If additional vendor information or a contact is needed, our team will contact your organization directly.

Potential Costs from your EMR Vendor

- Regarding potential costs for EMR migrations, the NYS Department of Health agrees that this migration should not impose any additional financial burden on your organization.
- HealtheConnections is in conversations now to determine if and how to absorb these costs and expect to have more information on this by the end of October.
- For context, HealtheConnections will be handling the bulk of the migration work and EMR involvement will be minimal. HealtheConnections does not charge for this work or an ongoing connection fee.

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Pre-Onboarding & User Migration Preparation

Onboarding Package

RHIO Administrators will receive a package, which includes:

- HIE Reference Guides
- Organization-Specific Consent Form
- Training Materials

Request

RHIO Administrators will receive emails during October and November to:

1. Review current Authorized User and Provider lists
2. Identify organizational contacts
3. Support technical and integrations conversations, as needed

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What's different about your role at HealtheConnections?

RHIO Administrator (required): Primary Contact

- ✓ Oversees HIE user access, account modifications and terminations.
- ✓ Supported by other roles at the organization
- ✓ Point of contact for custom services

Additional Organization Contacts

- ✓ **Audit -** responsible for HIE-related compliance, verification, and audit activities
- ✓ **Executive -** leadership-level role for high-level oversight and accountability
- ✓ **Technology -** serves as the technical/integration liaison
- ✓ **Data Quality -** support improved data accuracy, completeness and conformance

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After Migration & Beyond

Staying Informed

- Updates and important information, like compliance requirements, come via monthly newsletters.
- Ensure you're subscribed.

Setting Up a New User

- New users complete the Authorized User Request Form.
- RHIO Administrators receive a DocuSign for approval.
- Login credentials will be provided directly to the new user.
- Requests are processed within three (3) business days.

Modifying User Accounts

- Complete the Account Modification Request Form.
- RHIO Administrators receive a DocuSign for approval.
- Information will be communicated directly with the user.

HealtheConnections Support

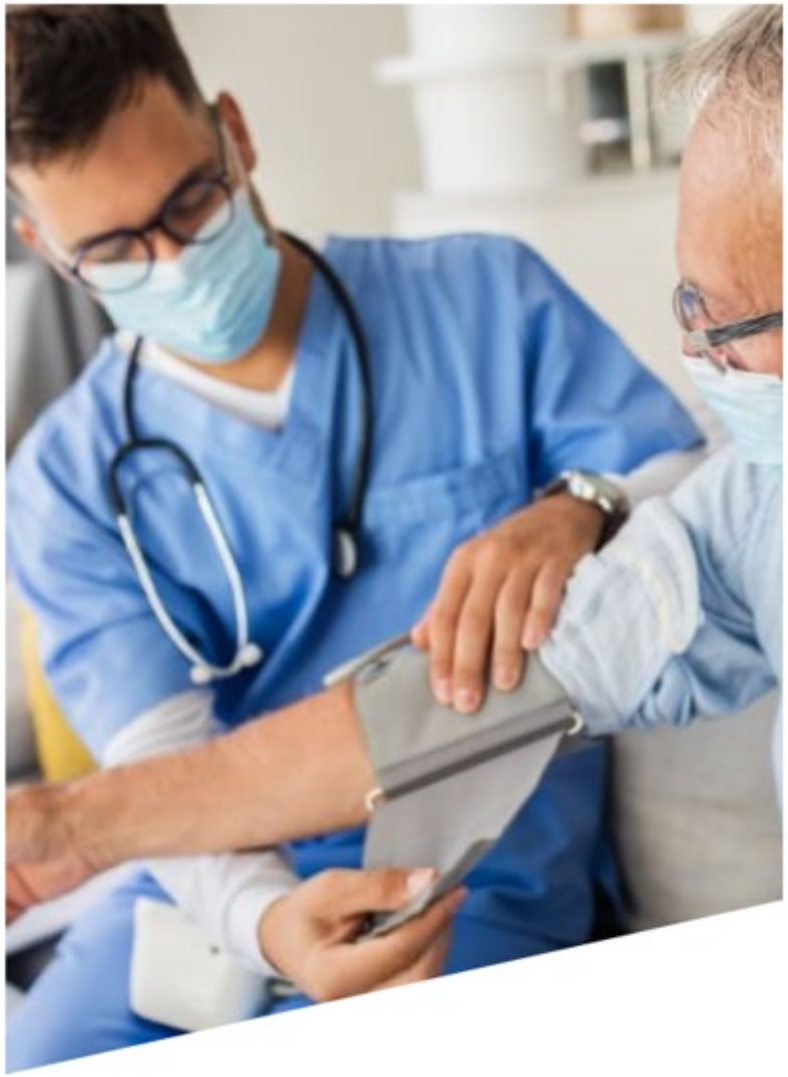
- support@healtheconnections.org
- 315-671-2241 ext. 5
- Monday – Friday | 7:30am – 5:00pm EST

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Understanding Consent

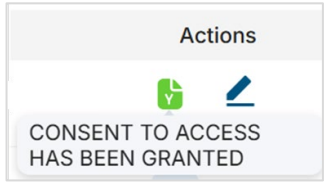
Patient Consent Reminders

- Patients must give **written** affirmative consent before their HIE records can be accessed.
- Authorized users with the appropriate role may access records for consenting patients.
- Consent is organization-specific – it only applies to the organization that obtained the form.
- Users with access to multiple organizations must verify the organization before viewing patient records.
- Patients only need to provide consent once per organization but may change their choice at any time.
- Providers cannot deny care based on a patients consent value.
- Consent is not required for:
  - Sending records to the HIE
  - Public Health purposes (e.g., county-wide disease monitoring)
  - One-to-one exchanges (e.g., Results)



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Consent Values

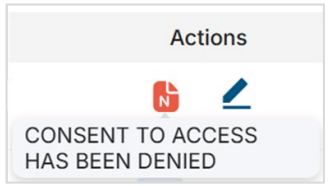


I GIVE CONSENT for the Provider Organization or Health Plan to access ALL of my electronic health information through HealtheConnections to provide health care services (including emergency care)



I DENY CONSENT EXCEPT IN A MEDICAL EMERGENCY* for the Provider Organization to access my electronic health information through HealtheConnections

**Limited to Designated Organizations and requires RHIO Administrator approval*



I DENY CONSENT for the Provider Organization or Health Plan to access my electronic health information through HealtheConnections for any purpose, even in a medical emergency

Community-Wide Deny Consent denies access to a patient's clinical information for any participating organization of HealtheConnections. This is the same as Rochester RHIO's RHIO-Wide Deny Consent. For details: Community-Wide Deny Forms and Policy

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Consent Actions

Minor Consented Services Override (MCSO)

- Organizations that provide minor-consented services can discuss and provide treatment for such services without parent/guardian permission.

- Patients under 18 years old can override parent/guardian consent for a minor consented service if the parent/guardian:
  - Has not previously consented
  - Has selected “Deny” or “Deny, Except in an Emergency”
  - A minor cannot override a “YES” consent provided by a parent/guardian

- Only in effect during the duration of the visit and expires upon logout within the HIE Portal.

- Parent/guardian is never provided information about the minor-consented service or consent override unless authorized by the minor patient.

Break the Glass (BTG)

- Allows designated organizations and specific users access to a patient’s record in the event of a medical emergency*.

- Designated Organizations:
  - Hospitals
  - Emergency Medical Services (EMS) facilities

- Required Documentation:
  - Nature of the emergency (i.e., stroke, myocardial infarction)
  - Name of the authorizing provider (i.e., MD, DO)

**when the patient needs immediate medical attention and that delaying treatment to collect consent would increase the risk to the patient’s life of health.*

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Patient consents collected on the Rochester RHIO consent form will transfer to HealtheConnections.

Organizations will start using the HealtheConnections consent form once migrated.

Reminders:

- Consent forms remain in effect until the patient changes their consent choice or it expires (e.g., the patient is deceased).
- Organizations are required to maintain a copy of the patient consent form for 6 years after it was last in effect; forms may be maintained in hard copy or electronic version.
- Consents are subject to audit; signed copies must be available when requested.

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Managing Patient Consent for Your Organization

Safeguarding access to patient data is a shared responsibility.

Organizations must complete audit reports to comply with NYS and HealtheConnections policies.

- Audit Contacts will be notified via email from echosign@echosign.com when an audit is required.
- The attestation form and return deadline will be included.

RHIO Administrators work with Audit Contacts to…

- Complete appropriate audits for the organization
- Routinely review Authorized User lists
- Notify HealtheConnections of Authorized User changes

Resources can be found at healtheconnections.org/resources.

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Next Steps

Upcoming Actions

- Review the post-webinar email communication

- Next week, HealtheConnections will begin sending onboarding communications related to:
  - Identifying additional organizational contacts
  - Reviewing user and provider lists
  - Ensuring users attend upcoming Rochester RHIO-specific webinars

- Add support@healtheconnections.org to your organization's safe sender list to ensure important updates are received.

- Contact us to set up time for in-person meet & greets during
  - CHCANYS26
  - NYMGMA Buffalo & Rochester Joint Fall Seminar

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Resources & Support

Transition Updates

- Rochester RHIO News
- HealtheConnections' Rochester RHIO Transition Webpage
- HealtheConnections Newsletter Sign Up

HealtheConnections HIE Resources

- Resource Center
- HealtheConnections Support

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Q&A Discussion

Common Ground Health

flpps Finger Lakes Performing Provider System

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Thank You!

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