Rochester RHIO and HealtheConnections Transition Webinar Q&A

This document summarizes questions by topic, including questions submitted before and during the October 15, 2026, webinar, about the Rochester RHIO transition to HealtheConnections.

Does HealtheConnections connect with my EMR or healthcare technology vendor?

HealtheConnections supports connections with dozens of EMR systems and healthcare technology vendors. If your EMR is currently connected to Rochester RHIO, we have already begun to work with them directly on your behalf to ensure seamless service continuation.

Since integrations and workflows can vary by organization, if you have questions about your specific EMR, interface, or technical environment contact HealtheConnections. We're happy to review your organization's current connections and discuss any transition or integration considerations.

Will there be additional technical sessions related to integrations or EMR connections?

HealtheConnections, Rochester RHIO, and your EMR vendor will work directly together to ensure seamless service continuation. Most organizations will not need to be involved in this work with their EMR. However, if you have questions about your specific situation or would like to discuss integrations, please email support@healtheconnections.org and we will direct you to the right resource.

Do we need new consents completed for each of our current patients?

Patient consents collected using the Rochester RHIO consent form will transfer to HealtheConnections. HealtheConnections will provide organization-specific consent forms and guidance, and organizations will begin using the standard HealtheConnections consent form once they have been migrated.

Can we integrate our EHR with HealtheConnections so that our team does not need to manually record consent status in HealtheConnections?

If your organization already has an integration in place with Rochester RHIO, no action is required. Existing integrations will be addressed as part of the migration process.

Organizations interested in establishing new integrations should email support@healtheconnections.org to discuss available options and next steps.

My organization uses the NYS Department of Health Home Consent Form (DOH 5055). Can we continue to use it?

If your organization currently uses, or plans to use, the NYS Department of Health Home Consent Form (DOH 5055) in place of the SHIN-NY consent form, to cover Rochester RHIO and HealtheConnections, contact HealtheConnections. Our team will work with you to ensure the appropriate consent process is in place for your organization.

What services does HealtheConnections offer?

HealtheConnections offers the same core services currently available through Rochester RHIO, with some differences in how they are accessed and displayed. Services include Patient Lookup, Results Delivery, Secure Messaging, Imaging, Reports & Dashboards, Health-Related Social Needs (HRSN) data, Statewide Patient Record Lookup, and more. HealtheConnections will provide reference guides, training materials, and onboarding resources to help organizations become familiar with these services and related workflows.

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Additionally, HealtheConnections has been selected by the SHIN-NY to deliver statewide services, including Statewide Encounter Alerts and the Primary Document Repository.

What should I do if my organization currently uses HealtheConnections Statewide Encounter Alerts Service (SEAS)?

Continue following your current patient list submission process. If your organization currently submits patient lists, no changes are required at this time. Organizations with questions about patient lists, alert delivery methods, or other SEAS-related workflows should contact HealtheConnections.

If your organization is not currently using HealtheConnections Statewide Encounter Alerts Service, and would like to learn more, visit healtheconnections.org/alerts or email us to discuss options.

What if my organization also receives services from another SHIN-NY Qualified Entity (QE)?

The migration applies to Rochester RHIO portal users and data-sharing services. If your organization also works with another SHIN-NY QE, you should continue maintaining any required access and user accounts with that QE. For example, if you are partnering with Hixny for SEAS, you must work with Hixny to ensure your alerts service is functioning properly.

Will the HealtheConnections audit process be similar to Rochester RHIO's current audit process?

Audit requirements and processes will be reviewed as part of the transition. Additional information and guidance, including thorough training opportunities, will be shared with each organization's designated audit contact during the onboarding process.

What if I need additional support or have questions?

HealtheConnections understands that you may have varying levels of experience with health information exchange (HIE) services and may need different types of support throughout the transition.

Training materials, guides, and onboarding resources will be available to help organizations navigate the process. If you have questions at any time, we're happy to help, please email us at support@healtheconnections.org.

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