



# The Value of Health Information Exchange

HealthConnections Information Session

# what is the HealthConnections HIE?

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**Health information exchange (HIE) is the secure exchange of information across organizations and regions.** We provide the capability to electronically move clinical information among different health care information systems.

- In operation since 2010
- No-cost HIE services are readily available
- Additional analytics and incentive program consulting & resources
- On-call support team

✓ Improve Quality of Care

✓ Improve Clinician Experience

✓ Lower Cost of Care

✓ Improve Patient Experience

# our mission & values

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## Our Mission

Through trusted collaboration with participants, stakeholders, and partners, we develop and deliver valued services, enabling improvements in health and healthcare delivery, resulting in healthier people, better care, and cost efficiencies.

## Our Values

Our core values dictate the way we do business; they direct how we interact with partners, co-workers, vendors, and others who choose to work with us. With these core values at the forefront, the health information exchange network we have built will thrive.

**integrity**

**collaboration**

**service**

**commitment**

**excellence**

HealthConnections is a Regional Health Information Organization, accredited by the NYS Dept of Health to operate the health information exchange (HIE) for 26 counties of NYS.

HIE is the secure, electronic exchange of information between health and care organizations in support of healthier people, better care, and cost efficiencies.

## HealthConnections by the Numbers

*More than 1,600 organizations across  
4,200 locations are connected!*

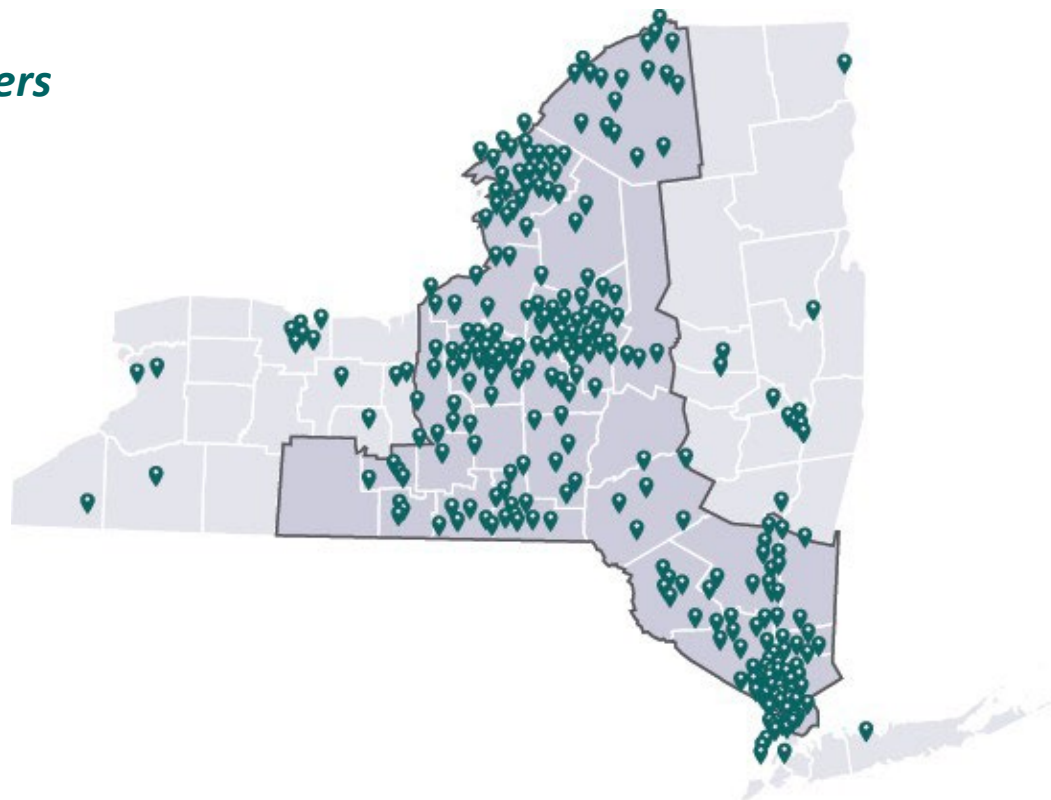
**11 million  
patients are able  
to receive better  
care**

**26-county service  
area**

**420,000 unique  
patients accessed  
per month**

**4 million clinical  
summary  
documents received  
each month**

**More than 650  
organizations  
providing data**



**Patient and provider security is our top priority.**

Audits are conducted regularly to ensure patient and provider security.

- Emergency Access: Break the Glass
- At patient request
- State-mandated periodic access reports
- ...and more



Achieved HITRUST security certification with MARS-E requirements for myConnections portal, NextGen/Mirth HIE, and supporting infrastructure.

Learn more about HITRUST [here](#).



## Patient Lookup

Real-time patient records at the touch of a button

## Image Exchange

Diagnostic-quality images via the portal, directly delivered to you, or can be downloaded into your PACS

## Query-Based Exchange

Access information in state and from national databases

## myResults

Labs, rads, and reports easily accessed through our portal

## myAlerts

Clinical alerts for hospital and ED admits, discharges and transfers

## Results Delivery

Labs, rads, and reports delivered directly to you

## Direct Mail

HIPAA-compliant secure mail & national provider directory

## myData

Dashboards and registries that allow users to better understand their patient profiles

# improve care coordination

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## Health information exchange helps:

- Facilitate coordination of care by enabling participants to share information
- Delivers interoperability among electronic health records maintained by individual physicians and organizations
- Provides a vehicle for improving quality & safety
- Enable prompt referrals
- Information is categorized in a standard format

Health information exchange is designed to:

- Reduce unnecessary paperwork
- Eliminate redundant and unnecessary tests
- Facilitate faster deployment and connectivity of other medical technologies
- Decrease the wait time for critical information
- Reduce healthcare costs



HealthConnections introduces analytic capabilities to the HIE:

- Easily access and understand patient profiles
- Identify gaps in care
- Check your Quality Measure Rankings
- Access reports and registries that support clinical decision-making
- Improve public health reporting and monitoring

# everyday use case: primary care

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## COVID-19 Vaccination & Immunization Reports

- Review list of COVID-19 test results and immunizations on my patient panel from labs all throughout NYS

## myAlerts Daily Digest

- Daily summary of clinical alerts on my patients who have been admitted, discharged, or transferred to the hospital

## myResults Labs/Tests

- On-demand access to any test results on my patients
- Single-click connection into that patient's record within the HIE

# everyday use case: key functions

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## Review Images, not image reports

- View a specific image within the HIE, not just the image report
- Search & compare previous images without having to contact the radiologist

## Review lab results

- See what's included in the test panel

## Check for consultation notes

- Open the transcription to check for a consult & determine the specialty of the consult

## Check for hospital admission notes

- Find complete history and physical exam

## Check for PCP notes

- Find the most comprehensive immunization and medication lists

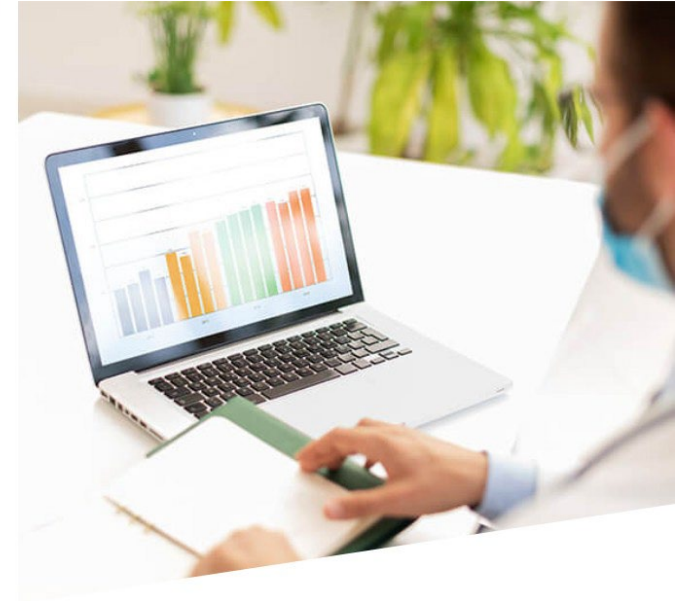
# support & resource options

Sign up today! Contact us to get started.

## HealthConnections Support 24/7:

- Email: [support@healthconnections.org](mailto:support@healthconnections.org)
- Direct Email:  
[support@hiemail.healthconnections.org](mailto:support@hiemail.healthconnections.org)
- Phone: **315-671-2241 ext. 5**

Contact Method	Business Hours	Off Hours
Phone	Immediate	Immediate
Voice Mail	2 hrs	4 hrs
e-mail	4 hrs	Next Business Day



# Thank you!

315-671-2241 x5

[healthconnections.org](http://healthconnections.org)