



better data.  
better insights.  
**better  
outcomes.**





HealtheConnections embraces its non-profit mission to operate a health information network serving thousands of health and care organizations throughout New York State. We are accredited by the NYS Department of Health to develop and deliver valued services focused on aggregating and securely sharing patient health information. The result is improved patient care, healthier populations, and cost savings.

## our culture

is the foundation of strong partnerships

We've earned recognition as one of the best in the country at what we do. Why? Our team culture is built upon integrity, collaboration, service, commitment, and excellence, which drives continued growth and success for our partners.

## our team

is the best in the business

HealtheConnections is made up of smart, innovative problem-solvers committed to creating impact behind the scenes so that our participants can shine. We have years of experience in the industry and the knowledge to help you solve your clinical data challenges.

## our network

offers a high-quality, robust collection of data

HealtheConnections connects more than 1,600 health and care organizations throughout NYS. Our network includes hospital systems large and small, practices, clinics, community-based organizations, and more, storing records on more than 11 million patients - and it's growing every day.

## what is Health Information Exchange?

Health information exchange (HIE) is the secure, electronic delivery of healthcare information. HealtheConnections' HIE equips health and care professionals with tools to access and share essential information when and where they need it to best serve their patients and communities.

more than  
**1,600**  
participating  
organizations

across  
**4,300**  
locations

supporting  
**11,100**  
healthcare providers



### what's in it for you?

- ✓ save time
- ✓ save money
- ✓ better care

**It's no exaggeration** – our participants have told us many times that they increased efficiency, reduced duplication of efforts and tests, cut down the time it takes to locate the right records, and found life-saving information through emergency access to allergies, medical histories, imaging records, and more.

“*HealtheConnections provides real-time and on-demand access to critical medical information when it matters most to the community we serve; so glad that they are on our team.*

– Michael Dougherty, MS, RN  
St. John's Hospital

# patient lookup

Real-time, community-wide health records at the touch of a button.

- ✔ Stop making repeated calls to track down records
- ✔ Community-wide data means the most complete medical records
- ✔ Get the specific information you're looking for
- ✔ No special equipment or systems needed

## types of data available:

Lab results	Problem lists	Demographics
Radiology reports, studies, and images	Procedures	Conditions
Medications	Immunization records	...and more
Allergies	Encounter and discharge summaries	
Vitals	Progress notes	

# myAlerts

Timely admission & discharge notifications direct to you.

- ✔ Improve care transition management
- ✔ Real-time alerts for quick and appropriate intervention

## alert types

Emergency Department Admit/Discharge/Cancellation alert
In-patient Admit/Discharge/Cancellation alert

## statewide alerting

Subscribers can receive alerts from hospitals and other sources throughout New York State. These messages are available via consent-based and patient list alerting.

## supporting quality programs

myAlerts helps to ensure quick follow-up with your patients, which improves overall quality of care and directly helps you satisfy MIPS/MACRA and PCMH requirements.



# image exchange

Download and view diagnostic-quality images through our universal viewer, or even in your own system.

- ✔ Stop canceling appointments due to missing or corrupted discs
- ✔ No need to leave your imaging system
- ✔ No more phone calls to track down imaging records
- ✔ Diagnostic-quality viewer

HealtheConnections is the image exchange leader in New York State, with capabilities among the best in the nation. We partner with an ever-expanding group of diagnostic centers, including hospital-based and independent regional radiology centers that contribute imaging studies to the health information exchange.

**No special equipment or software is needed for x-rays, CTs, MRIs, mammograms, and more!**

# results access & delivery

Reports delivered directly to you or at your fingertips through the portal.

- ✔ Results from hospitals, labs, and radiology centers
- ✔ Convenient routing options available
- ✔ No need for a lab interface
- ✔ Zero cost

Get the results you need right when you need them through the myConnections portal. You have the option to access labs, radiology, or transcriptions directly through the myResults tab, or get them routed directly to your electronic health record (EHR) system through Results Delivery. Using this process can assist providers in attaining quality measurement initiatives.

## direct mail

Quickly and securely send and receive patient clinical information.

With Direct Mail, your communications are HIPAA-compliant, so you don't have to waste time with repeated calls and requests for records via fax or snail mail.

- Easily send and receive electronic referrals and results, even if you don't have an EHR
- Conduct chat sessions in real-time with other healthcare professionals
- Use our extensive directory to search for referral partners both within and outside of the region

For providers striving for Quality Payment Program (QPP) initiatives, the Direct Mail module can facilitate the meeting of care coordination metrics.

## query-based exchange

Look up medical records from multiple external sources, both at a state and a federal level.

With HealtheConnections, providers have the ability to access patient health information throughout New York State—one of the few organizations in the country that offers such an extensive service.

### New York State Government Connections:

- Statewide Patient Record Lookup
- Statewide Alerting
- Syndromic Surveillance
- New York State Immunization Information System (NYSIIS)

### other external networks for select counties:

- Perinatal Referrals
- Community Referrals

## myData

Our innovative application allows providers to view their patient's data from not only their own system, but community-wide data. A full suite of dashboards, registries, and reports allow a user to easily organize and understand their patient profiles, identify gaps, and test for quality measurement requirements. That's something your EHR can't do!

myData turns your data into useful information that helps you target patient needs, positively affect outcomes, and support your organization for PCMH accreditation.

✓ Easy to use

✓ Flexible and transparent

✓ Easy to understand

✓ Ready to take action

“myData has helped us lower our Hospitalizations and ED visits considerably. Helping us to mainstream data and use that data to reach out to our patients has been a game changer for us. It is helping us accomplish our requirements for PCMH and give much better follow up care to our patient population.

- Lori Warner  
Christian Health Services of Syracuse



## join a webinar

Whether you're a new user, a healthcare professional looking to learn more about health information exchange, or a potential participant, there's a webinar option for you. Our team members run sessions every weekday, or we're happy to set up a special time just for you. Sign up for a training session or informational webinar at [healtheconnections.org/events](https://healtheconnections.org/events).



## public & community health

HealtheConnections supports public and community health by connecting human services organizations and local health departments to the health information exchange. We provide data for disease surveillance and partner with health departments to conduct research and evaluate public health initiatives. We also partner with community-based organizations to implement population health improvement initiatives.

Grant-funded initiatives have focused on helping people use data to guide their decisions, promoting health improvement strategies known to work, and bringing people together to communicate and collaborate.

### current initiatives:

- Helping address social determinants of health (SDoH)
- Support care coordination for human services and community-based organizations
- Support population health improvement initiatives
- Support public health clinics, outbreak investigations, and medical examiner determinations
- Support public health surveillance, research, and evaluation activities

“Healthcare is in a constant state of flux, relying on new statistics and data to develop innovative solutions that will contribute to a healthier community and improved lives. HealtheConnections brings a data-driven philosophy to healthcare improvement.

- Indu Gupta, MD, MPH  
Onondaga County Commissioner of Health

Public health professionals have special access to information in accordance with NYS policy. **Contact us today to get started!**

## exploring new opportunities?

### If you have a healthcare data need, call us and ask!

HealtheConnections has developed HIE solutions for organizations just like yours. If you're looking for a custom or unique solution, we're only a phone call or an email away!

(315)-671-2241 x5

support@healtheconnections.org

“Overall, our organization has been highly pleased with the resources and support provided from HealtheConnections... we look forward to working with HealtheConnections for the long-standing future.

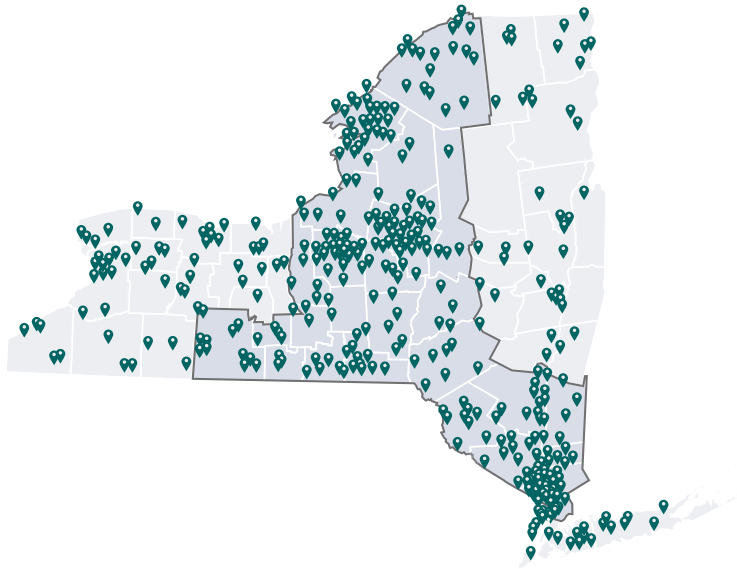
- Bronwyn Gorgone, BSN, RN  
Sun River Health



## who we serve

Our participants are your colleagues. Thousands of locations throughout your region are already connected, sharing data and working together to make our community a healthier place.

All regional hospitals are connected and sharing data within our statewide network. For a complete list of hospitals, imaging centers, major health systems, community partners, and more, please visit our Participant Map at [www.healthconnections.org/map](http://www.healthconnections.org/map).



**1,600+**

participating  
organizations

**80%**

of regional physicians  
participating

**650+**

organizations  
contributing data

At HealtheConnections, we're working alongside you to transform healthcare and the health of your community. We're excited about data and we want to help you connect to, share, and draw insights from it. People like you are already benefiting from our services and support at no cost. Isn't it time you joined them?

### our team is here to help

Give us a call at 315-671-2241 x5  
or email [info@healthconnections.org](mailto:info@healthconnections.org).

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

## need data?

We are constantly adding new data contributors to the exchange.  
Need data from a specific organization or provider? Tell us!  
We'll work with them to help you get what you're looking for.



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