

Healthix

Frequently Asked Questions

What is a Regional Health Information Organization (RHIO)?

A regional health information organization (RHIO) is a type of health information exchange organization that brings together health care stakeholders within a defined geographic area. RHIOs facilitate the electronic exchange of patient information for the purpose of improving health and coordinating care for patients in New York State.

What is Healthix?

Healthix is the largest Regional Health Information Organization (RHIO) in New York State whose focus is to provide data exchange among a wide range of health care and behavioral health organizations, providers, community-based organizations and health plans in order to improve the quality, safety and efficiency of patient care. Currently, Healthix holds information for over 16 million residents in New York City and Long Island. Through a statewide patient record look-up (sPRL), providers can also query for information about patients they care for from across New York State. To see a full list of participating organizations, visit www.healthix.org.

How does being part of Healthix help my organization take care of our clients/patients?

Having access to patient's data from multiple data sources and encounters – with the patient's consent – can eliminate the need to duplicate services, provide a comprehensive snapshot of the patient's history, and enable providers to know which organizations are part of that patient's network of providers. Services like the Healthix Clinical Event Notifications (CENs) – where real-time notifications are provided to care team members about clinical events (e.g. hospital discharges, ER visits, etc.) – facilitate the management of patients, especially those with chronic diseases. Additionally, electronic information exchange can reduce the burden created by faxing and continuous phone calls with Emergency Rooms and other providers. Actionable information available through Healthix has been demonstrated to reduce avoidable hospital admissions since it allows providers involved in the patient's care to know where and when to intervene.

What kinds of services does Healthix provide to its Participants?

Healthix's Basic Integrated Service enables organizations to register patient consent and enables providers to become authorized users of Healthix in order to access community-wide health information available through the record. Healthix also offers more robust Integrated Service options which provide organizations with access to additional services such as Single Sign-On functionality, Direct-enabled Clinical Message Center, and Real-time Event Notifications for care coordination programs.

Healthix Patient Record: Once logged into the web-based Healthix Portal, Healthix users can search for patients' community-wide health information from the Patient Search option on the Healthix Landing Page or directly from within an interoperable Electronic Medical Record (EMR). Aggregating multiple data sources, the community-wide Patient Record provides a comprehensive view of the patient's longitudinal medical history, including information related to encounters and diagnoses, medications, allergies and lab results.

Clinical Message Center: The Direct-enabled Clinical Message Center is a secure messaging application designed to allow Healthix users to communicate with other users regarding the care of specific patients. With the familiar look, feel and functionality of an email inbox, the Healthix Direct-enabled Clinical Message Center allows authorized users to send and receive secure communications about their patients, including referrals.

Clinical Event Notifications: Healthix has the ability to generate and route real-time, automated Event Notifications – ED admissions/discharges, inpatient admissions/discharges, death notifications or other customizable alerts – to a targeted group of users (e.g. care team members) who are subscribed to a roster of patients. Healthix users receive email notifications on their iPhone, Android, PC or other device providing a link to access the Healthix Clinical Message Center (CMC) each time a message or event notification arrives.

Does a provider need consent to access a patient's record in a RHIO?

There is no consent needed for organizations to send data to Healthix since Healthix is a business associate under HIPAA; however, consent is required to access or view patients' data. A patient must provide written consent in order for a provider at the organization to view the data. Healthix strives to provide data sharing services that improve the quality and efficiency of health care while maintaining the highest privacy and security standards. As part of this effort, Healthix annually audits every participating organization that collects consent from patients who have made a consent decision regarding access to their health information through Healthix. The annual Healthix Consent Audit ensures all stakeholders – providers, patients and the community – are adherent to the Healthix Privacy and Security Policy.

What is the NYP PPS's strategy for connecting collaborators to Healthix?

In order to support team-based care throughout our PPS network, we strongly believe that utilizing Health Information Exchange can support more effective communication and coordination. . Since January 2016, the NYP PPS has been conducting Health Information Readiness Assessments with its collaborators in order to understand each organization's IT infrastructure and current RHIO connectivity.

Upon receipt and review of an organization's assessment, the PPS will connect directly with the identified clinical and IT leads at that organization to schedule a meeting with the Healthix account management team. In this meeting, we will discuss how Healthix can be implemented in your

organization to improve care for your patients/clients. Once your organization understands RHIO functionality and is ready to become a participant with Healthix, the Healthix team will create an implementation plan that includes scoping calls with your EMR vendor, contracting, training, consent implementation and integration support.

What EHRs does Healthix connect with?

Healthix has connections to many EHRs, including those with hub-models such as:

Accumedix	MDLand
Athenahealth	Netsmart Technologies
Celerity	PointClickCare
eClinicalWorks	SigmaCare
Foothold Technology	TenEleven
GSI Health	

If your organization's EHR is not on this list, no need to worry. During the scoping/integration calls your vendor will have with Healthix, it will be determined whether a connection can be made. If it is determined that an interoperable connection cannot be made, your organization can still become a participant of Healthix, collect/register consent and access their portal services.

How is data viewed in the EHR?

For those EHRs that are interoperable with Healthix, a Single Sign-On feature can be added to your EHR. This means that a provider at your organization can access patient/client records right from their EHR.

What is the Statewide Health Information Network of New York (SHIN-NY)?

The SHIN-NY is a "network of networks" that links New York's eight (8) regional Qualified Entities (QEs) throughout the State. Each Qualified Entity (or RHIO) operates its own network that collects electronic health records from participating providers within their region. With patient consent, the QE allows those records to be accessed securely by other healthcare providers in their local community. As part of the SHIN-NY network, all RHIOs will be able to exchange records between each other. So from Buffalo to Brooklyn, providers will be able to "talk" to each other quickly and securely, accessing up-to-date and accurate clinical information. Today, these regional networks combined already connect 84% of hospitals in New York State and thousands of medical providers as well as represent millions of people who live in or receive care in NY. Since all the RHIOs are now connected to the SHIN-NY, organizations do not need to join multiple RHIOs. For more information on the SHIN-NY, please visit <http://www.nyehealth.org/shin-ny/statewide-patient-record-lookup-sprl/sprl-faqs/>.

Will the NYP PPS fund the Healthix implementation costs?

Pending the confirmation of New York State Capital Restructuring Financing Program (CRFP) funding contract, the NYP PPS is committed to supporting the cost of implementation of Healthix for its PPS members.

For more information:

- Visit the NYP PPS website at www.nyp.org/pps.
- Visit the Healthix website at www.healthix.org.
- Visit the Statewide Health Information Network of New York at <http://www.nyehealth.org/shin-ny/statewide-patient-record-lookup-sprl/sprl-faqs/>.