

Rochester RHIO connects doctors to patient data from all area hospitals, labs, payers

After a year focused on adding data providers to our exchange, Rochester RHIO – the regional health information organization – is fully operational and ready for widespread physician adoption in 2009.

For the past two years, the RHIO team’s primary focus has been to get patient data into the health information exchange so that it is a useful clinical resource. To date:

- The Master Patient Index includes records on **1.2 million patients** in the nine-county area
- **1 million** clinical results are being added each month
- **10,500 users** are accessing data through the exchange
- Physicians can see **2 years of medication history** on each patient

Rochester RHIO is a secure electronic health information exchange available to authorized medical providers in the Greater Rochester area. The service allows a medical care team to share records across institutions and practices, making patient information available wherever and whenever needed to provide the best care.

Monroe County Medical Society staff has taken a leadership role in development of the community health information exchange. “We think RHIO has done a good job of making the exchange useful by drawing from a wide range of data providers,” said Alice Loveys MD, CMIO, Monroe County Medical Society. “The Virtual Health Record is proving valuable to physicians as it shows clinical information from throughout the nine-county region.”

Executive Director Ted Kremer said that Rochester RHIO is designing the exchange to support a complete community continuum of care.

Patients frequently move between rural hospitals and urban medical centers, primary care doctors and specialists, EMTs and hospitals, rehab centers and long term care facilities. It is at these touch-points where providers can spend the most time trying to access data, and here where RHIO’s continuum of care strategy offers the most value, Kremer explained.

In addition to lab reports, medication history, radiology results and insurance eligibility, the growing image exchange will also allow providers to see radiology images from throughout the community.

Patients must consent to have their information available to Rochester RHIO users. Kremer said that as RHIO grows, the organization will execute a public advertising campaign to support the patient consent process. In addition, to make the consent process simple and convenient for physicians and staffs, it is updating their website and has a toll free call-in number for patients. Currently, 93 percent of patients are giving consent when asked, and the percentage is expected to increase as the advertising campaign rolls out.

To sign up for Rochester RHIO, call (877) 865-7446 or e-mail info@grrhio.org. To learn more, visit www.grrhio.org.

RHIO works with more than a dozen data providers who are generating hundreds of thousands of reports and patient updates each month.

- ACM Medical Laboratory
- Aetna
- Borg Imaging
- Clifton Springs Hospital
- Elizabeth Wende Breast Clinic
- Excellus Blue Cross Blue Shield
- Highland Hospital
- Lakeside Memorial Hospital
- Noyes Memorial Hospital
- Preferred Care
- RGHS – Newark Wayne
- RGHS – Rochester General
- RGHS reference labs
- Strong Hospital
- Thompson Health
- United Memorial Medical Center
- Unity Health System