NYeC is a not-for-profit organization, working to improve healthcare for all New Yorkers through health information technology

**Promote the adoption and use of electronic health records**
- Educate the public on the benefits of EHRs
- Assist providers transitioning from paper to electronic records
- Assist providers to qualify for Meaningful Use reimbursements

**Create a health ecosystem that fosters innovation**
- Develop statewide policies regarding HIT
- Convene stakeholders and build consensus
- Collaborate with NYS Department of Health

**Build the State Health Information Network of New York (SHIN-NY)**
- Allow providers to share information
- Promote collaborative care so doctors work as a team to benefit the patient
The SHIN-NY in a Nutshell

- A secure network for sharing electronic clinical records
- Records are accessed and exchanged securely between healthcare providers with appropriate consent
- Patients decide which entities can access or see their records
- Efficient access to clinical records helps providers better manage patient care
- The SHIN-NY can help reduce healthcare costs, improve healthcare coordination, and increase the quality of care for patients in New York State
The SHIN-NY is a Network of Networks
NYS Provider Organizations are grouped by Region

- Provider organizations are grouped by Region into Regional Health Information Organizations (RHIOs)
- RHIOs create local network of stakeholders including hospitals, practices, long term care, etc.
- NYS DOH helped create the *8 RHIOs which exist today via the HEAL grant

*The 8 RHIOs are implemented via 9 HIE technical infrastructures
RHIOs Provide Key Services

• Established by local healthcare stakeholder communities to serve health IT needs

• Key Services:
  - Aggregate electronic health records from participating healthcare providers
  - Allow providers to search for and access electronic health information from other providers
  - Makes patient contributed data available to providers at remote facilities
  - Deliver notifications (alerts) and secure message exchange (DIRECT)
  - RHIOs may have additional custom services such as analytics
  - Provide data access via EHRs and/or clinical portals

• Providers need to be connected to a RHIO for their patients’ clinical data to be available to other providers and in the Patient Portal
Provider-based Search Extends Across All RHIOs

- The process
  - Healthcare provider organizations connect to each RHIO
  - All RHIOs connect to the statewide service
  - A Provider at a specific RHIO requests patient data from the statewide service ("querying RHIO")
  - The statewide service identifies which RHIOs have the patient data
  - The statewide service distributes the patient data request to the other RHIOs ("responding RHIOs")
  - The Statewide service forwards patient data from responding RHIOs to the RHIO that originated the query
NY Patient Portal: History

• As part of the Statewide HIE Grant, NYeC researched requirements for a Statewide Patient Portal

• Requirements were developed through a stakeholder driven process:
  o Crowdsourced Design Challenge for look and feel
  o Patient focus groups consisting of both publicly and privately insured patients to discuss needed features
  o Provider focus groups to discuss features and messaging
  o Presentations to Medical Associations, RHIO participants, and other experts

• After RFP process, contract awarded for initial portal development

• Initial feature development tested with potential users within two RHIOs
Patient Portal: Objectives

• Enable patients to access health information across NYS

• Allow patients to more effectively manage and direct their healthcare

• Enhance patient safety
A State-based Patient Portal Leverages the Connected Infrastructure

- Built on SHIN-NY architecture
- Adheres to International Healthcare Exchange standards
- Patients pull the same clinical data available to their providers
Patient Portal: Information Flow

SHIN-NY

Gateway

Patient DB

HeLink
Healthix
HlinkNY
Interboro
Rochester
eHNLI
HeCon
Bronx
Hixny

NY Patient Portal

NYC eHealth Collaborative

Department of Health
Examples of Patient Data Available From Disparate Sources

- Medications
- Encounters
- Demographics
- Lab Reports
- Admissions/Discharges
- Histories
- Allergies
- Immunizations
- Dental records
- Diagnoses
- Medications
Examples of Patient Data Available Through the Patient Portal

- Medications
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- Encounters
- Medications
NY Patient Portal: High Level Features currently expected in 2016

- Builds on the existing SHIN-NY infrastructure to connect patients to their available data
- Categorized health information
- Download clinical data
- Upload important documents not currently available electronically
- Store notes about health data
- Patient inbox for Direct / secure messaging between patients and their provider
- Enables visual customization as needed including entity-based versions
- Certified for Meaningful Use Stage 2
- View of data from NYC and NYS Immunization Registries
Patient Portal: Patient Record View

• User friendly and patient customizable dashboard view
  o View frequently accessed information

• Portal allows patients to keep track of their healthcare information including
  o Medications
  o Vital statistics
  o Lab results
  o Provider visits and more