

# NY Patient Portal Overview

May 11th, 2016

# New York eHealth Collaborative Overview

**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)**

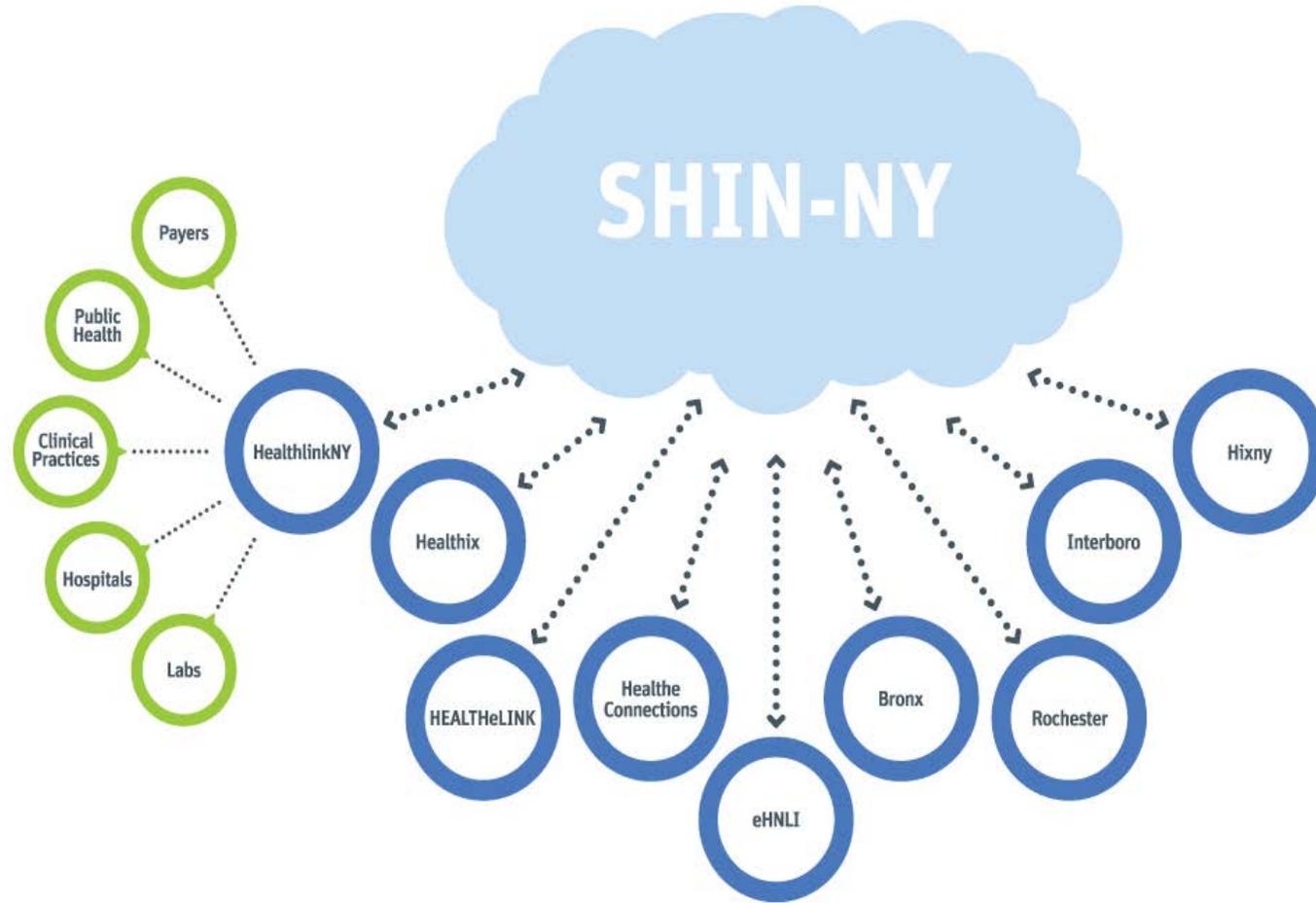
- Allow providers to share information
- Promote collaborative care so doctors work as a team to benefit the patient

# 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

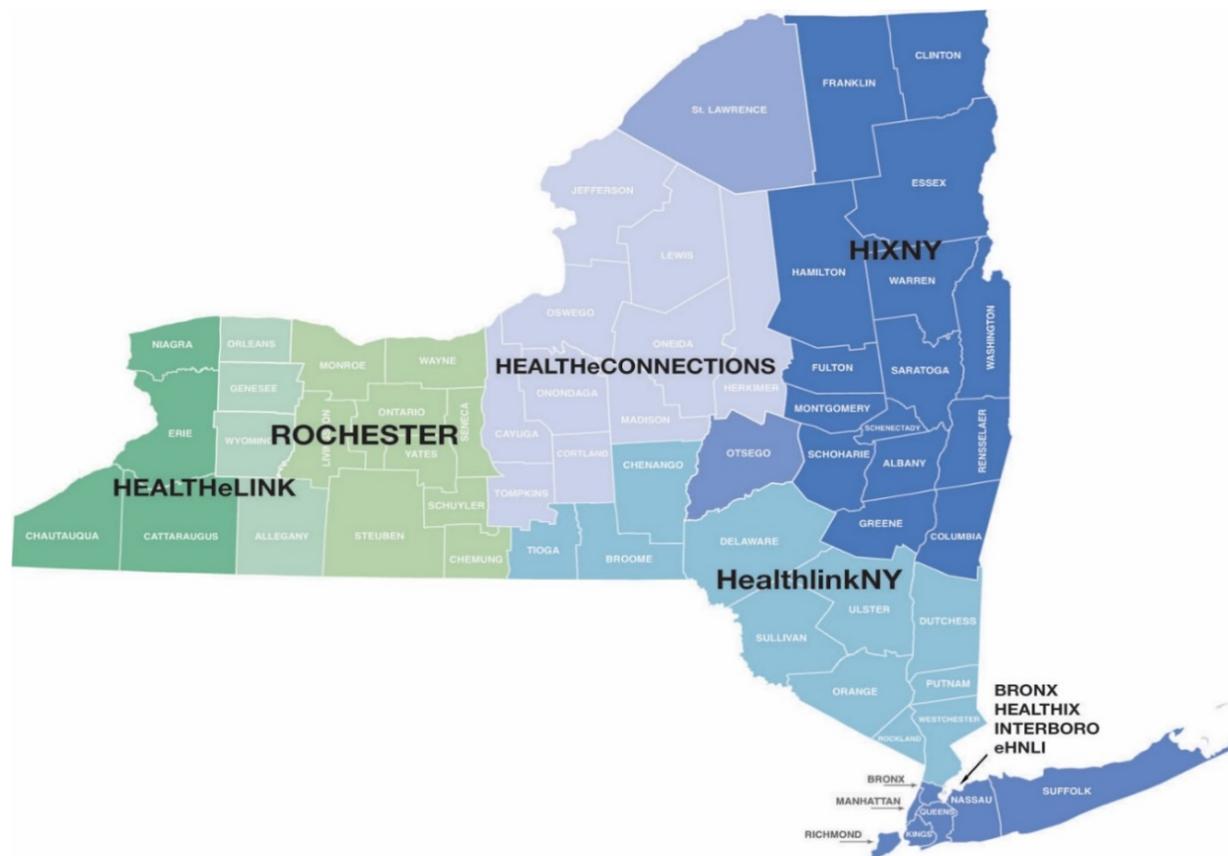


# The SHIN-NY is a Network of Networks



# 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

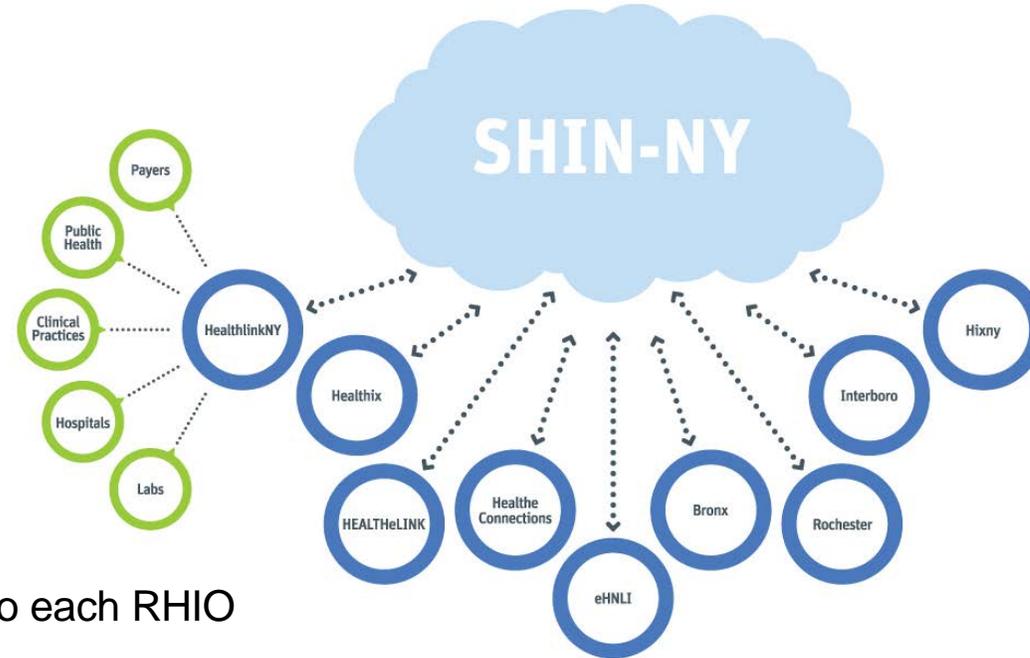


\*The 8 RHIOs are implemented via 9 HIE technical infrastructures

# 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

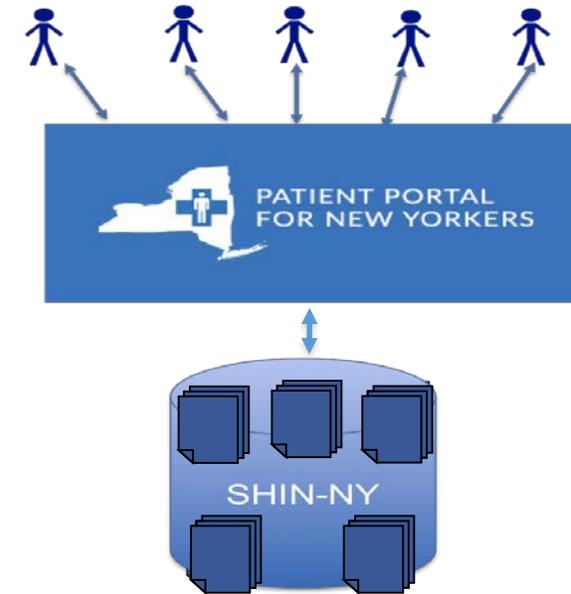
- As part of the Statewide HIE Grant, NYeC researched requirements for a Statewide Patient Portal
- Requirements were developed through a stakeholder driven process:
  - Crowdsourced Design Challenge for look and feel
  - Patient focus groups consisting of both publicly and privately insured patients to discuss needed features
  - Provider focus groups to discuss features and messaging
  - 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

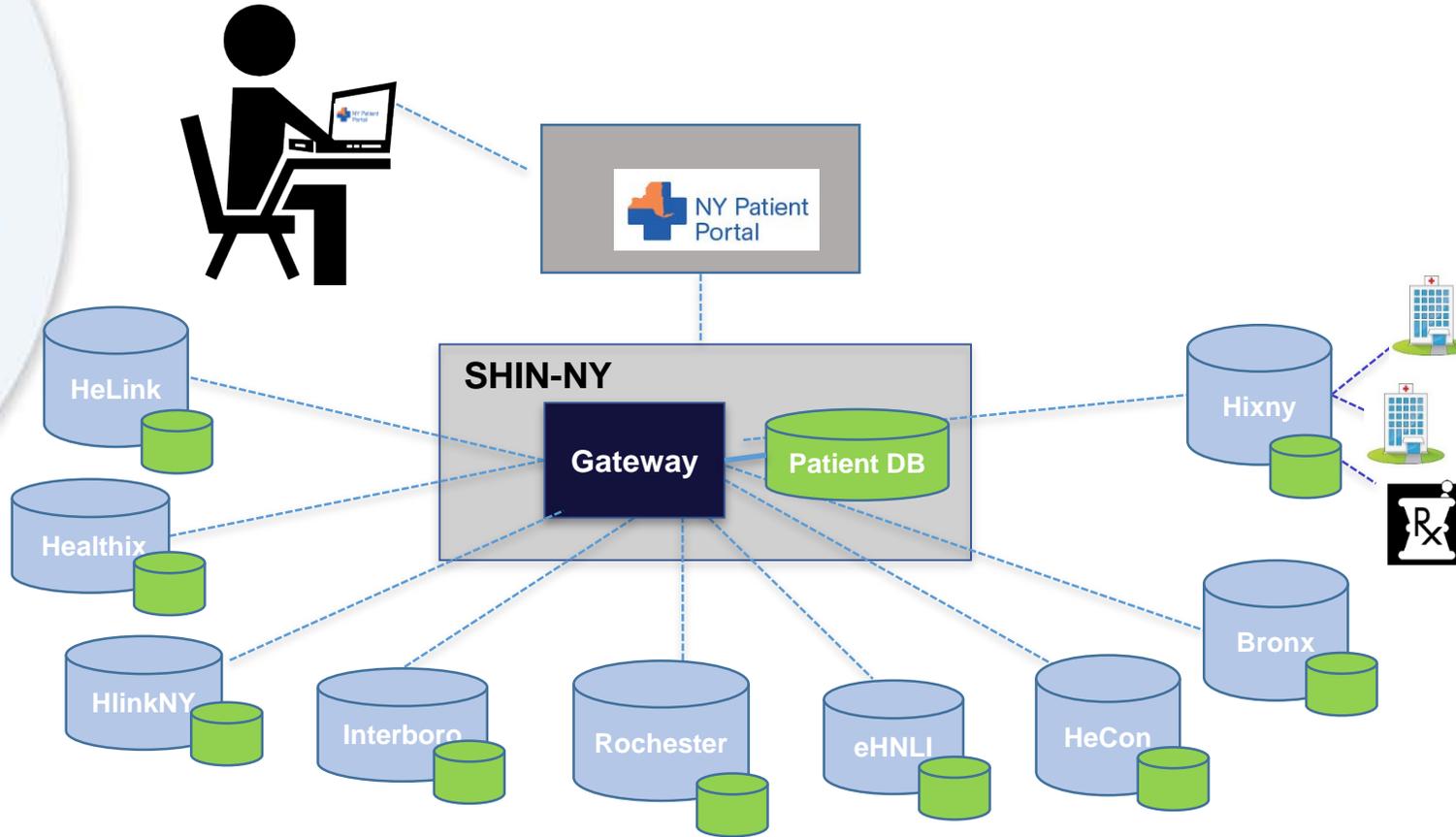
- Enable patients to access health information across NYS
- Allow patients to more effectively manage and direct their healthcare
- Enhance patient safety

# 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



# Examples of Patient Data Available From Disparate Sources



Lab Reports



Demographics



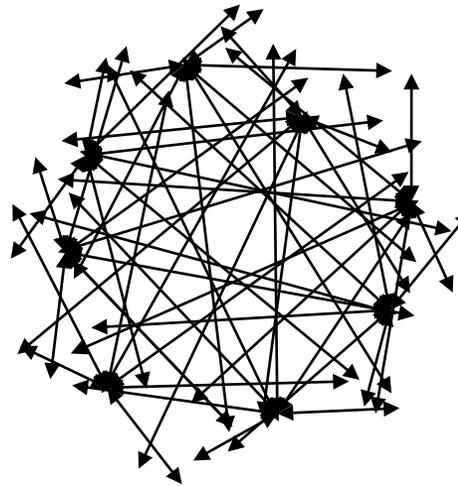
Histories



Allergies



Encounters



Admissions/Discharges



Immunizations



Dental records



Diagnoses



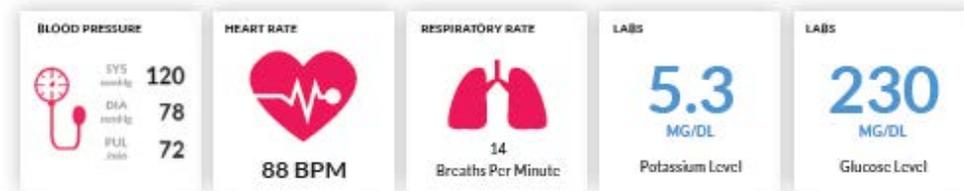
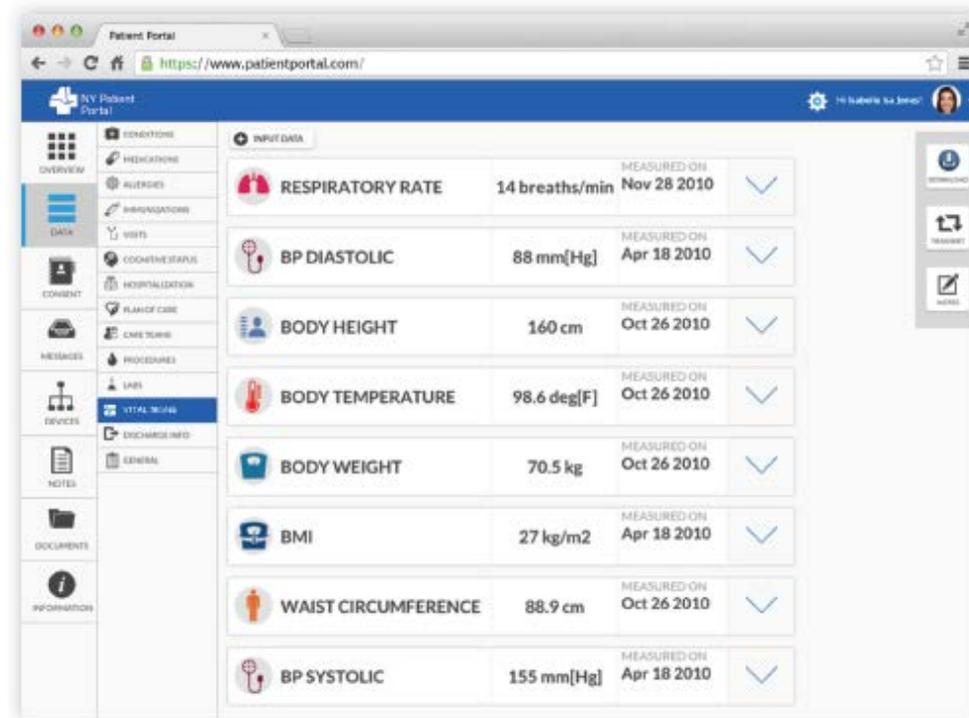
Medications

# Examples of Patient Data Available Through the Patient Portal



# 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
  - View frequently accessed information
- Portal allows patients to keep track of their healthcare information including
  - Medications
  - Vital statistics
  - Lab results
  - Provider visits and more

