![healtheconnections logo]

The Value of Health Information Exchange

What is the HealtheConnections HIE?

Health Information Exchange (HIE) is the secure exchange of information across organizations and regions. We provide the capability to electronically move clinical information among different healthcare information systems.

- In operation since 2010
- No-cost HIE services are readily available
- Additional analytics and incentive program consulting & resources
- On-call support team

- ✓ Improve Quality of Care
- ✓ Improve Clinician Experience
- ✓ Lower Cost of Care
- ✓ Improve Patient Experience

Our Mission & Values

Our Mission: Through trusted collaboration with participants, stakeholders, and partners, we develop and deliver valued services, enabling improvements in health and healthcare delivery, resulting in healthier people, better care, and cost efficiencies.

Our Values: Our core values dictate the way we do business; they direct how we interact with partners, co-workers, vendors, and others who choose to work with us. With these values at the forefront, the health information exchange network we have built will thrive.
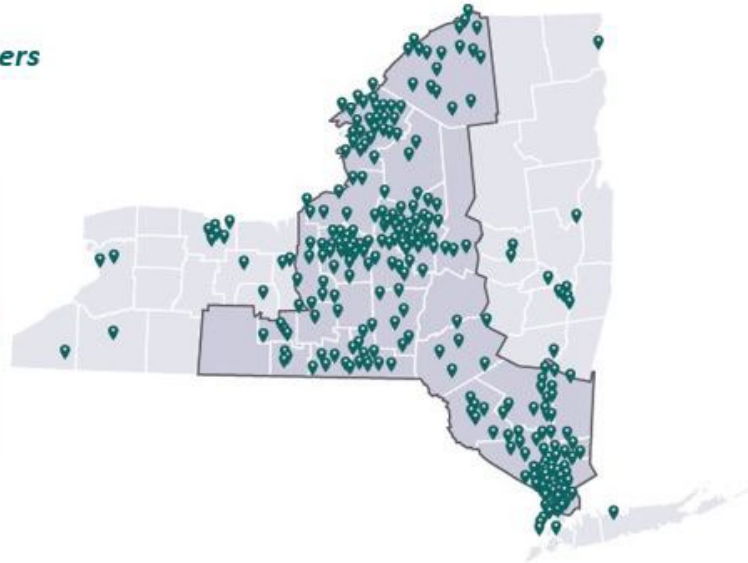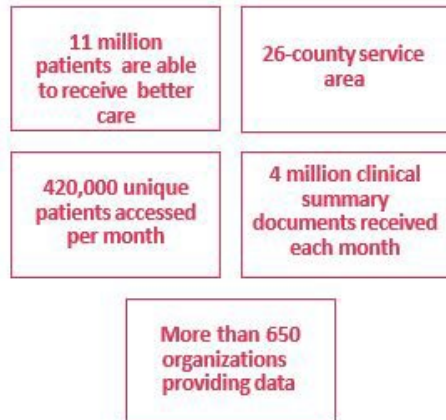

Who We Are

HealtheConnections is a Regional Health Information Organization, accredited by the NYS Dept of Health to operate the health information exchange (HIE) for 26 counties of NYS.

443 North Franklin St., Suite 001
Syracuse, NY 13204

healtheconnections.org

HIE is the secure, electronic exchange of information between health and care organizations in support of healthier people, better care, and cost efficiencies.

HealtheConnections by the Numbers

More than 1,600 organizations across 4,200 locations are connected!

11 million patients are able to receive better care

26-county service area

420,000 unique patients accessed per month

4 million clinical summary documents received each month

More than 650 organizations providing data

Information Security

Patient and provider security is our top priority.

Audits are conducted regularly to ensure patient and provider security.
- Emergency Access: Break the Glass
- At patient request
- State-mandated periodic access reports
- …and more

HITRUST CSF Certified

Achieved HITRUST security certification with MARS-E requirements for myConnections portal, NextGen/Mirth HIE, and supporting infrastructure.

Learn more about HITRUST here.

HealtheConnections Services

Patient Lookup
Real-time patient records at the touch of a button

Image Exchange
Diagnostic-quality images via the portal, directly delivered to you, or can be downloaded into your PACS

Query-Based Exchange
Access information in state and from national databases

myResults
Labs, rads, and reports easily accessed through our portal

myAlerts
Clinical alerts for hospital and ED admits, discharges and transfers

Results Delivery
Labs, rads, and reports delivered directly to you

Direct Mail
HIPAA-compliant secure mail & national provider directory

myData
Dashboards and registries that allow users to better understand their patient profiles

Improve Care Coordination

Health Information Exchange helps:
- Facilitate coordination of care by enabling participants to share information
- Delivers interoperability among electronic health records maintained by individual physicians and organizations
- Provides a vehicle for improving quality & safety
- Enable prompt referrals
- Information is categorized in a standard format

Develop Workflow Efficiencies

Health Information Exchange is designed to:
- Reduce unnecessary paperwork
- Eliminate redundant and unnecessary tests
- Facilitate fast deployment and connectivity of other medical technologies
- Decrease the wait time for critical information
- Reduce healthcare costs

Data as Actionable Information

HealtheConnections introduces analytic capabilities to the HIE:
- Easily access and understand patient profiles

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- Identify gaps in care
- Check your Quality Measure Rankings
- Access reports and registries that support clinical decision-making
- Improve public health reporting and monitoring

Everyday Use Case: Primary Care

Covid-19 Vaccination & Immunization Reports
- Review list of Covid-19 test results and immunizations on my patient panel from labs all throughout NYS

myAlerts Daily Digest
- Daily summary of clinical alerts on my patients who have been admitted, discharged, or transferred to the hospital

myResults Labs/Test
- On-demand access to any test results on my patients
- Single-click connection into that patient's record within the HIE

Everyday Use Case: Key Functions

Review images, not image reports
- View a specific image within the HIE, not just the image report
- Search and compare previous images without having to contact the radiologist

Review lab results
- See what's included in the test panel

Check for consultation notes
- Open the transcription to check for a consult and determine the specialty of the consult

Check for hospital admission notes
- Find complete history and physical examination

Check for PCP notes
- Find the most comprehensive immunization and medication lists

Support and Resource Options

Sign up today! Contact us to get started.

HealtheConnections Support 24/7:
- Email: support@healtheconnections.org
- Direct Email: support@hiemail.healtheconnections.org
- Phone: 315-671-2241 ext. 5

Contact Method	Business Hours	Off Hours
Phone	Immediate	Immediate
Voice Mail	2 hours	4 hours
Email	4 hours	Next Business Day

Thank you!

315-671-2241 ext. 5

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