

Statewide Patient Record Lookup (sPRL)

Frequently Asked Questions (FAQs) – June 2015

1. What is the SHIN-NY?

The Statewide Health Information Network of New York (SHIN-NY) is a secure information network that enables the exchange of patient data in New York State. The SHIN-NY is a “network of networks” comprised of nine independent Regional Health Information Organizations (RHIOs). It is governed by the New York State Department of Health and coordinated by the New York eHealth Collaborative (NYeC). By participating in a local RHIO, healthcare providers can access clinical data for patients who have provided consent. Once a provider connects to a RHIO, they are automatically connected to the SHIN-NY.

2. What is required to participate in a RHIO?

To become a member of a RHIO, a provider needs to sign a “participation agreement.” A healthcare provider can obtain access through a clinical viewer or portal. While there is no cost to receive basic RHIO services, there may be a cost to connect to a RHIO if a custom interface is required. Providers should contact their RHIO for additional participant information.

3. What does it mean to connect to the SHIN-NY?

The SHIN-NY is the interconnected network of RHIOs. By connecting to a RHIO, the provider is also connected into the SHIN-NY network. The plan is to make exchange of data statewide by October.

4. What is a Qualified Entity or QE?

A “Qualified Entity” is similar to a RHIO. The term Qualified Entity is a specific legal term established by the Department of Health to define entities that are certified (“qualified”) to provide clinical record exchange services as part of the SHIN-NY. All RHIOs must pass a certification test before they may be interconnected with other RHIOs to ensure they meet stringent security, privacy, and technology standards.

5. What is Statewide Patient Record Lookup (sPRL), and how does it work?

sPRL acts like a secure search engine to search for a patient’s data, similar to a “Googling” function. When a healthcare provider enters basic demographic information for a specific patient who has provided their consent, sPRL will return all the records it finds for that patient from each RHIO region. Here’s how it works. When a provider uploads a patient record to the RHIO, the patient’s name is included in the RHIO’s patient index. All RHIO patient indexes are combined

into a Master Patient Index for the SHIN-NY as a whole. When a provider looks up a consented patient's records, the RHIO's patient index is matched against the statewide Master Patient Index to see what records reside in other RHIOs. When matches between indexes occur, the records show up in the search. Essentially, sPRL allows a healthcare provider to search records across New York State for a particular patient's information.

6. How is sPRL different from the existing local Patient Record Lookup (PRL) that a RHIO offers? What is the additional value?

sPRL allows participating providers to retrieve their patient's clinical records across the entire statewide network as long as the patient has consented to make his or her records available. While this functionality has already been available within individual RHIOs' networks, sPRL lets providers search for records across the whole state. So, for example, a family practitioner in Brooklyn can look up her patient's health records from a provider who treated her in Binghamton.

7. When will sPRL be available to providers?

To ensure a smooth process, the RHIOs will be starting the interconnection process in groups of three beginning July 7th, 2015. This "onboarding" will continue through the end of September. As RHIOs become fully interconnected, their records will be available to the other interconnected RHIOs. (Of note: if a patient's records reside in a RHIO that is not yet interconnected, an sPRL search will not show those records yet.) By October, all RHIOs will be interconnected, and providers will have access to all the RHIOs' records regardless of which RHIO the provider participates in.

The schedule for "onboarding" RHIOs is as follows:

- **Group 1**
 - HealthlinkNY
 - HealtheConnections
 - Hixny
- **Group 2**
 - Bronx RHIO
 - Healthix
 - Interboro RHIO
- **Group 3**
 - Rochester RHIO
 - HEALTHeLINK
 - e-Health Network of Long Island

8. How does the Master Patient Index work?

The Master Patient Index is a database that allows the SHIN-NY to identify each patient's records. If a healthcare organization has contributed patient records to their RHIO, they will be in this index. Key information for each patient such as name, address, gender, and age are used to "identify" a patient and match the patient to his or her records.

9. Who is able to use sPRL?

All RHIO participants and their authorized users can access sPRL. A provider connects to sPRL the same way he or she now connects to the RHIO's Patient Record Lookup. The only difference is that more records from other RHIOs show up when in a search.

If your organization is not a RHIO participant, please contact a RHIO representative for enrollment information. Links for each RHIO are provided below.

10. Will anything else change as a result of sPRL?

While sPRL is essentially the same service across all the RHIOs, each user's particular experience may look a little different depending on which RHIO the user participates in and how he or she currently logs onto the RHIO's network. Some participating providers may see no change at all, except that records from other RHIOs will now appear in a search. Other users may need to click on a new tab to see the additional records returned through an sPRL search. We recommend that participants contact their local RHIO representative for information about what the sPRL user experience will be like in his or her area. Please see the links below to contact them directly.

11. How likely is it that records from one patient are mismatched to another?

Generally speaking, there is a low risk that a patient record could be mismatched. However, if the demographic identifying information for the same patient has been entered differently by two different RHIOs, there is a greater likelihood of a mismatch. If you notice a discrepancy in a document, please contact your RHIO support representative.

12. Will every patient's information be made available through an sPRL search, or only those for whom consent has been provided?

Statewide policy requires that providers can only access a patient's clinical data if they have the appropriate consent. A patient may elect to allow special consent for emergency situations only ("break the glass"). Patients may also elect to not

consent to share records under any circumstances including emergencies. In some instances, the provider conducting the search will see the patient's name come up in the search results even if the patient has not provided consent. However, that provider will not be able to see the actual clinical information if there is no consent on file.

13. Is it possible to just do one search in order to find all the clinical records for a specific patient?

A provider only needs to do one search to find all the clinical records in the SHIN-NY for a patient. However, providers can only search for a single patient at a time.

14. What type of information will show up in a search?

Most records will be in the form of a Continuity of Care Document (CCD). These records will include, but not be limited to, available public health information, lab results, physician notes, ER visits, prior hospital admission records, and much more.

15. Why might information not show up in an sPRL search even though the patient told me a test or procedure was just done?

There are several reasons that you might not see information you believe to be available:

- If a patient record resides in a RHIO that has not yet been interconnected, it will not yet show up in a search even if the provider is a RHIO participant.
- The provider who did the test may not be a RHIO member.
- The provider who did the test may be a RHIO member, but not contributing data.
- A patient's provider may be a participant in RHIO "A." However, the provider doing the search in RHIO "B" may list the patient demographic data differently. In this case, no match will be found.

16. Why might a patient not show up in an sPRL search?

There are a number of common reasons why some patient records might not be available via sPRL search:

- The patient did not provide consent for his or her information to be made available.
- The provider is not yet uploading patient data to the SHIN-NY or is not a RHIO participant.
- The patient demographic information used for matching patients may not be the same across RHIOs. In this case, the records will not be matched.

If a provider uses sPRL and does not find the patient data sought, or if a document looks only partially complete, the provider should contact his or her local RHIO representative to understand what the issue may be.

17. Will I be able to access radiology images through sPRL?

Access to radiology images is currently only available from some RHIOs. Because all RHIOs do not yet offer this, it is not a statewide capability. Over the course of the next year or so, it is possible that more RHIOs will have this capability.

18. Do alerts for a patient also show up in sPRL searches?

No. The Alerts function is only available among providers within the same RHIO area for now. In the future, we hope to be able to offer cross-RHIO Alerts capabilities.

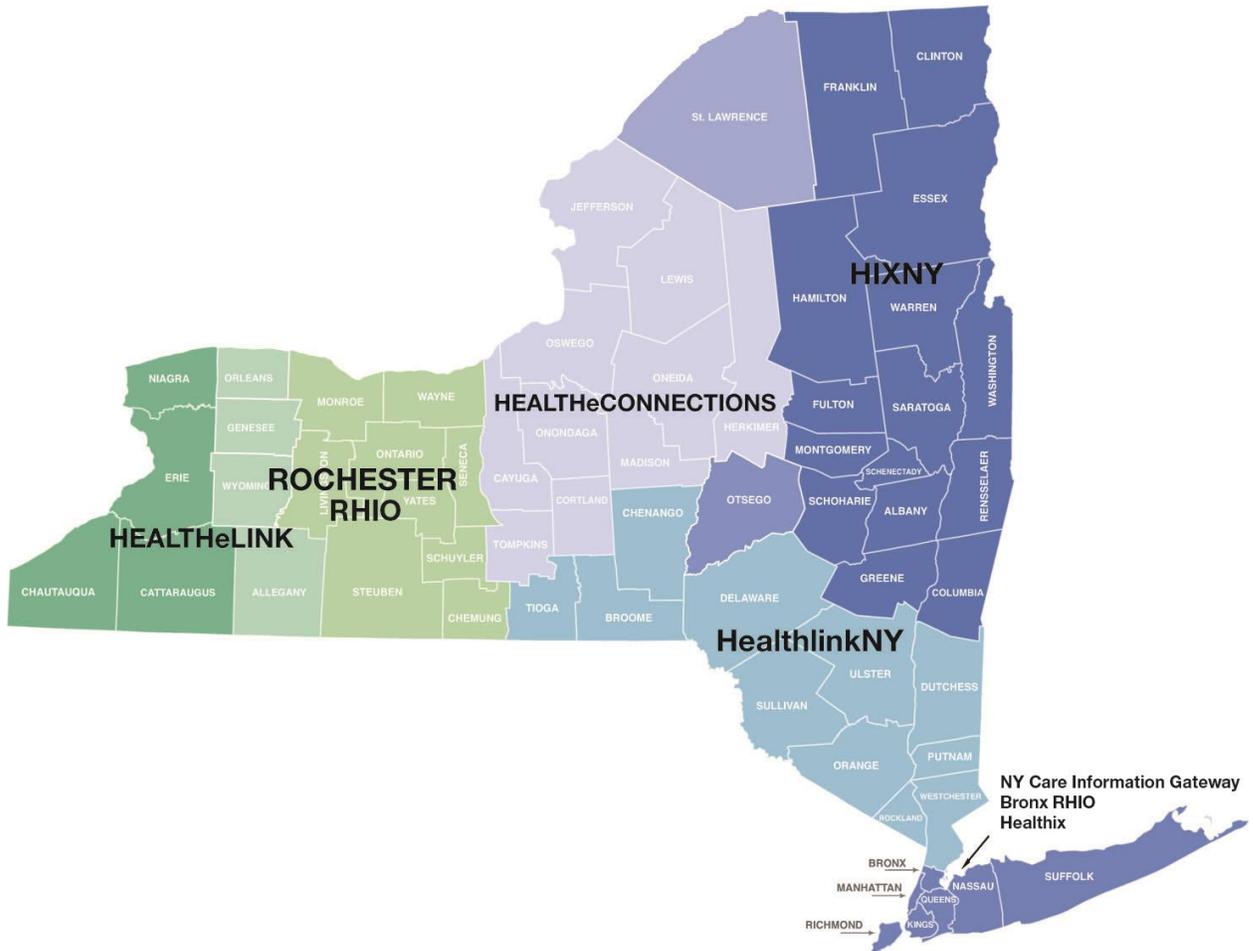
19. Who do I contact for more information and/or questions?

Please contact your local RHIO for any additional questions or concerns:

Organization	Name	Email
Bronx RHIO	Charles Scaglione	cscaglio@bronxrhio.org
HealtheConnections	Support Team	support@healtheconnections.org
HEALTHeLINK	Dan Porreca	dporreca@wnyhealthelink.com
e-Health Network of Long Island	Sue-Ann Villano	Sue-Ann.Villano@stonybrookmedicine.edu
Healthix	Tom Check	tcheck@healthix.org
Hixny	Mark McKinney	mmckinney@hixny.org
Interboro RHIO	Al Marino	al.marino@interbororhio.org
Rochester RHIO	Ted Kremer	tkremer@grrhio.org
HealthlinkNY	Christina Galanis	cgalanis@healthlinkny.com
New York eHealth Collaborative	Elizabeth Amato	eamato@nyehealth.org
New York State Department of Health	Jim Kirkwood	james.kirkwood@health.ny.gov

Please visit the NYeC website below to locate the RHIO which services the county in which your practice is located.

<http://www.nyehealth.org/shin-ny/qualified-entities-qes/>



Glossary of Terms

SHIN-NY: The Statewide Health Information Network of New York (SHIN-NY) is a secure information network that is comprised of Regional Health Information Organizations in New York State. It is a “network of networks” that allows for statewide patient data exchange. The SHIN-NY is overseen by the New York State Department of Health and coordinated by the New York eHealth Collaborative (NYeC).

Hub Model: This refers to a structure of HIE connection where an EMR/EHR vendor has a centralized “hub” that clients use to connect to an HIE. The vendor has established an interface to connect ALL their clients with the HIE, rather than having each client hook up to the HIE individually. This can allow for clients connected to the hub to share data with each other. This model also substantially reduces costs since only one interface needs to be created for a group to connect.

MPI: Master Patient Index – The database that holds identifying information on every patient registered at a healthcare organization or community. An MPI service will usually provide methods for matching multiple instances of a single patient into one unique identifier, usually through matching demographic and other information about the patient.

QE: A Qualified Health IT Entity, or QE for short, is determined by the New York State Department of Health (NYSDOH) to have met strict guidelines through a certification process which designates the QE eligible to participate in the SHIN-NY. A QE is also known as a Regional Health Information Organization (RHIO).

sMPI: Statewide Master Patient Index – A database that holds identifying information on every patient registered at a healthcare organization or community in NY State. An sMPI service provides a statewide data governance protocol that outlines a clearly defined system of decision rights and accountabilities for information-related processes. These processes are executed according to agreed-upon models that describe who, what, when, where, and how action can be taken. The QEs and NYeC collaborate on the overall sMPI data governance process.