Alerting / Results Routing

January 2017

What Counties Does HealthlinkNY Serve?

Chemung   Delaware   Orange

Steuben   Tioga   Broome

Chenango   Sullivan   Putnam

Dutchess   Ulster   Rockland

Westchester

An Overview of HealthlinkNY Participants

42 Hospitals

8 FQHCs

11 Home Care Agencies

December 2016 Dashboard

4 Health Homes

42 Long Term Care Facilities

636 Clinical Practices

68 Behavioral Health Entities

healthlinkny
Your link to Statewide Health Information

3

Local Alerting

▶ Providers and users can receive alerts when specified events take place such as their patient visiting the emergency room or being admitted to the hospital, helping them to better coordinate patient care and reduce readmissions.

▶ Examples:

  ▶ ER Admissions

  ▶ ER Discharges

  ▶ Inpatient Admissions

  ▶ Inpatient Discharges

healthlinkny
Your link to Statewide Health Information

Which Patients Would You Like to Receive Alerts On?

- ▶ If you want Alerts on *ALL* patients…

  - ▶ All patient associated through the Organizations Legal Entity

  - ▶ Consent is required

- ▶ If you would like to receive Alerts on *a subset* of patients…

  - ▶ A subscription list is required to identify the requested patient population within your organization

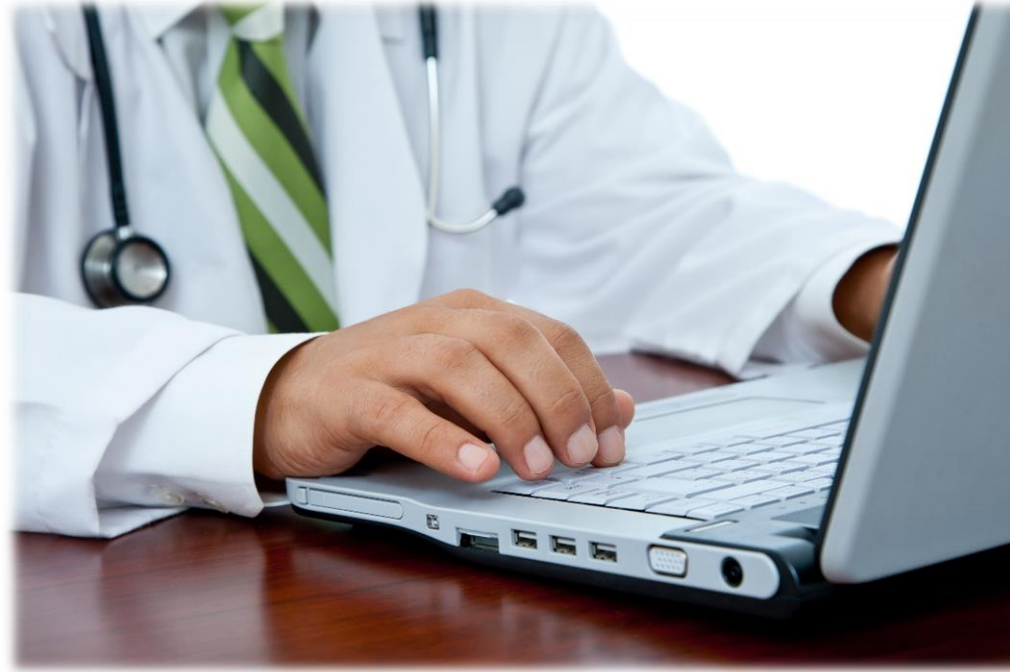 - ▶ Consent is required

Customize your Alerting Schedule

- When would you like to receive Alerts?
  - Next day or daily digest
  - Real time (When the Alert is detected)

- Delivery Method:
  - Into your Organizational EMR
  - Direct Mail (Web Mail, and HISP-HISP)
  - Next Day Batch File

healthlinkny
Your *link* to Statewide Health Information

Is Consent Required for Alerts?

- 1-1 Relationship / Addendum
  - Consent is required for alerting
  - *Exception*: Consent is NOT required if there is an addendum between the Sending Source and the Recipient
- If the alert comes from a SAMSHA Facility, consent is required
- Consent is required for all other uses of the longitudinal record

healthlinkny
Your link to Statewide Health Information

Cross QE Alerting

Same Definition as Local Alerting Previously but 'Other' QE's

How it works:

- ▶ HealthlinkNY As Source:
  - ▶ For every Admit, Discharge, Register, and Status Change from Outpatient to Inpatient, HealthlinkNY will query the sMPI (Statewide Master Patient Index). If the patient exists in another QE, HealthlinkNY will route the alert to that QE where they will follow their 'Alerting Process'.

- ▶ HealthlinkNY As Recipient:
  - ▶ HealthlinkNY will receive Admit, Discharge, Register, and Status Changes From Outpatient to Inpatient, from other QE's. If HealthlinkNY receives a message we will follow our alerting process.

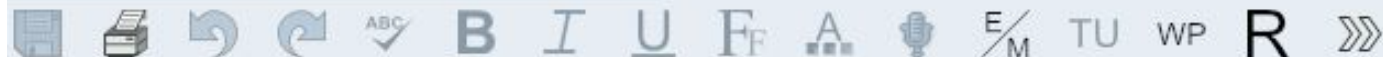# HealthlinkNY Clinical Alerts

- ▶ HealthlinkNY will have the ability to look at clinical results and send an alert when a test is 'Out of Range'
  - ▶ i.e. Glucose Test High

- ▶ Follows same rules as 'Event' based alerts

- ▶ Follows same consent rules

Results Routing

▶ Patient reports and results can be delivered from the Health Information Exchange (HIE) to a Participant's HIE-connected Electronic Health Record (EHR) system in a process known as Results Delivery. When a radiology report, care plan, laboratory result or transcribed report on which a participating provider is named is sent to the HIE, the report will be delivered to the participant's EHR system to be viewed and stored.

▶ Key Items:

  ▶ Real Time ADT / ORU / MDM / PDF / XML

  ▶ Reports can also delivered via the HealthlinkNY Direct Mail Service

  ▶ No Consent Required

  ▶ Provider *MUST* be Named

Results Routing Continued

- ▶ Why is consent not required?
  - ▶ Consent is not required because a provider is 'Named' on a report
    - ▶ A provider can be named as the following:
      - ▶ Ordering, Referring, Admitting, Attending, CC'd, Dictating
- ▶ Image Enabled Results Delivery
  - ▶ Results Delivery with Accompanying Image link
- ▶ What if a provider is not named on a message?
  - ▶ 1-1 Relationship / Addendum (exception)
    - ▶ We have the ability to pass alerts from a data source to a participant pending a '1-1 Relationship' agreement
    - ▶ This authorizes HealthlinkNY to send transactions from one entity to the other without consent

healthlinkny
Your *link* to Statewide Health Information

United Health Services Hospitals

UNITED HEALTH SERVICES HOSPITALS
33-57 Harrison Street, Johnson City, NY 13790
Discharge Summary
NAME:
MEDICAL RECORD #:
ENCOUNTER:
DATE OF BIRTH:
LOCATION: - ()
HOSPITAL SERVICE: MDS
DATE OF ADMISSION:
DATE OF DISCHARGE:
PRIMARY CARE PROVIDER:
*** CAUTION*** THE FOLLOWING DOCUMENT IS CONSIDERED UNSIGNED AND
UNREVIEWED, UNLESS IT CONTAINS THE PHRASE: **AUTHENTICATED BY**

_____

HL2 Medent Testing....
Dictated by: DUNCAN SZE-TU, MD
kmc
D:
T:
Voice Job ID: 0 / Document ID: 692
cc:
Page 1 of 1

Additional Support

Available webinars and onsite trainings:

▶ About HealthlinkNY

▶ Consent Education Collection Training

▶ Web Portal Consent Entry

▶ Web Portal Training

Please Contact for:

▶ Additional Trainings

▶ Questions or concerns

▶ Brochures and Supplies

Please feel free to contact**:**
The Deployment Team
p | 844.840.0050
f | 607.651.9107
pr@healthlinkny.com
www.healthlinkny.com

HealthlinkNY Board of Directors

Chairman of the Board
Lindsay Farrell MBA, FACMPE, Open Door Family Medical Center
Vice Chairman of the Board
Rajesh Davé MD, MBA, Executive VP and Chief Medical Officer, UHS Hospitals
Treasurer
David Scarpino MBA, HealthAlliance of the Hudson Valley
Secretary
Claudia Edwards MS, Retired Public Health Director, Broome County Health Department
HealthlinkNY Board Members
Christina Boyd, MBA, Vice President Marketing and Community Relations, UHS Hospitals
Dan DeLucia, MBA, Network Vice President, Aetna
Susan Stuard, MBA, Consultant, Lake Fleet Consulting
Paul Grundy, MD, MPH, IBM Healthcare Transformation
Lisa Harris, MD, Senior VP Medical Affairs and CMO, Our Lady of Lourdes Hospital
Eugene P. Heslin, MD, Bridge Street Medical Group
Paul Kaye, MD, Hudson River HealthCare
Helene Kopal, MPA/MPH, Senior Director, IDS Operations, Westchester Medical Center for Regional Health Care Innovation
Arthur Aaron Levin, MPH, Center for Medical Consumers
Marybeth K. McCall, MD, Chief Medical Officer CNY and Southern Tier, Excellus
Darcie Miller, LCSW-R, Commissioner, Orange County Department of Mental Health
Afzal ur Rehman, MD PhD, Vice President of Informatics & CMIO, UHS Hospitals
Duncan Sze-Tu, MD, Endwell Family Physicians

healthlinkny
Your link to Statewide Health Information

healthlinkny

Your link to Statewide Health Information

Phone | 844.840.0050

Email | info@healthlinkny.com

Website | www.healthlinkny.com