

## Rochester RHIO's Health Information Exchange Services Continue to Grow

By: Judy Mendoza  
Marketing & Communications Manager  
Rochester RHIO

Rochester RHIO continues to provide a wonderful value to the greater Finger Lakes region through the secure sharing of health care data and health information exchange services. Each and every day, millions of bits of data are received by the RHIO. Over the past few years, growth has been exponential. The chart below demonstrates how much Rochester RHIO services have grown. Rochester RHIO would not be where it is today without the support of all of our participants, data contributors and community stakeholders.

RHIO by the Numbers - Monthly	January 2016	January 2019	% of Growth
Explore Logins (Clinical Query Portal)	27,640	43,416	57%
Alerts Delivered (Real-Time Notifications)	8,225	313,071	3,706%
MyResults Delivered (Lab Results Sent to Doctors)	664,507	1,818,922	173%
DIRECT Messages Exchanged (Secure Email Service)	11,601	52,979	356%

Between 6-10 million total clinical transactions (incoming) each month.

More than 50+ new Explore applications are processed weekly.

ROCHESTER 

What is [Rochester RHIO](#)? Rochester RHIO (Regional Health Information Organization) is a secure electronic health information exchange (HIE) serving authorized providers and over 1.4 million people. It provides HIE services and support to thousands of area physicians at more than 400 practices. The RHIO allows patient care teams to share clinical records across various institutions and practices making patient information available wherever and whenever needed to support the highest quality care and care transitions. At the end of March, Rochester RHIO also implemented Part 2 (SAMHSA) data sharing for a more complete health care record.

Rochester RHIO offers some HIE services at no cost, or minimal cost, to RHIO participants, paid for by the New York State Department of Health including Explore, a clinical query portal. Query portal access is provided to approved, authorized users and gated by patient consent. Other common services include Alerts (notifications regarding patient hospital admissions or discharges, DIRECT (a secure messaging system), and electronic lab results delivery.

In recent years, Rochester RHIO has expanded services beyond hospitals and doctor's offices to skilled nursing facilities, community-based organizations, additional nonprofits and more (examples: Action for a Better Community, ARC, Catholic Family Center, Lifespan, etc.). For a full list of Rochester RHIO participants, go to [rochesterrhio.org](http://rochesterrhio.org).

Rochester RHIO is focused on providing our participants, stakeholders and patients with professional customer service that fully meets their needs. The primary goal is to share patient healthcare information in a secure environment that improves the quality of patient care and reduces system inefficiencies. Rochester RHIO also offers value-added and custom services. For more information on state-funded services, or to obtain a quote, call the Rochester RHIO Support Center at 1-877-865-7446 (RHIO).