

FOR IMMEDIATE RELEASE

March 2, 2010

Contact:

Juli DeLaurentiis
Roberts Communications
(585) 246-0295

A NATIONAL FIRST: ROCHESTER RHIO CONNECTS DOCTORS TO SOCIAL SERVICE INFORMATION ON 25,000 SENIOR CITIZENS

Partnership with Monroe County Office for the Aging allows health providers to see home care services provided to senior patients.

Rochester, N.Y. – For the first time anywhere, Rochester-area health care providers are now able to see medical and social supports that human service agencies provide senior patients, alongside their clinical information. [Rochester RHIO](#)—the regional health information organization—announced today that data from 50 area eldercare agencies will be included in the community health information exchange over the next few months.

Rochester RHIO is a secure health information exchange available to authorized providers in the nine-county Greater Rochester area to view essential patient information such as lab reports, test results, medication history, insurance information, radiology images and reports, hospital discharge summaries, and now elder services data.

Nearly 25,000 seniors in the Greater Rochester area rely on care management programs and/or human services organizations for living assistance, home health support, nutrition and more. Fifty health and service agencies that care for seniors are connected to PeerPlace. PeerPlace is a national human services software company, headquartered in Rochester, which provides tools to track patient health status and services. The software allows different agencies to see a more complete picture of each clients' status, and to better coordinate care. Now, the doctors who treat senior patients will benefit from having the same information.

In partnership with PeerPlace and the Monroe County Office for the Aging, Rochester RHIO developed a community care summary that will be available to authorized users of the health information exchange. The community care summary is especially valuable as patients transition from the hospital to home, or between a rehabilitation facility and nursing home. It indicates a patient's home support status, insurance information, psychological/social issues, emergency contacts, services they currently receive such as meal supplements or equipment deliveries, medication monitoring information, and more.

Through Rochester RHIO, the PeerPlace reports are made available to the senior's medical team or emergency physicians. As with all Rochester RHIO access, patients must first sign a consent form for their information to be viewed using the electronic health information exchange.

Corinda Crossdale, director of the Monroe County Office for the Aging, said that health and human service organizations play a major role in elder care. “Often seniors’ physicians are unaware of the services they use, or the medications and treatments they receive from elder care agencies,” Crossdale said. “Connecting PeerPlace with Rochester RHIO will provide a more complete record of senior health to the doctors who need it, and help to ease transitions of care.”

Benefits to seniors and the local health system include:

- **Better transitions of care** for patients through more informed discharge planning by enabling collaboration for community support needs for safe patient discharges.
- **More informed office visits** because physicians are able to see a full picture of health status, home life, and services their senior patients use.
- **Information is easily shared** without patients needing to repeatedly provide documentation or verbal reports.
- **Patient reported information** is included, allowing for more engagement by patients in their health care.

Rochester RHIO’s Ted Kremer said that connecting elder care agencies supports the goal of a community continuum of care. “Receiving services outside of traditional hospital or office settings is an integral part of senior health, and Rochester RHIO is committed to improving patient care by providing access to this information,” Kremer said. “Connecting nearly all of the Monroe County services agencies for the aging allows providers to give efficient, informed elder care and ease transitions of care.”

To learn more about the health and human services agencies providing elder care in Monroe County, visit <http://www.monroecounty.gov/aging-index.php>.

About Rochester RHIO

Rochester RHIO, the regional health information organization, is a secure electronic health information exchange available to authorized medical providers in Monroe, Genesee, Livingston, Ontario, Orleans, Seneca, Wayne, Wyoming and Yates counties.

The service allows a medical care team to share records across institutions and practices, making patient information available wherever and whenever needed to provide the best care. Patients benefit from fewer repeated tests, easier second opinions, a reduced risk of mistakes caused by poor handwriting or incomplete records, and more informed care during office visits and emergencies.

Physicians and patients can learn more about Rochester RHIO by visiting www.RochesterRHIO.org or by calling 877-865-RHIO.