



Rochester RHIO Audit Policy

The Rochester RHIO is dedicated to protecting patient privacy. The health information exchange software provides the ability to track each time a patient's health information is viewed, and the RHIO regularly audits usage of the health information exchange.

- **Patient Requested Audits:** Patients can request an audit of access to their personal health information. The RHIO responds to these requests with a report of access, including a detailed listing of each care provider who accessed patient information and the type of information viewed. Patients can request an audit annually at no charge by calling the RHIO at 877-865-RHIO, emailing info@grrhio.org or logging in to the [Patient Portal](#).
- **Emergency Access Audits:** New York State policy allows for healthcare professionals to access patient information in a *life-threatening* medical emergency, *where a patient is unable to give consent*. The RHIO audits all emergency uses in these situations to ensure policy requirements were met.
- **Periodic Compliance Audits:** The RHIO conducts audits of participating healthcare organizations to assure that participants comply with RHIO patient privacy and security policies. Each month, five healthcare organizations (such as hospitals, physician practices or nursing homes) are audited at random. The results of periodic compliance audits may be accessible upon request.