

Implementation Plan

Pilot Phase

Physician Office Implementation Steps

1. Confirm practice interest via demonstrations/focus groups, and confirm scope of implementation.
2. Organize a joint implementation team including a Rochester RHIO Liaison and an implementation consultant from the Rochester RHIO/RIPA.
3. Establish target timeline for implementation. Estimate hardware, communications, maintenance and other costs (i.e. desk for computer).
4. Identify the type of license/systems privileges required for each staff member.
5. Document the current office layout and workflow for processing lab and radiology reports.
6. Agree on a training schedule which will focus on small group or individual meetings, under one hour in duration with minimal disruption to operations.
7. Following training, practice begins managing incoming reports electronically (in parallel with existing modes of receiving these reports).
8. Once training is complete and report receipt is electronic the practice is "live".

Data Providers

As of the date of this document, the following Data Providers will send electronic clinical messages as participants in the Rochester RHIO:

Strong ♦ Unity Health ♦ ACM ♦ Excellus BlueCross BlueShield ♦ Preferred Care

In the coming months, data providers will be added to this list, with the goal of including 15 hospitals, 3 laboratories, 5 radiology centers and a majority of physician practices in the 9 county Rochester Medical Service Area.

Rochester RHIO Liaison – Role and Responsibility

The project approach is designed to minimize time commitment from staff, yet maximize "ownership". Assigning a Rochester RHIO Liaison contributes to this goal.

Rochester RHIO Liaison – This project champion will act as a key contact and will be the subject matter expert with the following responsibilities:

Provide list of users and identify their "Elysium user role" depending on their job responsibilities;

Acquire and install any additional hardware and internet connectivity required (the time to complete this task is not included in our estimate);

Act as the key resource and contact point for deployment, training, staff questions, trouble shooting, workflow design, etc.;

Coordinate training schedule;

Confirm completion of training and “go-live/operational” status;
Contact Rochester RHIO Support Services as necessary during the operational phase; and
Train new staff.

Clinician Agreement Overview

Clinicians agree to ensure that their Practices:

Participate in patient notification and consent procedures.

Maintain the demographic information on the (MPI).

When duplicate MPI records are observed, either merge them or notify Rochester RHIO Support of the duplicate record.

Match unidentified reports for your patients.

Allocate time for staff training.

Frequently, at least daily, review and process incoming clinical messages (lab reports, radiology reports, and messages from other clinicians.).

Obtain and maintain one or more personal computers, printers and broadband internet access (detail hardware specifications included on the price sheet) for each office location where patients are seen.

Establish procedures for ongoing operations in the event the Elysium system is not available.

Assign a staff member as the Rochester RHIO Liaison.

Rochester RHIO Agreements

The Rochester RHIO agrees to provide:

Support desk services from 8am to 5pm Monday through Friday.

Professional services related to training and implementation at no cost.

eME and VHR software licenses at no cost.

Clinical messages feed available to 3rd Party EMRs.

Maintenance of Axolotl contracts including hosting, data storage, backup and recovery, software maintenance, backup and recovery, etc.

Data Sharing Agreements

Participating Physicians in the Rochester RHIO sign a Data Sharing Agreement. This agreement has been reviewed and approved by attorneys representing RIPA and Monroe County Medical Society. By signing this document, participants agree to the community-developed policies regarding patient privacy and consent, as well as the operational policies detailed in the agreement.