

# ONE WINDOW TO YOUR PATIENT'S INFORMATION— ALWAYS AVAILABLE, WHEREVER YOU NEED IT

Greater Rochester Regional Health Information Organization

ROCHESTER **RHIO**

*The Virtual Health Record links you to clinical reports, medication histories, radiology images and more from across the region*

Information is one of a physician's most important tools. Wouldn't it be great to have a comprehensive care record—from all the labs, hospitals, pharmacies and other physicians who see your patient—available at your fingertips, whenever you need it to make a diagnosis or provide treatment?

That's exactly what you get with the Virtual Health Record (VHR) from Rochester RHIO.

### **Essential clinical data on 1.2 million patients—accurate, up-to-date and available free of charge**

Rochester RHIO, the Regional Health Information Organization, is a secure electronic health information exchange available at no charge to authorized medical providers across 10 counties in Central and Western New York. Physicians and their staffs use it to improve patient care by sharing data across institutions and practices.

Through the VHR, you can access clinical information that helps routine office visits to run more smoothly—and allows you to make better informed treatment decisions in an emergency.

- > Lab reports—From every hospital and most independent labs in the region, with hundreds of thousands of new results added each month.
- > Medication history—Compiles data for all filled prescriptions to avoid duplicate orders and drug interactions.

- > Radiology reports and images—Along with the radiologist's findings, the source X-rays, CT scans, MRIs and other images are available at full diagnostic quality. A free viewing tool allows physicians to analyze and assess the image from any computer.
- > Hospital discharge summaries—Lets you quickly and easily review the treatment your patient received while hospitalized, to better monitor their care and help them avoid readmission.
- > EMS information—Electronic pre-hospital care documents will be posted in the VHR. This information includes emergency care provided by EMS, whether or not the patient is transported to the ED.

### **THE VHR TOP 5**

Based on surveys and usage patterns among thousands of area users, the five most popular features are:

1. Viewing reports, especially Discharge Summaries
2. Comparing reports (cumulative view feature)
3. Accessing radiology images
4. Checking medication history
5. Confirming patient demographic information

### **BETTER INFORMATION FOR BETTER PATIENT CARE**



## Supporting information to boost the quality of care

Along with clinical records, the VHR contains other care-related information that helps physicians to serve their patients.

- > **Insurance eligibility**—Data from area insurers reduces the staff time required to ask patients about their coverage and log into different systems.
- > **Senior Services Summary**—Through PeerPlace®, which connects social service providers who work with seniors, providers can access an elderly patient's home support status, medication monitoring information, psychological/social issues, emergency contacts, and services currently being received such as meal supplements or equipment deliveries.
- > **Advance directives**—Provides immediate access to legal information, including a patient's healthcare proxy, power of attorney, living will, and MOLST forms.

## Serve patients wherever you view the web—including (coming soon) your iPhone®!

The VHR is a secure, web-based query tool—so whether you are at home, in the hospital or almost anywhere else, you can immediately access the data you need when a patient or colleague needs your guidance. All you need is a computer with secure Internet access—which can include your iPhone or other mobile devices, using mobile VHR applications in development.

The screenshot shows a patient information page for Austin, Betty. The page includes sections for Consent to Access, Basic information (Name, Address, Birth Date, Age, M/RN ID), Medical Insurance Plans (listing Blue Shield Plan and California Care Plan), Pharmacy Benefits (with a query button), Allergies (listing Prevacid, Suptec, and Morphine Naltrexone), and Medications (listing Amiripryline HCl and Furosemide).

The VHR provides a single secure portal for obtaining patient information when you need it, from any computer.

For physicians without an EHR system in their practices, the VHR is a window to almost all the patient information you need from outside your practice—delivered faster and more efficiently than paper-based records.

The VHR is a valuable tool in EHR-based practices, especially for treating new or recently referred patients. It provides a single portal for obtaining the information your office needs to prepare for an initial visit. Rochester RHIO also delivers lab results directly into many EHR systems through a separate eResults Delivery service. Visit [RochesterRHIO.org](http://RochesterRHIO.org) and click on "Information for Doctors" to learn more about eResults Delivery.

## Obtaining patient consent is easy—and 97 percent say yes

Patients must provide their consent for your practice to access their information electronically through the VHR. Rochester RHIO makes the process easy for your staff and patients, with a consent rate consistently above 97 percent.

Through our Rochester RHIO training program and physician website, Rochester RHIO provides all of the tools your office needs to make patient consent a smooth and successful part of your office routine. We provide patients all the information they need to make the consent decision, through a toll-free answer line and [RochesterRHIO.org](http://RochesterRHIO.org). The RHIO's patient portal will also allow patients to manage their physician consents online.

## Become an authorized user today

The VHR is a health information tool that helps physicians to improve patient care. It is easy to use, free, and Rochester RHIO will provide complete training and support for your practice.

So why wait? Become an authorized user today, or learn more by contacting the RHIO Deployment Team.

**Support Line: 1.877.865.RHIO (7446)**

**Email: [info@grrhio.org](mailto:info@grrhio.org)**

