What is the SHIN-NY?

The Statewide Health Information Network for New York (SHIN-NY) is comprised of regional Qualified Entities (QEs) that together form a network where participants, with patient consent, can search for and **exchange electronic health information in a timely and secure manner with any other participant in the State**.

The SHIN-NY interconnects the health information exchanges (HIEs) of the QEs. Each QE enrolls participants, including those from hospitals, clinics, FQHCs, home care agencies, payers, and ambulatory practices, among others, so that they can exchange patient information regardless of where the patient receives care. The network **enables collaboration and coordination of care to improve patient outcomes, reduce readmissions and unnecessary tests, and lower costs.**

Types of Data Available in the SHIN-NY

Information available through the SHIN-NY can be retrieved in several formats, including a Continuity of Care Document (CCD).

Examples of data available in the SHIN-NY * (specifics vary by QE):

- Radiology Images & Results
- Demographics
- Care Plans
- Diagnosis/Problem List
- Social/Family History
- Immunization
- Procedures
- Discharge Summary
- Vitals
- Encounters

- Advanced Directive
- Transcribed Reports
- Allergies
- Contact/Next of Kin
- EKGs
- Medications
- Lab Results
- Clinical Reports
- ED Reports

New York State's Qualified Entities

BronxRHIO
Connecting for Better Health

Health eConnections®

HEALTHeLINK™

Healthix

Hixny®

NY Care Information Gateway

ROCHESTER RHIO

Healthcare organizations may connect with the QE that best aligns with their business, operational, and service delivery needs.

*Amount of data provided for each QE varies by participant. This information changes rapidly, so health plans are encouraged to contact their QE for more information.

Core SHIN-NY Services Offered to Health Plans

All QEs in New York offer consistent services to participating health plan members including:

Patient Record Lookup

Patient Record Lookup functions like a highly secure search engine, **allowing authorized users to retrieve individual patient records from across the network, after receiving consent from the patient**. QE participants with consent can readily look up a patient's records no matter where they have received care in the State. Secure access is made available via a web-based interface to qualified users (providers, public health, health plans) from all local and statewide data sources available to the QE.

Clinical Event Notifications / Alerts

Alerts allow participants to subscribe and **receive real-time updates about their patients**. For example, if a patient enters or is discharged from a hospital, the subscribing user can receive an ADT (Admittance, Discharge, Transfer) alert. Similarly, a hospital can instantly be alerted if one of its discharged patients subsequently goes to another emergency room. In short, the system operates as an automatic subscription service that transmits valuable patient information to authorized users.

Alerts further **leverage enhanced coordinated care efforts** among physicians across New York State and act as an **additional resource to reduce readmissions statewide**

Consent Management

Consent Management **tracks patient consent to access records** according to New York State law and other requirements defined by federal law and HIPAA.

Secure Messaging

Secure Messaging gives authorized users the ability to **seamlessly exchange authenticated and encrypted clinical data** with one another. It's similar to highly secure email.

Value-Added Services

In addition to the core services, many of the QEs offer different value-added services that may be of interest to health plans. Fees and availability of these services vary.

Some examples of value-added services may include, but are not limited to:

- Member Clinical Data Forwarding (leveraging the One-to-One Exchange Framework)
- Analytics services including providing data related to HEDIS and QARR reporting
- Risk scoring
- Patient portal services
- Data standardization and quality measures
- Provider directory services

Service Spotlight:

Member Clinical Data Forwarding

Member Clinical Data Forwarding allows for the disclosure of PHI via the SHIN-NY by one of the patient's providers (a QE participant) to one or more other QE participants who are either treating the patient or performing quality improvement and/or care management activities for such patient without consent. Examples of this type of exchange include electronic notification of admission and discharge at participating hospitals, feed of clinical lab results, referrals to a specialist, a discharge summary sent to the location where the patient is transferred, lab results sent to the practitioner who ordered them, or clinical information sent from a QE participant to the patient's health plan for quality improvement or care management/coordination activities.

How Does the SHIN-NY Benefit Health Plans?

The SHIN-NY is an important factor in improving the quality of patient care, reducing unnecessary healthcare expenditures, and promoting an array of State policy objectives.

Clinical Benefits—Improving Patient Care and Reducing Costs

More Efficient Emergency Department Treatment

Emergency Departments (EDs) connected to the SHIN-NY have immediate access to patients' medical records, including chronic conditions, test results, allergies, and medication histories, reducing delays in treatment and avoiding unnecessary hospitalizations.

Better Patient Care

Doctors and other providers who adopt electronic health records (EHRs) and connect to the SHIN-NY can instantly access patients' medical records, including test results, prescriptions, and treatment plans. Providers can also receive real-time notifications (alerts) of a patient's visit to the ED and other events. This is particularly valuable for providers and care managers who care for patients with chronic conditions—they can develop care plans based on the most accurate, up-to-date information.

Better Care Coordination

The SHIN-NY enables access to clinical information to improve care coordination and disease management, ensure safe and successful transitions of care, and support quality-based reimbursement reform initiatives. Care/case managers that are part of a health plan can use the SHIN-NY to access clinical data for patients. This information assists care/case managers in arranging services, coordinating care between multiple providers, specialists, and facilities, and more proactive management of members' needs.

Health Plan Oversight in Patient Care

Health plans that connect to the network can receive alerts of a member's visit to the ED, review care plans with providers for collaborative care initiatives such as health homes, and electronically access members' clinical information. This helps facilitate prioritizing patients for outreach or other interventions and ensures that their members are getting the care they need.

Reduction in Unnecessary Tests, Procedures, and Medications

Use of the SHIN-NY helps reduce medical errors, prevent harmful drug interactions, avoid duplicative tests and therapies, prevent unnecessary hospitalizations, and curb over-utilization of prescription drugs, benefiting patients, providers, and health plans.

Administrative Benefits

More Efficient Workflow

Providers who are connected to the network can instantly access patients' medical records, eliminating the need for records to be faxed or mailed.

Reduction in Administrative Costs for Health Plans

HIE access to clinical data can significantly reduce time and costs associated with chart reviews, allowing plans to gather information on all patients rather than a sample and providing a more efficient mechanism for provider-based measurement for value-based purchasing arrangements. The HIE portal or electronic retrieval provides remote, online access to clinical data to support QARR/HEDIS data collection requirements and is available on demand 24x7.

More Efficient Public Health Reporting

The network enables public health reporting to be done on a more timely and efficient basis, reducing the administrative burden on hospitals and providers.

Patient Consent in New York State

The SHIN-NY Regulation governs how patient health information is accessed and used via the SHIN-NY, the regional QEs, and their participants. The SHIN-NY Regulation requires that healthcare providers and health plans obtain patient consent before accessing personal health information for non-emergency treatment. Unlike HIPAA, New York State requires patient consent even when the information is being used for treatment, payment, or healthcare operations.

Consent Requirements for Health Plan Services

Patient Care Alerts

Patient Care Alerts without patient written consent that contain limited patient information may be sent by the QE if the recipient has a treating or care management relationship to the patient. There are some restrictions on these types of alerts from facilities subject to the mental hygiene law and 42 C.F.R. Part 2 (substance use treatment records). Implementation of patient care alerts is optional for QEs and is expected to be operational in the first quarter of 2018.

Use of Alternative Consent Forms

QEs may allow the use of alternative consent forms to allow patients to more easily provide consent to access their clinical information if the form contains at least four basic elements:

1. Description of categories of information to be shared

2. Description of potential uses of information

3. Description of sources and potential recipients of information (general designation can be used)

4. Patient signature

Exception to Obtaining Consent for Health Plans

One-to-One Exchange

In the paper-based world of provider-to-provider disclosure and access to a patient's health records, exchange is done with the patient's knowledge and either implicit or explicit consent. Similarly, electronic-based One-to-One Exchange allows for the disclosure of Protected Health Information (PHI) via the SHIN-NY by one of the patient's providers (a QE participant) to one or more other QE participants who are either treating the patient or performing quality improvement and/or care management activities for such patient. Examples of this type of exchange include referrals to a specialist, a discharge summary sent to the location where the patient is transferred, lab results sent to the practitioner who ordered them, or clinical information sent from a QE participant to the patient's health plan for quality improvement or care management/coordination activities.

A health plan accessing clinical information for quality improvement or care management/coordination activities may constitute a One-to-One Exchange between the participant and the health plan based on agreements in place between the provider and health plan and the provider's instructions to the QE. However, this exchange must comply with New York State policies that allows an individual to request to restrict disclosure of PHI.

Detailed Overview of Services Offered to Payers

As previously mentioned, the key to accessing data in the SHIN-NY is collecting patient consent or completing the contractual arrangements required for One-to-One Exchange that is exempt.

> **For health plans that plan to collect patient consent, the following core services are available:**

Consent Management

Consent management services provide the ability to track patient consent at the local or community level. New York and SHIN-NY consent policy is defined as consent to access patient records. Access is granted by patients opting in for providers and health plans to access data at the HIPAA Covered Entity level (hospital, provider practice, individual practitioner, etc.). Written consent is collected by each QE participant and communicated to one or more QEs. QEs maintain a local index of patient/provider consent that is checked before releasing any information, including information that identifies which providers have generated patient records to another provider or QE.

Sample Consent Management Services:

- Ability for health plan to enter consent into QE's portal

- Health plan sending patient consent to the QE through an electronic means, such as an HL7 data feed, which the QE uses to indicate the patient's consent status in the HIE

- Collecting community-wide consent flags (HL7 message) and applying it across the community of QE participants (if applicable)

- Auditing of consent for members (as required by State policy and HIPAA)

Availability of Consent Management Services by Qualified Entity

Qualitied Entity	Ability for Plan to Enter Consent into QE's Portal	Plan Sending Patient Consent to QE Through an Electronic Means	Collecting Community Wide Consent Flags	Auditing of Consent for Members
Bronx RHIO	Available; Free	Available; Charge per Organization	Available; Charge per Organization	Available; Charge per Organization
HealtheConnections	Available; Free	Available; Variable	N/A	Available; Variable
Healthix	Available; Free	Available; Free	Available; Free	Available; Free
HEALTHeLINK	Available; Free	Available; Free	Available; Free	Available; Free
Hixny	Available; Charge per Organization	Available; Charge per Organization	N/A	Available; Charge per Organization
NYCIG	Available; Free	Available; One-Time Implementation Fee	Available; TBD	Available; Variable
Rochester RHIO	Available; Free	Available; Free	N/A	Available; Free

Clinical Event Notifications/Alerts

Alerts allow users to establish subscriptions to pre-defined patient events (e.g. ER and inpatient admits and discharges) and receive notifications when those events occur. An authorized user can subscribe to notification feeds related to the following events:

Basic Alerts:

- ER admit/discharge
- Inpatient admit/discharge

Advanced Alerts (may be value-added services available only through certain QEs)

- Event-based alerts (e.g. SNF admit/discharge, incarceration/release from jail, patient expiration)
- Occurrence of new clinical data that has content or values specified by a participant (e.g. HbA1c results)
- Analytics-based alerts (predictive risk for future event or diagnosis)

Patient Record Lookup

Patient Record Lookup functions like a highly secure search engine, allowing authorized users to retrieve records from across the network after receiving consent from the patient or member. This service allows a physician or care manager, for example, to readily look up a patient's records no matter where they received care in the state. Patient Record Lookup includes local (within a QE's region) and statewide queries.

A clinical viewer allows providers and health plans to search for records for an individual patient across all data sources (as defined by patient record lookup requirements) based on demographics, Medical Record Number (MRN), or other patient identifying information. The clinical viewer is web-based, which eliminates the need to integrate with EHRs or other systems.

All QEs offer Statewide Patient Record Lookup to health plans.

Availability of Alert Services by Qualified Entity

Qualitied Entity	Basic Alerts	Event-Based Alerts	Occurrence of New Clinical Data Specified by Member	Occurrence of New Clinical Data with Content or Values Specified by Participant	Analytics-Based Alerts (e.g. Predictive Risk for Future Event or Diagnosis)
Bronx RHIO	Available; Free	Available; Charge per Organization	Available; Charge per Organization	Available; Charge per Organization	Available; Charge per Organization
HealtheConnections	Available; Free	Available; Variable	Available; TBD	Available; Variable	Available; Variable
Healthix	Available; Free	Available; Free	Available; Free	Available; Free	Available; Charge per Organization
HEALTHeLINK	Available; Free	In-Development; Free for Charter Members; Others may be Charged	Available; Free	In-Development; Free for Charter Members; Others may be Charged	N/A
Hixny	Available; Charge per Organization	Available; Charge per Organization	Available; Charge per Organization	Available; Charge per Organization	Available; Charge per Organization
NYCIG	Available; Free	Available; Free	Available; TBD	In-Development; TBD	N/A
Rochester RHIO	Available; Free	Available; Charge per Organization	Available; Charge per Organization	Available; Charge per Organization	N/A

Secure Messaging

Secure Messaging gives authorized users the ability to seamlessly exchange authenticated, encrypted clinical data. It's similar to highly secure email pushing health information from a sender to a known receiver. A provider or health plan is able to receive information about individual patients from another member in the network or another network connected to a provider/health plan.

Capabilities

- Generate messages and/or documents to be sent to another provider

- Send messages, with or without attached documents, directly and securely to an authorized user or list of users

- Look up intended recipients in a Provider Directory/ Master Clinician Index

- Request and receive messages and/or documents from other QEs for delivery to a secure address

- Allows for providers or health plans to receive messages who may not have access to an EHR via a web-based interface

Qualitied Entity	Secure Messaging
Bronx RHIO	Free
HealtheConnections	Free
Healthix	Free
HEALTHeLINK	Free; Annual Certificate Fees Passed Through to Participants
Hixny	Free
NYCIG	Free; One-Time Fee to Establish HISP Connection; Annual Certificate Fee
Rochester RHIO	Free; Annual Certificate Fees

Who is Connected to the SHIN-NY?

The SHIN-NY connects regional networks, or Qualified Entities (QEs), that allow participating healthcare professionals, with patient consent, to quickly access electronic health information and securely exchange data statewide.

The regional networks enroll participants within their community, including those from hospitals, clinics, FQHCs, home care agencies, payers, and ambulatory practices, among others, so they can access and exchange electronic health information with participants in their region.

To find out which providers in your region are connected to the SHIN-NY, please follow the links below:

Bronx RHIO

HealtheConnections

HEALTHeLINK

Healthix

Hixny

NY Care Information Gateway

Rochester RHIO

Contact Information

Please contact one of the state's QEs to learn more about how to connect to the SHIN-NY.		
Bronx RHIO	**Charles Scaglione** Executive Director	cscaglio@bronxrhio.org
HealtheConnections	**Rob Hack** President and CEO	rhack@healtheconnections.org
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