Request for Information (RFI) For
Patient Access to Health Data

ISSUED BY THE
NEW YORK eHEALTH COLLABORATIVE

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All correspondence and proposals should be submitted via email directly to the contact listed above and include ‘Patient Access to Health Data RFI’ in the subject line.
I. STATEMENT OF PURPOSE
New York eHealth Collaborative (NYeC) is performing preliminary investigations into the current state of software applications that enable patients to access and aggregate their personal medical records in anticipation of potentially releasing a Request for Proposal within the next twelve months.

II. INTRODUCTION
The New York eHealth Collaborative (NYeC) is working to improve healthcare for all New Yorkers through innovative health information technology and exchange (HIT and HIE). Founded in 2006 by healthcare leaders, NYeC is a 501(c)(3) and the State Designated Entity (SDE) in New York charged with leadership, coordination, and administration of the Statewide Health Information for New York (SHIN-NY), the state’s public health information exchange (HIE). In that capacity, NYeC works as a public/private partnership with the New York State Department of Health (NYS DOH) on the development of policies and procedures that govern how electronic health information in New York State is shared via the SHIN-NY, an innovative “network of networks” that interconnects New York’s regional health information organizations (Qualified Entities or QEs). QEs allow participating healthcare professionals, with patient consent, to quickly access electronic health information and securely exchange data with any other participant in the state. Each QE operates its own network that aggregates data from electronic health records (EHRs) from participating providers in their regions. They are interconnected through a SHIN-NY hub via the statewide patient record lookup (sPRL). The hub is an orchestration and security appliance. Together, the QEs collect and exchange data from acute care hospitals in New York State, provider systems, individual providers, laboratories, public health departments and other data sources such as health insurance payers.

As the health data interoperability landscape continues to evolve there is an increasing need for innovation and collaboration in the market to allow data to be exchanged more effectively. To meet these needs, NYeC has developed a set of ambitious goals outlined in the SHIN-NY 2020 Roadmap, which outlines five strategies that together will allow NYeC to support the evolving health information exchange landscape. These strategies are: ensuring a strong foundation for HIE within New York State, supporting stakeholder needs, enabling interoperability and innovation, promoting efficiency and affordability, and collective advocacy or the SHIN-NY and its stakeholders.

III. BACKGROUND INFORMATION

Patient Access to Health Data RFI

September 2019
Providing individual patients with technology that allows them to directly access their own health records has the potential to help advance several of the roadmap strategies described above. In addition, recent proposed rulings from Centers for Medicare & Medicaid Services (CMS) and the Office of the National Coordinator for Health Information Technology (ONC) on patient access to their health data are also key drivers for this RFI. NYeC wants to hear from vendors to inform a potential RFP in the future.

IV. ELIGIBILITY CRITERIA
To facilitate the development of an RFP for upcoming initiatives related to patient access to health data, NYeC has prepared this Request for Information for your consideration. NYeC is seeking responses from vendors that meet all of the following criteria:

1) Have an application that is Commercial Off The Shelf (COTS), available for sale, use and implementation today.
2) Have an application that is, with patients’ consent, currently accessing patient medical records.
3) Can access records, with patient consent, from different healthcare provider sources, for aggregation by patient.
4) Can support secure bidirectional messaging.
5) Adheres to the current HITECH rule, HIPAA privacy and security rules, and all applicable New York State security requirements.
6) Developed using widely adopted programming languages, and conforms to current software standards, both industry-wide and those for healthcare applications.

V. APPLICATION PROCESS AND TIMELINE
If you wish to respond to this RFI, please complete and return the “Patient Access Application Vendor Information” section of this document (see Appendix A below), along with any additional documentation related to the software application. Submissions will be reviewed by a committee of NYeC staff.

Submissions are due Wednesday, October 23, 2019. Organizations may only contact NYeC using the email address patientaccessrfi@nyehealth.org for all matters concerning this RFP.

If you have questions about the application, please submit those questions to the designated mailbox noted on the cover page of the RFP by Friday, September 27, 2019 and NYeC will distribute all questions received and answers to those questions by Friday, October 4, 2019 at the following page of the NYeC website: https://www.nyehealth.org/resources/rfps/.

NYeC reserves the right to amend or cancel this RFI at any time. NYeC is not responsible for any costs incurred in the preparation of a response to this RFI.
Please submit your application in Microsoft Word format with a limit length of 10 pages maximum, using font size 12. All valid applications must include all sections identified in the evaluation criteria.

**NOTE:** THIS IS NOT A SOLICITATION FOR PROPOSALS. Information gathered from responses to this RFI may be used by the NYeC at an unspecified future time to develop a request for proposals. NYeC is under no obligation to use any information or material submitted in response to this RFI. This RFI is issued solely for informational purposes and does not constitute a procurement or solicitation.
Appendix A
Patient Access Application Vendor Information

Please submit the following information in response to the RFI. You may submit separate attachments to answer specific questions or refer NYeC to a specific web page for information. In those cases, for the relevant question below, please enter “See attachment [document name or website address].” If you are describing multiple products, please clarify how the answers relate to each product if there are differences. NYeC asks that you provide an answer for each question.

Vendor Information:
1) What is the size of your organization?
   a. Employees
   b. Revenue
2) How many years have you been in business?
3) Office Location(s)
4) Products offered (standard data/sell sheets as attachments are acceptable)
5) Please explain your ownership structure
6) Leadership team / Board Members

Product-Specific Questions:
1) Application description (Marketing literature is acceptable for this answer)
2) Does application / solution provide a mechanism for a person (“patient”) to access their health information from their provider?
3) How does the application do this? (standard product Info sheet acceptable)
4) How customizable is application?
5) Does it use HL 7 and/or FHIR standards?
6) Is it an Open API?
7) How does the application verify identity of requesting patient?
8) Who / what is alerted (if anyone) when request is made by patient for access?
9) How is the data delivered to patient?
10) What is the user experience?
11) Does the application support/provide secure bidirectional messaging?
12) What technology standard is used for secure direct messaging?
13) What other functions are available, such as connecting to wearable devices?
14) What languages is application available in? 
15) Is it Section 508 compliant for people with disabilities? 
16) How mature is the application? 
   a. Customer / user number? 
   b. Number of application downloads (if in app store)? 
   c. How long has it been available for download/sale? 
   d. Is it used by or involved with any Health Information Exchanges? 
17) Is there online accessible help? 
18) What is provided to end user for training? 
19) What level of support do you provide? 
20) What is the cost/price to end user at this time? 
21) Do you provide an enterprise version?

Technical Considerations:

1) Is this a cloud-based application? 
   a. Multi-tenanted? 
   b. What type of cloud implementation is the application - public/private/hybrid? 
   c. Who is the cloud service provider? 
      i. AWS 
      ii. Google 
      iii. Azure 
      iv. Other ____________________________
2) What platforms is it compatible with (computer, mobile device) 
3) Is application accessible via 
   a. Module application 
   b. Web browser 
   c. Both 
4) What operating systems are compatible? 
   i. iOS 
   ii. Android 
   iii. Other ____________________________
5) What would NYeC need to do with their infrastructure for implementation (please describe) 
6) How would it interact with an MPI (master patient index)? 
7) How do you handle identity management? SSO or MFA? 
8) How do you handle access to the patient information by delegates (e.g. caregiver)? 
9) Briefly describe your development process (e.g. Agile etc.) 
10) What size is your development operation and is it on-shore or off shore?
11) Are your developer’s direct employees or contractors?
12) How often are releases shipped to end users (patients accessing data)

Security & Privacy
1) Is any of the data accessed by patients shared with any other parties? If yes, please explain.
2) What is your Digital Loss Prevention strategy, if any?
3) If you have a DLP strategy, what are your controls (privacy and security)?
4) How do you encrypt data at rest and in transit? How long does the data persist?
5) Do you have remote wipe capability within the application?
6) Do you involve other technical parties /licenses in the application stack?
7) Where is the physical data storage located geographically?
8) Have you observed any security breaches in the past 5 years? If yes, please provide some detail
9) Which framework(s) (HIPAA, PCI, NIST…) related to privacy and security do you comply/employ?
10) Are you SOC 2 Type 2 certified? HITRUST certified?