



## Customize RHIO Alerts

MyAlerts is a custom alerts service, which allows participants to select the alerts received based on the needs of both the care provider and patient. MyAlerts is an enhancement of the core RHIO Alerts service, and can be:

- delivered through DIRECT messaging, or
- integrated through an EHR vendor or system.

## MyAlerts make patient follow-up easier

MyAlerts is the alerts solution for a practice or care manager working within a larger health system, or for a clinical provider who needs to carefully monitor critical events for active or high-risk patients. MyAlerts allows providers to identify a list of consented patients, of which they then receive alert notifications about critical events.

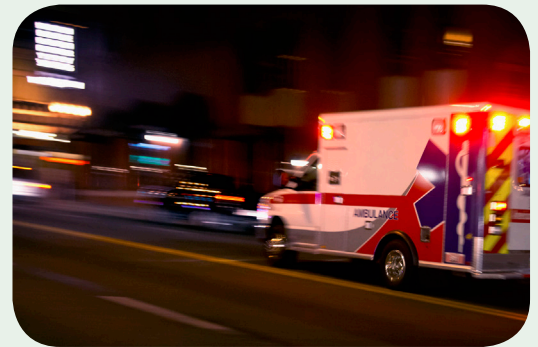
## MyAlerts supports quality metrics

MyAlerts is a value-added service that has been developed to meet specific clinical use cases and allows for the customization of clinical workflows.

To learn more about MyAlerts, or further customize the basic Alerts service, contact your Deployment Coordinator, or call Rochester RHIO's Customer Support Center at 1.877.865.RHIO (7446).



Custom alerts your way



## Rochester RHIO MyAlerts

With RHIO's MyAlerts service, participants can choose the alerts they need to support the highest quality patient care and fit the needs of their organization. Those using MyAlerts receive clinical notifications for a specific list of patients.



### Rochester RHIO

Greater Rochester Regional Health  
Information Organization

RochesterRHIO.org  
1.877.865.RHIO (7446)

## How can MyAlerts support your organization?

**Create a custom patient list:** In one case, MyAlerts allows a visiting home health nurse the opportunity to create and manage a custom patient list. For example, if a consented patient is discharged from the emergency department, a home health nurse will receive an alert, a near real-time notification, about the event. Instead of driving to a hospital, and not finding a patient there, a home health nurse would receive an alert about an admission or discharge. With this, home health organizations increase efficiency, and coordinate care where it is most needed.

**Filter extraneous notifications:** In another example, a large community-based care organization or a large hospital system, with potentially thousands—even hundreds of thousands—of consented patients, would be challenged to manage alerts. With MyAlerts, individual clinicians or practices have the flexibility of receiving critical alerts for a subset of their consented patient populations.

**Provide acute care during and after a critical event:** Imagine you are a care manager with 100 patients, and 34 of them have a chronic illness such as type 2 diabetes, heart disease, or epilepsy. With MyAlerts, the care manager can create a list containing the 34 patients, and only receive critical event notifications about the 34 who may need acute care during and after an event. MyAlerts provide care managers an opportunity for clinical intervention when a consented patient is admitted to the emergency department or hospital. A discharge notification also supports transition of care.

### Checklist for RHIO MyAlerts

- ✓ Authorized RHIO Explore+ user
- ✓ Health care organization actively consenting patients. The RHIO can only provide alerts for patients who have provided positive consent for practice, agency or health system organization.
- ✓ MyAlerts can be delivered through a DIRECT account, or through an EHR interface or system.



# MYALERTS

Rochester RHIO delivers critical alert notifications across our 14-county region every day.



### Sign up today

To learn more about MyAlerts, or other RHIO services, contact:

Customer Service:  
1.877.865.RHIO (7446)

Online Support Request:  
[providerportal.grrhio.org](http://providerportal.grrhio.org)

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

ROCHESTER **RHIO**