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## Rochester RHIO's Expanded Image Exchange Eliminates Repeated Medical Tests, Reduces Costs, and Improves Patient Care

**ROCHESTER, N.Y., Feb. 23, 2017** — All but gone are the days where patients need to track down and hand-carry CDs of scanned films and digital diagnostic images from doctor to doctor, thanks to expanded use of Rochester RHIO's Image Exchange service. As of this month, thousands of area healthcare providers are now able to access radiology images—including X-rays, MRI, CT scans and ultrasound—from 72 licensed radiology sites across the RHIO's 13-county region.

Physicians and staff often need to see diagnostic images that were captured somewhere else—the first X-ray of an injury, an echocardiogram from a previous treatment, or an MRI done by a radiology center before the patient was hospitalized. Accessing these images has traditionally been a time-consuming chore, requiring staff to call other offices, logging into multiple picture archiving and communication systems (PACS), or asking patients to locate and forward them. In many cases, it was easier simply to order a new exam—adding time and cost to the treatment, and potentially exposing patients to unnecessary radiation.

The RHIO's Image Exchange has increased the number of available images by more than 25 percent over the past two years, leading to more than 175,000 images being added every month. The tool provides fast and secure access to diagnostic-quality images, integrating the functionality into the Explore clinical query portal, which already enjoys widespread use. By granting healthcare providers secure, authenticated access via Image Exchange, Rochester RHIO eliminates the need to track down hard-copy X-rays and images on CDs.

Faster treatment, lower costs and a better patient experience are anticipated. In addition, providers can more easily compare current and past diagnostic tests between organizations with a common viewing environment and decrease risk of medical errors due to an incomplete patient record.

In addition to radiology reports and images, other data available through the RHIO's health information exchange (HIE) include hospital admission and discharge transactions, hospital reports, medication history, elder-care summaries, lab reports, and basic eligibility information. Services available through the HIE include image exchange, hospitalization alerts, emergency information exchange, transition-of-care support, public health reporting, and electronic results delivery.

### **About Rochester RHIO**

*Rochester RHIO is a secure electronic health information exchange serving authorized medical providers and over one million consenting patients in Monroe, Allegany, Chemung, Genesee, Livingston, Ontario, Orleans, Schuyler, Seneca, Steuben, Wayne, Wyoming and Yates counties in Upstate New York. The service allows a medical care team to share records across institutions and practices, making patient information available wherever and whenever needed to provide the best care. Patients benefit from fewer repeated tests, easier second opinions, a reduced risk of mistakes caused by poor handwriting or incomplete records, and more informed care during office visits and emergencies. It is a Qualified Entity of the Statewide Health Information Network of New York (SHIN-NY). Health care professionals and patients can learn more by visiting [RochesterRHIO.org](http://RochesterRHIO.org) or by calling 877-865-RHIO (7446).*

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