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Regional Healthcare Community Gives Rochester RHIO High Marks

Rochester, NY—May 22—Rochester RHIO's impact on the community's well-being continues to grow as more providers are given a better look at the whole story of health—and healthcare workers are starting to take notice.

More than 500 authorized users—the majority of whom are nurses, clinicians and those who work in healthcare administration—recently completed an anonymous survey to help RHIO gauge its overall effectiveness and satisfaction rates. Respondents, on average, gave a 9 out of 10 rating for recommending Rochester RHIO to another peer. The majority of respondents reported they were very satisfied or satisfied with their RHIO experience.

"By receiving Alerts, we can let our staff know in advance of the visit that the client is not at home," said one survey respondent that represented a growing number of home healthcare agencies now qualified to access RHIO data. "[I] love that I can access my patient's data without calling the MD office. Thank you. It makes my job MUCH easier!" said another.

Last year, Rochester RHIO conducted more than 1,000 visits to physician offices to help authorized users understand the system's extensive capabilities and identify areas for improvement. When asked to describe the RHIO, 93 percent of survey respondents answered with positive words, including "useful," "reliable," "high-quality," and "good value."

"Thanks to collaborative efforts in our community, Rochester RHIO is proud to be referred to as one of the most advanced health information exchanges in the U.S.," said Jill Eisenstein, president and CEO, Rochester RHIO. "It's rewarding to know that our regional community is benefiting from health information exchange innovation and operating excellence."

Rochester RHIO helps healthcare professionals see a more complete history of a patient's health—supporting the highest quality patient care. RHIO services provide important patient data—including recent hospitalizations, laboratory tests and imaging, and medications administered—helping to reduce tests, eliminate errors, and lower overall healthcare costs.

RHIO delivers accurate, up-to-date clinical information to health care professionals by making patient information available wherever and whenever needed to provide the highest quality care. Through RHIO services, healthcare professionals are able to securely connect and share records across institutions and practices statewide.

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About Rochester RHIO

Rochester RHIO is a secure electronic health information exchange serving authorized medical providers and over one million 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 or by calling 877-865-RHIO (7446).

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