

Good Afternoon,

Rochester RHIO is making modifications to RHIO Explore by revising user roles to minimize Break the Glass (BTG) access. Why are we doing this now?

- To meet new requirements of NYS Privacy and Security policies.
- Though BTG access is audited 100% of the time, we know patients feel most comfortable when access is kept to the minimum necessary.

Effective November 30, 2018:

1. Non-NPI users will continue to have access to Explore, however, will no longer be able to Break the Glass (emergency access to Explore patient health information without patient consent) unless work care-setting is:
 - Emergency Room
 - Urgent Care Center
 - Emergency Transportation (like Mercy Flight, EMS, Mobile Crisis Units)
2. Non-NPI users with a need for BTG access in the above care settings must re-apply for RHIO Explore to meet care-setting requirements. All other Non-NPI user BTG access will be revoked on November 30th. Non-NPI users without a need for BTG, no action is needed.
3. NPI Users with existing Explore access will not experience any change.
4. RHIO Administrators can request a Non-NPI User list for review by contacting your Regional Account Representative, our Support Center at 1-877-865-7446 or support@grrhio.org. Authorized users can also request this list with a Provider Portal Support Request. See [User Guide](#) for further information on our Provider Portal Training Tab.

We thank you for your patience through this process change as we try to keep this as simple as possible for our impacted users.