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## RHIO's Amy Warner Advocates for Long-Term Care Residents as Certified New York State Ombudsman

**Rochester, NY—February 28, 2020—** Rochester RHIO's Amy Warner, Esq, general counsel, privacy and compliance officer, is giving long-term care residents in the Greater Rochester region a stronger voice, thanks to her participation in a new statewide initiative. She was certified in the New York State Long Term Care Ombudsman Program, which is administered locally by Lifespan of Greater Rochester.

The program is designed to give residents of nursing homes, assisted living, and other licensed adult care homes a resource to help them understand their rights to quality care and an advocate to address issues or initiate change at their facility. Certification is attained on a volunteer basis through a six-day training program and on-site shadowing.

Warner volunteers her time weekly to listen to residents' concerns and help resolve issues on their behalf. She is currently assigned to Jewish Senior Life, which she praises as being an open and welcoming partner.

For Warner, the commitment is personal. "I was raised by my grandparents and we visited nursing homes regularly when I was a growing up. It is important for residents to feel heard and have the help they need to address concerns. Sometimes, I'm simply helping clarify residents' rights or advocating for small schedule changes that can have a big impact. The program really makes a difference for residents' quality of life," says Warner.

"This is a rigorous volunteer position, and Amy is one of our most dedicated advocates," says Ann Marie Cook, president and CEO of Lifespan, a non-profit that provides information, guidance and services for older adults and caregivers in the Rochester and Finger Lakes region. "She is always available to residents, solves problems and strives to improve their lives."

Over the past decade, Warner has been instrumental in crafting the policy and legal framework for health information exchange in Rochester, as well as across New York State. In this evolving legal space, she continues to advocate for the patients who benefit from RHIO services and their healthcare providers.

Warner is a 2020 *Daily Record* Corporate Counsel Awards honoree. She joined the Rochester RHIO in 2009 after a distinguished legal career with Sedgwick, the Monroe County Law Department, and Broward County Florida. She is admitted to the Bar in New York State and Florida, and holds an MBA from St. John Fisher, a JD from Nova Southeastern University and a BS from the University of North Carolina. Warner has also earned certifications in HIPAA Privacy and HIPAA Security.

Warner resides in Honeoye.

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### **About Rochester RHIO**

Rochester RHIO is a secure electronic health information exchange (HIE) dedicated to serving New York's Greater Finger Lakes region, including Monroe, Allegany, Cayuga, Chemung, Genesee, Livingston, Ontario, Orleans, Schuyler, Seneca, Steuben, Wayne, Wyoming and Yates counties. Its suite of services allow health care professionals to securely and rapidly share records across institutions and practices, making patient information available wherever and whenever needed to provide the highest quality care. Patients benefit from fewer repeated tests, missing records and errors, while receiving more informed care during office visits and emergencies. RHIO's health information exchange process more than seven million clinical messages a month for 1.5 million residents. RHIO is a Qualified Entity of the Statewide Health Information Network of New York (SHIN-NY). For more information, visit [RochesterRHIO.org](http://RochesterRHIO.org) or 877-865-RHIO (7446).

### **Media Contact**

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