

Explore+ FAQs

Updated: October 14, 2020

1. What enhancements will be made to Explore+ in the coming months?

Improvements that are on the way in the near future include the following:

- Improving MRN search functionality when searching by MRN.
- Improving scroll functionality when using the Timeline View.
- Improvements to labeling such as deceased labels, patient aliases, etc.
- Adding the ability for users to customize their Expression View.

Note: Users currently have the ability to change their default view from the Expression View to the Timeline View. Refer to the RHIO User Guide for more information on changing your view type.

2. After launch, Explore+ seemed slow. Is this still the case?

- Rochester RHIO acknowledges that the Explore+ system was initially slow after the launch on September 16. Performance enhancements were put through immediately and have been completed. Users should see improved processing speeds while they are using Explore+.
- **Note:** On weekends, and occasionally on overnights, there may be some system processing delays due to the loading of historical data. Rochester RHIO is committed to the loading of historical data into the new system.

3. How come I can't find a discharge summary?

Rochester RHIO is currently reviewing how discharge summaries are categorized, and is diligently working on improving how they are displayed in the system. Please call RHIO Support at 1-877-865-RHIO to report your specific issue. More to come.

4. Is the new clinical query portal user-friendly?

Explore+ enhances functionality for users, providing a better, easier and a more time-efficient experience. The new interface is cleaner, more intuitive and easier to navigate. The system includes improved data grouping, historical consent management, and search and sort functionality.

Positive feedback from pre-launch test user: “The new system is ‘beautiful’ and the ‘display is nice and easy to use and navigate’.”

5. What about browser compatibility?

Explore+ is compatible with the following Internet browsers.

- Chromium 65 (Release Date: 6/6/2018)
- Google Chrome (68) (Release Date: 7/24/2018)
- Microsoft Edge (40) (Release Date: 1/14/2020)
- Microsoft Internet Explorer (11) (Release Date: 10/17/2003)
- Mozilla Firefox (63) (Release Date: 10/23/2018)
- Opera (45) (Release Date: 5/10/2017)
- Safari (13.12) (Release Date: 7/15/2020)
- Safari - MAC OS High Sierra (10.13) (Release Date: 7/15/2020)

6. What data types will be available on Day 1?

All recent data will be available in Explore+ on Day 1, including **historical data going back to January 1, 2018**. This includes labs and clinical reports for authorized users. Real-time ADT messages (Alert notifications) will be available on Day 1, but historical ADT messages will not be included.

Please note: CCDs (C-CDA documents) are in a different “holding tank” and historical CCDs will be available on Day 1 of Explore+. Historical radiology reports and images go back as far when a data source first signed up to contribute data to RHIO, but not all historical radiology may be available on Day 1.

7. When will historical lab and clinical reports data older than January 1, 2018 start to be loaded?

Historical data processing will start after our successful go-live. We’ll continue to keep you informed as the historical data is loaded into the system. Our ultimate goal is to have all the same data that is available today in the new system as soon as possible.

Note: Historical data load prior to 2018 is anticipated to start later this fall.

8. Why are historical ADT messages not included on Day 1?

Real-time ADT messages (Alert notifications) will be available in

Explore+ starting Day 1. Information traditionally found in the ADT message is duplicated in other parts of the patient record. Information about past, or historical, admits/discharges are documented in a few different places in Explore+ including discharge summaries, the RHIO Repository and the Patient Care Network. Historical ADT messages (Alert notifications) will be added back into the community record post launch.

9. Will the legacy RHIO Explore system still be available after Explore+ goes live?

No, it will not.

10. What new features will be available in Explore+? The latest version of Explore was built by industry experts on a new platform custom-developed for the evolving needs of health information exchanges. New features include a redesigned, intuitive interface, a consolidated timeline view, improved data categorization, improved data access and a clearly designed Expression view for images. One new feature: historical consent.

11. Has the COVID-19 verbal telehealth RHIO consent procedure been updated?

Yes. Go to the COVID-19 tab, or click this link to download the new procedure document:

<https://rhiportal.grrhio.org/Pages/GetMediaFile.aspx?FileId=5370610>

12. Will Explore+ undergo testing?

Thorough testing has been going on every step of the way to ensure the platform works as expected upon launch.

13. Tell me about the platform. Is it homegrown?

Explore+ is an advanced clinical query portal available for Rochester RHIO and its participants to support the unique opportunities in the ever-evolving world of health information exchange. It is built on powerful, foundational technology and is a fully developed proprietary product. The underlying Meridian DAP platform was developed by our business partner, Aigilx Health. Because of its flexibility, RHIO will be able to utilize Explore+ to leverage community needs more quickly.

14. Will the migration to Explore+ be simple?

Migrating to the new Explore will be simple for every day users. Explore+ user training will take place beforehand during the summer weeks. Rochester RHIO’s Support Team will be there at every step of the way to help ensure a smooth transition. Users simply need to attend Explore+ training to receive access to the new system.

15. When was Explore+ first announced?

Rochester RHIO first announced the transition to Explore+ in a special edition newsletter released in March 2020.

16. When will Explore+ be available for general use by the community?

The timing for rollout is dependent on testing outcomes and data load timeframes. Explore+ successfully launched **September 16, 2020**.

17. Who will be impacted? What will the impact be?

Active users who today search for patient information inside of the Explore Clinical Query Portal will be transitioned over to the new Explore+. Rochester RHIO’s Support Team will be there at every step of the way to help ensure a smooth transition.

18. Will our login information remain the same?

Yes, Provider Portal login information will remain the same.

19. Is there a way to group patients in Explore+—that a provider needs to monitor?

Explore+ only allows authorized users to search one patient at a time using a patient’s last name and date of birth. Patients cannot be grouped or categorized in the system.

Rochester RHIO has a custom Alerts service (MyAlerts) that allows providers to monitor a select group of patients for a particular lab result, for example. Custom services do have an associated cost.

20. For Public Health users, should we use the “Operations” or “Treatment” button upon initial login?

Rochester RHIO has an Explore+ training specifically for our authorized

Public Health users. Log in to the Provider portal, and select the “Training” tab and review the 11-minute Public Health training.

As PH user, you’ll land on a different screen that says, “Select the purpose of your search.” You can select: “Communicable Disease”, “Source of Infection” “Emergency” “Organ Donation” and more.

Other Questions:

21. Do we need new consent forms for Explore+?

No. You can use the same consent forms that you are using today.