

Chairperson
Ann Marie Cook
Lifespan of Greater Rochester

Vice Chairperson
Jacob Flaitz
Paychex

Treasurer
Peter Robinson
University of Rochester
Medical Center

Secretary
Michael Mendoza, MD
Monroe County Public Health

Immediate Past President
Lawrence Becker
PCORI

Chris Bell
Monroe County
Medical Society

Carl Cameron, MD
MVP Health Care

Wade Norwood
Common Ground Health

John Glynn
Rochester Regional Health

Sr. Christine Wagner
St. Joseph's Neighborhood Center

Roger Benn
Excellus

Kesha Carter
CCSI

Adrian Hale
Greater Rochester Chamber of
Commerce

Kathy Johnson
Catholic Family Center

Jill Eisenstein
President & CEO

200 Canal View Blvd.
Suite 200
Rochester NY 14623
Phone: 585-410-6800
Fax: 585-410-6801
www.RochesterRHIO.org

Rochester RHIO & New York State Partner to Increase Use of Ambulance Data

Monroe Ambulance and Finger Lakes Ambulance Receive State Grants to Share Life-Changing Patient Data with Hospitals and Other Health Services

ROCHESTER, N.Y.—December 15, 2020—Two area emergency medical services (EMS) providers are now contributing patient data to Rochester RHIO, which will enhance individualized care and has the potential to improve social services support. Monroe Ambulance and Finger Lakes Ambulance are the first to participate in a new grant program with Rochester RHIO, which serves as the on-ramp for the SHIN-NY (Statewide Health Information Network for New York) across the 14-county Greater Finger Lakes Region.

The RHIO connects thousands of medical providers and community based organizations, allowing patient records to be securely and instantaneously viewed whenever and wherever to deliver the best possible care. Through Rochester RHIO, those records can be shared with authorized practices and institutions statewide, allowing more rapid and accurate care if someone is traveling beyond their home region.

Many EMS calls to 911 do not result in transportation to a hospital. As a result, pre-hospital treatment data from these 'ambulance encounters' have not been included in patient records, leaving significant information gaps that can negatively affect care.

"EMS is regularly requested for anxiety, falls, first aid, domestic disputes, and other conditions that don't require transportation to the emergency department. This information has historically been invisible to physicians, social services organizations and other organizations who could use it to spot patterns and make better decisions," said Jill Eisenstein, president and CEO of the Rochester RHIO. "Our collaboration with regional EMS agencies helps to make sure that front line emergency crews can both see patient data and contribute encounter data to the patient record. That can make a huge difference in people's lives."

Both ambulance services benefitted from the Data Exchange Incentive Program (DEIP), an initiative of the New York State Department of Health with support from the Centers for Medicare & Medicaid Services. DEIP is now providing financial grants to help offset costs for EMS providers and pharmacies to connect to qualified entities such as the Rochester RHIO—expenses typically incurred for specialized software and related information technology services. Previously, DEIP was employed to successfully increase SHIN-NY connections by long-term care facilities, behavioral health organizations and diagnostic treatment centers.

For additional information about the DEIP program and the RHIO's contributions to improving the health of 1.5 million residents across the region, visit RochesterRHIO.org.

###

About Rochester RHIO

Rochester RHIO is a secure electronic health information exchange serving authorized medical providers and 1.5 million residents of Monroe, Allegany, Cayuga, 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).

Media Contact

Aimee Lewis for Rochester RHIO
aimee@mcdougallpr.com or (585) 414-9838