



## Rochester RHIO HIE Transition FAQs

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*Rochester RHIO will transition from Explore+ to a new platform*

### **What is happening?**

Rochester RHIO will be transitioning from the Explore+ clinical viewer and our existing HIE technology to a new platform as part of a collaborative effort to consolidate the statewide capability to share health information. Rochester RHIO will work to minimize any changes regarding the way you and your organization connect and share data during this initial phase.

Additional services will also be transitioning, and we will communicate the nature and impact of those services as the program progresses.

### **When will the platform be available for use by the RRHIO participants?**

The timing for rollout is dependent on testing outcomes and data load timeframes. We expect to launch in the spring of 2026. Future communication will provide specific dates.

### **Who will be impacted? What will the impact be?**

Active Explore+ users who search for patient information will be transitioned over to the new clinical viewer. It is likely that specific outbound services (for example: MyResults Delivered) will also transition at or near the same time as the Clinical Viewer. Rochester RHIO will be there every step of the way to help ensure a smooth transition.

### **Will our login information remain the same?**

Yes. At this time, we plan to keep Provider Portal login information the same. If any updates occur, we'll post a notification.

### **How will we be notified of the changes?**

Rochester RHIO will post updates on the Provider Portal and will also use email to communicate new information. As we progress through the transition to the new platform, this FAQ will be updated with additional details.

### **Why is this change being made?**

Rochester RHIO is working with the Statewide Health Information Network for New York (SHIN-NY), New York eHealth Collaborative (NYeC) and other statewide partners to share infrastructure as a way to limit redundancies while maintaining existing services. This change helps us to be a good steward of limited health care resources.

### **Are other Health Information Networks (HINs) going through similar changes?**

HEALTHeLINK in Western New York switched to the same platform at the end of 2025, and additional partners are planning to switch in the future. This change will support more robust patient health information and enable future growth.

### **Will the new platform undergo testing?**

Robust testing and quality checks will take place as part of data load and interface verification. We further anticipate a pilot phase and will perform appropriate quality assurance activities throughout the transition process.

### **Will you offer training on the new platform?**

Yes. Training will be available before users access the platform. RHIO Administrators will receive webinar details by email, and the information will also be posted on our website.