

# Alerts



Instantly update providers when their patients are admitted or discharged.

## What are Alerts?

Rochester RHIO Alerts provide essential information that supports patient care after a hospitalization, or urgent consultation during an emergency department visit. Get notified of these critical patient events via DIRECT messaging right when they occur.



## Alerts make it easier to provide high-quality patient care

Rochester RHIO can alert users to critical patient information immediately — and the alert notifications are sent just like an email.

With Alerts, care managers and other health professionals receive automatic notifications when their patients are admitted or discharged from a participating hospital or emergency department.

Awareness and support during patient transitions in care settings improves the quality of patient care and can result in fewer hospital readmissions.

## Rochester RHIO Alerts fit your workflow

- Primary care physicians will be alerted almost immediately when their patients are hospitalized at any of 23 hospitals in our region, or at any hospital in New York State.
- Care managers will be notified when a patient is discharged and requires support during care transition. This ultimately can prevent unnecessary hospital readmissions.
- Home care agencies will be notified when a patient with a chronic health condition is hospitalized, allowing agencies to schedule staff effectively and to participate in discharge planning.
- Health care providers will be alerted when their patients are transported to an emergency department, or another hospital.
- Statewide Alerts allow care managers to be notified when their patients are admitted to an emergency department or hospital anywhere in New York State.



**Rochester RHIO**  
Greater Rochester Regional Health Information Organization  
200 Canal View Blvd., Suite 200 • Rochester, NY 14623  
[www.RochesterRHIO.org](http://www.RochesterRHIO.org) 1.877.865.RHIO (7446)

## Alerts via DIRECT Messaging

Rochester RHIO Alerts are easy—they can be sent through DIRECT just like email messages. RHIO Alerts are instantly delivered to a user's DIRECT account for patients who have provided a positive RHIO consent to a practice or health system. We also can send a message to an email address to notify users when an alert is delivered to their DIRECT inbox.

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Patient: HILLS, VICTOR E   DOB: 04/23/1954   Gender: M  
Event: DISCHARGED from EMERGENCY DEPARTMENT,  
Clifton Springs Hospital  
On: 04/24/2013 at 11:23:00  
Diagnosis:  
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```

Each notification message includes essential information, such as the date of event, type of event, and the hospital(s) or EMS servicing provider(s) involved in patient care. In some cases, messages include more detail, including patient diagnosis.

## MyAlerts

MyAlerts is the customizable alerts solution for a practice or care manager working within a larger health system, or for a clinical provider who needs to carefully monitor critical events for active or high-risk patients. MyAlerts can limit alerts to a specific list of patients as identified by the provider, known as list-based alerts. They can also be directly integrated into a practice's EHR.

MyAlerts is a value-added service, which has been developed to meet specific clinical use cases and allows for the customization of clinical workflows. If you'd like to customize your Alerts service, contact your Regional Account Representative for more information.

## Checklist for RHIO Alerts

- Authorized RHIO Explore+ user
- Participating organization actively consents patients. The RHIO can only provide alerts for patients who have provided positive consent.
- For basic Alerts, users must have a DIRECT account, either through the Rochester RHIO or EHR vendor.



### Sign up today

Interested in signing up for RHIO Alerts? Contact Rochester RHIO:

**Customer Service:** 1.877.865.RHIO (7446)

**Online Support Request:** [providerportal.grrhio.org](http://providerportal.grrhio.org)

**Email:** [info@grrhio.org](mailto:info@grrhio.org)



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