**![RHIO_Logo_Tag_CMYK [300dpi].jpg]()**

**Image Enabled Results Delivery (IERD)**

Rochester RHIO now provides access to imaging studies directly through reports delivered to practice EHRs.

* Available to practices receiving MyResults Delivered though the Rochester RHIO
* Simple to use, just open a report, click a link to the image and enter a PIN.
* Embedded clinical viewer, no separate login required.
* Check off a Meaningful Use 2 menu set requirement

**Frequently Asked Questions**

**1. How long does it take for the image to load?**  In general, images are immediately available within the first 30 days. After 30 days, images can be retrieved at any time, however there may be up to a 5 minute delay to view the image.

**2. How long is the image available through the RHIO?** The RHIO does not archive images, so users continue to have access to images through the RHIO. Once an image is 30 days old, it may take up to 5 minutes for the image to load.

**3. Does IERD work with my EHR?**

How you use IERD may vary by your EHR. The following EHRs have implemented IERD:

* eClinical Works
* Medent
* NextGen
* STI

(Additional vendors can be added as practices request this service.)

**4. What does IERD cost?**

The RHIO does not charge an ongoing fee for IERD. There is a set-up fee for each practice of $200.00 per physician (MD, DO, DC, DPM, OD). All RHIO users in a practice will have IERD access, including non-physician RHIO users. There is also a $200.00 fee to add a new physician to a practice.

**5. Is training available?**

Rochester RHIO Deployment Staff will schedule a brief training for each practice adopting IERD services.

**6. Who handles support questions?**

Call the Rochester RHIO support line (1-877-865-7446 or email info@grrhio.org) with IERD questions or issues. The RHIO team will be able to identify next steps for solving issues.

**7. What happens if I need a report resent?**

The image link is not included when a report is resent. In order to view an image associated with a report, please go to RHIO’s query portal.

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