

SERVICE OVERVIEW

PATIENT RECORD LOOKUP

HOW DOES THIS SERVICE WORK?

Our patient record lookup service allows authorized HEALTHeLINK users to access clinical information for patients with whom they have a treating relationship. The purpose of this service is to give practices and care coordination networks instant access to information from across New York State that is crucial for the treatment and care management of patients. There are currently more than 50 data providers in WNY and hundreds more across the state contributing to HEALTHeLINK's available patient records - including many of WNY's largest hospitals, labs, and radiology centers. Our patient record lookup is consent driven, so there must be an affirmative consent in place for a patient's clinical records to be accessed.

WHAT RECORDS ARE AVAILABLE?

Records will vary from patient to patient, but the type of information available from linked providers can include:



Lab Results



Radiology Results



Transcribed Reports



Admission,
Discharge & Transfer

WHAT DO I NEED TO DO TO PARTICIPATE?

In order to use this beneficial service, each of the following needs to be in place:

- Practice must be a HEALTHeLINK Participant
- Internet access
- An Authorized Contact person in place
- Completed policy and software training on the use of HEALTHeLINK

READY TO GET STARTED?

If you would like to become a HEALTHeLINK Participant, please contact the Business Development team at businessdevelopment@wnyhealthelink.com.

Please note that HEALTHeLINK does perform routine and deliberate audits of a user's access of patient information. The results of these audits are reported back to the facility's compliance and privacy officer for review. Adherence to all HIPAA security and privacy rules is paramount to maintaining a patient's trust with regard to the access to his or her data. HEALTHeLINK takes this responsibility very seriously.

HEALTHeLINK has also built a pipeline to query qualified entities (health information exchanges) throughout New York through the Statewide Health Information Network of New York (SHIN-NY). These queries are initiated for every patient searched through HEALTHeLINK.