The Link

Data Sources

The following data sources are currently available through HEALTHeLINK. Those bolded are new since the last edition of The Link.

- **Buffalo MRI**
- Catholic Health System (ADTs, radiology, labs)
- ECMC (ADTs, radiology, labs, transcribed reports)
- Kaleida Health System (ADTs, radiology, labs, transcribed reports)
- Mount St. Mary's Hospital (ADTs, radiology, labs, transcribed reports)
- Niagara Falls Memorial (ADTs, radiology, labs, ER reports)
- Quest Diagnostics (labs)
- Roswell Park Cancer Institute (ADTs, radiology, labs, transcribed reports)
- RxHub (medication history)
- Southtowns Radiology
- Spectrum Radiology
- Surescripts (medication history)
- United Memorial Medical Center (ADTs, radiology, labs)
- Upper Allegheny Health System (ADTs, radiology, labs & transcribed reports)
- WCA of Jamestown (ADTs, radiology, labs, transcribed reports)
- Windsong Radiology Group
- **X-Cell Laboratories**

Total participating practices: 380
Total participating providers: 1,800
More than 52 million clinical reports accessible through HEALTHeLINK

For more info, visit www.wnyhealthelink.com

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Department of Veterans Affairs Pilot Project

HEALTHeLINK has been selected by The Department of Veterans Affairs (VA) to participate in the Virtual Lifetime Electronic Record (VLER) Health Communities Program, a pilot project to improve the delivery of care and services to Veterans through health information technology. HEALTHeLINK will coordinate its activities with the Nationwide Health Information Network (NwHIN) through the U.S. Department of Health and Human Services on the initiative. VA will contact Veterans to participate in the pilot. A signed consent form is needed to enable a patient's public and private sector health care providers and doctors to safely and securely access health information electronically.

"This partnership and use of technology securely connects private sector health care information to VA information allowing immediate exchange of medical records at the point of treatment," stated Dr. Miguel Rainstein, Chief of Staff, VA Western New York Healthcare System. "Improved quality of care is realized for Veterans with this more readily available exchange, eliminating duplication of tests."

"The Western New York region is setting an example for the nation by linking doctors, hospitals and other providers electronically to improve the care that patients receive and help avoid unnecessary costs," added Aaron McKethan, director of Beacon communities program, U.S. Department of Health & Human Services Office of National Coordinator for Health Information Technology. "Connecting the VA in this process is an important step toward achieving this vision."

Beacon Project Update

The WNY Beacon Project has celebrated its first year and made many great strides in reaching out to the community for the betterment of diabetes management. The WNY Beacon Project has as its primary focus the improved outcomes for diabetic patients and support for the providers that treat them to achieve those outcome improvements.

The project is proud to report that 4 of the 5 pilot Long Term Care Agencies and 4 of the 5 Home Care Agencies have signed up as both data sources and data users. These will be the first long term care and home care agencies to be in the health information exchange. Additionally, 4 more hospitals have signed up as data sources and implementation is underway. Two hospital systems have also been identified as pilot sites for pharmacy and emergency medicine data.

Beacon's tele-monitoring pilot has been initiated in 3 of the 4 pilot practices and diabetic patients are already being monitored using equipment in their homes and reporting electronically thru the virtual health record. Medication reconciliation has made several strides forward and plans are being made to demonstrate current capabilities to interested practices and providers. It is expected that additional medication history and tools will be available in mid-September. The Beacon Personal Health Record Gateway is also expected to be available for use and installed by mid-September.

Substantial progress has been made in meeting Meaningful Use objectives with Beacon's partners. In addition, most of the phase one practices have results delivery set up and interoperability is working in Medent practices.

With dozens of medical practices joining and utilizing HEALTHeLINK to share clinical information in efficient and meaningful ways each month, there have been a number of success stories that illustrate why WNY's clinical information exchange is instrumental to improving the delivery of care, enhancing outcomes and helping control health care costs. Here is just a sampling of what health care providers are saying about HEALTHeLINK:

"Our staff loves the speed and ease of using e-prescribing and patients have adjusted to it with minimal resistance to giving up the hard-copy scripts. Our doctors are able to handle refilling/re-order requests using e-prescribing from their home computers, which is not only convenient, but allows our clinical and administrative staff to spend more quality time on the care of our patients. We haven't yet converted our patient charts to electronic medical records, but staff has noticed a tremendous difference in time utilizing HEALTHeLINK to hunt down medical information and the entire staff is eager to fully implement an EMR system."
- *Wellness Medical Practice, PLLC*

"Rather than looking at several different websites to obtain pertinent patient information, HEALTHeLINK has provided the necessary documents all in one place, with a user friendly format. This is an exceptional time saver for our large practice."
- *Neurology Associates of WNY*

"For the majority of cases, we query HEALTHeLINK to get general medical information and treatment info. Approximately 25% of the time we find information we can use in our investigation, saving about 50-100 hours of our staff's time per month in averted phone calls to providers. In turn that time can be spent on other activities. When we can get information from HEALTHeLINK, we gain anywhere between 4 and 48 hours lead time on our investigations when compared to waiting for provider callbacks. The other important feature is that we can access HEALTHeLINK 24/7 and remotely from locations other than the health department."
- *Heather Lindstrom, epidemiologist, Erie County Department of Health*

"There was an occasion where a CT of the abdomen had been performed on a potential organ donor. As the recovery teams were readying to take the patient to the OR, someone mentioned a possible complication based on a previous CT earlier during the patient's hospitalization. From home, the UNYTS coordinator was able to print the CT results through HEALTHeLINK and upload the information to a national database for potential donors. Surgeons in New York City, Massachusetts, Buffalo and Minnesota were able to view the results within minutes. With fears alleviated, the recovery went off as scheduled and five lives were saved that day."
- *Upstate New York Transplant Services*

"HEALTHeLINK is definitely most beneficial for new patients and when looking for reports ordered by other providers. But in the age of outages and failed faxes, it is helpful to track tests we ordered in HEALTHeLINK in the event that a report was lost in transport. Overall, it is great for anything from initial report gathering to quality assurance for our ordered test. We are happy to contribute our share to help HEALTHeLINK grow to its fullest potential. "
- *Kathleen Darszewski, health information manager, Buffalo Heart Group LLP*

"As a primary care health center, a community linkage with our Regional Health Information Organization – HEALTHeLINK - was a key factor in our ability to attain the National Committee of Quality Assurance's Patient Centered Medical Home Level 3 recognition -- particularly as it relates to the provision of continuity of care that is coordinated between inpatient and primary care facilities. Through HEALTHeLINK, we are fed discharge data directly into our electronic health record so that our providers can review and respond to our patients post discharge needs in a timely fashion. This form of health information exchange has had a substantial impact on our ability to provide quality care to our patients."
- *Thomas Artim, MD, medical director at Elmwood Health Center*

Managing Consent on HEALTHeNET

This past June marked the ten-year anniversary of the launch of HEALTHeNET. To date, there are more than 45,000 users registered on the system and more than 300 million transactions have been processed. New functionality continues to be added to meet the needs of users, including adding the HEALTHeLINK consent process. If a user is registered with both LINK and NET, they will be able to manage the consent process from the HEALTHeNET website. When a user with both NET and LINK access runs an Eligibility and Benefits transaction on HEALTHeNET, a second transaction will run "behind the scenes" on the HEALTHeLINK system looking for consent. Look for this new functionality to be in place by the end of this year.

Porreca to NYeC board

Daniel Porreca, HEALTHeLINK's executive director was appointed to a three-year term on the New York eHealth Collaborative (NYeC) board of directors. The Collaborative is a public-private sector partnership to build consensus on state health information technology priorities, including physician adoption of electronic health records and consumer consent policies among others.