



HEALTHeLINK™

The LINK

June 2020/Issue 41

Adoption

Percent of WNY practices who participate with HEALTHeLINK: **87%**

Total number of patient consent forms signed: **1,334,888**

Total results available through HEALTHeLINK: **274,144,055**

Total number of patient record look up queries in HEALTHeLINK from January-May 2020: **2,068,616**

Total number of practices sending data to HEALTHeLINK from their EMR: **425**

Total number of practices getting results delivered from HEALTHeLINK into their EHR: **428**

New Data Sources

Buffalo Medical Group

East Aurora Family Practice

Lutheran Social Services

Southern Tier Pediatrics Practice PC

For a complete listing of data sources and participating practices, [click here!](#)

Top Users of HEALTHeLINK's Patient Record Look-up

Hospital Users

COVID-19 Update

Getting the most current clinical information to where it's needed, when it's needed plays a critical role in the delivery of care and is central to HEALTHeLINK's mission. During this COVID-19 pandemic, HEALTHeLINK has been working closely with our county and state health departments to support epidemiology and surveillance work and other community response efforts. Since mid-March, the utilization of HEALTHeLINK's patient record lookup functionality by the health departments has more than doubled. In addition, we've nearly doubled the number of public health users who are now securely accessing the health information exchange.

HEALTHeLINK providers can track and receive alert notifications for their patients who have had a COVID-19 test so they can ensure appropriate follow-up measures. This functionality has been utilized by physician practices, hospitals, health plans and health homes in recent weeks. HEALTHeLINK has also been assisting providers conducting telehealth visits with their patients by securely sharing information they need at the virtual point of care.

In addition, our analytics team is working to develop COVID and surveillance dashboards. The information we ultimately collect will help to determine more and better ways to support the various modeling and reporting efforts based on the data infrastructure we continue to build within the health information exchange.



New Additions to HEALTHeLINK Training Materials

1. Kaleida Health System
2. Niagara Falls Memorial Medical Center
3. Roswell Park
4. Erie County Medical Center
5. Catholic Health System

Physician Practice Users

1. General Physician PC
2. Buffalo Medical Group
3. Dent Neurologic Institute
4. WNY Urology Associates
5. Windsong Radiology
6. Landmark Medical
7. UB Neurosurgery
8. Roswell Park Oncology PC
9. The Chautauqua Center
10. University Neurology

Other Participant Type Users

1. Greater Buffalo United Accountable Healthcare Network
2. ConnectLife
3. Health Homes of Upstate New York
4. Health Home Partners of Western New York
5. Erie County Department of Health

HEALTHeLINK has added to its library of training materials available on our [website](#) to include a Practice Workflow Toolkit and a schedule of live webinars focused on individual HEALTHeLINK services. These are in addition to the expansive list of videos and training documents covering a wide span of HEALTHeLINK services.

- [Practice Workflow Toolkit](#) is a resource to assist primary and specialty care practices with improving their clinical processes during all aspects of the patient experience - prior to, during, and after an office visit. The use of HEALTHeLINK's patient record lookup functionality and other services such as alert notifications have proven to be essential components of clinical workflows driving increases in practice efficiency, reduction in some practice expenses, improvement in the quality of the patient visit, and higher staff and patient satisfaction.
- [HEALTHeLINK Webinar Series](#) features four live webinars covering different HEALTHeLINK services and includes tips and information above and beyond what is covered in the initial trainings. Check the [website](#) for the current webinar schedule.

Revisions to HEALTHeLINK Privacy & Security Policies

Our operating committee has approved revisions to the HEALTHeLINK Privacy and Security Policies effective June 29, 2020. Late last month, a notice was sent to participants pursuant to Sections 2.3, 2.4, and 2.5 of the Participation Agreement Terms & Conditions, which, among other requirements, provides for 30 days' notice prior to the effective date of any changes to the Privacy and Security Policies. A copy of the current and revised Privacy and Security Policies are available for review on our [website](#).

Windows 7 Update

Due to the impact COVID-19 has had on the migration of Windows 7 machines to a stable operating system, the HEALTHeCOMMUNITY Portal will continue to allow access from Windows 7 machines beyond the planned June 1, 2020 discontinuation date. It is strongly recommended that computers using Windows 7 are upgraded ASAP because of ongoing security concerns.

Effective immediately, users will be able to access HEALTHeLINK using a Windows 7 computer until September 1, 2020 while HEALTHeNET users will be able to access until February 15, 2021. Reminders will be posted and sent out as those dates approach. We will also continue to post updated information on our [website](#).

2020-2021 Board of Directors; Dr. Billittier Appointed Chair

HEALTHeLINK recently appointed its 2020-2021 board of directors including naming Anthony Billittier, MD, FACEP, executive vice president & chief medical officer at Independent Health, as chair. Dr. Billittier has been involved with HEALTHeLINK since 2006.



In addition to Dr. Billittier, HEALTHeLINK's Executive Committee includes Art Wingerter, president of Univera Healthcare, as vice chair; Michael Cain, MD, vice president of health sciences and dean of Jacobs School of Medicine and Biomedical Sciences, University at Buffalo, as treasurer; Thomas E. Schenk, MD, executive vice president and chief medical officer at BlueCross BlueShield of Western New York, as secretary; David Hughes, MD, executive vice president & chief medical officer of Kaleida Health; and Everett Weiss, MD, chief medical information officer at Roswell Park Comprehensive Cancer Center. Other members of HEALTHeLINK's Board of Directors include Andrew L. Davis, MBA, chief operating officer of Erie County Medical Center; Michael F. Galang, D.O., senior vice president and chief information officer of Catholic Health; Eileen Morgan, chief human resources officer at Delaware North; Ann Marie Odrobina, group vice president, employee benefits & wellness of M&T Bank; Paul Pettit, commissioner of health of Genesee & Orleans County Health Departments; and Sourav Sengupta, MD, MPH, program director, child & adolescent psychiatry fellowship, assistant professor of psychiatry & pediatrics of the Jacobs School of Medicine and Biomedical Sciences at University at Buffalo.

Geoff Allen Joins as Data Quality Manager

HEALTHeLINK recently announced the hire of Geoff Allen as data quality manager. In this new role, Geoff is responsible for the data quality and standardization efforts of Western New York's health information exchange and serves as the subject matter expert in this area for HEALTHeLINK participants, including spearheading the data quality committee. In addition, Geoff will also develop, implement, monitor, and evaluate a formal data quality improvement plan as required by the New York State Department of Health Office of Quality and Patient Safety.



Participation in HIMSS Roundtable

On April 29, HEALTHeLINK's Dan Porreca and Kim Fecher participated in a HIMSS Interoperability and HIE Community Roundtable webinar. They discussed how efficient integration and use of HIE services has the potential to improve care quality, make care more efficient, and streamline administrative tasks. In addition, they also spoke to these outcomes as it relates to the evolving and critical role of HIEs in the health response to the COVID-19 pandemic. To access the recording, click [here](#).

HEALTHeLINK Medical Minutes

The HEALTHeLINK Medical Minutes continue to air Wednesdays on Fox 29

during the 10 p.m. newscast. Tune in or check out HEALTHeLINK on [Facebook](#), [Twitter](#), [LinkedIn](#), or [YouTube](#) to view the latest minutes. Recent Medical Minutes have included:

- [Community Health Center of Buffalo](#)
- [COVID-19 April 2020 Update](#)

You can always hear firsthand from various local health care leaders about the value and benefits of health information exchange in Western New York by viewing all of our medical minutes [here](#).

HEALTHeLINK in the News

- Becker's Health IT - [7 state data exchanges that launched new projects to combat COVID-19](#)
- Buffalo News - [Consent waived for sharing COVID-19 test results to patients' doctors](#)
- Business First - [Early entrants in telehealth field thriving during shutdown](#)
- Business First - [Shared health data investments paying off](#)
- Business First - [Technology expected to continue to shape health care](#)
- EHR Intelligence - [How HIEs are accommodating data exchange during COVID-19](#)
- UB News - [UB data show COVID-19 hospitalizations in Erie County reach extended plateau](#)
- WBEN - [Buffalo Business Report](#)
- WNY Physician - [Results from HEALTHeLINK study show decreases in patient readmissions and emergency visits through physician practice integration of health information](#)

In Memory of Kara Hall

Kara Hall, former HEALTHeLINK employee, passed away on May 18 after being hit by a car while running near her home in Bergen. Kara joined HEALTHeLINK as an intern in November 2017 while she was working on her master's degree at the University at Buffalo. She came on full time as a business analyst when she graduated the following May. Kara left HEALTHeLINK in May 2019 to pursue opportunities out of state.

When speaking about her former colleague, Tracy Gettings said, "She was one of the most vibrant people I have ever met or had the pleasure to work with. The world will definitely be a little less bright without her in it."



Resources

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>>HEALTHeCOMMUNITY

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>>How To Join

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