

SHIN-NY Response to COVID-19 Pandemic



COVID-19 has undoubtedly impacted all of us and will continue to shape our new normal in the weeks and months ahead.

Whether diligently working from home to reduce the virus' spread, serving on the front lines to save individuals in our communities, or somewhere in between, we are all striving to make a difference.

The SHIN-NY and its regional networks (Qualified Entities, or QEs), continue to provide critical services to New York's healthcare community, supporting them through this crisis and beyond. QEs have been working tirelessly to support healthcare providers and public health during this pandemic. Due to the magnitude of the pandemic in New York State, many patients have sought treatment and testing outside of their normal region or network, further highlighting the need for healthcare professionals to have electronic access to patient health data. NYeC and the QEs have engaged in efforts across the state that are helping to slow the spread, supporting the healthcare system through surge and flex, and enabling care to be continuously delivered to patients who need it.

As the situation continues to evolve, NYeC and the SHIN-NY remain committed to implementing new strategies to continue supporting patient care and the safety of our communities. Together, while keeping apart, we will continue to flatten the curve and support healthcare delivery.

The QEs, the New York State Department of Health, local health departments, and all of us at NYeC are working to serve New York's healthcare community now and as we move forward into the future.

[COVID-19 UPDATES](#)

SHIN-NY Efforts Contribute to Reducing Spread



Alerts to Providers about COVID-19 Test Results

Statewide, alerts are being sent to providers in communities notifying them of COVID-19 lab test results. These enable providers to quickly make critical adjustments to better manage care for patients and make appropriate, informed decisions to protect staff, providers, and other patients, ultimately preventing further infection.

Across the state, millions of alerts about test results have been sent to providers, for hundreds of thousands of patients. This directly enables providers who have existing treating relationships with these individuals to be promptly notified in order to quickly respond, support their patients, and further contain COVID-19 in the community.

Supporting Public Health Patient Notification Efforts

As public health officials throughout New York State receive test results and quickly notify individuals who have tested positive to contain spread, the SHIN-NY's patient matching technology has proved invaluable. The technology fills where there may not have been complete contact records on file with testing sites. Without this support, individuals may not have been able to learn of results as quickly and would potentially infect additional people in their communities.

Supporting the State's Surge & Flex Strategy



Sending Key Data to Public Health Departments

Key clinical data collected by the QEs is being sent to state and local health departments on COVID-19 positive or presumed positive patients. Data related to relevant comorbidities, ICU and ventilator usage is helping to prepare, manage capacity, and provide key clinical insights to strengthen future response efforts. This SHIN-NY data supports modeling and identification of disease trends. It is also crucial for understanding more about the virus and how public health, hospitals, and healthcare systems can better plan and respond in times of crisis.

Facilitating SHIN-NY Access for Temporary Hospital Sites

The advent of federally operated temporary health facilities has presented additional capacity for the hospital system. However, since these sites were not existing or traditional facilities, they were not equipped with electronic health records or other means of accessing critical patient medical histories. This meant providers staffing these sites were relying on any paper-based records arriving with the patient.

To assist, NYeC and the QEs worked with state and federal officials to temporarily authorize providers at these facilities to access the SHIN-NY. This meant they were able to view and reference each patient's medical record, including diagnoses, allergies, medications, etc., and obtain a more complete view of the individuals they were treating. This contributed to better informed, higher quality care, and treatment for patients that were transferred to these alternate sites, some of whom were COVID-19 positive, making information on their prior medical history so vital.

Enabling Care Continuity in Uncertain Times

The New York State Department of Health (DOH), as a component of their broader COVID-19 response, has issued several policy clarifications and temporary waivers that relate to use of the SHIN-NY and its services during these unprecedented circumstances. This crisis highlighted some limitations of the SHIN-NY's existing policy structure and consent collection, as they impact provider access to data in times of need. Fortunately, in each instance, the waivers issued have ensured that providers can access needed data from QEs to care for their patients, even if that care is not being delivered in traditional settings, with a particular emphasis on telehealth.

The rapid increase in care delivered virtually meant patients were not arriving in offices and able to sign paper consent forms allowing their providers to access clinical records available through the SHIN-NY. In response, DOH issued two associated waivers, allowing for "informed, verbal, documented consent" for telehealth visits to serve in place of the current SHIN-NY written consent requirements, or in some specific cases removing the need to obtain consent altogether.

All of these temporary policy adjustments have been critical and point toward a need to evaluate longer-term solutions that consider the growth and evolution of virtual care, as well as support preparedness for future public health crises.

[READ THE WAIVERS](#)

The Data Exchange Incentive Program (DEIP) is still available for your organization!

The DEIP was developed to help providers like you offset the cost of connecting to the SHIN-NY to improve care coordination and patient outcomes. The DEIP offers up to \$13,000 to your organization for connecting and contributing a pre-defined set of data to the SHIN-NY.

Are you a Medicaid provider in NYS?

Is your organization one of the following Organization Types?

- Article 28 Skilled Nursing Facility
- Article 28 Diagnostic and Treatment Center
- Article 36 Home Care Agency
- Article 40 Hospice Behavioral Health Organization (OMH, OASAS, or HCBS)
- Organizations with at least one provider that has attested to and been paid under the Medicare or Medicaid MU program (any year, any stage)

Learn more about the requirements of the program [here](#) today. Let the DEIP help you to support your organization to provide better patient care.

In addition to this, more information about how the DEIP has now aligned with statewide data expectations can be viewed on our [website](#). The program now allows data flexibility for:

- 1** Medicare or Medicaid MU Eligible Providers to contribute 15 data elements in the Common Clinical Data Set with care plans being a recommended element
- 2** LTPAC Facilities to contribute the pre-defined set of data in HL7v2 and/or C-CDA

QEs Share Contributions in the COVID-19 Fight

The QEs have shared the following news and updates, direct from their local communities:

HealthConnections: How HIE is Bridging the Gap for Healthcare Organizations



HealthConnections, in conjunction with the other QEs that comprise the SHIN-NY, has been working with the DOH to provide data which will help to develop statistical models. Throughout the evolution of this pandemic, it has been necessary for the DOH to quantify the magnitude of the spread, as well as the continued forecasting for preparedness in each region of the state. Read the update at the link below.

[READ MORE](#)

HEALTHeLINK COVID-19 Medical Minute



HEALTHeLINK's Executive Director Dan Porreca talks about the organization's COVID-19 efforts since the start of the pandemic in New York State.

Watch HEALTHeLINK's new Medical Minute at the link below.

[WATCH VIDEO](#)

Healthix: Update from President & CEO Todd Rogow



Todd Rogow, President & CEO, Healthix, shares an update on the organization's COVID-19 response:

“Healthix is playing a vital part amid the coronavirus outbreak. Through COVID-19 lab alerts, telehealth access, and support for clinicians caring for patients at the Javits Center and USNS Comfort, Healthix is dedicated to helping wherever the need. Thank you to the courageous healthcare workers and essential personnel who have braved the pandemic to serve our fellow citizens.”

Read Todd Rogow's full letter and more from Healthix at the button below.

[READ MORE](#)

Hixny: How HIEs are Supporting COVID-19 Care



Hixny CEO Mark McKinney released a blog post about the collaborative effort of the SHIN-NY and the QEs to support providers and patients statewide. Hixny is utilizing existing flu surveillance capabilities to track cases of COVID-19 in their region. Prior to modifying their flu surveillance capabilities to work with COVID-19 data, providers were using varying codes to describe findings, making COVID-19 data hard to interpret.

Read Mark McKinney's blog at the link below.

[READ MORE](#)

Rochester RHIO Activates COVID-19 Alerts, Supports Expanded Access to Patient Records



Rochester RHIO is using their community health information exchange to support public health and the community during this pandemic in several ways.

For example, Rochester RHIO recently developed daily reports for each of the county health departments that they serve. These COVID-19 reports sort, organize and simplify data from close to 50 different lab sources and over 20,000 patients. This enables public health officials access to critical new data securely and quickly every day.

Read more about Rochester RHIO's COVID-19 response at the button below.

[READ MORE](#)

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Albany Opportunities

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- [Director, Clinical Informatics*](#)
- [Information Security Analyst/Engineer](#)

*Opportunity available in Albany or NYC

Please continue to visit the NYeC Careers button below for future job opportunities.

NYeC is an equal opportunity employer.

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Learning Opportunities

WEBINAR: Application Programming Interface

DATE: May 14, 2020 • 1:00pm

DESCRIPTION: This presentation is an overview of Application Programming Interfaces (API) and includes a review how an API is a key component to an EHR's interoperability and the ways it supports communication and data sharing between multiple sources.

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New Deadlines — New York Medicaid EHR Incentive Program

In response to COVID-19, and to allow providers to focus on patient care during this difficult time, the NY Medicaid EHR Incentive Program will be extending all program deadlines for Payment Year (PY) 2019 by one month.

The new PY 2019 Program Deadlines are as follows:

PY 2019 Attestation Deadline: **June 4, 2020**

Attestation Deadline Extension (ADE) Request Period begins: **May 20, 2020**

ADE Request Period End (Last Day to Submit ADE): **June 20, 2020**

Final PY 2019 Attestation Submission Deadline with Approved ADE: **July 8, 2020**

NYeC's EP2 Team and our skilled subcontractors strategically positioned throughout New York State are available to support your successful Promoting Interoperability (Meaningful Use) Attestations through free, remote services including Workflow analysis and redesign, Staff training and education, audit readiness and preparation, and HIE connectivity. Contact us at EP2info@nyehealth.org for more information.

