



## Interoperability Pledge

### **HEALTHeLINK Pledge**

HEALTHeLINK, the Western New York Clinical Information Exchange, is a collaboration among the region's hospitals, physicians, health plans and other health care providers to serve the eight counties of western New York State. HEALTHeLINK was created to enable the exchange of clinical information in secure and meaningful ways to improve both efficiency and quality, while also helping to control health care costs. Patients who provide consent allow physicians and providers directly involved in their treatment to securely access relevant medical information via HEALTHeLINK, resulting in more timely and effective treatment at the point of care. HEALTHeLINK is part of the Statewide Health Information Network of New York (SHIN-NY), a policy, governance and technology framework spanning the entire state that allows health care providers efficient access to their patients' data. HEALTHeLINK has been recognized for its work in building a regional health information technology infrastructure and for testing innovative approaches by both state and federal agencies, including being named a Beacon Community, an effort funded by the Office of the National Coordinator for Health Information Technology.

HEALTHeLINK is a member of the Strategic Health Information Exchange Collaborative (SHIEC) is a nonprofit national consortium and trade association of statewide, regional and community health information exchanges (HIEs) whose member organizations serve as neutral, unbiased data trustees in their markets, dedicated to facilitating secure health information exchange among their participants.

### ***Three interoperability commitments:***

1. ***Consumer access: To help consumers easily and securely access their electronic health information, direct it to any desired location, learn how their information can be shared and used, and be assured that this information will be effectively and safely used to benefit their health and that of their community.***

HEALTHeLINK is committed to improving the ability for consumers to more actively take part in their healthcare. In addition to making their clinical data available (with their consent) to their treating physicians, HEALTHeLINK is committed to supporting consumer access to their data by making data available from HEALTHeLINK data sources to provider patient portals and by exploring the prospect of a community-wide patient portal

2. ***No Blocking/Transparency: To help providers share individuals' health information for care with other providers and their patients whenever permitted by law, and not block electronic health information (defined as knowingly and unreasonably interfering with information sharing).***

HEALTHeLINK's mission and organizational focus since its inception in 2006 has been to

facilitate the flow of patient data from our sources of data throughout the Western New York community (and now across New York State) to any treating provider in our community who has been established as a HEALTHeLINK participant.

<http://www.wnyhealthelink.com/WhoWeAre/MissionHistory>

- 3. Standards: Implement federally recognized, national interoperability standards, policies, guidance, and practices for electronic health information, and adopt best practices including those related to privacy and security.***

HEALTHeLINK does utilize the latest in interoperability standards when establishing the connections to data sources and data recipients. We have also implemented policies that comply with Federal and State laws and policies in addition to implementing local policies for protecting the information we are entrusted with. One example of a local policy over and above the Federal and State requirements is our implementation of Two Factor Authentication for access to HEALTHeLINK patient record lookup service.