Q&A

Customer Q&A

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eHealth Technologies is delighted to partner with SYNCRONYS, the statewide Health Information Exchange for New Mexico. Together we are delivering medical image sharing and exchange services benefiting care providers and patients across the state. eHealth Connect® Image Exchange is now live on the SYNCRONYS HIE clinical portal, with our first group of 5 hospitals and imaging centers expected to be live by year-end. SYNCRONYS HIE participants are already benefitting by having the ability to access a more comprehensive patient record that includes diagnostic quality radiology images.

What features/functionality were you interested in offering to users as you first launched image exchange?
Providing our users with streamlined access to medical images through the SYNCRONYS clinical portal was critical. The value of being able to provide seamless access to images was something that we felt would be important right from the start to demonstrate the true value of the HIE. eHealth Connect® Image Exchange is the most effective solution we can offer. With Image Exchange, users can follow a link from the radiology report in the clinical portal to a diagnostic quality DICOM viewer with the image.

Why was it important to provide enhanced functionality for users to view images?
For our users, being able to access radiology reports was not enough. To get the most value from the HIE, our users also needed the ability to view the images. This is especially true for certain specialty areas such as orthopedics, neurology, and surgery.

What benefits will users experience now that they can view/download/share images across the HIE community?
The most valuable benefits our users will experience are both workflow and time-based. They will be able to have quick access to images from many sources. With Transfer-to-PACS, if their PACS is connected to

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the HIE, they can download images directly into their local imaging system. This is accomplished with just a few simple clicks and does not require any additional requests or QA testing outside of the HIE, which creates time savings for staff and clinical teams. eHealth Technologies' Emergent Workflow is also attractive for some of our users. It empowers HIE users to share images on a stat basis with other caregivers within minutes of the exam being performed, even before reading and results reporting have occurred.

How do you anticipate users' needs will change over time?
We actively work with our users to ensure the features and functionality we offer are providing value. Long term we're seeing a few trends:

- A desire to connect more data imaging service providers to participate in the SYNCRONYS HIE. Making the SYNCRONYS clinical portal the single source of patient medical images in the state of New Mexico drives our value for users, creates sustainability for our organization, and enhances patient care for residents of New Mexico.
- Workflow efficiency benefits result from leveraging Transfer-to-PACS for more users—so they can easily download/save images directly into their PACS system.
- The need for specific use cases like emergent stroke management, which could positively impact outcomes for stroke patients in our state.

What advice would you give to an HIE organization considering adding image viewing of functionality?
Image viewing and exchange are value-add services for our users and among the most desirable features we have introduced. Many HIE participants are very excited about the prospect of having this service. In some cases, this feature alone has encouraged new participants to sign up with the HIE.

About SYNCRONYS
SYNCRONYS, the New Brand of Health Information Exchange, is a not-for-profit organization formed in 1990, aimed to improve New Mexico's healthcare for all New Mexicans. SYNCRONYS provides access to the aggregated longitudinal clinical record, patient alerts and notifications, data analytics, public health reporting and many high-value use cases to inform healthcare at the individual and population level.