

Client Profile

Anastasiya Shindyakova



eHealth Technologies is thrilled to partner with HealtheConnections, a HIE that covers 26 counties in New York State and surrounding states, supporting more than 11,000 physicians and the millions of patients they serve. By partnering with eHealth Technologies, HealtheConnections offers its users quick access to diagnostic images for their patients—making access to better care possible.

We'd like to introduce you to our HealtheConnections client, Anastasiya Shindyakova. Anastasiya is a Systems Support Analyst in HealtheConnections' HIE Services and Operations department. She is originally from the Binghamton, New York area and has a bachelor's degree in accounting from the Binghamton University School of Management. We caught up with Anastasiya to learn more about her role at HealtheConnections.

How long have you worked at HealtheConnections?

In August of 2016, I was hired as part of HealthlinkNY, prior to a merger with HealtheConnections. I worked as a part of the analytics team for about two years, then moved into a role that worked more with system operations. In my current role, one of my main responsibilities is to be the point of contact for all things related to our imaging service, including new integrations and daily connectivity or client issues.

Why did you want to work at HealtheConnections?

While I have always wanted to work in the healthcare field, I knew I would never have the stomach for hands-on work. Work in the IT space appealed to me for that reason. I've enjoyed working in the different roles I've held during my time at HealtheConnections, and it has helped me gain a better understanding and appreciation for the healthcare space and healthcare data in general.

What do you enjoy most about working at HealtheConnections?

It's never boring! There is always a new puzzle to work through, a new project on the horizon to look forward to. We have a fantastic group of people on the team, and it's great to be part of a team that contributes towards the greater good of the healthcare system.

As a Systems Support Analyst, how do you utilize eHealth Technologies' products and services?

I utilize the available tracking service to monitor how our users are engaging in the services available to them. One of the most valuable features of eHealth Connect® Image Exchange is the reporting that is available to system administrators like me. I am able to monitor how our HIE users are engaging with Image Exchange. This data gives our team real insight into the services that users find most useful. We can also track the volume of images being accessed over time to determine adoption rates of new users as we add more connections and users to the platform.

How do our eHealth Connect Image Exchange products and services enhance your team's overall operations?

The products available to us help us provide better value to our end users by allowing them to have access to partner organizations' imaging studies. Access to imaging studies is critical for many of our HIE users. In working with different groups, we've learned that not only did they need access to reports, but they needed to view the actual images well. Before implementing Image Exchange, that meant providers waited for the arrival of imaging studies on CD that then had to be QA'd and loaded into the PACS system. This process could take several hours or days. Now—with a few clicks, providers can access reports and view the imaging studies they need.

To read more about our partnership with HealtheConnections, [read the full case study.](#)

Q&A