NEW MEXICO'S STATEWIDE HEALTH INFORMATION EXCHANGE

SYNCRONYS exchanges relevant electronic data to support individual health, community health, population health policy, and access to vital data and statistics to improve health outcomes in New Mexico.

SYNCRONYS
BETTER DATA. BETTER HEALTH.

SYNCRONYS is the State of New Mexico's designated Health Information Exchange (HIE). Ever-expanding its solutions and participants, SYNCRONYS is a state leader in healthcare information technology. The organization is recognized by the New Mexico Department of Health as its agent for public health reporting.

HIE Core Solutions offered:

- **Clinical Portal Access** – providers and members of the care team securely access patient care information across the New Mexico Community.
- **Longitudinal Patient Record** – an easy-to-navigate summary of patient information from many health care organizations, e.g., hospitals, imaging centers, laboratories, ambulatory care providers, and more.
- **Advance Directives and M.O.S.T. Form Registry** – participants in the HIE will have access to advance directive(s) and MOST forms through our partnership with Vynca. MOST forms can also be created within the portal.
- **Access to Prescription Drug Monitoring** – a user can select the PMP tab to instantly obtain the Narx report from the NM Board of Pharmacy's site and have that access logged for compliance.
- **High Value Use Cases and Insights** – including TOC, BH, SUD, ED and HEP C, with additional use cases under development.
- **Diagnostic Quality Images** – any clinical user can see diagnostic-quality images in the portal, and authorized users can import images when their organization establishes image exchange through our vendor-partner, eHealth Technologies.
- **Patient Alerts & Notifications** – SYNCRONYS can provide solutions for real-time notifications of hospital admissions, discharges, ER or lab result activity to the physician or a care management team.
- **HBI Solutions** – HBI Solutions Spotlight Analytics dashboards and our in-house analytics team can provide standard admission reports to help you follow up on hospital encounters, or can design customized reports to meet your needs. HEDIS related, NCQA certified.
- **Interoperability Solutions** – SYNCRONYS connects with participating organizations to both obtain the organization's data and to provide the organization access to SYNCRONYS data. Custom connections can be configured.

FREQUENTLY ASKED QUESTIONS

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505-938-9900
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What are the benefits of a health information exchange (HIE)?

As a statewide HIE, it allows authorized healthcare professionals to access a patient's health history in one centralized record to improve quality of care, reduce healthcare cost and increase chances of saving lives by providing real-time coordinated patient data.

How is data shared?

SYNCRONYS is based on a public utility model where healthcare organizations provide healthcare data for the common good. It allows related and unrelated healthcare organizations to share information by creating an aggregated medical record from all participating organizations.

What data is provided in the HIE?

Data shared in the HIE are patient demographic data, diagnoses medications, allergies, procedures, laboratory results, radiology reports and images, and clinical notes.

What are the requirements for participating in the HIE?

A signed agreement between a healthcare organization and SYNCRONYS is required. The agreement outlines the core HIE services, and the rights and responsibilities of both parties, and describes the license and access to software applications, fees, privacy, and security requirements for SYNCRONYS and the participating organization.

Are all healthcare providers in New Mexico required to participate in the HIE?

No, participation is voluntary. However, the fundamental objective is to develop the most robust and optimal system and to have all healthcare organizations in the state connected and contributing the standard data.

How is the privacy and security of patient information protected?

SYNCRONYS allows for secure exchange of medical information, consolidated with the rigorous Health Insurance Portability and Accountability Act (HIPAA) regulations and Health Information Technology for Economic and Clinical Health (HITECH) Act privacy and security standards and the New Mexico Electronic Medical Records Act.

What does it mean to build a longitudinal patient record over a period of time?

As more healthcare facilities participate in the HIE, more information is available to share amongst participating healthcare organizations. Over time a comprehensive clinical summary of a patient-based clinical experience helps authorized providers appropriately organize and deliver medical care, evaluate the care they are delivering, and make it as efficient and effective as possible, which benefits both providers and patients.

Do patients have access to the HIE portal?

Not at this time. A patient may request a HIE access summary by calling 505-938-9900 or email info@syncronys.org.

What options does SYNCRONYS have for healthcare organizations to share data?

SYNCRONYS has options available to both send and receive data securely by utilizing our SFTP, VPN, TLS, and FIHR API connections.

How can a healthcare organization or provider participate with SYNCRONYS?

By contacting a Customer Relationship Manager at 505-938-9900 or send an email to info@syncronys.org, to learn more about our solutions.