

**Make sure doctors have access to your advance directives
through the
Rochester RHIO Health Information Exchange**
www.rochesterrhio.org
877-865-RHIO (7446)

How to give doctors quick access to advance directives

The purpose of a health care proxy and other advance directives is to make sure that medical professionals provide care and make treatment decisions based upon your wishes, whenever or wherever the need arises. To avoid delays in accessing these documents from your lawyer or problems finding them at home, you can now take steps to let health care providers see your advance directives online. This instruction sheet gives you step-by-step directions on getting your advance directives uploaded to the Rochester RHIO Health Information Exchange—a secure location that only your authorized health care providers can access.

Rochester RHIO

The Rochester Regional Health Information Organization (RHIO) is a secure, electronic health information exchange that gives authorized medical providers access to essential patient information such as test results, lab reports, radiology results, medication history, insurance eligibility and more. The Rochester RHIO serves a 13-county region in the Finger Lakes area—Allegany, Chemung, Genesee, Livingston, Monroe, Ontario, Orleans, Schuyler, Seneca, Steuben, Wayne, Wyoming and Yates counties.

Hundreds of thousands of patients in the region have given consent to let doctors see their health information using the RHIO, which helps medical teams to provide better care.

RHIO Patient Portal

The Patient Portal is a secure site that allows patients to attach their health care proxies and living wills, assuring that the documents are available to a physician whenever they are needed. Patients may also set their consent preferences through the portal and request an audit of the medical providers who have viewed their health information electronically through Rochester RHIO.

Open an account and attach advance directives

To attach advance directives to the patient portal, you first need to create an account with the Rochester RHIO. To get started, please have these three things:

- Access to a computer where you can browse the Internet
- Access to your personal e-mail account
- A PDF file of one or both of your advance directives—a health care proxy and/or living will

Where to get a PDF

A PDF (portable document format) file is a digital document that can be created by scanning a paper document, or by converting from another digital file format such as Microsoft Word. If you need to create a PDF either from paper or a digital file, you can get assistance in a number of locations—including your attorney's office, a public library, or in most businesses that provide copying and printing services.

Establish an account and attach an advance directive

With your PDF and access to a computer and your e-mail account, you're ready to establish your RHIO account and attach advance directives. Here are the steps:

1. Browse to www.rochesterrhio.org.
2. In the left-hand column, click on "My Account."
3. Click on "New Account" or "Create New Account."
4. Fill in the fields under Sign Up for Your New Account, then click "Sign Up" in the lower right corner of the box.
5. You will receive log-in information at the e-mail address you specified at sign-up. When you first attempt to log in, you will be asked to make some selections to positively establish your identity. If your answers match Rochester RHIO's information, you may begin using your account. If you cannot be verified by Rochester RHIO, please call 877- 865-RHIO (7446). It only takes a few moments to complete the verification process by phone.
6. With your identity confirmed by Rochester RHIO, you are ready to use your account and upload advance directives.
7. If you aren't already logged in, do it now (From the RHIO home page, log in to your account by clicking "My Account," then "Log into my Account," then entering your registered user name and password).
8. At the Main Menu, click on "Attach an Advance Directive."
9. Find the two advance directive selections in the box—Health Care Proxy and Living Will. To upload your PDF, click on one of the corresponding "Attach" links.
10. Click "Browse" to locate the PDF of your advance directive. Once you have selected it, click "Upload."
11. If you need to upload another document, follow steps 9 and 10 again.
12. Please note two important facts:
 - You can view your attached advance directives at any time using the Patient Portal.
 - For legal reasons, once advance directives are attached to your account, they cannot be removed. You may, however, attach a newer document that would take the place of all previously attached advance directives.

Need help?

If you're having difficulty with these procedures, please contact the Rochester RHIO at 877- 865-RHIO (7446), or info@grrhio.org. A RHIO expert can take your call during normal business hours, Monday through Friday.