



Frequently Asked Questions: What is the SHIN-NY Customer Usage and Satisfaction Survey?

What is the SHIN-NY?

New York State created the Statewide Health Information Network for New York (SHIN-NY) to facilitate the electronic exchange of clinical records and connect health care professionals statewide. The SHIN-NY enables collaboration and coordination of care to improve patient outcomes, reduce unnecessary and avoidable tests and procedures, and lower costs. The SHIN-NY connects regional health information organizations across New York State. These organizations are referred to as Qualified Entities (QEs). QEs enroll participants within their community, including those from hospitals, clinics, FQHCs, home care agencies, payers, and ambulatory practices, among others, providing core services so they can access and exchange electronic health information with participants in their region.

Which QEs are part of the SHIN-NY?

Bronx RHIO, HealtheConnections, HealtheLink, Healthix, Hixny, and Rochester RHIO

What is the purpose of the survey?

The purpose of the SHIN-NY Customer Usage and Satisfaction Survey is to assess your experiences using electronic health information exchange services for clinical data provided by Healthix.

How does the survey work?

This is a web-based survey: those that are invited are sent an email with a survey link. NORC may contact some individuals by phone to remind them to complete the survey.

How do you select who responds to the survey?

This survey uses a sample, meaning that a small subset of all users will be scientifically selected and contacted to complete the survey. First, NORC contacts a subset of users that the QE considers to be the most appropriate point of contact given knowledge of QE services at your organization. Then, these users identify others at their organization that are aware of QE services and use them as part of their day-to-day work. To maintain confidentiality of respondents, Healthix does not know who has been selected.

ARE YOU ONE OF THE LUCKY ONES? TAKE THE NORC SURVEY.

Receiving a survey may not sound lucky, but it is! Your voice will help drive change at Healthix.

[LEARN MORE](#)

What to look for?

The survey will come from:
SHIN-NY@NORC.ORG

Subject line: Help Healthix Improve Electronic Health Information Exchange Services in New York!

Note: You may need to check your spam/junk folders to confirm receipt.

Next Steps

Should you have questions or wish to learn more, please contact SHIN-NY@NORC.ORG

Answer the survey, and your voice will be representative of all our customers and will drive change at Healthix. **Be part of the solution. It Matters.**

How do I know if I have been selected to respond to the survey?

If you have been selected to respond, you will have received an email from SHIN-NY@norc.org. You may need to check your spam/junk folders to confirm. If you are unsure if you have been selected, contact the Helpdesk at SHIN-NY@norc.org or call the toll-free number 800-975-2754.

Who is sponsoring this survey?

The SHIN-NY Customer Usage and Satisfaction Survey is commissioned by the New York eHealth Collaborative (NYeC) and the New York State Department of Health (NYSDOH).

What is NORC?

NORC at the University of Chicago is an objective, non-partisan research institution that helps governments, nonprofits, and businesses make better decisions through data and analysis. NORC is administering the SHIN-NY Customer Usage and Satisfaction Survey on behalf of NYeC.

What is NYeC?

The New York eHealth Collaborative (NYeC) is a non-profit organization, working in partnership with the New York State Department of Health (NYSDOH) to improve health care by collaboratively leading, connecting, and integrating health information exchange (HIE) services across the state. On behalf of New York State, NYeC leads the advancement of the Statewide Health Information Network for New York (SHIN-NY), a network connecting health care professionals statewide. The SHIN-NY connects the state's regional health information organizations, or Qualified Entities (QEs), which allow participating health care professionals, with appropriate patient consent, to quickly access electronic health information and securely exchange data with other participants in the state.

How will the data be used? What are you doing with this information?

We are gathering this data on behalf of the New York eHealth Collaborative (NYeC) to: 1) quantify consumer usage and experience with the core services provided by Healthix, and 2) gain an overall understanding of consumer satisfaction with Healthix.

How did you get my information?

There are two ways you could be selected to respond to the survey: (1) Healthix has listed you as the most appropriate point of contact given your knowledge of Healthix services used at your organization, or (2) someone at your organization has identified you as someone at the organization who is aware of Healthix services and uses them as part of their day-to-day work. Please note that the survey is voluntary, but we hope that users will respond as the data help NYeC and QEs improve SHIN-NY services.