



# Healthix

EXCHANGING INFORMATION  
TO TRANSFORM PATIENT CARE

## PLEASE TAKE THE HEALTHIX CUSTOMER SATISFACTION SURVEY

coming from  
SHIN-NY@NORC.org

## THE SHIN-NY@NORC.ORG SURVEY IS COMING THIS SEPTEMBER.

Improving data exchange is ONLY possible with your involvement.

### This Is No Ordinary Customer Satisfaction Survey

- Survey is commissioned by the New York eHealth Collaborative (NYeC) and the New York State Department of Health.
- Responses are essential for Healthix to provide, support and improve our health information exchange services.
- The survey will ask about how an organization uses specific clinical data exchange services provided by Healthix in care delivery.
- Questions will focus on the level of satisfaction with the different Healthix services as well as any challenges around the use of these services.
- The survey will take **10 minutes** to complete and is comprised of 41 questions.

We value and depend on our feedback. If you receive an email to participate in the survey, please complete it as soon as possible.

**Email sender will be:** SHIN-NY@NORC.org.

**Look for subject line:** Help Improve Electronic Health Information Exchange Services in New York! The first email is scheduled to go out on September 15th.

The National Opinion Research Center (NORC) is conducting a customer usage and satisfaction survey on behalf of the State Health Information Network of New York (SHIN-NY). NORC at the University of Chicago is one of the largest independent social research organizations in the United States. Established in 1941, NORC helps governments, nonprofits, and businesses make better decisions through reliable data and rigorous analysis.

### WE VALUE YOUR FEEDBACK

Our goal to use your feedback to prioritize improvements and maximize our services.

**Last year's feedback provided the foundation for several new Healthix improvements:**

- Enhanced portal user experience
- Streamlined text-based authentication/security process
- A new easy and accessible online training platform
- Improved online customer support, with faster response times.

**For the latest news on the survey visit:** [Healthix.org/NORC](http://Healthix.org/NORC)

### CONTACT HEALTHIX

1-877-695-4749  
info@healthix.org

[www.healthix.org](http://www.healthix.org)