

**Process description for UNM Health and Health Sciences Center:**

SYNCRONYS, New Mexico's statewide health information exchange, is pleased to support UNM Health and Health Sciences Center with data from participating sites consisting of Protected Health Information (PHI), a Limited Data Set, or de-identified data for UNM IRB approved studies. Below is the process for requesting data from SYNCRONYS.

1. The SYNCRONYS Data Request form is available on the Clinical & Translational Science Center's (CTSC) website, under [Databases & Analyst Services](#), by calling (505) 938-9900, or by emailing [help@synchronys.org](mailto:help@synchronys.org) to request the form.
2. The requesting UNM investigator must complete the SYNCRONYS Data Request form, remembering to attach a sample of the desired parameters. The requesting UNM investigator is **NOT** permitted to include PHI in the SYNCRONYS Data Request form (e.g., [patient names, medical record numbers, etc.](#)).
3. The requesting UNM investigator then submits a SYNCRONYS research data request by completing the following steps: 1) Start new data request through the CTSC portal: <https://ctsc.health.unm.edu/apps/data-request-landing/>, select "Research with UNM patients' electronic health records (EHR)," then "Research (HRRC in place or pending)." Note: These radio buttons are to be selected even if you don't plan on requesting UNM data. 2) Upload the completed SYNCRONYS Data Request form under "Supporting Documents." 3) Enter the approved UNM IRB protocol ID# under "HRRC Number." 4) Once all required information is entered, click the "Submit" button. Upon receipt, the Data Request Committee will review the request – Meeting schedule: 2<sup>nd</sup> and 4<sup>th</sup> Tuesdays of each month.
4. Once the Data Request Committee approves the request, the requesting UNM investigator will be notified and can then submit the SYNCRONYS Data Request form with the Data Request Committee approval letter and the approved IRB protocol via email to [help@synchronys.org](mailto:help@synchronys.org) with the subject line **"\*Secure\* Research Data Request."**
5. Upon receiving the completed Data Request Form and the approval letter from the Data Request Committee, a SYNCRONYS data analyst will review it and contact the requesting UNM investigator to discuss SYNCRONYS's ability to fulfill the request, noting any exceptions and modifications.
6. Once the requesting UNM investigator and SYNCRONYS data analyst finalize the data request terms and scope, the data analyst will estimate the hours of labor and produce a Work Order with a price quote.
7. The Work Order will be sent to the UNM investigator for signature and the Research Project Addendum will be sent to UNM Sponsored Projects Office (SPO) for review and signature by the Board of Regents representative.
8. SPO will send the reviewed and signed work orders and partially executed Research Project Addendum to SYNCRONYS's assigned Customer Relations Manager to arrange for the SYNCRONYS CEO's countersignature and return to SPO.
9. The SYNCRONYS data analyst will fulfill the request by the due date in the work order (usually 10 days from execution) and deliver data via UNM's SFTP site.
10. The SYNCRONYS data analyst will notify the requesting UNM investigator, the SYNCRONYS Customer Relationship Manager, and any other interested parties of the delivery.
11. Upon confirmation from the requesting UNM investigator that the delivered data fulfills the data request, including any modifications noted in the work order, the requestor will be asked to acknowledge completion of the work and SYNCRONYS will invoice UNM for the completed work.

If you have any questions about this process, please contact the UNM CTSC Informatics team (Tamara Wheeler at [tawheeler@salud.unm.edu](mailto:tawheeler@salud.unm.edu)) or your SYNCRONYS Customer Relationship Manager at (505) 938-9900 or [info@synchronys.org](mailto:info@synchronys.org).