

Secure Direct Messaging Services

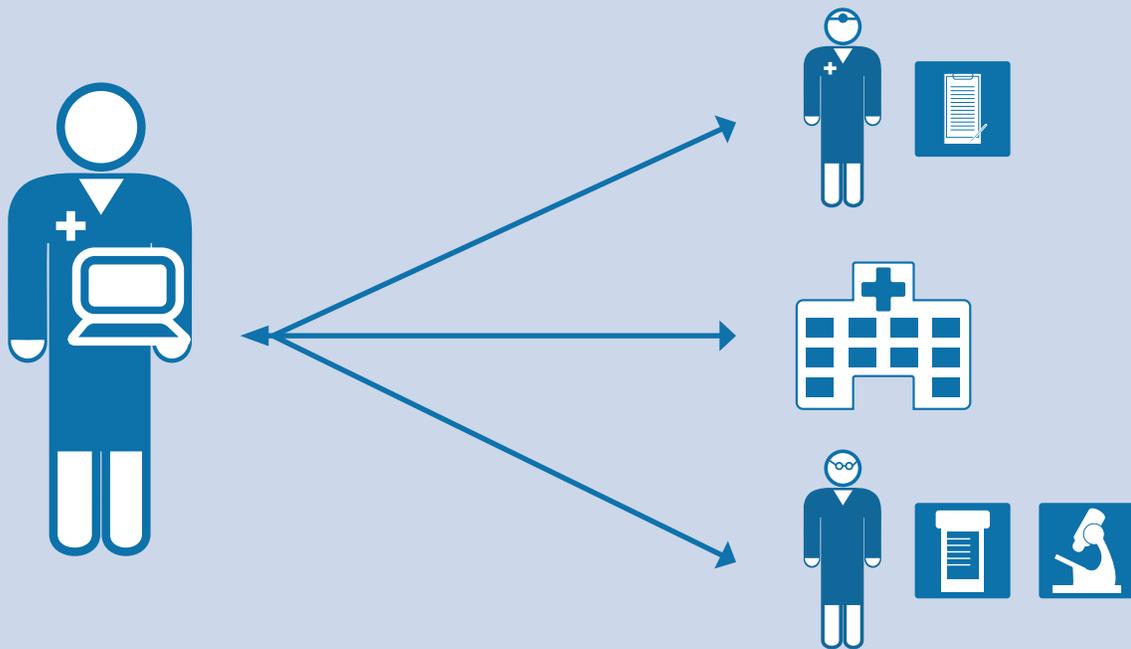
Secure Direct Messaging Services

Direct messaging is a simple, easy to use, low cost alternative for achieving interoperability and meeting certain Meaningful Use requirements. Through a secure email address, which is HIPAA compliant and meets all state and federal privacy and security guidelines, Direct messaging allows you to share trusted patient health information (PHI) with other providers, including physicians, hospitals, labs and pharmacies. You may send and receive messages, attach reports, images, CCDAs and other documents.

Two Ways to Connect!

Web Based Portal: If you are a paper-based provider or if the current version of your EHR does not support Direct messaging, you can easily utilize this service through a secure link provided by Healthconnect. All you need is a computer and internet access.

EHR Integration: Many EHR systems are able to receive and integrate Direct messages and documents directly into the patient's record. Healthconnect can help you determine whether your EHR can receive Direct messages.



Enhance Your Office Efficiency

Reduce or eliminate time consuming faxing, phone calling and mailing to transfer and receive patient records. Your staff will appreciate the streamlined workflow and can focus more attention on your patients.

Part of the National DirectTrust Bundle

Healthconnect is an authorized health information systems program (HISP) in the national DirectTrust Bundle, a network of interoperable Direct service providers. That means you can share information with other providers participating through the DirectTrust Bundle nationwide.

FREQUENTLY ASKED QUESTIONS (FAQS) – DIRECT MESSAGING SERVICES

1. What Is the DirectTrust Bundle?

Healthconnect operates its Direct messaging through the national DirectTrust Bundle. The DirectTrust Bundle is a national consortium of health information service providers (HISP) who agree to exchange health information according to a standard set of policies and guidelines in order to ensure privacy and security. Any provider who has a Direct email through a DirectTrust Bundle HISP is assured that the message partner is also following the same protocols for protection of personal health information (PHI).

2. How do I find a provider's Direct Messaging address?

Initially you can exchange Direct messages with other physicians you already know that provide you with their Direct address either through Healthconnect or the DirectTrust Bundle. Healthconnect is also developing a provider directory, which will include all participants who subscribe to Healthconnect's Direct messaging service, and ultimately providers participating through the DirectTrust Bundle nationwide.

3. How does this help me meet Meaningful Use?

Direct enabled products can be used by providers and organizations to transport and share different types of content specified by Meaningful Use; thus, the combination of Meaningful Use-specified content and Direct Project-specified transport standards may satisfy certain Meaningful Use requirements that involve health information exchange (e.g., care summary exchange and lab results delivery).

4. Where does my message go?

Direct works in the same way as email, but with the addition of secured encryption of the body of the message and any attachments. This encryption enables the standard email protocol (SMTP Simple Mail Transfer Protocol) which is unsecure, to be used to securely send and receive messages which meet HIPAA requirements for protecting patient information. Secure email messaging through the Direct services protocol can be used with providers outside the Healthconnect network as well. The Sender must know the Receiver's secure email address to perform the process.

5. What is the auditing process?

There is an audit trail available to the HIE Administrator and Healthconnect Program Office for every message sent.

6. What are the HIPAA laws about Direct?

The Direct Protocol is fully HIPAA compliant.

7. Can you address concerns around message security?

By definition, all Direct messages are secured using Public-Private Key Infrastructure (PKI encryption) using X509 Certificate from an authorized Certificate Authority (CA). The service meets all these requirements.

TO LEARN MORE ABOUT HEALTHCONNECT DIRECT MESSAGING,
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