



DC-HIE now offers Direct Secure Messaging

Securely exchange patient data for improved care.

Improve quality of care with health information exchange that is faster, easier and more secure. Direct Secure Messaging, available via the DC-HIE, is an easy-to-use, cost-effective secure communication method that replaces mail and fax transmissions between known entities, such as providers, labs and public health departments.

Patient Centricity

Patients remain at the center of care with Direct Secure Messaging. Clinicians will realize improved care coordination through secure communication and collaboration. Direct Secure Messaging moves beyond accessing patient information via the Electronic Health Record. It enables providers to break down boundaries between organizations and securely exchange patient summaries in real time with other clinicians. Additionally, it will help satisfy the *Electronic Exchange of Clinical Information* and *Transition of Care Summary* Meaningful Use requirements.

Direct Secure Messaging is a fast and simple introduction to health information exchange (HIE). As part of the vision for a nationwide health information network, secure communication will enable care coordination between organizations throughout the local area and across state lines.

Direct Secure Messaging Improves Care Quality:

- Easily exchanges secure messages between two clinicians
- Enhances communication between providers by sharing patient care summaries based on the latest patient information
- Improves privacy and security when exchanging patient information
- Does not require a provider to have an electronic health record in place
- Saves time and improves business processes by replacing manual communication workflow, such as faxes

How it Works

Direct Secure Messaging functions like email. It allows clinicians to type a message, attach a patient summary, and send the information to a known recipient using secure transaction standards.

Direct Secure Messaging can be used for the following patient care scenarios:

- **Referrals** – A primary care provider refers a patient to a specialty care provider and sends a summary care record via a Continuity of Care Document (CCD), a document that summarizes a single patient's clinical information, prior to the patient visit.
- **Care Coordination** - PCP to specialist communication for ongoing care coordination for patients with chronic diseases.
- **Care Transitions** – A hospital sends the patient discharge summary to the primary care provider or other caregivers responsible for the patient's follow-up care.
- **Public Health Reporting** – Easily report test results to public health entities.
- **Sensitive Information Exchange** – Behavioral Health Providers are able to easily exchange sensitive patient information.
- **Laboratory Results** – The lab sends results to the ordering provider.

Direct Secure Messaging Provides:

Secure Email Web Portal

All Direct Secure Messaging users receive access to a secure email Web portal (webmail). From the webmail portal, clinicians can read and compose messages to clinical users or patients with Direct Messaging accounts (such as Microsoft HealthVault). This provides faster and easier care coordination and communication. Like email, users can format their messages, attach files from their computer such as Continuity of Care Documents (CCDs), use read receipts, copy recipients and more.

“New Secure Mail” Notifications

An email notification of a message received in a clinician’s Direct Secure Messaging inbox can be sent to a non-secure email address to notify clinicians to check their secure inbox. It does not include any patient-specific clinical content. These notifications can also be delivered as text messages to the clinician’s cell phone.

User-Subscribed Notifications

Clinicians can receive clinical notifications about patient activity (i.e., admission or discharge) via their messaging inboxes.

Continuity of Care Document (CCD) Transmission

Providers can create CCDs from the content in the HIE’s clinical data repository (CDR). Paired with Direct Secure Messaging, the CCD can be attached to a secure email and sent to other clinical users as part of a referral or clinical consultation.

Get Started with Direct Secure Messaging and Enhance your Communication

Simplify workflow and mitigate security risk. Direct Secure Messaging provides a fast and flexible way to promote secure, electronic communication between healthcare organizations with minimal effort and cost. All it takes is a computer and an Internet connection to be up and running with Direct Secure Messaging in less than 72 hours.

Bring Direct Secure Messaging to your organization. To learn more please contact Cleveland Woodson, HIE/HIT Program Manager at (202) 724-7342 or by email info.dc-hie@dc.gov