Use Direct Secure Messaging to Improve Coordination of Care

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What is Direct Secure Messaging?

- Optional tool within PCC EHR to exchange patient data with other organizations
  - Send Summary of Care (and more!) to registered users
  - Receive inbound clinical information pertaining to your patients
- Patients & Families can also send DSM’s through Patient Portal
- Partnership with Updox & Direct Trust Network
- Approximately 35% of PCC offices are using Direct Secure Messaging

But what about Query Based Clinical Document Exchange?
Getting Started!

- Contact PCC Support
- Next, Direct Secure Messaging is enabled at your practice
- Add accounts for appropriate users
  - Example: morgan@winooski.pcc-direct.com
- Decide if adding an Authorized Representative (vetted user) is for you
- Find the user or organization you want to communicate with!
Let’s send a Direct Secure Message!
Find Patient > Summary of Care
Let’s send a message!
Who do you want to send the message to?
Add additional information as needed
Attach additional files and documents!
Finding other users and organizations for sending DSM’s

- Is your practice fully vetted with the Direct Trust Network?
- Reach out to individual or organization - do they have Direct accounts?
- User Directory - Opt out/in
- Gather a list of known specialists or specific users
- Consider testing with receiving user/organization/vendor
Add frequent contacts to PCC EHR for future use

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<th>Prefix</th>
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<tbody>
<tr>
<td>First Name</td>
<td>Trey</td>
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<td>UVM Health Center Natural Medicine</td>
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<tr>
<td>Address</td>
<td>111 Colchester Ave</td>
</tr>
<tr>
<td>Address 2</td>
<td>South Burlington, VT, 05403</td>
</tr>
<tr>
<td>Phone</td>
<td>802-363-0097, Fax 802-664-2291</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:trey@uvmhealth.org">trey@uvmhealth.org</a></td>
</tr>
<tr>
<td>Direct Address</td>
<td><a href="mailto:treyanastasio@uvm.direct.org">treyanastasio@uvm.direct.org</a></td>
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Find PCC EHR Professional Contacts when searching
Receiving a Direct Secure Message from outside your organization

- Permission based: Reconciliation and Deletion
- Match the DSM to your patient and reconcile:
  - Problem List entries
  - Allergies to Medications
  - Medication History
- Often received, but essentially read-only:
  - Immunization updates from community pharmacies
  - Radiology results
Common Support Questions

● Suggestions for Searching
  ○ Save users or add directly to address book from within Summary of Care window
  ○ Access to a directory of users instead of searching
  ○ Specific fields for name, organization, city or zip

● The mystery of the rotating Authorized Representative in User Admin

● Authorized Representative has left the office - influx of queue notifications

● History of what DSM's were sent and where
New Features & Capabilities (2018 - Current)

- Add frequently used contacts in Professional Contact Manager (8.3 - Feb 2018)
- Remove incorrectly attached Direct Secure Messages (8.4 - June 2018)
- Attach *any* document to a Direct Secure Message (8.9 - June 2019)
How can PCC help?