

Use Direct Secure Messaging to Improve Coordination of Care

Morgan Ellixson-Boyea, CPhT, CSM
Clinical Applications Project Manager
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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

File Edit **Reports** Tools Configuration Window Help

Health Information Summary
Patient Education
Patient Visit Summary
Summary of Care Record

Quinn J. Farkas 13 yrs, 6 mos 12/05/05 M

Tasks

Due	Provider	Order/Subject	Task	To
/19 06/24/19	Elizabeth Mary Casey, MD	Referral - Allergy / Immunology - Patient / Caregiver must call to schedule appointment	Complete Task	
06/24/19		Referral - Physician Specialist	Complete Task	
06/24/19		Referral - Rheumatology	Complete Task	
/19 06/10/19		Phone Note - Swimming Injury	Appointment Needed	Anita Sharp
/19 06/10/19		Phone Note - Referral Needed	Referral Needed	Anita Sharp

ports Form
transfer Form

Appointment History 1 - 6 of 6

Date	Reason	Provider	Location	Removal Reason
06/24/19 9:45am Mon	Recheck	Elizabeth Casey, MD	Lake Champlain Pediatrics	
06/10/19 6:00pm Mon	Sick Call	Beverly Crusher, MD	Winooski Pediatrics	
05/31/19 12:15pm Fri	Injury	Elizabeth Casey, MD	Lake Champlain Pediatrics	
11/15/18 7:15am Thu	Injury	Mark Williams, MD	Burlington Peds - New North End	
10/11/18 12:45pm Thu	Sports exam	Elizabeth Casey, MD	Lake Champlain Pediatrics	
08/26/18 2:00pm Sun	Injury	Mark Williams, MD	Burlington Peds - New North End	

Remove Reschedule Edit

Family Medical History Modified N/A

Condition	Relationship	Note

Care Plan No Interventions Print Display: All Statuses

Edit

Add Phone Note Add Portal Message Close Save Save + Exit

0 0 0 PCC News Signed in: fred at Winooski

Let's send a message!

Summary of Care Record

Summary of Care Record

Continuity of Care Document

Patient	Quinn Farkas
Date of birth	December 5, 2005
Sex	Male
Race	
Ethnicity	
Contact info	Home: 53 Li Lo Lane South Strafford, VT 05070, US Tel: 802-555-0195
Patient IDs	1803 2.16.840.1.113883.3.2402.400.100.6
Document Id	5612d2d4-9f10-45de-8a57-17f3a0ac66bc
Document Created:	June 24, 2019, 16:26:08 -0400
Performer (primary care provider)	Beverly Crusher
Author	PCC EHR
Contact info	Work Place: 20 Winooski Falls Way Suite 7 Winooski, VT 05448-9998 US

Select a referral or outbound transition of care:

06/24/19 Referral: Rheumatology

Limited to the referral encounter

Print

Save as a PDF file

Save as a C-CDA file

Send via Direct Secure Messaging:

Cancel Send to...

Who do you want to send the message to?

Summary of Care Record

Summary of Care Record

Direct Secure Message

Direct Secure Message

To:

From: Fred Jones, M.D. (fred@ehrsupport.qa.pcc-direct.com)

Subject:

Message:

Attachments (maximum 50MB):

Continuity of Care Document (31 KB)

Select a referral
06/24/19 Referr

Print
 Save as a PDF
 Save as a C-CDA file
 Send via Direct Secure Messaging:

Add additional information as needed

The screenshot shows a software interface for a 'Summary of Care Record'. A 'Direct Secure Message' dialog box is open, allowing a user to compose a message. The dialog box includes the following fields and options:

- To:** mark@ehrsupport.qa.pcc-direct.com
- From:** Fred Jones, M.D. (fred@ehrsupport.qa.pcc-direct.com)
- Subject:** Re: Rheumatology Visit
- Message:** Some kind of message here|
- Attachments (maximum 50MB):** Continuity of Care Document (31 KB)
- Buttons:** Attach File, Attach Document, Cancel, Send

Below the dialog box, there are additional options for sending the message:

- Print
- Save as a PDF
- Save as a C-CDA file
- Send via Direct Secure Messaging:

At the bottom of the dialog box, there are 'Cancel' and 'Send to...' buttons.

Attach additional files and documents!

Summary of Care Record

Summary of Care Record

Continuity of Care Document

Direct Secure Message

Direct Secure Message

To: mark@ehrsupport.qa.pcc-direct.com

From: Fred Jones, M.D. (fred@ehrsupport.qa.pcc-direct.com)

Subject: Re: Rheumatology Visit

Message:

Some kind of message here!

Attachments (maximum 50MB):

Continuity of Care Document (32 KB)

Document: Sports and Exercise Safety (1 MB)

File: ActCarewith.pdf (175 KB)

File: careplan-withdoc.pdf (175 KB)

Select a referral

06/24/19 Referral

Print

Save as a PDF

Save as a C-CDA file

Send via Direct Secure Messaging:

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

Add Professional Contact

Prefix

First Name

Middle Name

Last Name

Suffix

Specialty

Organization

Address

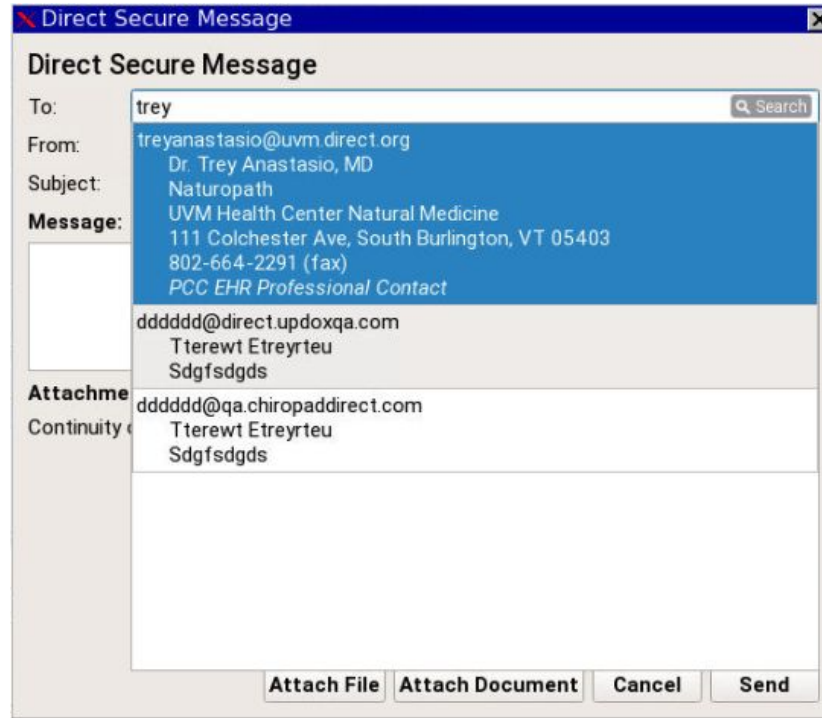
Phone Fax

Email

Direct Address



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?