Use Direct Secure Messaging to Improve Coordination of Care

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THRIVING THROUGH CHANGE

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?

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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

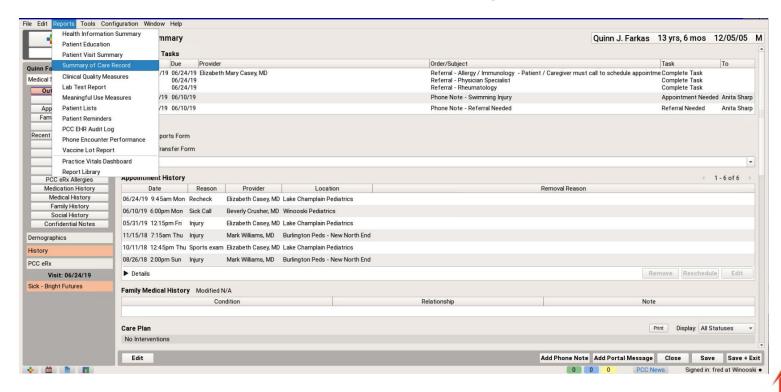- Find the user or organization you want to communicate with!

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

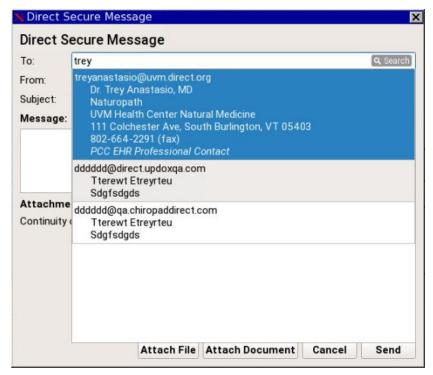- Consider testing with receiving user/organization/vendor

Add frequent contacts to PCC EHR for future use

Find PCC EHR Professional Contacts when searching

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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

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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

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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?