UTHealth Houston
McWilliams School of Biomedical Informatics
CENTER FOR QUALITY HEALTH IT IMPROVEMENT
https://sbmi.uth.edu/cqhi/

THSA
TEXAS HEALTH SERVICES AUTHORITY
https://THSA.org

DIRECT MESSAGING

A secure, encrypted and HIPAA-compliant messaging application within your Electronic Health Record (EHR) system.

Common Terms for DIRECT MESSAGING by EHR Vendor	
EHR Vendor	**Terms**
Allscripts	Direct
AthenaHealth	Direct, Direct Messaging, Secure Messaging
Cerner	Cerner Direct, Secure Messaging Direct Referrals
eClinicalWorks	eClinicalDirect, Provider-to-Provider (P2P), Direct Secure Messaging, Direct Plus
Epic	Care Everywhere, Care Everywhere Outside Messaging, Direct Messaging, Direct Protocol
Greenway, Meditech	Direct Messaging
NextGen	NextGen Share, Direct Messaging
Frequently Asked Questions:	
Is it easy to use? It's as easy as email and more efficient than a fax.	
Does the recipient need to have a Direct Address? Yes, as a protocol embedded in most EHRs, physicians and other providers caring for patients will also have it.	
When should I use Direct? It's mostly used for specific workflows like referrals, transitions of care, or admit discharge transfer (ADT) notifications.	

Step 1: Confirm Capability	**Step 4: Access Incoming Messages**
Check with your EHR vendor or IT department to determine if you already have or can get a Direct Messaging address.	Train your team on how to receive, access any attachment or Summary of Care document (C-CDA) and incorporate into patient's EHR encounter.
Step 2: Configure for Implementation	**Step 5: Send, Outgoing Messages**
Work with your EHR vendor or IT department to configure the Direct Message address. Assign access to team members.	Train your team on how to send outgoing Direct Messages for patient referrals, specialty consultations, and tracking.
Step 3: Test Application	**Step 6: Share, Direct Message Address**
Test the application of Direct Messaging by sending a few messages to another Direct user utilizing the function.	Build a directory of Direct Messaging addresses by sharing with other healthcare organizations and the National Plan and Provider Enumeration System (NPPES).

For more information visit DirectTrust.org