

THSA's Nine Recommendations for a Better Direct Secure Messaging Experience

01



Include NPI in Directory Entries

Confirm your Health Information Service Provider (HISP) has National Provider IDs (NPIs) for your organization and providers.

02



List Direct Address on Fax Cover Sheet

Update the language on your Fax Cover sheet to indicate you'd prefer communication via Direct and your Direct address(es).

03



Use Message Routing

Avoid unintended consequences by routing the messages to the appropriate team member to manage through workflow Direct addresses, or other use of technology.

04



Encourage Referral Partners to Adopt Direct

Reach out to your common referral partners and encourage them to use Direct Secure Messaging for your communication.

05



Include your Direct Address on All External Communication

Anywhere that you list your office phone or fax number, include your Direct address.

06



Verify NPI Compliance in Your Database

Check if your organization's physician database has a NPI for all Primary Care Providers you refer to for ease of lookup for clinician matching.

07



Use the ONC's Project US@ address format

Ensure addresses are entered in a standardized format by using the Project US@ guidance.

08



Routinely Synchronize your Provider Directory

Develop a schedule for reconciling and updating your organization's Directory.

09



Adopt Policy and be a Good Partner

Establish Policy Guidelines for reviewing and updating your Directory data quality and routinely publish your provider directory; inform EHR/HISP technology partners of any changes.



To learn more, visit [DirectTrust.org](https://www.directtrust.org).

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