Direct Secure Messaging – At a Glance

What is Direct Secure Messaging? When and why should I use it?

Known simply as Direct, it provides a trusted, secure, and widely deployed mechanism for the exchange of health information that's as easy as email or fax.

Available
Direct is available within your EHR, providing efficient communication with other providers/healthcare organizations to deliver the best possible patient care.
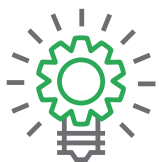
Trusted
Direct uses the DirectTrust framework which requires identity verification, so you know and trust who you exchange with.

Secure
Direct is as easy as email, but HIPAA-compliant. Messages are authenticated and encrypted to ensure that PHI is sent securely and received only by authorized parties.

Efficient
Used as an alternative to fax, Direct provides the ability to transmit structured data so information like medications or allergies can easily flow into your EHR.

Adaptable
Direct is utilized to send referrals, exchange consult notes, transitions of care across care settings, and simple messages.

National Directory
DirectTrust accredited organizations allow access to a network of more than 2 million addresses across the US.

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www.DirectTrust.org

A Closer Look at Direct Secure Messaging

Frequently Asked Questions

Direct Secure Messaging saves time, allows the full use of patient data without scanning, abstraction, or data entry, and is extremely reliable and secure.

What are the benefits of sending a Direct Secure Message?

Direct provides a secure and widely deployed method to exchange health information from within certified EHRs or other technology. Utilizing Direct Secure Messaging can meet government incentives while also improving patient care and outcomes through better care coordination and information sharing.

How does Direct Secure Messaging work?

DirectTrust, a non-profit association, maintains the Direct Standard™, the framework for Direct Secure Messaging. Organizations accredited by DirectTrust have met secure exchange standard requirements. EHRs and other vendors use accredited organizations to assist with the secure exchange of health information and allows access to a network of more than 2 million addresses nationwide.

What types of documents can be sent with Direct?

Direct can handle many types of attachments including images and text, to encounter-based documents like clinical notes and CCDAs.

Do providers using other EHRs have access to Direct?

Yes, providers using an EHR that is certified to the 2014 ONC edition or later can send and receive Direct messages.

Does Direct have other names?

Many EHRs call the Direct Secure Messaging feature in their system by a unique name.

How do I access the Direct addresses of others?

DirectTrust accredited organizations access a Directory of addresses, which they can make available to their clients. For many users, you can find the Directory within your EHR or technology. If you need assistance, contact your EHR or technology vendor for help.

Getting Started

- Learn about all available Direct workflows including referrals, record-sharing, and more from your EHR vendor.
- Measure your current fax usage and train your staff to migrate to Direct instead.
- Let your referral partners know how you want to be communicated with. Ask them to send patient information via Direct.

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Direct Secure Messaging Use Cases

Support Electronic Referrals and Continuity of Care

Transfer of Care

360X—Closing the Referral Loop

Transitioning Fax-Based Workflows to Direct

Admit / Discharge / Transfer Notifications

Skilled Nursing Facility Care Coordination

Patient Summaries to ED to Enhance Care

EMS Transfer to Hospital

CDC and Public Health Reporting

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