

DIRECT SECURE MESSAGING STEPS FOR SUCCESS

Healthcare organizations are moving to Direct Secure Messaging! As easy as email or fax, Direct provides a widely deployed, more secure communication method for sensitive health information and allows data to flow directly into the EHR, saving you valuable time and resources.

Here are the top tips from those who've gained efficiency by switching to Direct:



Confirm your capabilities

Check with your technology vendor to determine all of your **Direct Secure Messaging** capabilities! Direct can be used to support many workflows including referrals, transitions of care, and more.



Identify your Direct addresses

Work with your technology vendor to identify any existing Direct addresses assigned to your organization. Consider optimizing Direct by creating addresses for specific purposes or departments, like referrals or admission/discharge/transfer notifications, etc.



Educate your team

Teach team members how easy it is to use Direct! Make sure they understand the positive impact it will have on their workload, freeing up valuable time for patient-facing care.



Share your Direct address everywhere you can!

Be sure to publish your address in national directories (like **DirectTrust** and **NPPES**). Anywhere you have your fax number, list your Direct address(es), including your website, email signature line, fax cover sheet, and even in your organization's phone greeting and prompts.



Talk to your partner organizations

Let your frequent referral partners know you prefer Direct! Ask them to send patient information, referrals, requests for labs, etc. via Direct rather than other methods. Ask for their Direct address(es) to reciprocate the efficiencies you've gained to them!

**Want to learn more about how to benefit
from your use of Direct exchange?**

Contact your technology vendor or visit **DirectTrust.org**