NDHIN MONTHLY Q & A

June 17, 2021

Facilitated by Sarah Miller, Outreach Manager

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NDHIN Q & A AGENDA

- Welcome
- Lead-off Topic/Updates from NDHIN Team:
  - *Communicate: NDHIN's Direct Secure Messaging Application*
- Questions from Attendees
- Review of May's NDHIN Topic:
  - *How can NDHIN improve your workflow?*
- Next NDHIN Q & A Session: September 16th @ Noon CDT

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NDHIN COMMUNICATE:
DIRECT SECURE MESSAGING

Suzann Schafer, RRT, BS

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CURRENT COMMUNICATION BARRIERS

- Healthcare in the United States is fragmented. A patient sees many different providers in different facilities.

- A primary care doctor in the US interacts with 229 other doctors in 117 different practices.

- Communication is commonly via fax, mail, courier, or patient. It is not secure, slow, and often unreliable.

- The nation has adopted a standard for electronic patient summaries, the Continuity of Care Document (CCD), but there is no standard for document exchange.

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DIRECT SECURE MESSAGING (DSM)

- DSM offers a set of national standards to provide universal connectivity.

- DSM is an easy-to-use, secure communication method that replaces mail and fax transmissions between known parties.

- Communicate is NDHIN's Direct Secure Messaging Service.

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COMMUNICATE

- Can be used to send Continuity of Care Documents (CCDs), structured, and unstructured documents.
- Allows the user to exchange information with:
  - Providers: Hospitals, Labs, Long Term Care facilities
  - Payers: Medicaid and other Health Plans
  - Coding Consultants
  - Schools
  - Patients

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TRUSTED AND SECURE

Communicate provides a secure and widely deployed method to exchange health information from within certified Electronic health records (EHRs) or Health Information exchanges.

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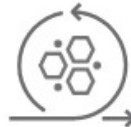
Adaptable
Direct is utilized to send referrals, exchange consult notes, transitions of care across care settings, and simple messages.

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

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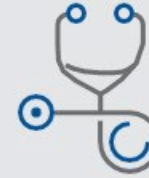Be Legendary.™ INFORMATION TECHNOLOGY

DirectTrust™
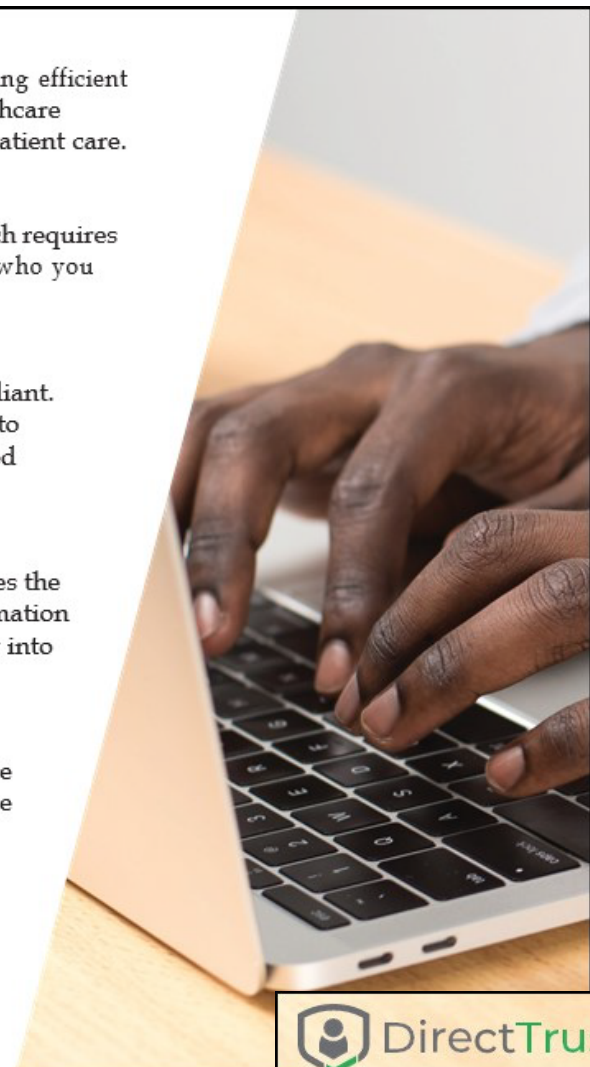
USE CASES

During the 2020 COVID Pandemic, NDHIN's Communicate supported the reporting of hundreds of thousands of COVID test results to the CDC. Communicate remains part of the Public Health Reporting workflow.

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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DirectTrust™

NOTIFICATION OF MESSAGES

- When a new message arrives in your inbox, Communicate sends a notification message to the email address you provided in your self-registration.
- These notifications are generic in nature.
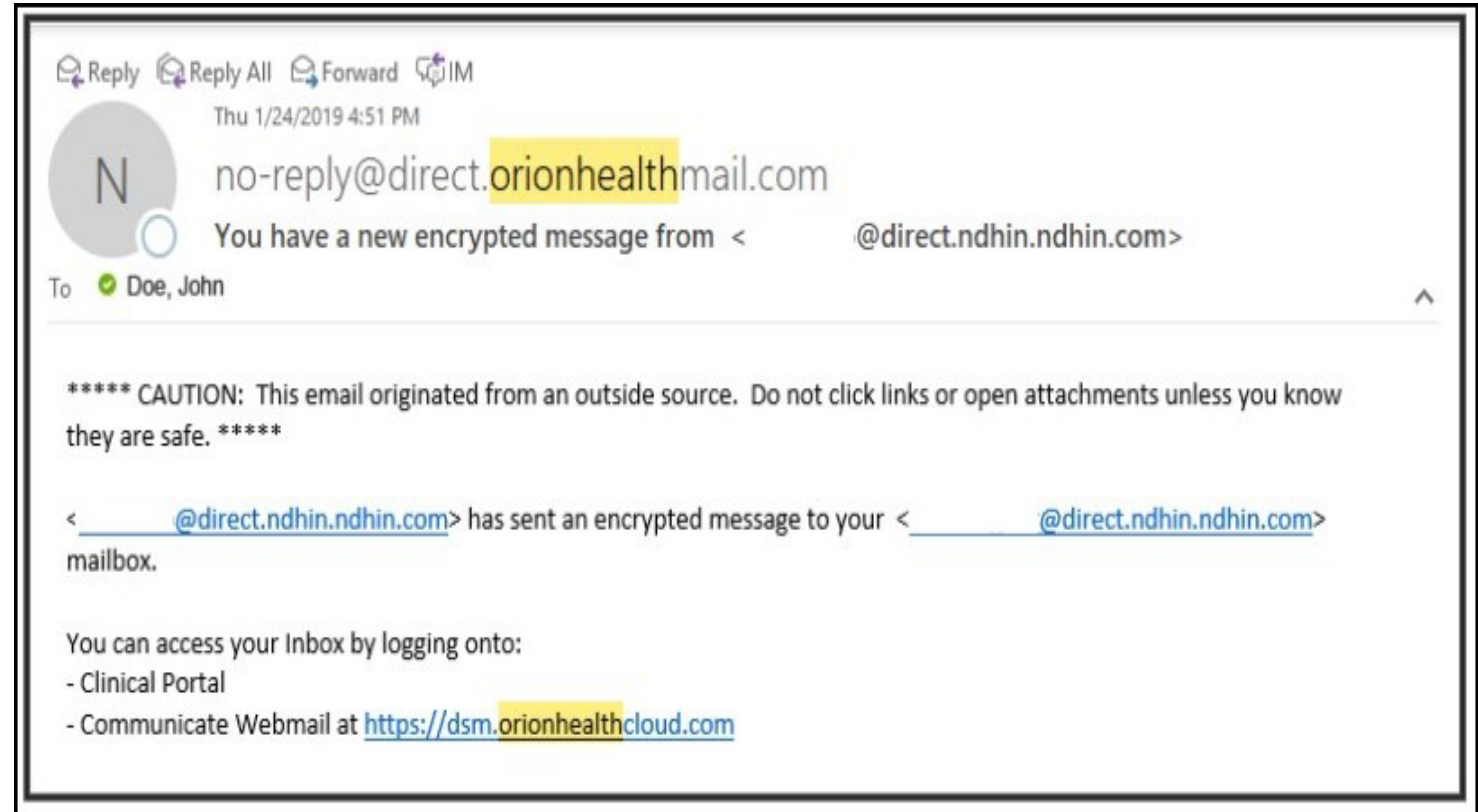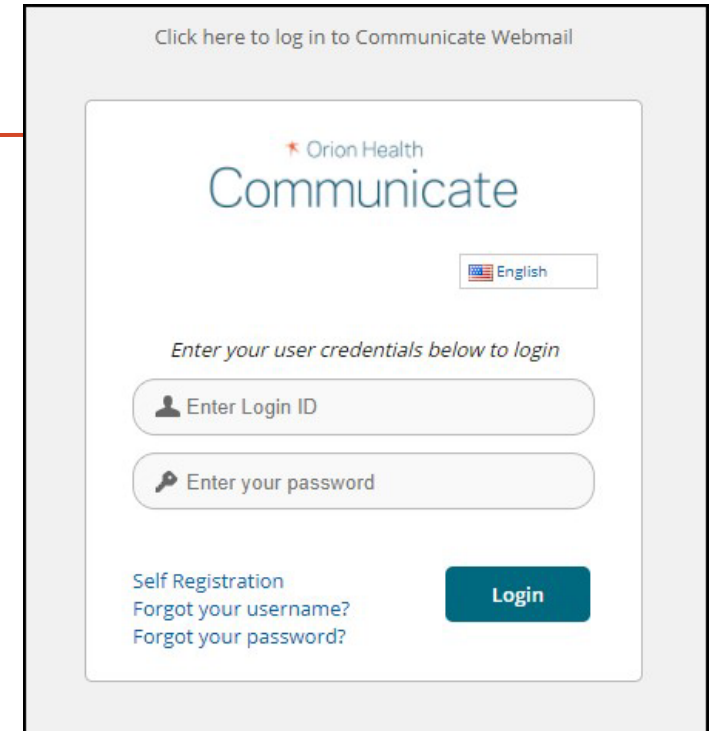
HOW DO I GET AN ACCOUNT?

- Your HealthCare Organization (HCO) must be a NDHIN participant.
- The HCO administrator for your organization will have registration instructions.
- Self-Register
https://management.dsm.orionhealthcloud.com/
- Your HCO administrator receives your request and upon approval, an email with instructions is sent to you.

SELF-REGISTER

- Self-Registration is fairly easy. Starred fields are required:
  - First name, Last name, and Provider type.
- Organizational Structure can be confusing:
  - When searching for HIE under Organizational Structure, type North Dakota in the search field. Select the green plus sign associated with the North Dakota Health Information Network.
  - Then choose Select under Your Organization (HCO) and enter the name of your organization. Select the green plus sign by your organization.

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Organizational Structure *
HIE
Your Organization (HCO)

North Dakota Health Information Network ✖ Select

Contact Information

SELF-REGISTER Continued

- Click select under Your Organization and enter your facility's name. Click the green plus sign.
- Add your work email information to receive notifications of new messages.

YOUR NEW ACCOUNT EMAIL ARRIVES

Information Included:

- Username
- Temporary Password
- Link to Communicate Account Management Portal
- Link to Challenge Response Questions (within Account Management Portal.
- Link to Communicate Web

Dear Test NDHIN,

Thank you for choosing Orion Health™ Communicate.

Please use the username and password provided to log on to **Communicate Account Management Portal**. The first time you log in, you will be prompted to change your password and set up your challenge responses.

Note that if you skip the challenge response questions, you will not be able to unlock your account in the event that you forget or mistype your password.

You are now ready to use **Communicate Webmail** to securely send and receive messages between providers in your health network, as well as providers who share a trust relationship with your health network.

Listed below are additional links to the online help that you may find useful.

- Onboarding a user (step 3)
- Supported software
- Signing in the first time
- Authorizing another person to access your mailbox
- Modifying your user profile
- Unlocking your account
- Changing your password
- Receiving external notifications

Your Details

Username: Test.NDHIN

Initial Password: O&jbt-MX8quu

Direct Email Address:

Test.NDHIN@direct.ndhin.ndhin.com

Your Organization

Health Network: North Dakota Health Information Network

HCO: North Dakota Health Information Network (HCO)

Direct Email Domain: direct.ndhin.ndhin.com

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WHERE DO I LOG IN?

Management URL:

- **Management.dsm.orionhealthcloud.com**
- My Info – account information
- Self Service Center – reset password or challenge responses
- Communicate Webmail link

Communicate URL:

- **dsm.orionhealthcloud.com**
- If you just want to use your DSM email, use this link

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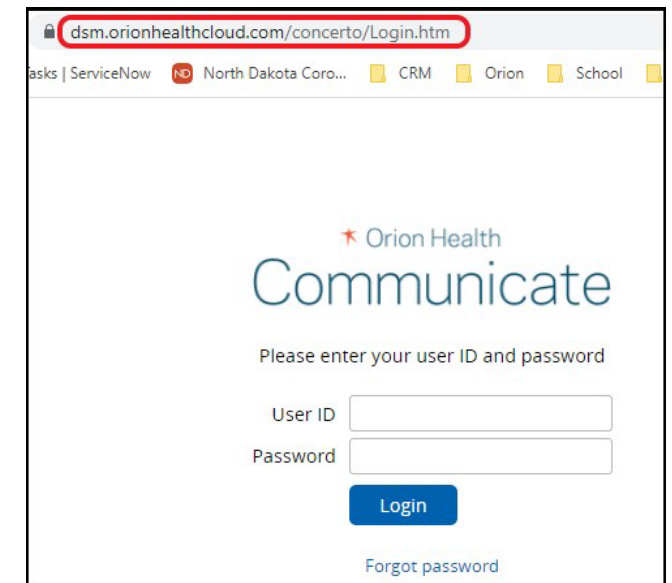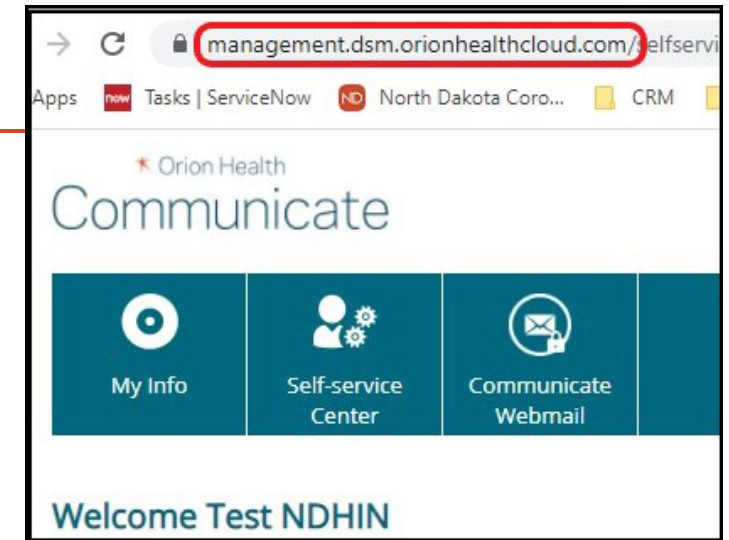
HOW DO I USE IT?

- It is email
- Standard folders and search functions.
- Select Preferences to set OOO Reply, forward messages, message rules, or signatures.

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MESSAGE STATUS

- Message Failure or Dispatched messages arrive in your Communicate inbox in response to emails you send.
- These messages can take up to an hour to arrive, so if communication is urgent, please use another communication method.
- Not every sent message will have a Dispatched or Failure notice.
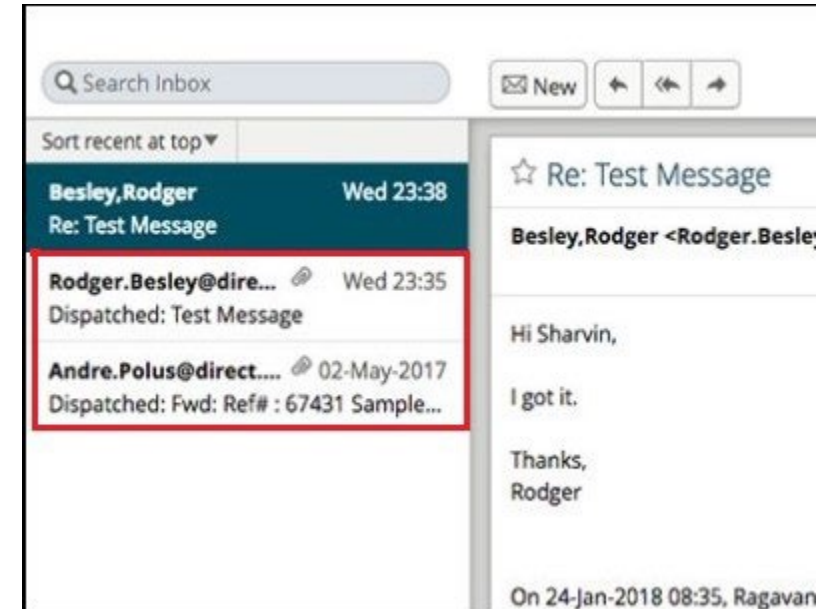
HOW DO I FIND ADDRESSES?

- How do I find the DSM addresses?
  - Start a new message by clicking the envelope
  - Choose which Directory to search
  - Start typing a name
  - Less is more, type a few letters of the name, not the whole name

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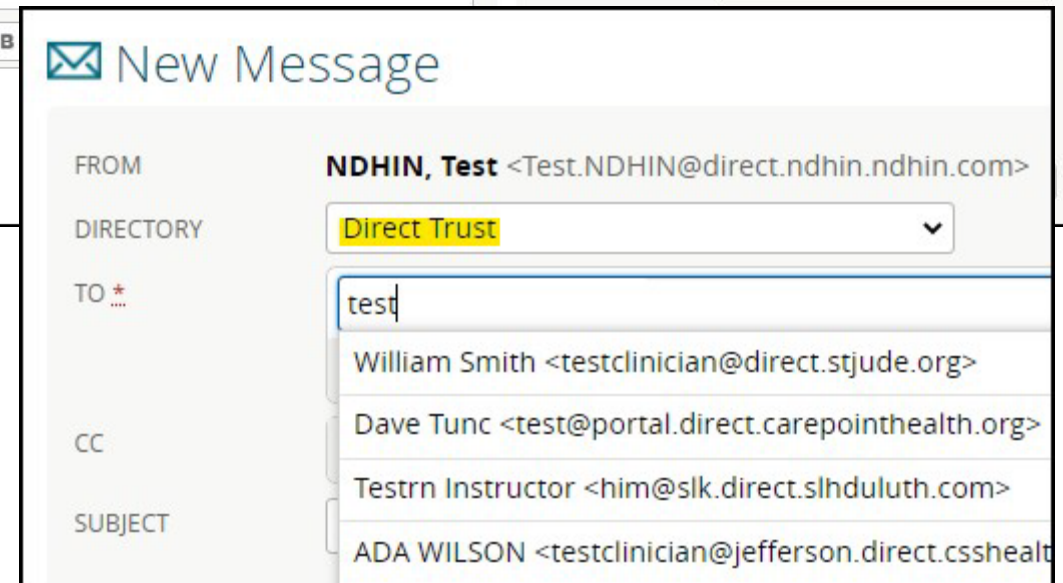
TWO DIRECTORIES

- NDHIN Directory, pictured on the previous slide.
  - NDHIN participants
- DirectTrust Directory
  - Users that belong to DirectTrust from North Dakota and surrounding states.

BARRIERS TO USING DSM

- Many providers do not know they have DSM because it is integrated into their EMR. Messages are processed on arrival at the health system and land in the provider's EMR email. The barrier here is that the provider cannot share their DSM address because they do not know they have one.

- Fax numbers are readily available and DSM addresses are not. Fax is also a common existing workflow. It is easier to look up the fax number than try to find the DSM address.

- DSM is not part of the clinician workflow – most practices have someone to monitor email, fax, and phone incoming messages and "work the queue." EMRs often do not structure DSM workflow in this manner and DSM messages do not land in a mailbox that is "worked". Providers may see this as a negative as the DSM messages fill their inbox.

HOW CAN I HELP?

When you see information moving via fax, mail, or patient hand-carrying investigate; ask your IT operations staff about using DSM instead. A solution may be very simple or may involve conversations between NDHIN and your informatics staff. Give us a call, we would love to assist!

Put your DSM addresses on your website, in your email signatures, and in your facility's contact information.

Send NDHIN a list of all the DSM addresses for your staff so that they can be added to our directory.

Questions?

MAY Q & A REVIEW

- Lead-off topic was: How can NDHIN improve your workflow?
  - Get the most out of NDHIN by
    - Understanding NDHIN access options
    - Using different staff members to access the information, in accordance with HIPAA guidelines
    - Understanding basic NDHIN navigation
    - Utilizing Communicate to securely send patient information for consult, referrals, etc.

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NEXT NDHIN Q & A SESSION

- September 16, 2021 at Noon CDT
  - *Lead-off Topic: TBD*

RESOURCES

- NDHIN On-demand Training
- https://www.ndhin.nd.gov/providers/education
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- NDHIN Help Desk - Available 24/7
- (844)335-6253
- NDHINSupport@Koblegroup.com

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