

Direct Secure Messaging – At a Glance

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

Often simply called Direct, Direct Secure Messaging provides a trusted, secure, and widely deployed mechanism for the exchange of health information that's as easy as email, more effective than faxing, and more affordable and scalable than point-to-point interfaces. Direct provides efficient communications for providers, healthcare organizations, and individuals, making it easier to coordinate care.



Available

You can purchase Direct from a DirectTrust accredited organizations (HISP) like MaxMD, or it may be integrated directly into your EHR or Health IT application.



Trusted

Direct uses the DirectTrust framework which requires identity verification, so the identities of senders and receivers are trusted.



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 referral requests, ADT notifications, exchange patient summaries, and other documents that support transitions of care across settings.



National DirectTrust Directory

DirectTrust accredited organizations (HISPs) provide Direct address lookup services for this network of more than 2 million addresses across the US.

MaxMD



DirectTrust™

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 (called HISPs) have met secure exchange standard requirements. HISPs enable secure exchange of health information and allow 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 patient summaries.

Do providers using 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 (Implementations may vary by technology vendor.)

Does Direct have other names?

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

How do I find the right Direct address to receive the information I need to share?

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

Getting Started

- Learn about all available Direct workflows including referrals, record-sharing, and more from your EHR vendor or MaxMD.
- Measure your current fax usage then save time and money by migrating to use Direct instead.
- Let your referral partners know which Direct address they should use to communicate with you. Ask them to send patient information via Direct.



DirectTrust™

Direct Secure Messaging Use Cases



Transition from
Fax-Based Workflows
to Direct



Support
Transitions
of Care



Track service requests
and health outcomes
using closed-loop
referrals



Share Patient
Summaries to
Enhance Care



Send and Receive
Admit/Discharge/
Transfer Notifications



Coordinate Care
with Skilled Nursing
Facilities and Support
Organizations



Integrate
Device-Generated
Information



Improve EMS Transfer
to Hospitals



Facilitate CDC
and Public Health
Reporting

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