

# HIE Interoperability: Clinical Messaging

*Clinical Messaging makes provider-to-provider communication across care communities as quick and easy as sending an email*



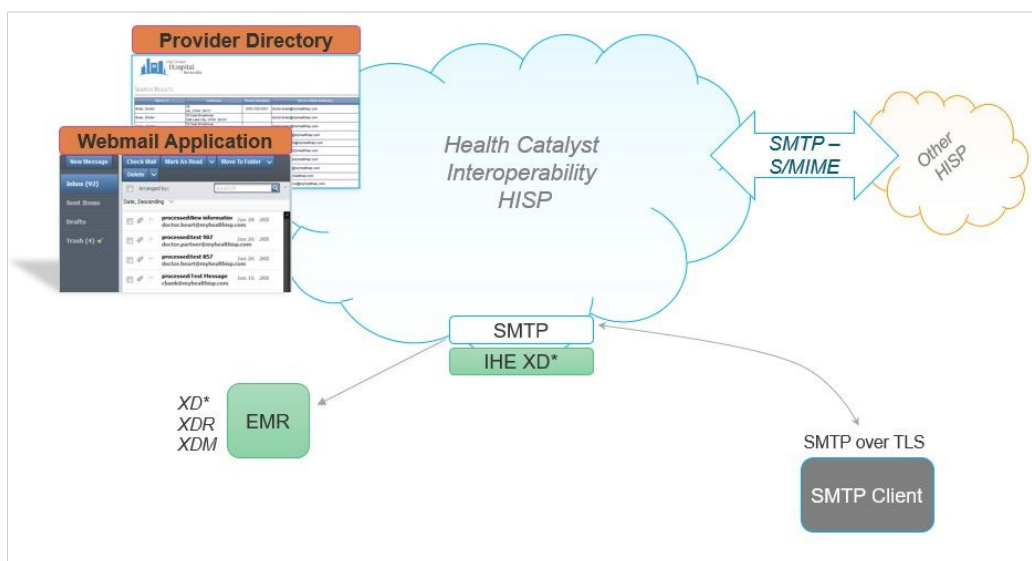
**Type:** Interoperability (additional cost)

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The **Clinical Messaging** application is an accredited Health Information Service Provider (HISP) and Direct messaging tool that allows providers to send encrypted health information directly to known, trusted recipients over the Internet. Users have access to a DirectTrust Provider Aggregation Service or provider directory, that allows them to easily locate Direct-compliant secure email addresses and access a hosted Direct-compliant secure email application for sending, receiving, and forwarding secure messages. The solution supports all three Direct protocols for message transmission — S/MIME, SMTP, and XD\*, and can be configured to enable transmission of Direct-compliant secure email messages directly to and from Electronic Health Record (EHR) applications so providers can stay in their native applications.

**Note:** Clinical Messaging is Acquired Technology and NOT included in the Technology Access subscription unless otherwise noted in an order form.



*Clinical Messaging enables providers to securely communicate and collaborate on patient care with other providers in the community.*

## The problem

As the Electronic Health Records (EHR) industry has grown, more and more healthcare providers and hospitals have adopted EHRs. However, none of these software applications are inherently capable of “talking” with other EHRs— creating silos of patient information. Clinical Messaging offers a standards-based solution for providing clinical information exchange between disparate systems across the care continuum by allowing providers and patients to send authenticated, encrypted health information directly to a known and trusted recipient. The Clinical Messaging solution is secure email that is transmitted via a Health Information Service Provider (HISP).

## Intended Users

- All healthcare providers and supporting staff across the continuum of care:
- Physicians, providers, specialists
- RN, LPN, CNA, referral coordinator, medical records, etc.
- Care coordinator

## Potential data sources

- Any healthcare technology with support for the ONC Direct protocol.

## Success stories

For examples of how customers have used Health Catalyst products and services to improve outcomes, see our [success stories at healthcatalyst.com](https://www.healthcatalyst.com/success-stories)

## Our approach

Clinical Messaging makes provider-to-provider communication across care communities as quick and easy as sending an email—providing the confidence of knowing that protected health information stays protected. Clinical Messaging is standards-based and enables providers to send and receive secure messages and associated patient health information in a Meaningful Use Stage 2 Transitions of Care compliant manner. The solution is certified under the 2015 Edition ONC Health IT certification and is an accredited DirectTrust HISP member, which enables access to provider directory data published by all HISPs participating in the program, to ensure secure reliable message delivery through protocol bridging, even when providers are using different EHR systems.

## Benefits and features

- **Securely exchange clinical data** – allows providers to securely exchange clinical data by providing standards-based encryption and decryption capabilities.
- **Locate secure email addresses for providers across the community** – supports the DirectTrust Provider Aggregation Service, so providers can search through provider directory data published by all HISPs participating in the program to locate Direct addresses for providers, practices, and organizations.
- **Stay in existing applications and workflows** – flexible solution architecture supports all three Direct protocols for message transmission — S/MIME, SMTP and XD\*, and can be configured to enable transmission of Direct-compliant secure email messages directly to and from Electronic Health Record (EHR) applications, so providers can stay in their native applications.
- **Consume CCDs directly into EHR applications** – enables the use of Direct secure messaging as a method for consuming CCDs directly into EHR applications, including those sent from external HISPs.

## Use cases

- A **specialist physician** uses Clinical Messaging to securely collaborate and share progress notes with the patient's primary care physician during the patient's course of treatment.
- A **referral coordinator** uses Clinical Messaging to securely send a specialist a care summary for a new referral patient so the specialist's EHR is pre-populated with the patient's recent medical history.
- A **home care nurse** uses Clinical Messaging to securely communicate with a patient's primary care physician about recent changes in the patient's health status.

## Contact us

For more information on how Health Catalyst products and services can help your organization, please contact us:

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