CLINICAL DIRECT MESSAGING FREQUENTLY ASKED QUESTIONS

Surescripts has the experience to handle all of your direct messaging needs. Serving the nation with the single most trusted and capable health information network since 2001, we seamlessly connect the healthcare industry while evolving with new features and functionality.

Surescripts Clinical Direct Messaging has the largest provider directory—and growing. Securely exchange actionable patient intelligence with other care providers via a single connection while meeting regulatory requirements with ease.

What is Surescripts Clinical Direct Messaging?

What is Direct?

Why do I need Direct secure messaging?

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With whom does Surescripts enable me to share health information?

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Why should I choose Surescripts for Clinical Direct Messaging services?

What is Surescripts Clinical Direct Messaging?

Surescripts Clinical Direct Messaging enables clinicians to electronically exchange Direct secure messages with other clinicians using different Health Information Technology (HIT) platforms.

Surescripts is certified as a Health Information Systems Program (HISP), Certificate Authority and Registration Authority in the Direct Trusted Agent Accreditation Program (DTAAP) and ONC 2015 edition.

Clinical Direct Messaging provides:

• A single point of connectivity to a broad reach of community partners on the Surescripts network

• Direct secure messaging that enables you to meet evolving regulatory standards including Meaningful Use 3 (MU3), the Medicare Access and CHIP Reauthorization Act (MACRA) and Merit-based Incentive Payment System (MIPS)

• Access to the Surescripts directory, enabling you to efficiently connect with community partners to exchange clinical information

• HISP services that include Direct addresses, Direct domains, and digital certificates

What is Direct?

Direct is a message transport standard. It was created to enable "a simple, secure, scalable, standards-based way for participants to send authenticated, encrypted health information directly to known, trusted recipients over the internet to be used for the secure and meaningful exchange between known participants in support of Meaningful Use."[1]

Why do I need Direct secure messaging?

Regular e-mail is not defined as a secure channel by the Health Insurance Portability and Accountability Act (HIPPA). Unlike regular e-mail, Direct secure messages are encrypted to help ensure the secure exchange of health information. Clinicians can use Direct secure messages to send clinical information to colleagues or patients who need it for care. Additionally, Direct is required to meet regulatory standards for transitions of care measures, and provides a way to communicate many of the types of content necessary to fulfill regulatory requirements.

What is DTAAP?

The Direct Trusted Agent Accreditation Program (DTAAP) validates and supports compliance with Direct.[2]   DTAAP certification ensures that Surescripts meets the highest standards in data privacy and security. In addition, Surescripts' DTAAP certification is another way to expand your access to community partners with whom you can exchange secure messages. Those on the Surescripts network can easily connect to community partners using other DTAAP certified HISPs.

[1] http://directproject.org

[2] http://www.ehnac.org

With whom does Surescripts enable me to share health information?

Powered by our mature and trusted network, Surescripts provides a single point of connectivity to the broadest reach of your local community partners, including:

- Care providers and hospitals using EHRs connected to the Surescripts network
- Care providers and hospitals participating in a DTAAP certified network
- Health Information Exchanges (HIEs) and HISPs
- Imaging centers*
- Retail clinics*
- Pharmacies*
- Pharmacy Benefit Managers (PBMs)

What types of health information does Surescripts enable me to electronically exchange?

Surescripts enables you to electronically exchange an expanding range of health information, reducing the need to rely on fax and paper-based records. You can:

- Send and receive summary of care records with other community partners on the network*
- Exchange general messages with other community partners on the network
- Access image results from imaging centers*
- Receive Patient Visit Summaries from retail clinics*
- Receive Immunization Notifications from pharmacies*

How does the Surescripts network work with my EHR technology?

Surescripts enables your EHR to integrate Direct secure messaging and the Surescripts directory into your existing workflow. This leverages your EHR investment, and eliminates the need for you to log into a separate portal to meet MU requirements and other care coordination needs.

*Availability dependent on your EHR vendor

How does Clinical Direct Messaging work with HIEs and other HISPs?

As the industry's leading HISP, Surescripts has the greatest reach, ability to scale and highest level of security. We connect community partners using other HIT platforms, including HIEs and other HISPs. This enables you to leverage Surescripts' integrated single point of connectivity and eliminates the need to implement additional connections and log into a different portal to access HIE participants. If you are already connected to an HIE, Surescripts' network can provide connectivity to other valued community partners who may not be HIE participants.

What types of documents can be exchanged over the Surescripts network?

Direct enables any type of attachment to be exchanged, but limitations may apply based on the message recipient. Some of the most common types of attachments are .xml, .txt, and .pdf.

What are the steps required to implement Surescripts as my HISP?

To implement, Surescripts will partner with you and your EHR vendor to:

• Issue Direct addresses

• Configure Direct secure messaging to send/receive messages over the Surescripts network

• Publish your providers in the directory

• Enable Direct exchange

Why should I choose Surescripts for Clinical Direct Messaging services?

We have the largest, highest quality national directory and are still growing.

Expand your reach by connecting directly to Surescripts for:

Greater access – We provide our customers with the largest number of valid direct addresses.

Data with integrity – We clean and test the data received from external exchanges and only include valid addresses within our directory.

Broad community outreach – We make sure the people you want to communicate with are connected to our network.

A Proven Direct Messaging Solution From a Partner You Can Trust

Surescripts Clinical Direct Messaging allows you to exchange accurate clinical data with ease and confidence because our network is:

Secure – We are one of only 105 U.S. companies certified for the highest level of information security.

Robust – We facilitated the exchange of 30 million clinical messages in 2016.

Reliable – Our multi-instance failover solution guarantees your messages are delivered every time.

Trusted – We have been an industry leader for over a decade, processing nearly 11 billion secure health information transactions a year. Surescripts is DTAAP certified, a founding member of DirectTrust and is ISO 27001 certified.

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SURESCRIPTS.COM/CDM | **Expand your reach with the most proven direct messaging solution on the market.**