




NORTH
Dakota | Health Information Network
Be Legendary.™ INFORMATION TECHNOLOGY

Direct Secure Messaging (DSM) (NDHIN: *Communicate*)

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NDHIN DSM = *Communicate*

Direct Secure Messaging: Communicate requires additional paperwork which helps drive the process of acquiring and installing security certificates for each participating organization.

- Once the paperwork is complete and approved, users can self-enroll for Direct email accounts.
- The forms that need to be completed are found at <https://www.nd.gov/itd/statewide-alliances/ndhin/services/communicate/sign>
 - DSM Web HCO Account Request Form
 - Declaration of Identity Form
- DSM is used to send CCD's (Patient Snapshot) or Structured and Unstructured Documents

Ability to send and receive patient information through secure, encrypted email, ex. transitions of care

Exchanging information with:

- Providers – Hospitals, Labs, Long Term Care
- Payors -- BCBS ND, Medicaid
- Coding Consultants
- Schools
- Patients

Disasters

Replaces faxing, mailing or patient hand carrying




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DSM vs Secure Email

Direct Secure Messaging (DSM)

- Requires both the sender and receiver to have a DSM account (any approved application)
- These accounts may be from the same or different HISP's
- All DSM messages are encrypted automatically with no sender intervention

Secure Email (Email encryption software)

- Is a secure email software "Add-In" that does not require both the sender and receiver to have the same software
- Typically, the sender must "force encryption" on emails they want encrypted by entering a keyword in the subject line or body of text
- Just because you have email encryption software does NOT mean every email is encrypted without sender forced encryption

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What can you send?

Continuity of Care Documents (CCDs)

Referral Documents

Transition of Care Documents

Hospital Discharges

Summary of Care Documents

Test Results

Patient Encounter Notes

Medications and Allergies

Anything you might consider faxing

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Communicate

Inbox view

Login Page:

ORION HEALTH™

Enter your user credentials below to login

Enter Login ID

Enter your password

Search Inbox

MY MAILBOX

- Inbox
- Drafts
- Sent
- Trash

Sort recent at top

Besley, Rodger Wed 23:38
Re: Test Message

Rodger.Besley@dire... Wed 23:35
Dispatched: Test Message

Andre.Polus@direct... 02-May-2017
Dispatched: Fwd: Ref#: 67431 Sample...

Incoming messages display in the Inbox.

Re: Test Message

Besley, Rodger <Rodger.Besley@direct.us.orionheal...>

Hi Sharvin,

I got it.

Thanks,
Rodger

On 24-Jan-2018 08:35, Ragavan,Sharvin <Sharvin.Raga...>

> Hi Rodger,
>
>
> Please reply if you received this message.

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Setting up your mailbox

Thorp, Lisa

Search Inbox

MY MAILBOX

- Inbox 13
- CHI
- Dispatched... 9
- Drafts
- Sent
- Trash 4

Sort recent at top

Green, Natasha 13-Nov
Re: test

Green, Natasha 22-Oct
Testing your DSM

Schafer, Suzann 03-Aug
Re: Name correction

Kritzberger, Patti 21-Jul
Re: screenshot test

Sarah.Howard@di... 16-Jul
Dispatched: Re: Records in wrong c...

Patti.Kritzberger... 16-Jul
Dispatched: test

Howard, Sarah 15-Jul
Re: Records in wrong chart-duplicat...

Howard, Sarah 10-Jul
Re: Records in wrong chart-duplicat...

Howard, Sarah 29-Jun
Re: Records in wrong chart-duplicat...

Howard, Sarah 28-May
Re: Fwd: Patient records error

Add folders, contact list, set preferences

Compose, reply/forward, print, move delete messages

Re: test

dhin.com> to Thorp,

nt.

On 13-Nov-2020 16:04, Thorp, Lisa <Lisa.Thorp@direct.qha.ndhin.com> wrote

> test
>
>

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Preferences
Change the preferences for **Lisa.Thorp@direct.qha.ndhin.com**.

Auto-Forward
 Enable Auto-forwarding
 Automatically send mail received to this mailbox to each contact in the provided contact group.
 Auto-Forward Group:

Out of Office Auto-Reply
 Enable Auto-Reply
 Sends an automated reply to incoming messages.
 Message:

Shared settings
 Share My Mailbox
 Allow other users to access your mailbox to send, receive, and view your mail.
 Give access to:

Each user must have direct email address of same **domain** – Please have NDHIN staff assist with set up

Each user must have direct email address of same **domain** – Please have NDHIN staff assist with set up

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Preferences, continued

Message Rules
 Incoming messages can be automatically filed into custom folders using Message Rules. If a message meets more than one rule, the first matching rule in the list is used.

Condition	Action
Subject Contains <input type="text" value="Dispatched"/>	Move to Folder <input type="text" value="Inbox » Dispatched Messages"/>

Signature
 Enable Signature
 Attach a signature to the message.
 Signature: Lisa Thorp, BSN, Outreach Coordinator, NDHIN

You can create Message Rules- Example: automatically send "Dispatched" messages to that folder to keep mailbox clutter-free

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Sending a message

FROM Thorp, Lisa <Lisa.Thorp@direct.qha.ndhin.com>

TO Start typing recipient name and list will populate

CC Add Cc Recipient

SUBJECT

MESSAGE

Type message here

ATTACHMENTS

Browse... No file selected.

Attach files

Send Save as Draft

FROM Thorp, Lisa <Lisa.Thorp@direct.qha.ndhin.com>

TO Patti Kritzberger <Patti.Kritzberger@direct.qha.ndhin.com>

CC Patti Martin <admin@ccphs.hdirect.net>

SUBJECT Patti Martin <patti.martin@ccphs.hdirect.net>

MESSAGE Patti Anderson <panderson@intercountynursingservice.hiebridgedirect.org>

Patti Spering ARNP <spering.patti.004.0410002@pch.medtab.direct-ci.com>

Patti Spering ARNP <spering.patti.004.0410002@pch.medtab.direct-ci.com>

Sarah Pattison PA-C <spattison412891@direct.centracare.com>

Patti Hook M.D. <d1@millelacs.directtygreenway.com>

Sarah Pattison <sarahpattison@acmc.allscriptsdirect.net>

PATTI WHITSON <patti.whitson@trinityhealthnd.cernerdirect.com>

PATTI HAGEROTT <patti.hagerott@trinityhealthnd.cernerdirect.com>

PATTI MANGOLD <patti.mangold@trinityhealthnd.cernerdirect.com>

ATTACHMENTS Patti Raisingier <preisinger@billingsclinic.cernerdirect.com>

PATTI ILLE <patti.ille@trinityhealthnd.cernerdirect.com>

Patti Kritzberger <Patti.Kritzberger@direct.qha.ndhin.com>

Send Save as Draft

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Notification of DSM message

Focused Other By Date ↑

Other: New messages (53)

HealthLeaders Weekly Wrap, Super 8 By Wyndham, Lindsay Carlson, HealthPOINT,...

noreply@direct.orionhealthmail.com

You have a new encrypted message from <Patti.Kritzberger@direct.qha.ndhin.com> has sent an encrypted... 1:07 PM

noreply@direct.orionhealthmail.com

You have a new encrypted message from <Lisa.Thorp@direct.qha.ndhin.com> has... 12:57 PM

Erika Randall

FWD: [RSVP to Webinar on December 11]

You have a new encrypted message from <Patti.Kritzberger@direct.qha.ndhin.com> has sent an encrypted message to your <Lisa.Thorp@direct.qha.ndhin.com> mailbox.

The actual sender of this message is different than the normal sender. Click here to learn more.

<Patti.Kritzberger@direct.qha.ndhin.com> has sent an encrypted message to your <Lisa.Thorp@direct.qha.ndhin.com> mailbox.

You can access your Inbox by logging onto:

- Clinical Portal, if you use Single Sign-on, or
- Communicate Webmail at <https://webmail.dsm.orionhealthcloud.com>

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Notification of DSM message received to your email inbox of choice – May need to check “other” tab

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Who You Going to Call? NDHIN Outreach Coordinators!



Sarah J. Miller
NDHIN Outreach Manager
(701) 324-7430
sarmiller@nd.gov

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Help Desk @ (844)335-6253
email NDHINsupport@koblegroup.com
