

Direct Secure Messaging for Long-Term and Post-Acute Care Providers

“Patients of long-term or post-acute care providers are more likely to have chronic conditions or behavioral health needs. These patients are therefore more likely to see numerous providers, making care coordination more difficult as they transition between care settings (i.e. acute care to rehabilitative care, home health or long-term care). Health information exchange can benefit these patients by enabling secure, timely electronic information exchange to support proper medication management, seamless transitions of care, and expanded communication between numerous providers.”

SOURCE: [WHAT DO LONG-TERM AND POST-ACUTE CARE \(LTPAC\) PROVIDERS NEED TO KNOW ABOUT HEALTH INFORMATION EXCHANGE?](#)

THE OFFICE OF THE NATIONAL COORDINATOR FOR HEALTH INFORMATION TECHNOLOGY

Situation:

Long term and post-acute care providers (LTPAC) are frequent recipients of patient health records from acute care facilities as patients transition from one care setting to the other over the course of the care management. Most acute care facilities have implemented electronic health records for their patients and have a new ability to exchange patient records with LTPAC providers using an email-like service developed specifically for healthcare providers called Direct Secure Messaging (aka Direct).

While Direct is an efficient, complete and secure method to exchange personal health information, many LTPAC providers are not yet equipped with the Direct addresses or Direct enabled EHR systems needed to receive the patient records in electronic form from acute care facilities. This situation may reduce the intended efficiency of acute care EHR systems, and may even affect the quality of care provided to patients as they transition between care settings.

“The rapid adoption of electronic health records spawned the opportunity to improve care across healthcare settings through more efficient, complete and secure electronic exchange of personal health information.”

Bob Janacek
Chief Technology Officer
& Co-Founder
DataMotion

Solution: DataMotion™ Direct Community Web Portal

DataMotion™ Direct is a service available to LTPAC providers from DataMotion, an EHNAC accredited health information service provider (HISP). DataMotion Direct includes a unique Community Web Portal feature, which provides a rapidly deployable Direct capability for LTPAC providers whether or not the LTPAC provider has an EHR system deployed. The web portal feature enables recipient Direct mailbox address assignment for LTPAC providers, which facilitates the transmission and receipt of patient care records between care settings. Using the Community Web Portal, Direct-enabled mailboxes can be provisioned rapidly for LTPAC providers, enabling the facility to receive transition of care documents directly from the EHR system of the referring acute care provider.



How the DataMotion Direct Community Web Portal Works

A co-branded Community Web Portal is established for the LTPAC provider on the DataMotion Direct service. DataMotion offers an onboarding program which assigns Direct addresses.

Once the LTPAC provider has Direct address assignments, acute care facilities can start sending them patient records which can be received and viewed via the Community Web Portal.



Consolidated Clinical Document Architecture (C-CDA) Viewer

The DataMotion Direct Community Web Portal includes a Consolidated Clinical Document Architecture (C-CDA) viewer. The C-CDA viewer is a web-based add-on to the Community Web Portal that is used to view Continuity of Care Document (CCD) files constructed according to the C-CDA rules as defined by the HL7 industry standard. These files are generated using EHR/EMR software and when viewed without the accompanying software are unreadable. The C-CDA Viewer allows Community Web Portal users receiving Direct messages with CCD file attachments from various sources such as hospitals to display, view and print these documents within the portal window without downloading and installing any software.

How the Continuity of Care Document Viewer Works

The process starts with the user navigating to the Community Web Portal. When an attachment of known extension (.zip, .xml, .ccd) is part of a Direct message, a view button is available. When a user activates the view button the correctly formatted document is displayed. The option to print the CCD is also available in the viewer.

C-CDA Document Types:

- Continuity of Care Document (CCD)
- Consultation Note
- Diagnostic Imaging Report (DIR)
- Discharge Summary
- History and Physical (H&P)
- Operative Note
- Procedure Note
- Progress Note
- Unstructured Documents



Key Features

Co-branded web portal for secure retrieval of CCDs

Assigned organizational certifications and Direct addresses for affiliate providers

Intuitive web mail interface – comparable to Gmail, Hotmail, etc.

Full administrative control panel including audit reporting

Optional Hospital EHR connection establishing DataMotion Direct as primary HISP

C-CDA Viewer – Integrated into the Community Web Portal - no extra software is required

Benefits

Enables hospitals to send CCDs to its provider affiliates regardless of affiliate technology readiness

Rapid implementation process easily supports MU2 attestation period success

Low implementation and operating costs simplifies ROI evaluation for MU2 success

Familiar web interfaces simplify the end user training and adoption

More general information on Direct Secure Messaging and DataMotion Direct are located at the following web address: <http://www.datamotion.com/products/direct/datamotion-direct/>.

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