



Direct Messaging & The Direct Adoption Program

What is Direct Messaging?

Direct messaging is secure email for exchanging health information—a simple, cost-effective mechanism to transport patients' protected health information (PHI) to known, trusted recipients over the Internet.

Why should I adopt Direct Messaging?

Direct messaging:

- Simply and securely streamlines the exchange of patient information.
- Replaces less secure and less reliable communication methods, including fax machines.
- Improves the coordination of patient care and reduces redundant tests and procedures.
- Enables demonstrations of the electronic exchange of clinical information required for Stage 1 Meaningful Use.
- Leverages an open-source standard for information exchange that is being adopted nationwide.
- Provides a foundation for more advanced functionalities, including integration of EHRs with **currentcare**, the statewide Health Information Exchange (HIE), and notification of your patients' hospitalizations.



How does Direct Messaging work?

Direct messaging services are provided by Health Information Service Providers (HISPs) and typically include a Web-based email account. Direct messaging uses an industry-standard technical infrastructure, encryption, and a legal framework that ensures that sensitive information is transported and delivered securely. An electronic credentialing system identifies the sender and recipient to ensure that the mail is routed to intended recipients only.

To send a Direct message, you simply log in to the email account, compose the message, and attach all relevant clinical information. This information can be a Continuity of Care document (CCD) exported from an EHR, a summary of care record, clinical exam notes, diagnostic images, etc. You simply click "send" to transmit the patient data securely to another Direct messaging user.

What is the Direct Adoption Program?

The RI Regional Extension Center's (RI REC's) Direct Adoption Program helps practices adopt Direct messaging by offering educational materials and webinars; a selection of qualified HISPs in an online Vendor Marketplace; and free membership in the the Rhode Island Quality Institute's RI Trust Community.

What is the Rhode Island Trust Community?

To help you set up and manage your contacts for Direct messaging, the Rhode Island Quality Institute has established the RI Trust Community (RITC)—a community of verified RI providers. RITC membership is free for all RI REC members and provides a RIQI-signed digital certificate.

How do I get started with Direct Messaging?

To begin using Direct messaging:

- If you are not already a member, join the RI Regional Extension Center at www.DocEHRtalk.org. Sign-up is free, fast, and easy for providers and staff in the RI healthcare community.
- [Learn more](#) about Direct messaging and download the [Best Practices Guide](#) and the [Set-up Checklist](#).
- Visit RI REC's [Vendor Marketplace](#) to read about its four pre-qualified Health Information Services Providers (HISPs).
- Visit <http://riqi.webex.com> to register for a free 30-minute Direct Adoption Program webinar.

Questions?

For more information about Direct Messaging and RI REC's Direct Adoption Program, please call **888-858-4815 (option 5)**, or send a message to directprogram@riqi.org.