

RI REC Vendor Marketplace: Health Information Service Providers (HISPs)

A **Health Information Service Providers (HISP)** is responsible for delivering Direct email, which may include protected health information (PHI). HISPs are similar in concept to Internet Service Providers (ISPs) that send email over the Internet but HISPs encrypt, authenticate, and run trust verification activities to ensure PHI is secure. RI REC has added pre-qualified HISP vendors to our Vendor Marketplace to ensure best practices and discounts are in place.

The Direct Project was launched nationally in 2010 to establish a secure, simple, cost-effective mechanism to send patient health information directly via email to known, trusted recipients using the Internet. In February 2011, a Direct Messaging pilot study in Rhode Island included the first provider-to-provider message in the United States! RI REC now offers the Direct Adoption Program to help providers adopt Direct Messaging.

Vendor Marketplace HISP Vendors:
Ability Network, Inc. · Inpriva · MaxMD · Secure Exchange Solutions

HISP Vendor Services Include:

- **Direct Messaging**, ie, a secure email service for the exchange of electronic health information
- Secure email that is compliant and compatible with the national Direct Project specifications and best practices, including general privacy and security standards. HISP solutions are able to perform encryption, trust verification, and authentication on providers' behalf
- Training and launch support for secure email implementation
- Ongoing phone and email support; vendor provides software technical support and testing
- Configuration guide for providers who want to manually set-up their email accounts in the web-based email client provided by the HISP or desktop-based email clients, such as Microsoft Outlook

Category	Sample Questions for HISP Vendors
Direct email services	<ul style="list-style-type: none"> • What is the RI REC Direct Adoption Program? • I already have an email account; why do I need another one? • How will I benefit from this secure email service? • Why would I need your service if I have or will purchase an EHR? • What tools and/or materials will I receive (eg, training, guides and specifications)? • What is the implementation process? • What differentiates you from other HISP vendors?
Direct email specifications	<ul style="list-style-type: none"> • What is the difference between <u>web based</u> vs. <u>desk top based</u> email, and what is best for my practice? • How do I find email addresses of other providers who use Direct?
Cost/Licenses	<ul style="list-style-type: none"> • What are the typical costs for a practice similar to mine (size), including: <ul style="list-style-type: none"> ◦ one-time (eg, training, setup, hardware) ◦ annual (eg, maintenance, support) ◦ monthly (eg, number of accounts)
Meaningful Use & Certification	<ul style="list-style-type: none"> • Will <i>Direct Messaging</i> assist me in achieving Meaningful Use?