

Direct Messaging Set Up Checklist



Follow these 10 steps to get your practice using Direct Messaging.
Check off the boxes as you go to stay on track!

Preparation / Research

Join RITC

Sign-up with HISP

Create Accounts

- 1. Go to Rhode Island Quality Institute's Regional Extension Center's Vendor Marketplace at www.DocEHRTalk.org.
- 2. Review the Health Information Service Provider (HISP) Vendor Profiles. Consider contacting any or all of the HISP vendors listed in the Vendor Marketplace for a quick demonstration of their product and to answer your questions (see sample questions in Additional Information section).
- 3. Select one point of contact at your practice to be the Rhode Island Trust Community (RITC) and HISP Authorized Administrator.
- 4. Join the RITC: Print and complete the [RITC Participation Agreement](#) under the Direct Program section of www.DocEHRTalk.org. Have it signed by a Corporate Officer and the Authorized Administrator in the presence of RIQI staff or a Notary Public, and then return it to RIQI. Forms can be mailed to Rhode Island Quality Institute (RIQI), 235 Promenade St, Suite 600, Providence, RI 02908, or given directly to an RIQI staff member.
- 5. The Authorized Administrator receives an email containing the RITC Code to provide to the selected HISP to initiate participation in the RITC.
- 6. The Authorized Administrator signs up with your preferred HISP through their web site. You will need to sign a Business Associate Agreement with your HISP. The Authorized Administrator then provides the RITC code to your HISP.
- 7. The Authorized Administrator receives new HISP account information and instructions to create Direct email accounts for some or all members of the practice.
- 8. The Authorized Administrator gathers contact information and the preferred Direct email addresses needed to set-up member accounts for those who will use Direct Messaging.
- 9. The Authorized Administrator accesses the HISP's web site to create member accounts.
- 10. The Authorized Administrator receives a Direct email address and temporary password for each new member. Practice members are now ready to use Direct Messaging!



Direct Messaging Additional Information Sample Questions

Questions to ask when choosing a HISP Vendor:

- What tools and/or materials will I receive (e.g., training, guides, and specifications)?
- What is the implementation process?
- What differentiates you from other HISP vendors?
- What are the typical one-time, monthly, and annual costs (including training, maintenance, and licenses) for a practice similar in size to mine?
- What are the value-added services that I get by signing up with you?

Watch the HISP demos offered by RI REC's Vendor Marketplace participants to compare the look, feel, and ease of use of products before selecting a [HISP vendor](#).

To review HISP vendor profiles, visit www.DocEHRTalk.org.

For more information about Direct Messaging, visit www.DocEHRTalk.org or contact us at DirectProgram@riqi.org or at 1-888-858-4815 - option 5