SENDING DIRECT MESSAGES TO PROVIDENCE

What is Direct Messaging?

Providence Health & Services is expanding the use of Direct messaging to replace the majority of fax communications containing patient records in and out of the health system. It is specifically designed for the exchange of patient health information across different EHR networks. Fax involves risks such as information being compromised or accessed by unauthorized users, illegibility, or failure to send or receive. Direct Messaging is HIPAA compliant and eliminates these risks by providing an easy way for a healthcare provider to easily and directly share patient information electronically with other providers outside their organization.

Recommendation

For non – Epic organizations that are referring to Providence Specialty Departments, send the transfer of care via electronic communication utilizing direct messaging. EMR allowing, also include chart notes in PDF or XML format which provides Providence the ability to access these chart notes more readily.

Requirements

- Non – Epic Organizations using an EMR
- Work with your EMR Vendor to ensure your EMR is direct messaging enabled.

Purpose

Increase efficiency, reduce, and eventually eliminate faxes, increase patient safety, and provide more direct communication between the PCP and referred to provider, including the future possibility of automatically sending the progress note back to the PCP via direct.

Active Providence Departments

Direct messaging has been enabled for the following Providence departments/clinics – Direct Addresses provided upon request.

• Arthritis	• Hem/Oncology	• Pediatric Specialty
• Audiology	• Home Health	• Physiatry
• Cardiology	• Infectious Disease	• Psychiatry
• Cancer Specialty	• Neurology	• Speech Therapy
• Children's Developmental Institute	• Newberg Specialty	• Surgery
• Dermatology	• OB/GYN	• Urology
• Endocrinology	• Occupational Therapy	• Weight Management

Process

PCP refers to Specialist, sending a transition of care (TOC)   Appt is scheduled   Patient is seen by Specialist

Future State: Progress note automatically sent back to PCP via direct

Providence Provider Direct
Addresses

All Providence providers have a Direct address. To obtain a Direct address for a provider, we encourage you to look up the provider (by their first, last name) in your local EHR provider directory. If your EHR does not have Direct addressees listed and is not synced on a frequent basis with the National Provider Directory, please let us know and we can provide you with our most current provider extract.

Please note: To ensure you have a Providence provider address, as some providers may have more than one or have the same name. Please check the following:

- Name
- Specialty/Department

Also, please ensure the direct address as "@oc.providencedirect.org" at the end of the address.

Next Steps

Once you have talked to your EMR vendor or IT specialist, reach out to Christy Rickert RN, BSN Sr Business Analyst – Digital Health via email: christina.rickert@providence.org to coordinate direct address exchange and to setup a time to test.