



# Secure Messages

Send a secure email message to your health care team

## RPMS DIRECT Messaging

Glenn Janzen, Chief Enterprise Architect - IHS

Chris Lamer, Clinical Informatics Consultant - IHS

Meghna Patel, Business Analyst - DNC

Duane Rozsnyai, Application System Analyst - DNC

## Secure Messaging Is a Meaningful Use Requirement

**Objective:** Use secure electronic messaging to communicate with patients on relevant health information (for EPs only)

**Measure:** A secure message was sent using the electronic messaging function of Certified EHR Technology by more than five percent of unique patients (or their authorized representatives) seen by the EP during the EHR reporting period §495.6(j)(17)(ii)



- RPMS DIRECT Messaging is the name of the secure email system.
- RPMS DIRECT Messaging is separate from your other email account.
- You can access RPMS DIRECT Messaging within the EHR.
- Patients can access RPMS DIRECT Messaging within the PHR.
- RPMS DIRECT Messaging is used for health-related messages only.
- RPMS DIRECT Messaging messages can be sent to and received from other trusted DIRECT addresses only.

- **RPMS DIRECT Messaging:**

- Accessed by healthcare providers and other professionals within the RPMS EHR (to be configured by facility CAC)

- **Personal Health Record (PHR):**

- Used to connect patients and/or their personal representatives to the RPMS DIRECT Messaging using PHR My Messages menu
- Patients and/or their personal representatives manage their accounts through the PHR

- **RPMS DIRECT Messaging Administrator Portal:**

- Used to set up domains and manage users' access for healthcare providers and other professionals

Mail

Inbox Refresh Delete Compose Reply Reply All Forward More Actions


RPMS-EHR ROZSNYAI,DUANE \*\* PRECERT EHR v1.1p13 \*\*

User Patient Refresh Data Tools Help eSig Clear Clear and Lock Community Alerts Dosing Calculator Rx Print Settings GRU - Audit Log Universal Client

PRIVACY PATIENT CHART RESOURCES RCIS ED Dashboard RPMS DIRECT Messaging

Back Forward Stop Refresh Home Print

If you are using a Web browser with a pop-up blocker, you must allow pop-ups from <https://direct.ihs.gov>. Read your browser's Help information for details.



Please Login

Username :

Password :

Login

**By logging into the DIRECT Secure Messaging System, you consent to the Privacy Policy and the Terms and Conditions and verify that you are authorized to access the DIRECT Secure Messaging using the unique user ID assigned to you.**

It is your responsibility to maintain your access information in a secure location. The system you are about to access contains sensitive patient health-related information. DIRECT Secure Messaging is a secure e-mail system that is dedicated for health information exchange purposes only. Therefore, unauthorized or improper use of this information and system may result in HIPAA violation, penalties, and/or revocation of your DIRECT secure email account.

Downloading attachments from the DIRECT Secure Messaging system creates a file on this computer. Other people may be able to see this file. Use caution if you are using a public or shared computer.

[Accessibility](#) | [Privacy Policy](#) | [Terms of use](#) | [Freedom of Information Act \(FOIA\)](#) | [Contact Information](#)

ROZSNYAI,DUANE | 2013-DEMO.NA.IHS.GOV | 2013 DEMO HOSPITAL | 18-Feb-2014 12:51

About Privacy Policy Terms of Use Contact Us FAQ

Indian Health Service. All Rights Reserved



Inbox

Inbox

Refresh

Delete

Compose

Reply

Reply All

Forward

More Actions

Patient Health Record x

phr1rpms:54460/phr/viewDoc#messages

Apps Personal Health Recor... Personal Health Recor... PHR1APPSERV: Admin... PHR1RPM: NewPatien... Https: Patient Health ... IHS SecureMessage W...



MARY GRANT

Home | Sign Out

My health information from: LOCAL COMMUNITY HOSPITAL: Last Updated: January 14, 2014, 06:36:47, MST

Hello Mary Grant

Appointments List

My Info

Medications

Health Issues

Test Results

Immunizations

Vital Signs

My Messages

Procedures

Hospital Admissions

For More Information

Download My Data



Welcome Mary Grant

Preferences

Mail

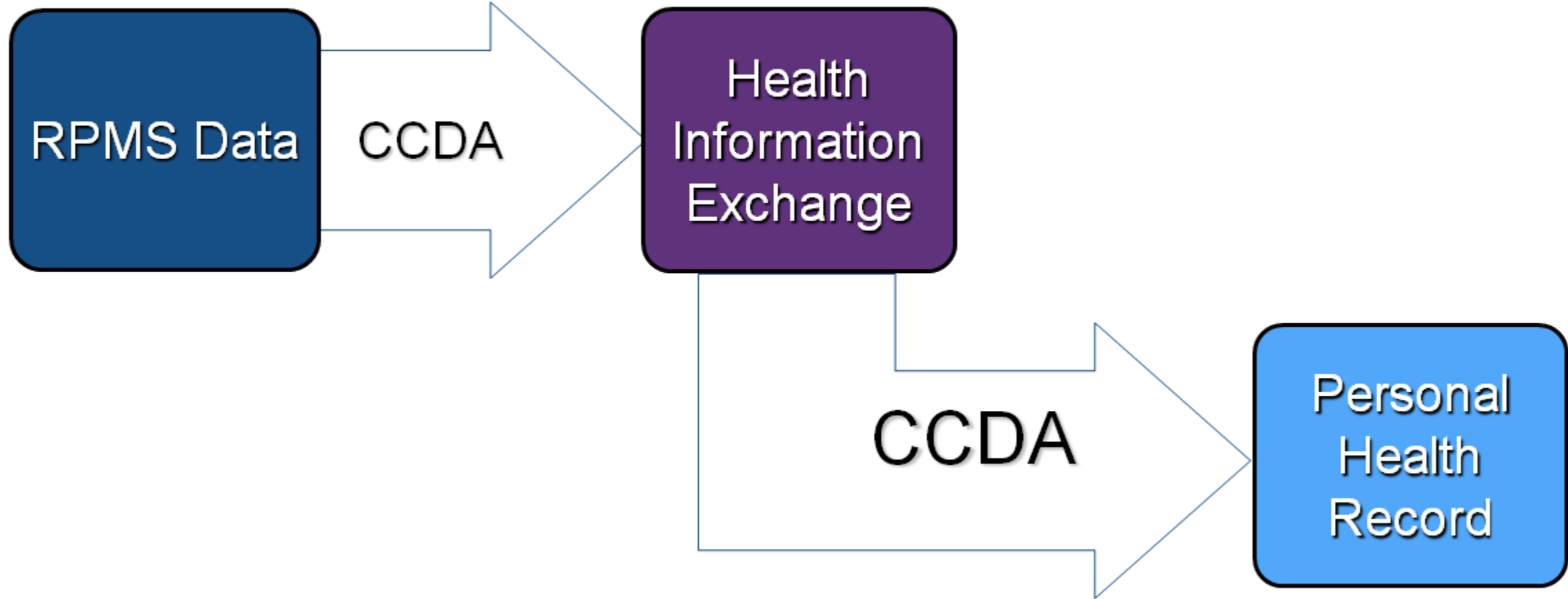
- Inbox
- Drafts
- Sent
- Deleted
- Junk

	Refresh	Delete	Compose	Reply	Reply All
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
From	Subject	Date	Size		
<input type="checkbox"/> Dr. Martin Green	Medication refill request	24.01.2014 13:24	914B		
<input type="checkbox"/> Duane Rozsnyai	Question about test results	21.01.2014 13:15	77K		
<input type="checkbox"/> Dr. Martin Green	Medication refill request	14.01.2014 10:16	971B		

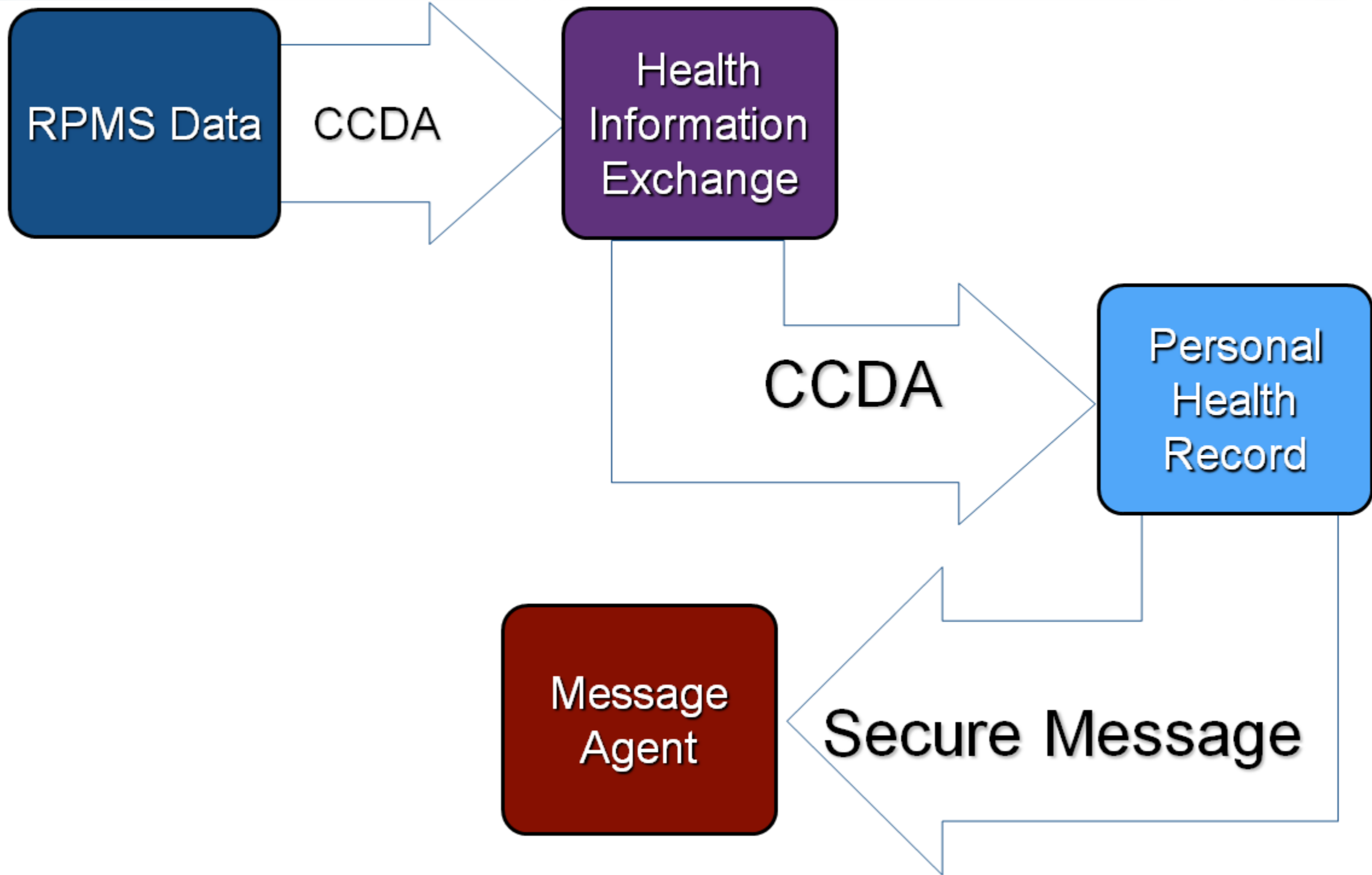
Folder Actions

<< < 1 - 3 / 3 > >>

# Health Information Exchange (HIE)



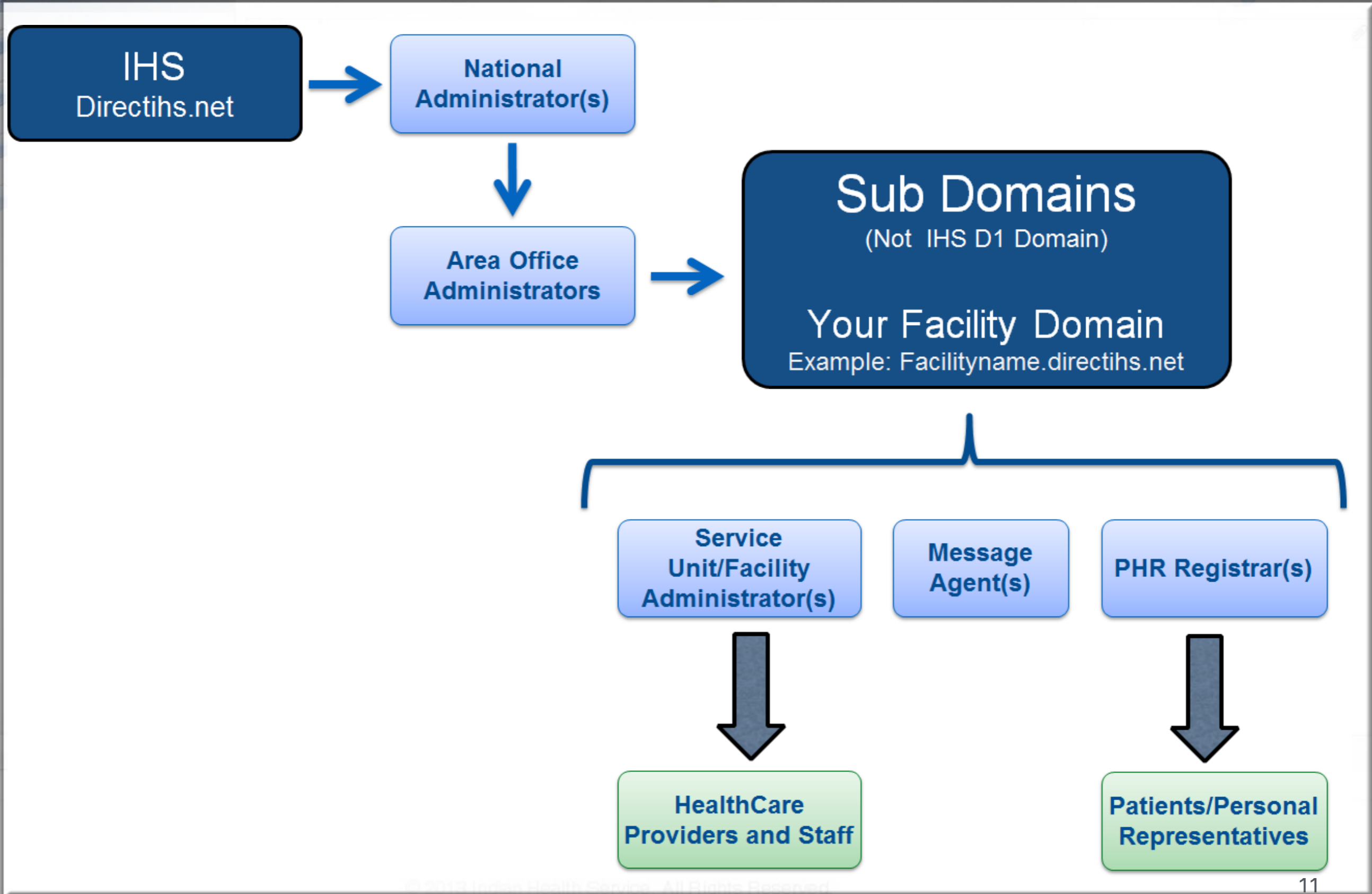
# Health Information Exchange (HIE)





- Users with an RPMS DIRECT Messaging account will be associated with an organizational certificate.
  - A certificate is attached to your organization's domain name
  - Proves the identity of the organization to which you belong
  - Proves that your address is a valid, trusted address under that organization
  - Ensures email messages are secure

- **Domain:** Domain name is dedicated to your organization
  - Domain name must be the organization's legal name or the IHS D1 domain name
  - Domain name will be assigned an organizational-bound certificate
  - Example: claremoreindianhospital.directihs.net
- **RPMS DIRECT Messaging Addresses:** Assigned to individual providers, Message Agents, and other staff
  - RPMS DIRECT Messaging addresses under organization will be linked to the organization's domain name and certificate
  - Address format: ***firstname.lastname***
  - Example: [meghna.patel@claremoreindianhospital.directihs.net](mailto:meghna.patel@claremoreindianhospital.directihs.net)



## Your Facility RPMS DIRECT Domain

Example:  
claremoreindianhospital.directihs.net

Roles

**Service Unit/Facility Administrator(s)**

**PHR Registrar(s)**

**Message Agents(s)**

Responsibilities

Manage RPMS Direct Messaging access and Complete ID vetting for **HealthCare Providers and other Professionals (Messaging Agents , PHR Registrars, etc..)**

Manage PHR access and complete ID vetting for **Patients and their Personal Representatives**

Initial responder and distributor of secure messages for assigned single patient or group of patients

- ***Service Unit/Facility Administrator***

- Facility Manager
- Manage and grant RPMS DIRECT Messaging user access and complete identity vetting at LoA 3 for healthcare providers and other professionals, including Message Agents and PHR Registrars
- ***PHR Registrar***
  - Patient Registrar or Front Desk
  - Perform patients' PHR and RPMS DIRECT Messaging registration by following PHR registration procedure (i.e., Identity Vetting, IHS-810 Form)
- ***Message Agent***
  - Front Desk or Patient Check-in
  - Initial responder and distributor of the secure messages for assigned patient and/or patient group

- The person(s) assigned to receive secure messages
  - Similar to the person assigned to answer the phone in the clinic, they get the call and take action as appropriate
  - Sample use cases of patient-sent secure messages:
    - **Cancels appointment**  - Message Agent alerts schedule clerk to make appropriate change.
    - **Requests medication renewal**  - Message Agent alerts provider of request (sends notification in EHR, tells the provider, writes a note - whatever you do now when you get a call); Message Agent replies to the patient with an updated status regarding the message.
    - **Shares health information**  (e.g., Recent home blood sugar results, information from another provider, experiences that they think could be an adverse reaction to a new medication) - Message Agent forwards to provider; message is stored into the VistA Imaging in the patient's medical record. Providers may respond to patient directly or through the Message Agents.

- How to assign Message Agents
  - Small sites may only need one
  - Larger sites may need more than one
  - Consider having at least one backup to cover leave, sick days, etc.
- Patients can be assigned to a Message Agent in the Designated Primary Provider package
  - Message Agents are a new provider type
  - Can assign individual patients to a Message Agent
  - Can assign all of a provider's patients to a Message Agent
  - *A provider can be a message agent, but we recommend using someone else on your team while you are starting out*

## Level of Assurance (LoA):

Level of Assurance (LoA) is one's ability to determine, with some level of certainty, that the electronic credential representing an entity (machine or human) can be trusted to belong to the entity (they are who they say they are). There are four levels of assurance ranging in confidence level from low to very high (LoA1 to LoA 4), which is measured by the strength and rigor of the identity vetting process.

- Level of Assurance 3 (LoA 3):
  - Individual vetted at LoA 3 provides **high** confidence in the asserted identity's validity
  - Must present a current, non-expired Personal Identity Verification (PIV) Card OR
  - Two forms of picture identifications, where one is a Federal Government issued picture identification, and the other is REAL ID Act compliant picture identification, such as a state driver's license or state identification card
  - Healthcare providers and other professionals, including Message Agents and PHR Registrars, **MUST** have their identity vetted at LoA 3



- Phase 1: Send messages internally
  - Indian, Tribal, and Urban RPMS DIRECT Messaging healthcare providers and other professionals
  - Patients and patients' personal representatives with PHR access
- Phase 2: Send messages internally and externally
  - Participating internal partners (Indian, Tribal, and Urban facilities)
  - Trusted external partners
    - Part of the same Trust bundle/Trust framework to ensure security and policy requirement align

## RPMS DIRECT Messaging

- Business Associate Agreement (BAA)
- End-User Agreement
- RPMS DIRECT Messaging Privacy Policy
- RPMS DIRECT Messaging Terms and Conditions
- Access to the RPMS DIRECT Messaging System:
  - End Users
  - Administrators

## Personal Health Record

- Processing Patient Access to their PHR Policy
- Personal Health Record Privacy Policy
- Personal Health Record Terms and Conditions
- Personal Health Record System Audit Process Policy

# Preparing for RPMS DIRECT Messaging

- Start thinking about:
  - Service Unit/Facility Administrator(s)
  - PHR Registrar(s)
  - Message Agent(s)
- Complete and submit Data Call
- Develop an RPMS Direct Messaging Awareness Plan



Mail

Inbox

Drafts

Sent

Deleted

Junk

Inbox

Refresh

Delete

Compose

Reply

Reply All

Forward

More Actions



Folder Actions

[About PHS](#)

[Privacy Policy](#)

[Terms of Use](#)

[Contact Us](#)

[FAQ](#)

[FAQ](#)