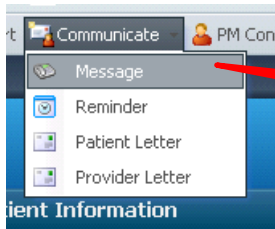# Direct Secure Messaging

Direct Secure Messaging provides a way for UMHC to send a secure patient message directly from PowerChart to another provider or facility.
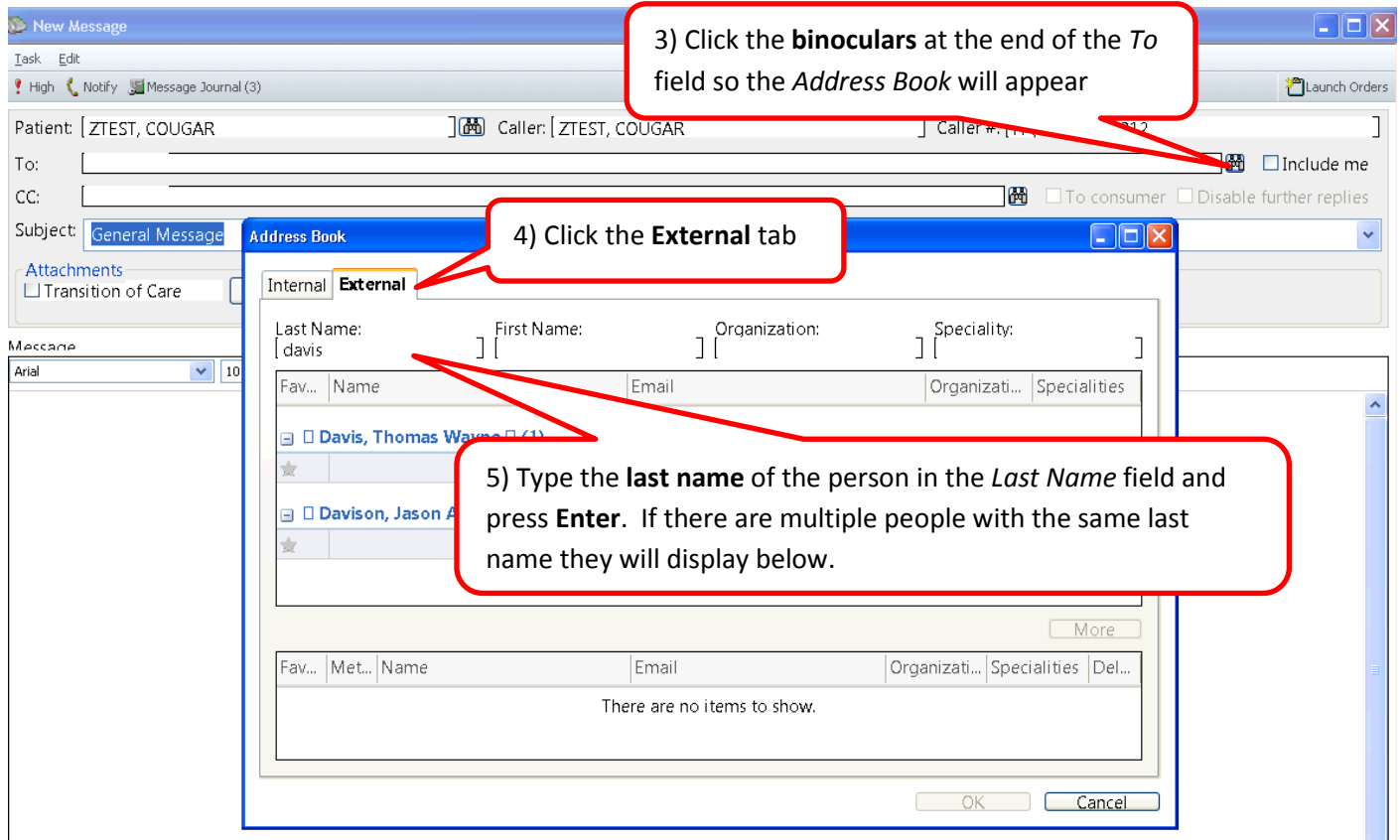
Table of Contents

Creating a Direct Secure Message
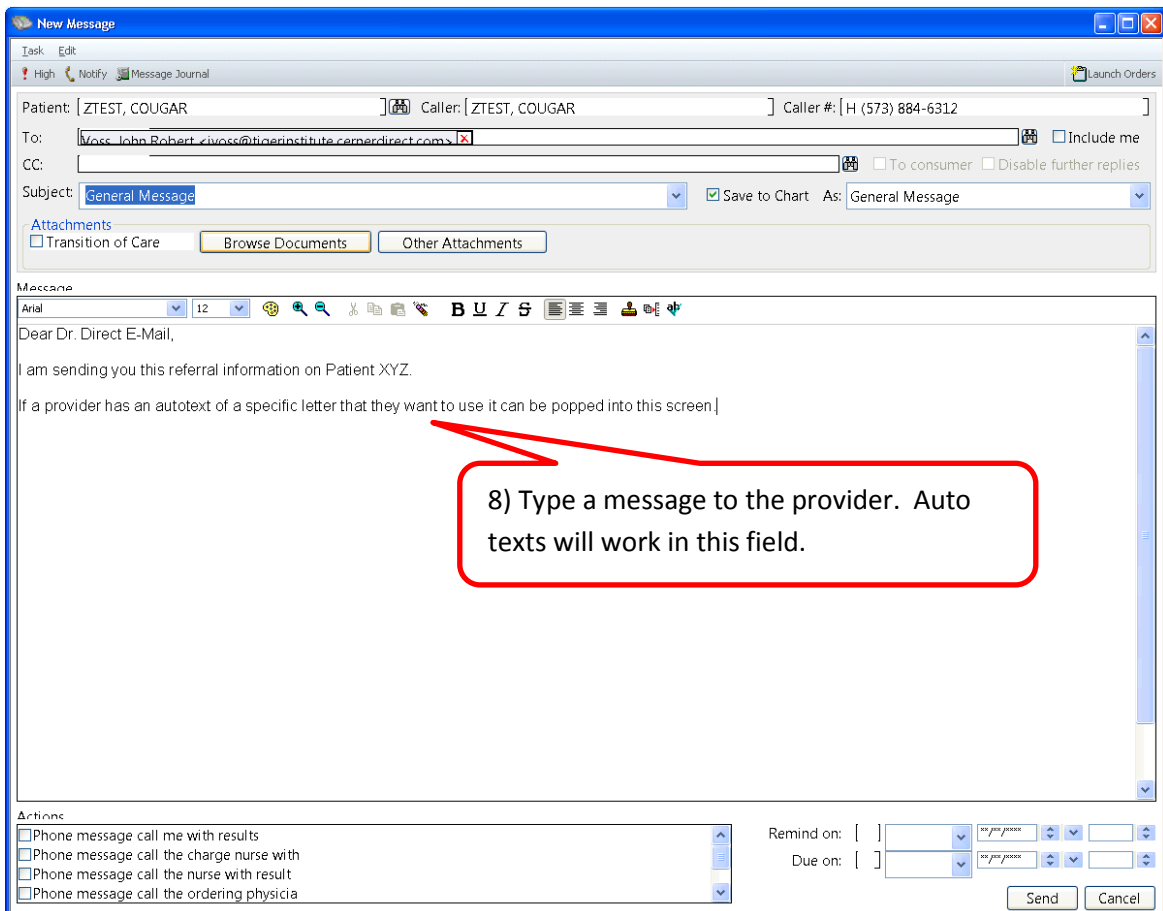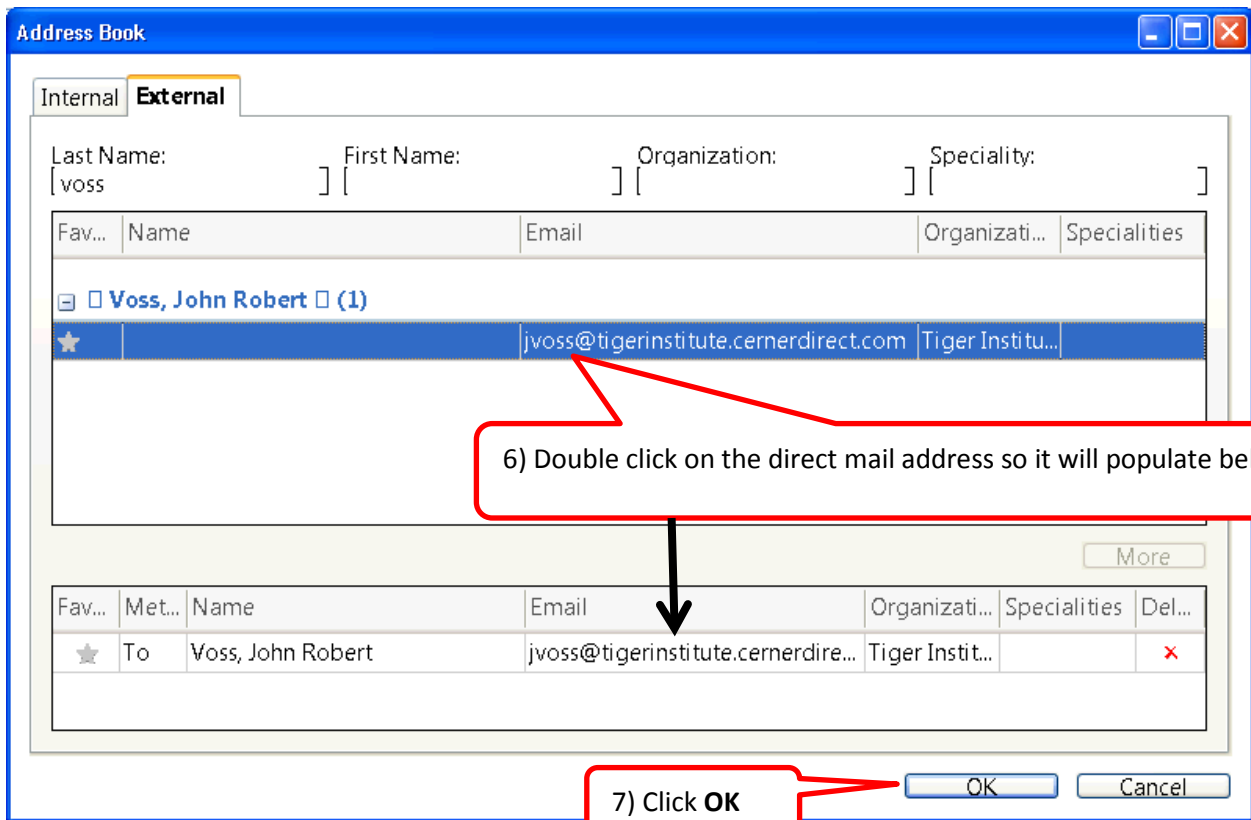
1) Open the **patient chart**

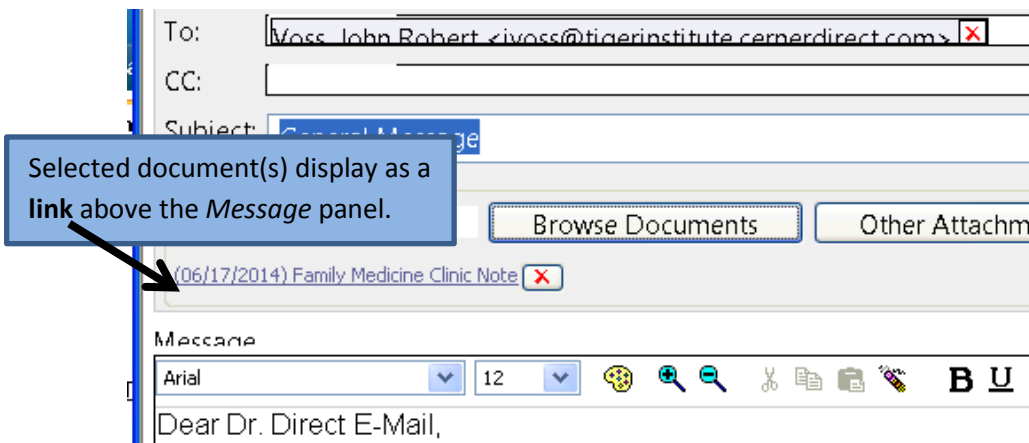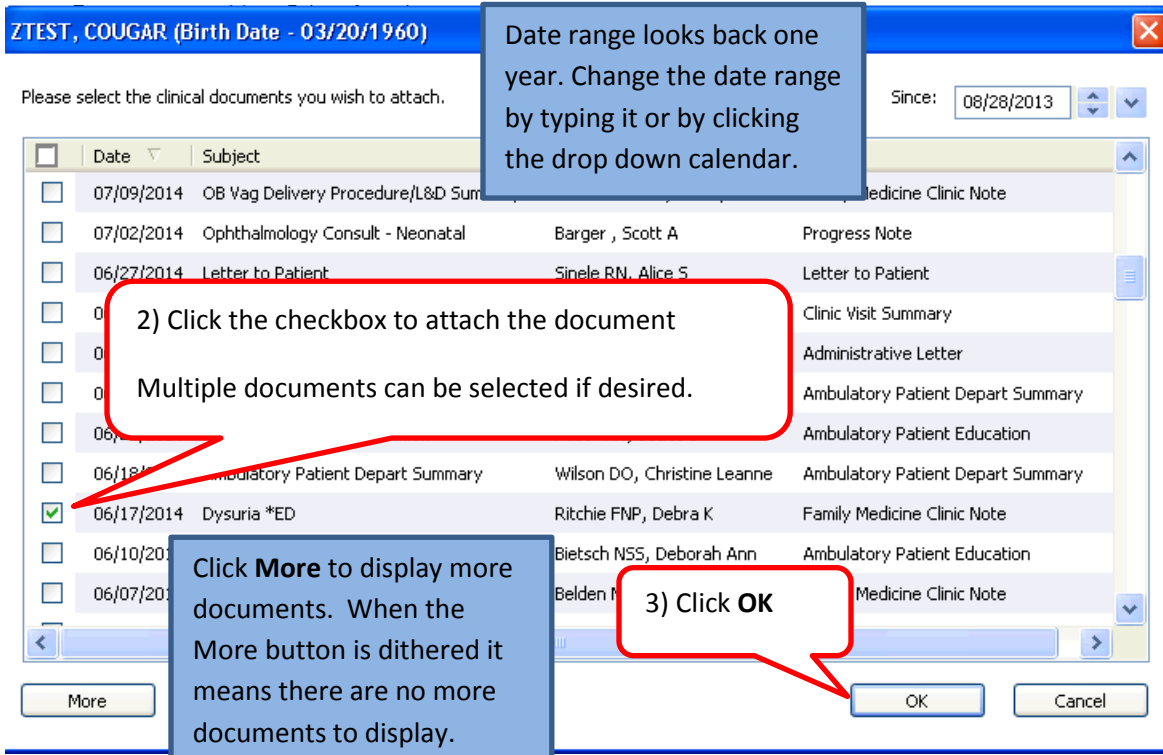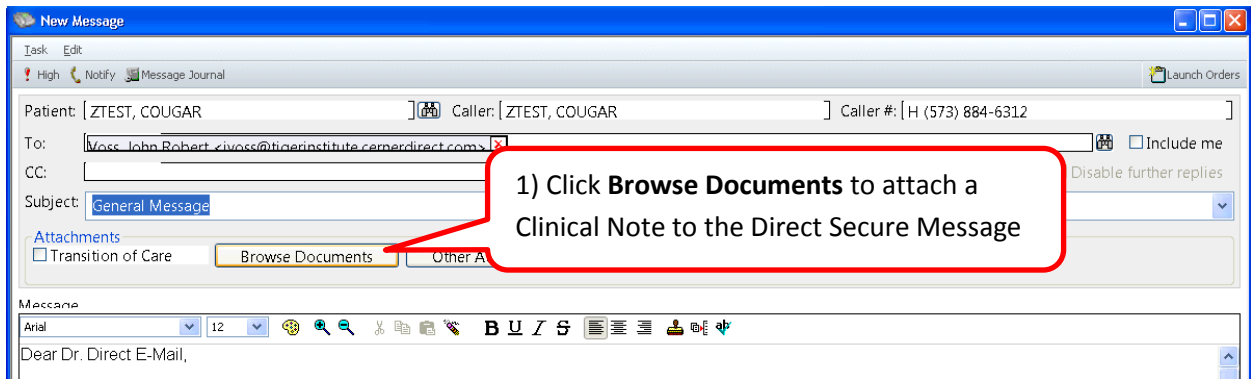2) Click **Communicate/Message** from the toolbar *Menu*

3) Click the **binoculars** at the end of the *To* field so the *Address Book* will appear
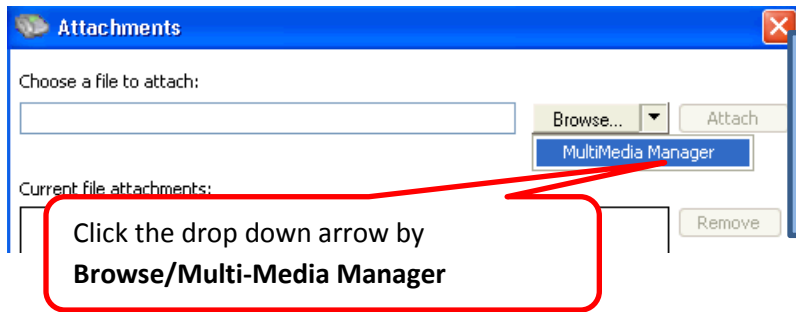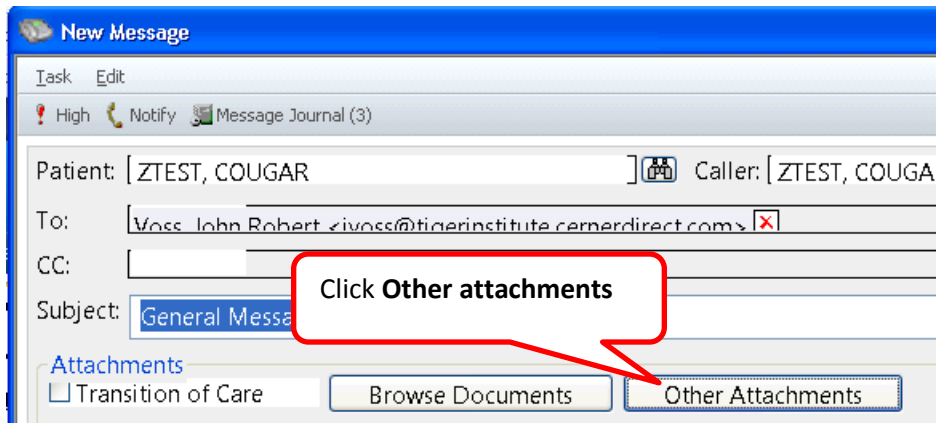
4) Click the **External** tab

5) Type the **last name** of the person in the *Last Name* field and press **Enter**. If there are multiple people with the same last name they will display below.
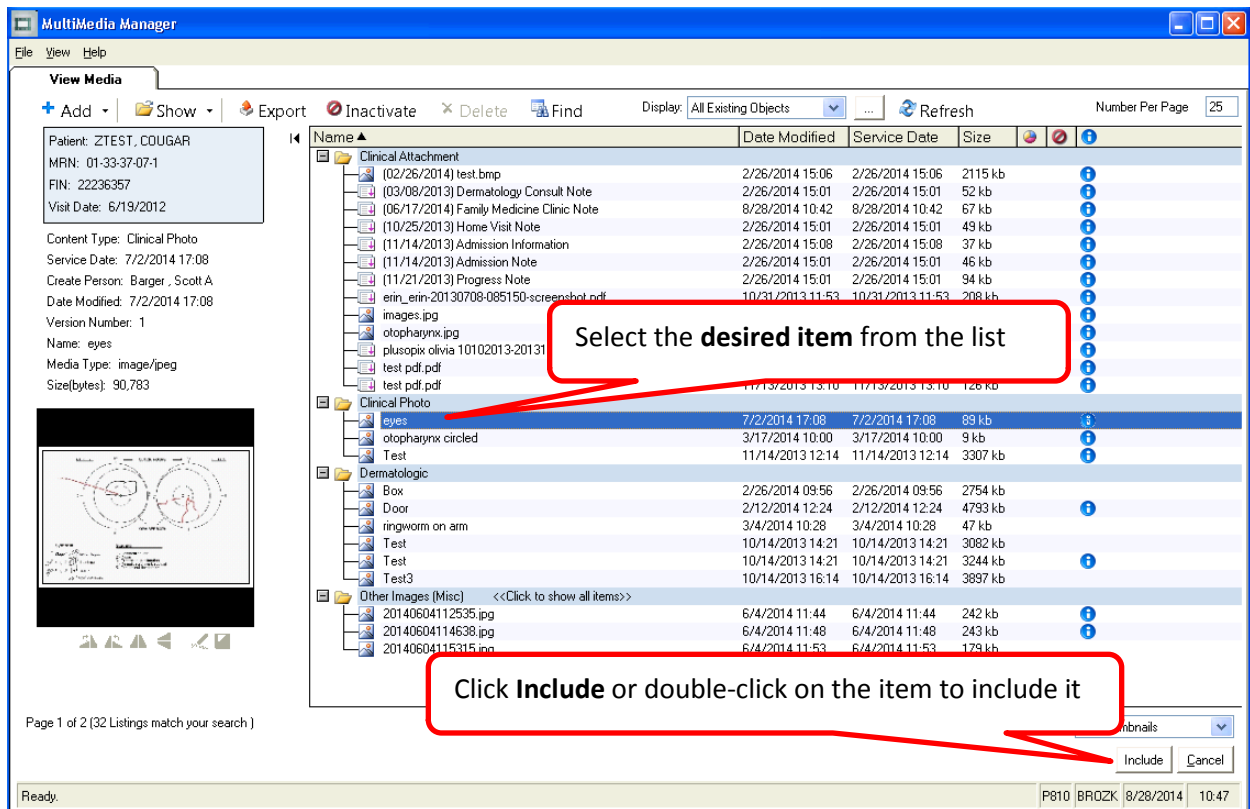
Address Book

Internal | **External**

Last Name: | First Name: | Organization: | Speciality:
[voss |] [|] [|] [|]

Fav...	Name	Email	Organizati...	Specialities
	☐ Voss, John Robert ☐ (1)			
★		jvoss@tigerinstitute.cernerdirect.com	Tiger Institu...	

6) Double click on the direct mail address so it will populate below.

More

Fav...	Met...	Name	Email	Organizati...	Specialities	Del...
★	To	Voss, John Robert	jvoss@tigerinstitute.cernerdire...	Tiger Instit...		✗

7) Click **OK**   OK   Cancel

New Message

Task   Edit

❗ High   🔔 Notify   📋 Message Journal   🗐 Launch Orders

Patient: [ZTEST, COUGAR   ] 🗐🔍 Caller: [ZTEST, COUGAR   ] Caller #: [H (573) 884-6312   ]

To: [Voss, John Robert <jvoss@tigerinstitute.cernerdirect.com> ✗] 🔍 ☐ Include me

CC: [   ] 🔍 ☐ To consumer ☐ Disable further replies

Subject: [General Message   ▼] ☑ Save to Chart As: [General Message   ▼]

Attachments
☐ Transition of Care   [Browse Documents]   [Other Attachments]

Message
[Arial ▼] [12 ▼] 🎨 🔍 🔍 ✂ 📋 📋 🖌 **B** U *I* S̶ ▤ ▤ ▤ 🖊 🔲 🔤

Dear Dr. Direct E-Mail,

I am sending you this referral information on Patient XYZ.

If a provider has an autotext of a specific letter that they want to use it can be popped into this screen.

8) Type a message to the provider. Auto texts will work in this field.

Actions
☐ Phone message call me with results   Remind on: [ ] [▼] [**/**/**** ⇕ ▼] [⇕]
☐ Phone message call the charge nurse with   Due on: [ ] [▼] [**/**/**** ⇕ ▼] [⇕]
☐ Phone message call the nurse with result
☐ Phone message call the ordering physicia   [Send] [Cancel]

Attaching a Clinical Note to the Direct Secure Message

1) Click **Browse Documents** to attach a Clinical Note to the Direct Secure Message

Date range looks back one year. Change the date range by typing it or by clicking the drop down calendar.

2) Click the checkbox to attach the document

Multiple documents can be selected if desired.

Click **More** to display more documents. When the More button is dithered it means there are no more documents to display.

3) Click **OK**

Selected document(s) display as a **link** above the *Message* panel.

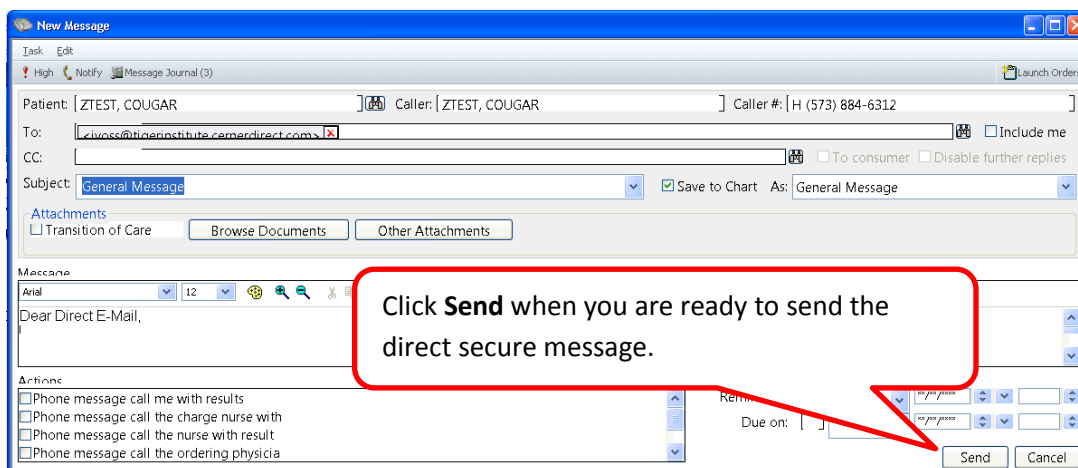# Attaching a File from Multi-Media Manager to the Direct Message

Click **Other attachments**

Do **NOT** click on Browse by itself. If you do you will see \\client\c$ which doesn't help you get to any documentation in PowerChart.

Click the drop down arrow by **Browse/Multi-Media Manager**

Select the **desired item** from the list

Click **Include** or double-click on the item to include it

The file appears in the field.

Click **Attach** to attach the file to the message

Click **OK** to include the attachment in the direct secure message.

The attachment appears above the body of the message.

Sending the Direct Message

Click **Send** when you are ready to send the direct secure message.

Finding the Direct Message on Clinical Notes

Click **Clinical Notes** on the *Menu*

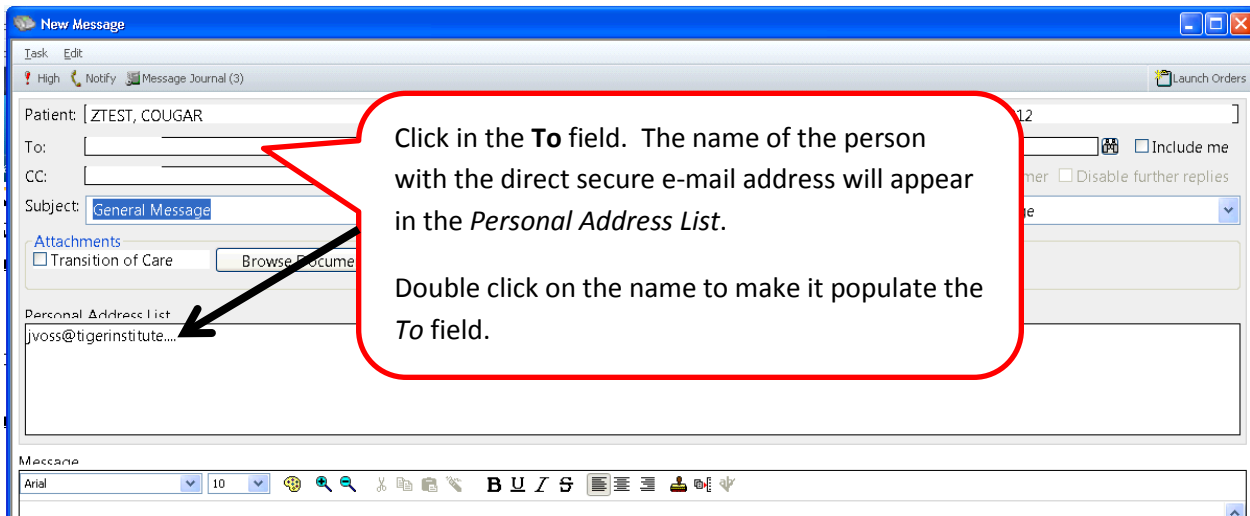Open **Message/General Messages** to find the direct secure message.

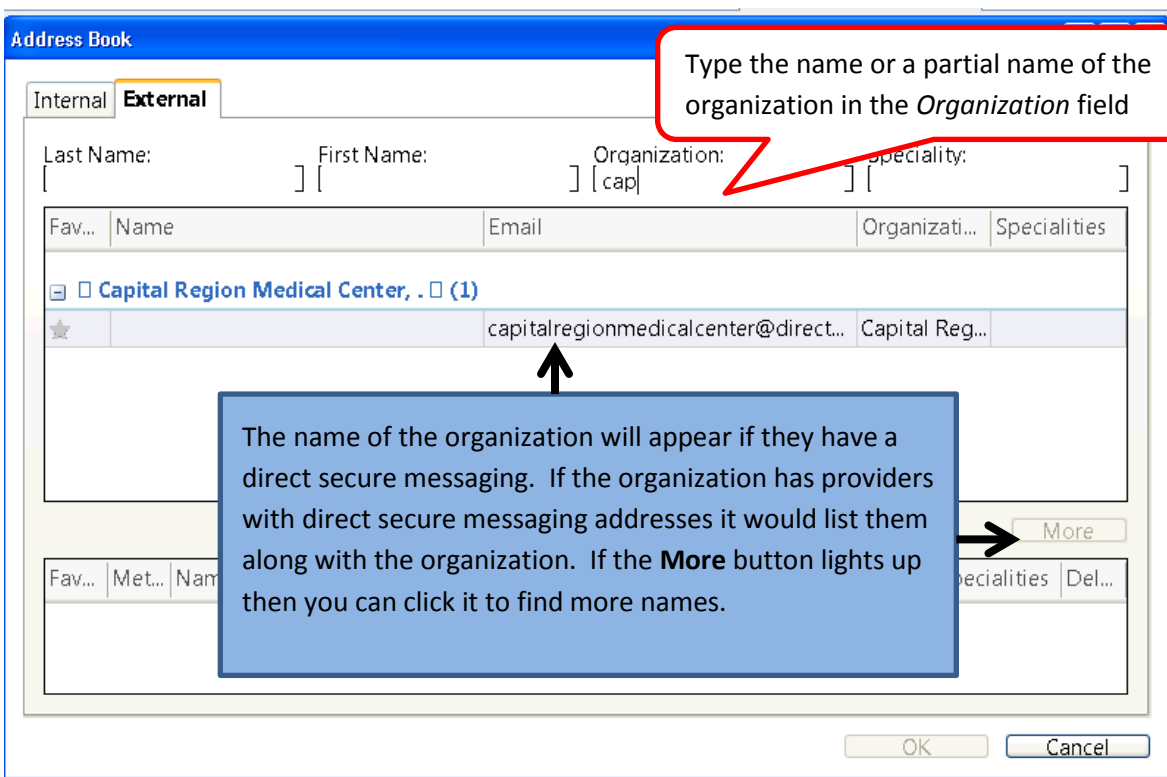Click the link to open a pdf document. These pdfs are stored in Multi-Media Manager.

Adding Direct Addresses to the Personal Address Book

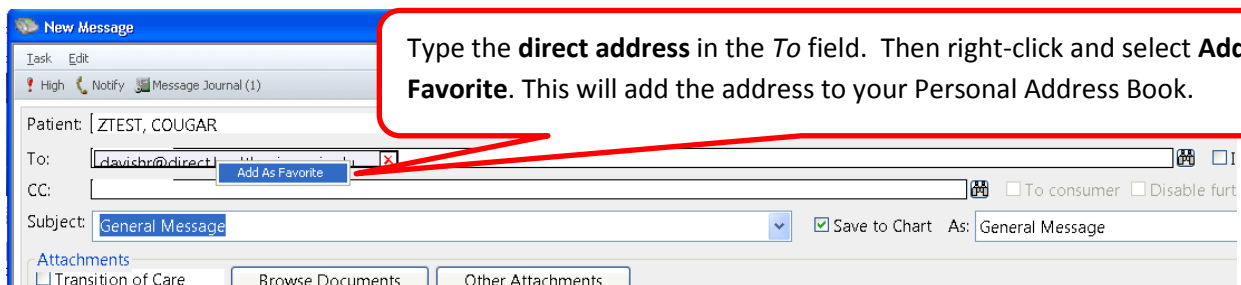Click the **Star** to add the direct address of this person to your Personal Address Book.

Click in the **To** field. The name of the person with the direct secure e-mail address will appear in the *Personal Address List*.

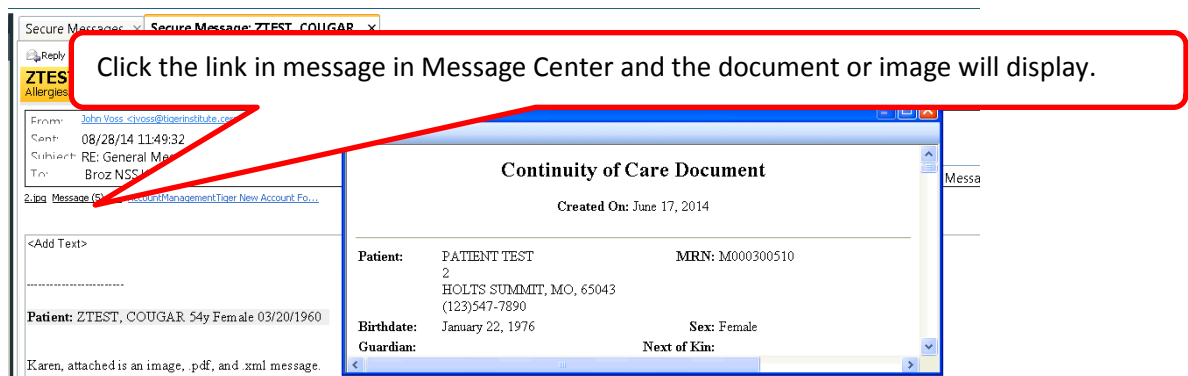Double click on the name to make it populate the *To* field.

Finding Addresses for External Organizations in the External Address Book

Type the name or a partial name of the organization in the *Organization* field

The name of the organization will appear if they have a direct secure messaging. If the organization has providers with direct secure messaging addresses it would list them along with the organization. If the **More** button lights up then you can click it to find more names.

Saving a Direct Address If It Isn't in the External Address Book

Type the **direct address** in the *To* field. Then right-click and select **Add As Favorite**. This will add the address to your Personal Address Book.

Receiving a Direct Message in Message Center and Saving it to the Patient Chart

Secure Messages will appear in the **Secure Messages** folder in *Message Center*.

Double-click on the message to open it just like you would other messages.

Notice the tab says **"Secure Message"** when you open the message.

Click **Save to Chart** to save the message to the patient's chart on the *Clinical Notes* tab.

The message will appear under the *Clinical Notes* tab. Click **Messages/General Messages**. Notice the documents and pdfs appear as links at the top of the message.

Click the link in message in Message Center and the document or image will display.

Messages that "Bounce Back"

If a message won't go through you will receive a bounce back message in your Message Center Inbox immediately. The system will try three times and if it won't go through you will get a bounce back message. The technical team would like to know there was a problem so please call or e-mail the Help Desk the following information:

- Name and direct e-mail address of the person you were trying to send the message to
- Time of the bounce back
- Name and MRN of the patient
- If attachments were associated to the message

The technical team will investigate the issue and find out if there is an issue with the way we are sending the message or if there is a problem on the receiving end of the message.

University of Missouri Health Care Direct e—mail Addresses

At University of Missouri Health Care your direct e-mail address will be formatted as follows:

- Cerner/PowerChart username@direct.health.missouri.edu – for example brozk@direct.health.missouri.edu