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.

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Creating a Direct Secure Message



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Attaching a Clinical Note to the Direct Secure Message

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ZTEST, COUGAR (Birth Date - 03/20/1960)	Date range looks back o	ne 🔼	
	year. Change the date ra	ange	
Please select the clinical documents you wish to attach.	by typing it or by clickin	g	
🔲 Date 🔻 Subject	the drop down calendar		
07/09/2014 OB Vag Delivery Procedure/L&D Sum		ledicine Clinic Note	
07/02/2014 Ophthalmology Consult - Neonatal	Barger , Scott A	Progress Note	
06/27/2014 Letter to Patient	Sinele RN. Alice S	Letter to Patient	
2) Click the checkbox to attac	h the document	Clinic Visit Summary	
		Administrative Letter	
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06,		Ambulatory Patient Education	
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06/10/20: Click More to display mo	Bietsch NSS, Deborah Ann	Ambulatory Patient Education	
□ ^{06/07/20:} documents. When the	Belden M 3) Click OK	Medicine Clinic Note	
More button is dithered	it II		
More means there are no mor	e	OK Cancel	
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Attaching a File from Multi-Media Manager to the Direct Message

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Sending the Direct Message

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Artions Phone message call me with results Phone message call the charge nurse with Phone message call the nurse with result Phone message call the ordering physicia		Remmer Send Cancel

Finding the Direct Message on Clinical Notes



Adding Direct Addresses to the Personal Address Book

Address Book			
Internal External			
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Fav Name		Email	Organizati Specialities
🖃 🛛 Voss, John I	Robert 🛛 (1)		
*		jvoss@tigerinstitute.cernerc	direct.com Tiger Institu
	Click the Star to add the person to your Persona	e direct address of this I Address Book.	
			More
Fav Met Nam	ne	Email	Organizati Specialities Del
	The	re are no items to show.	
			OK Cancel



Finding Addresses for External Organizations in the External Address Book

Address Book		Type the nam	e or a partial name of the
Internal External		organization i	n the <i>Organization</i> field
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Fav Name		Email	Organizati Specialities
🖃 🛛 Capital Regi	on Medical Center, . 🗆 (1)	
*		capitalregionmedicalcenter@direct	Capital Reg
		<u> </u>	
	The name of the or	ganization will appear if they ha	ve a oviders
Fav Met Nam	with direct secure r along with the orga then you can click in	nessaging addresses it would lis inization. If the More button lig t to find more names.	t them hts up
		(OK Cancel

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

New Message Iask Edit Image: Edit Gradie Grad	Type the direct address in the <i>To</i> field. Then right-click and select Add As Favorite . This will add the address to your Personal Address Book.		
To:Add As Favorite	x		
Subject: General Message Attachments	Save to Chart As: General Message		

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



GRephy @Rephy All CForward MDelete APatient Match @Print 1	Notice the tab says Secure Message when you open the message.
ZTEST, COUGAR Allorgies: Nuts, Clarith Hives Relief, No Know MJ Healthe: Invitati	an Sint - L
From 20th Voss stross@tigerinsthute.comerdirect.com>	Caller
Sont 08/28/14 11:49:32	Action
Subject: RE: General Message	Dirac
To: Broz NSS,Karen	Target Document Type: General Message
<add text=""> Patient: ZTEST, COUGAR 54y Female 03/20/1960 Karen, attached is an image, .pdf, and .xml message.</add>	Click Save to Chart to save the message to the patient's chart on the <i>Clinical Notes</i> tab.
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Secure Message 77557 COUG Rept ZTES Allergis From John Vois choos@doerrisit.es.cr	age in N	Nessage Center a	nd the documen	t or image will display.
Cubiach RE: General Ma Try Broz NSS 2.ing Message (51 - Learning Management Tiger New Account Fo	Continuity of Care Document			
<add text=""></add>	Patient:	PATIENT TEST 2 HOLTS SUMMIT, MO, 65043	MRN: M000300510	
Patient: ZTEST, COUGAR 54y Female 03/20/1960	Birthdate:	(123)547-7890 January 22, 1976	Sex: Female	
Karen, attached is an image, .pdf, and .xml message.	 Guardian: 	ш	Next of Kin:	>

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 <u>username@direct.health.missouri.edu</u> – for example <u>brozk@direct.health.missouri.edu</u>