

SERVICE OVERVIEW

SECURE MESSAGING

WHAT IS SECURE MESSAGING?

Secure messaging is a service offered by HEALTHeLINK that allows practices and care coordination networks to send a patient's protected health information (PHI) securely through what is known as a "Direct message."

WHO CAN GET A SECURE MESSAGING ACCOUNT?

Any HEALTHeLINK member can request a secure messaging account by completing a user account form and submitting it to their HEALTHeLINK account manager. Once submitted, you will receive policy and software training.

WHAT ARE THE BENEFITS OF SECURE MESSAGING?



Gives access to individuals and organizations that would not otherwise be able to get Direct messages



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User can establish delegates to monitor messages

WHAT ELSE SHOULD I KNOW?



Once you have a secure messaging account, you can use the searchable directory to see what other organizations and providers have Direct messaging accounts – giving you the opportunity to securely communicate with them in the future.

READY TO ENROLL?

If you're ready to put HEALTHeLINK's secure messaging service to work for you – or if you have any questions or concerns – please contact your HEALTHeLINK account manager. If you have not yet been assigned an account manager, please visit wnyhealthelink.com or call (716) 206-0993 ext. 311.