Secure Messaging Benefits

- **Improved Clinical Care**
  Facilitates access to clinical information to improve patient care.

- **Streamline Administrative Processes**
  Reduces time managing paper-based correspondence.

- **Improved Coordination of Care**
  Improved communication between health and care providers as part of an end-to-end clinical workflow.

- **Enhanced Privacy & Security**
  Information managed securely in transit preventing interception, assuring privacy and security.

What is Secure Messaging (SM)?

A safe, seamless, secure exchange of clinical information between health and care providers.

- Secure point-to-point delivery of messages
- Delivery to a single, intended, entity
- Encryption (by sender)
- Decryption (by receiver)

Setting up Secure Messaging

1. Choose a SM Provider.
2. Organise Software Installation with your SM provider.
3. Obtain a certificate* to allow secure exchange.
4. Start using your new communication system.

*Supplier issued commercial certificate &/or Department of Human Services issued PKI NASH certificate.
## PKI - Public Key Infrastructure Certificates

### What Are They?
A digital certificate used to securely access online services, for example:

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<tr>
<th>Secure Messaging</th>
<th>My Health Record</th>
<th>Health Professionals Online Service (HPOS)</th>
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- **Secure Messaging**
  - Issued by: Department of Human Services
  - Issued to: Individual health care providers
  - Types: Different PKI certificates are used for different tasks.
  - Duration: Will expire. Usually 2-5yrs, depending on type.

- **My Health Record**
  - Issued by: Department of Human Services
  - Issued to: Individual health organisations
  - Types: Different PKI certificates are used for different tasks.
  - Duration: Will expire. Usually 2-5yrs, depending on type.

### Providers
There are a number of SM providers that operate in Australia. Some of these include:
- **Telstra Health** - https://www.telstrahealth.com/home.html
- **HealthLink** - https://www.healthlink.net/en_AU/
- **Medical Objects** - https://www.medicalobjects.com/

### Other Information
- PKI for SM is also commonly known as an organisational NASH PKI certificate.
- NASH stands for National Authentication Service for Health.

### Get Ready
When SM is installed and configured, it is time to start using the new system. To get the most out of your new capabilities consider:
- Train Staff. How can their role use SM? Your SM provider should be able to assist.
- Update referral templates. Create auto-populated fields that embed a recipient address. This makes sending referrals via SM simple and easy.
- Talk to frequent referees and see if they have SM.
- Start receiving and sending to them to see an improvement in workflow.

### Support & Contact
**For Certificate Support:**
- PRODA: 1800 700 199
- HPOS: 13 21 50
- Certificates: 1800 700 199

**For Secure Messaging Support:**
Contact your Secure Messaging and Clinical Information System Supplier.