



Secure Message Delivery

For Allied Health Providers



Sending Organisation



Sending Service Provider



Receiving Service Provider



Receiving Organisation

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)

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.

Setting up Secure Messaging

Choose a SM Provider.

1

Obtain a certificate* to allow secure exchange.

3

**Supplier issued commercial certificate &/or Department of Human Services issued PKI NASH certificate.*

4

Organise Software Installation with your SM provider.

Start using your new communication system.

PKI - Public Key Infrastructure Certificates

What Are They?

A digital certificate used to securely access online services, for example:

Secure Messaging

My Health Record

Health Professionals Online Service (HPOS)

Issued by:

Department of Human Services

Issued to:

Individual health care providers

Individual health organisations

Who are registered and authorised to access confidential information & public health care portals.

Types:

Different PKI certificates are used for different tasks.

Duration:

Will expire. Usually 2-5yrs, depending on type.

Other Information

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

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/>
- ◆ **ReferralNet** - <https://www.global-health.com/>

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.