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.

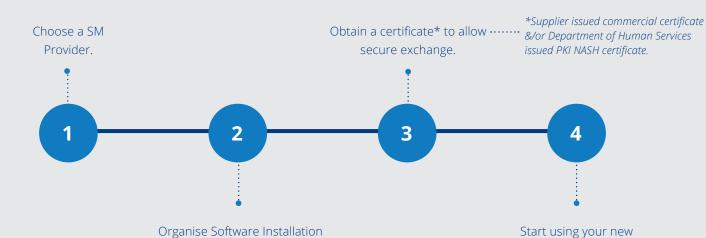
✓ Enhanced Privacy & Security

Information managed securely in transit preventing interception, assuring privacy and security.

communication system.

Setting up Secure Messaging

with your SM provider.



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,

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.