Australian Government
Australian Digital Health Agency

Secure Message Delivery
For Practice Managers

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.

What's New in Secure Messaging?

Have you ever wanted to send a secure message to another clinician and not known their address?

The Agency and industry have been working together to help solve this issue, and a new integration capability has been developed using the Fast Healthcare Interoperability Resource (FHIR) which enables users to search for health care providers across multiple directories including HealthLink, Telstra Health and ReferralNet provider directories.
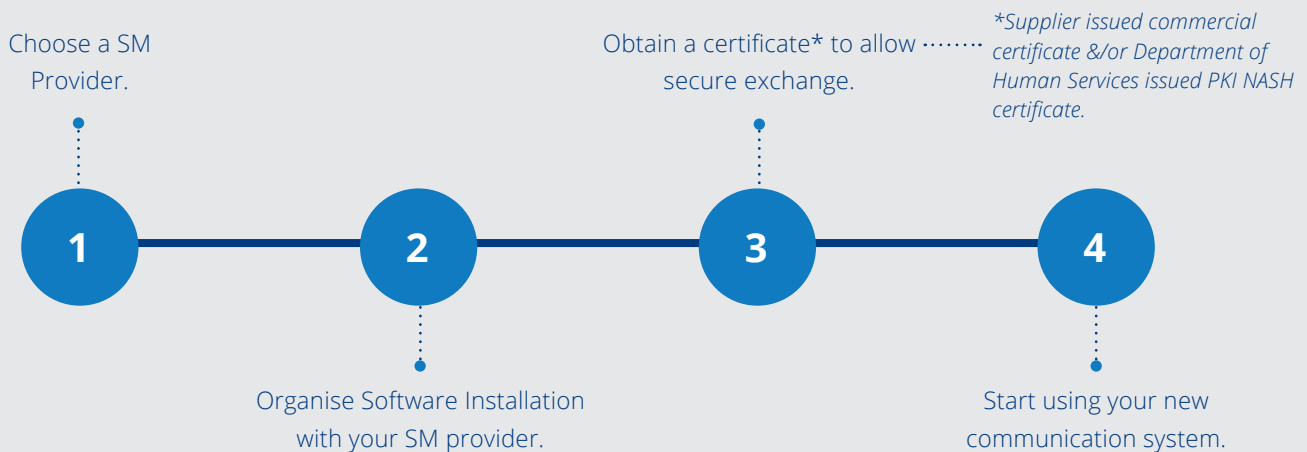
The new capability was developed and validated as part of successful trials in 2018 and has been built into the following secure messaging clinical workflows in their most recent software releases.

For support:

MasterCare+
03 9675 0600

Best Practice
1300 40 1111

Medical Director
1300 788 802

If your practice management software is not listed above, please contact your supplier directly to ask about the federated directory capability and secure messaging.

Setting up Secure Messaging

Choose a SM Provider.

1

Organise Software Installation with your SM provider.

2

Obtain a certificate* to allow secure exchange. .... *Supplier issued commercial certificate &/or Department of Human Services issued PKI NASH certificate.*

3

4

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) |

Other Information

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

Issued by:	Issued to:		Types:	Duration:
Department of Human Services	Individual health care providers	Individual health organisations	Different PKI certificates are used for different tasks.	Will expire. Usually 2-5yrs, depending on type.
	Who are registered and authorised to access confidential information & public health care portals.			

Get the most out of your Secure Messaging Capabilities

✔ 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.