Australian Government
Australian Digital Health Agency

Secure Message Delivery
For Specialists

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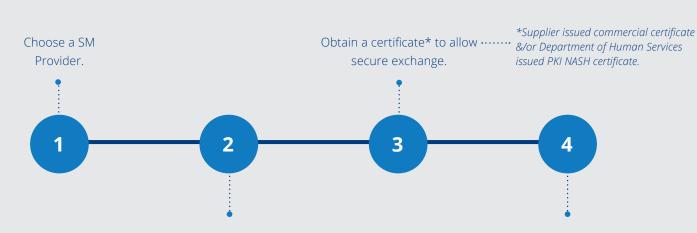
✓ **Enhanced Privacy & Security**
Information managed securely in transit preventing interception, assuring privacy and security.

Setting up Secure Messaging

1 Choose a SM Provider.

2 Organise Software Installation with your SM provider.

3 Obtain a certificate* to allow secure exchange.

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

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)

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.