

# Secure DIRECT messaging

## FAQ's



### What is DIRECT?

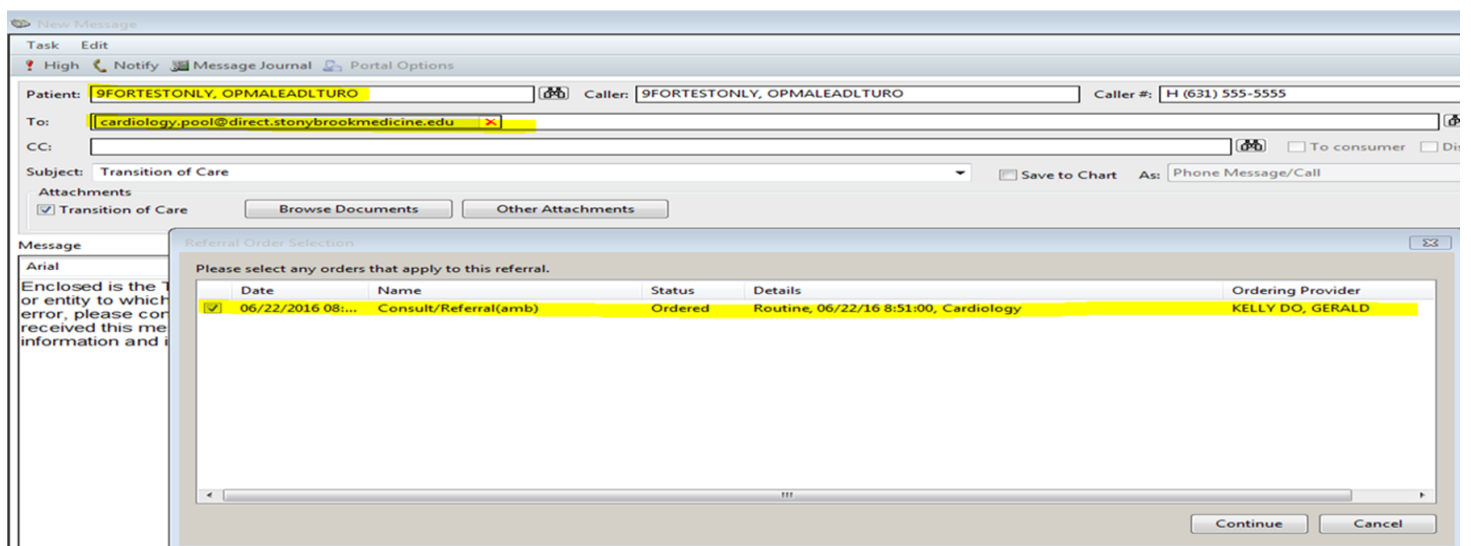
Direct is secure messaging between provider to provider.

### How do you send a DIRECT message?

DIRECT messages are sent through message center in Power Chart.

Communicate → Generate Message → Choose Patient → Type in the DIRECT address.

If sending a TOC click the Transfer of Care box → Click the Referral associated with that TOC. → Click Send



### Can I send a secure message from Powerchart to gmail, AOL etc.?

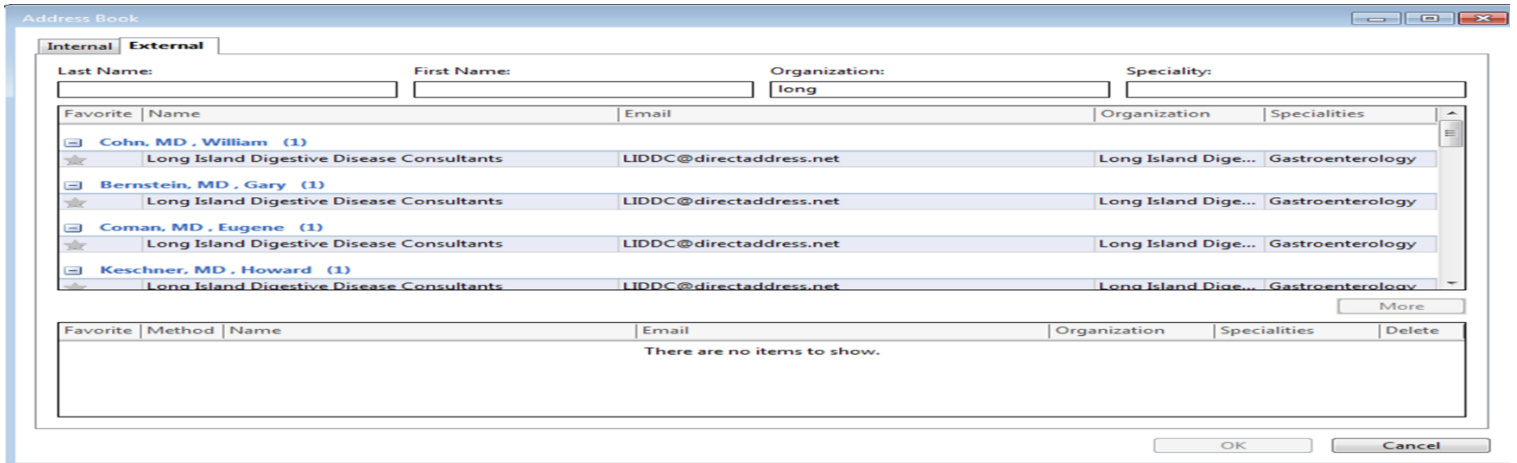
No, the receiving provider must have a DIRECT address.

### Can I send a DIRECT message to an external Provider?

Yes. Type in the DIRECT address in the TO Field.

## Is there a directory for external Providers?

Yes. Click the bianularcs next to the TO: field → Click External Tab.

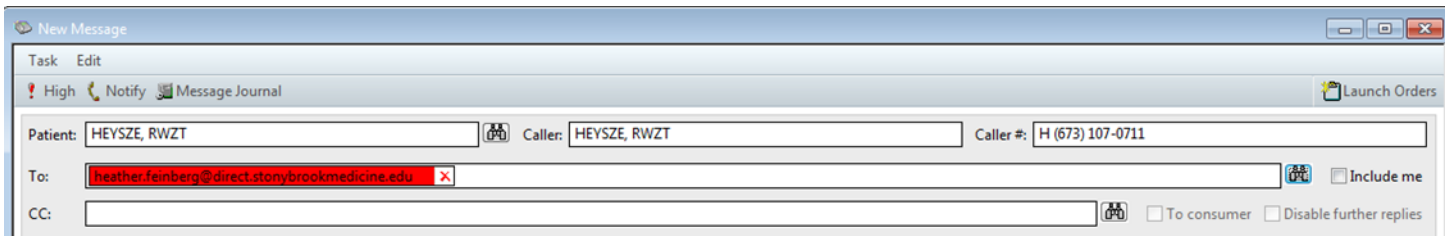


## How does an External Provider get added to our External Directory?

The instructions and form can be found here: <http://infrastructure.uhmc.sunysb.edu/Helpdesk/forms.htm>

## How do I know if I have a Stony Brook Medicine DIRECT address?

If you try and send a DIRECT message and see the address you are sending to highlighted in RED, you do not have a Stony Brook Medicine DIRECT address.



Please open a Help Desk Ticket if you are not able to send a DIRECT e-mail.

## What are kickback messages?

These are messages the users would see in their message center if a DIRECT message was not sent successfully

## Kickback messages examples:

### One hour bounce back message

jeff.mcrobert@operations.cernerdirect.com,

We have not received a delivery notification in 1 hour for the following recipient(s) because the receiving system may be down or configured incorrectly:

- [REDACTED]
- [REDACTED]

**Your message most likely was not delivered.** Please confirm your recipient email addresses are correct. If the addresses are correct, consider a different communication method.

### Direct Address is Not Reachable at this time

We were permanently unable to deliver your message to the following recipients. Please contact your system administrator with further questions.

Failed Recipient(s):

- [REDACTED]

Error Message:

The email address is not reachable at this time. Try sending the message again.

### Direct Address does not Exist

We were permanently unable to deliver your message to the following recipients. Please contact your system administrator with further questions.

Failed Recipient(s):

- [REDACTED]

Error Message:

The Direct address that you tried to reach does not exist. Please confirm your recipient email addresses are correct. If the addresses are correct, consider a different communication method.

## What do I do if I see any of these kickback message?

Open a Help Desk ticket.

## Does Cerner Millennium support XDM messages?

Cerner Millennium only accepts incoming XDM messages, not outgoing. So if a user is replying to an XDM message, the user must take out XDM in the Subject line.

## **If a DIRECT message is received as unmatched, how do identify the patient?**

The message would need to be opened to identify the patient.

### **Frequently Used Terms:**

- **HISP**: Health Information Services Provider
  - DIRECT messages are sent from HISP to HISP.
- **MDN**: Message Disposition Notification
  - When sending a message to an external HISP, the external HISP should send an MDN back to the Cerner HISP showing it was received successfully.
- **Common end user mistakes**
  - Misspellings in DIRECT address
  - Left out part of DIRECT address.
  - If the DIRECT address auto-populates and it was typed incorrectly the first time, make sure the next time sending to the same address, the DIRECT address is correct.