

Secure DIRECT messaging

FAQ's



What is DIRECT?

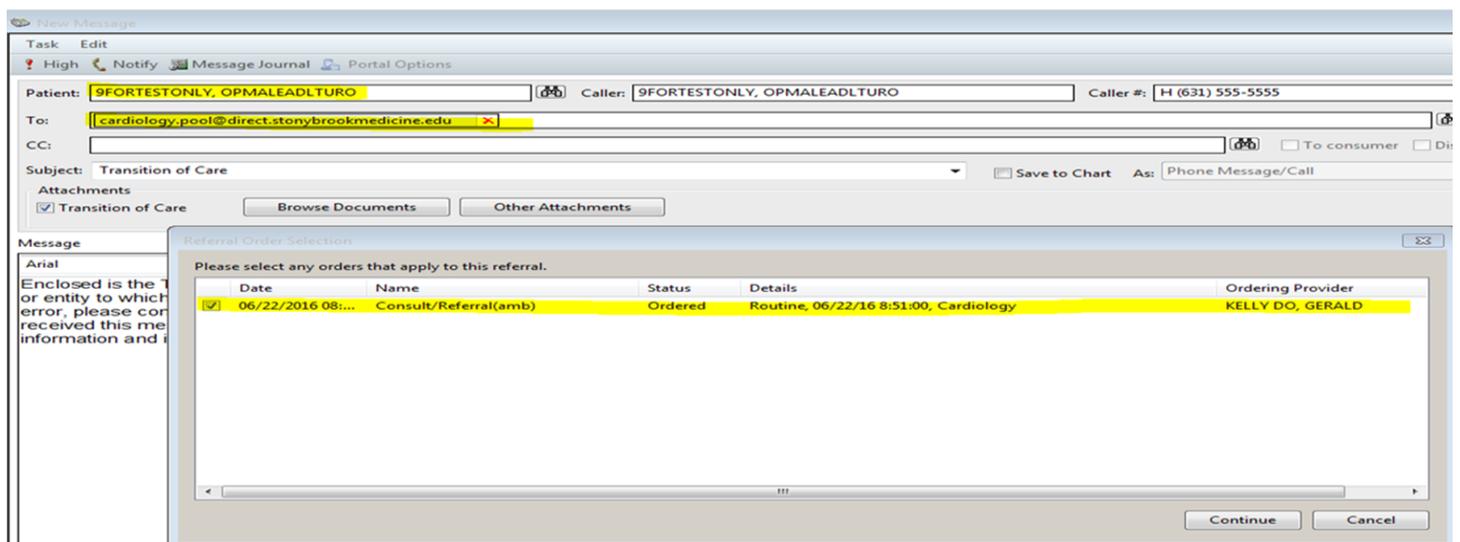
Direct is secure messaging between provider to provider.

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.?

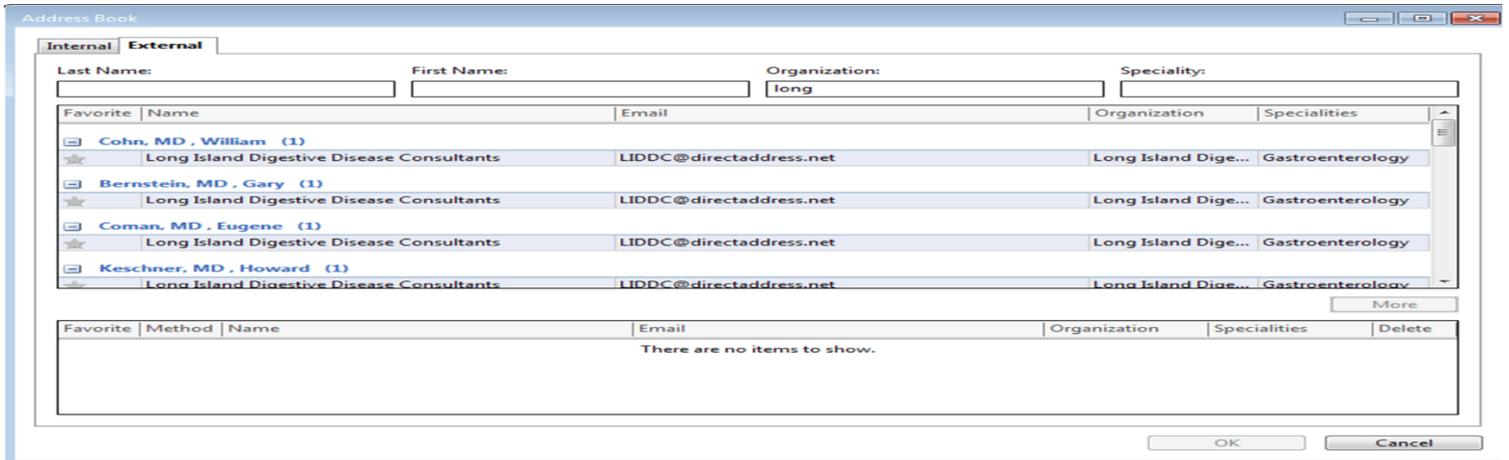
No, the receiving provider must have a DIRECT address.

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.

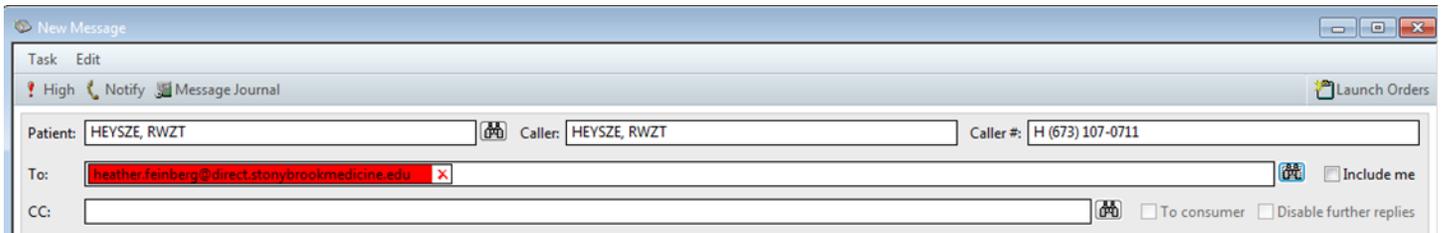


How does an External Provider get added to our External Directory?

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.