

NDHIN Monthly Question & Answer June 17, 2021

Topic focus: **NDHIN COMMUNICATE: DIRECT SECURE MESSAGING**

The monthly Q & A meetings provide a forum for sharing NDHIN updates and information. It also allows users an opportunity to ask questions. The team will present a specific topic each month, but welcome questions regarding any topic. A Summary and Questions and Answers from the June session are below:

Summary:

Communicate is NDHIN's Direct Secure Messaging (DSM) Service. DSM is an easy-to-use, secure communication method that replaces mail and fax transmissions between known parties. It can be used to send Continuity of Care Documents (CCDs), structured, and unstructured documents.

To get an account your HealthCare Organization (HCO) must be a NDHIN participant. Your HCO administrator will have registration instructions, or you can self-register at <https://management.dsm.orionhealthcloud.com/> and upon approval, an email with instructions will be sent to you.

Q What happens if I try to send a document and the recipient is unable to open?

A If you are the sender, ask yourself:

- Is the attachment that was sent too large?
 - o DSM will only accommodate an attachment up to 10 megabytes.
- Did you receive anything back that said it was undeliverable?
- Did you receive an email back confirming the email was dispatched?

Ask the receiver:

- Is the receiver's DSM address current?
- Was the email a valid DSM address? Did it have "direct" in the domain name?
 - o Most DSM addresses do have "direct" in the name, however, not all of them will. A valid DSM email address will not include Gmail, nd.gov or Yahoo in their domain name.
- Can you see the email and/or attachment sent? If so, what are you able to open the email and/or the attachment?

After those questions are answered, then turn to NDHIN for further investigation.

- The NDHIN Support Staff will confirm if the message left the system and if it arrived at the receiving facility.
- Some facilities require that a CCD (Continuity of Care Document) attachment is in the message. This allows the system to receive the CCD, read it electronically, and attach it automatically to the patient's chart. These types of automatic processes set up by facilities may interfere with message delivery.

Please feel free to contact us if you are having any additional issues with DSM.

For additional guidance on the NDHIN clinical portal, please access the NDHIN on-demand training videos found [here](#).

NDHIN Help Desk

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