

# Secure Messaging: Lessons Learned

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# E-Health Clinical Service

Secure Messaging is  
another communications  
channel for healthcare  
teams and their patients

# Why?

- Requests
- Healthcare Team View
- Evaluation

# ACSI Survey

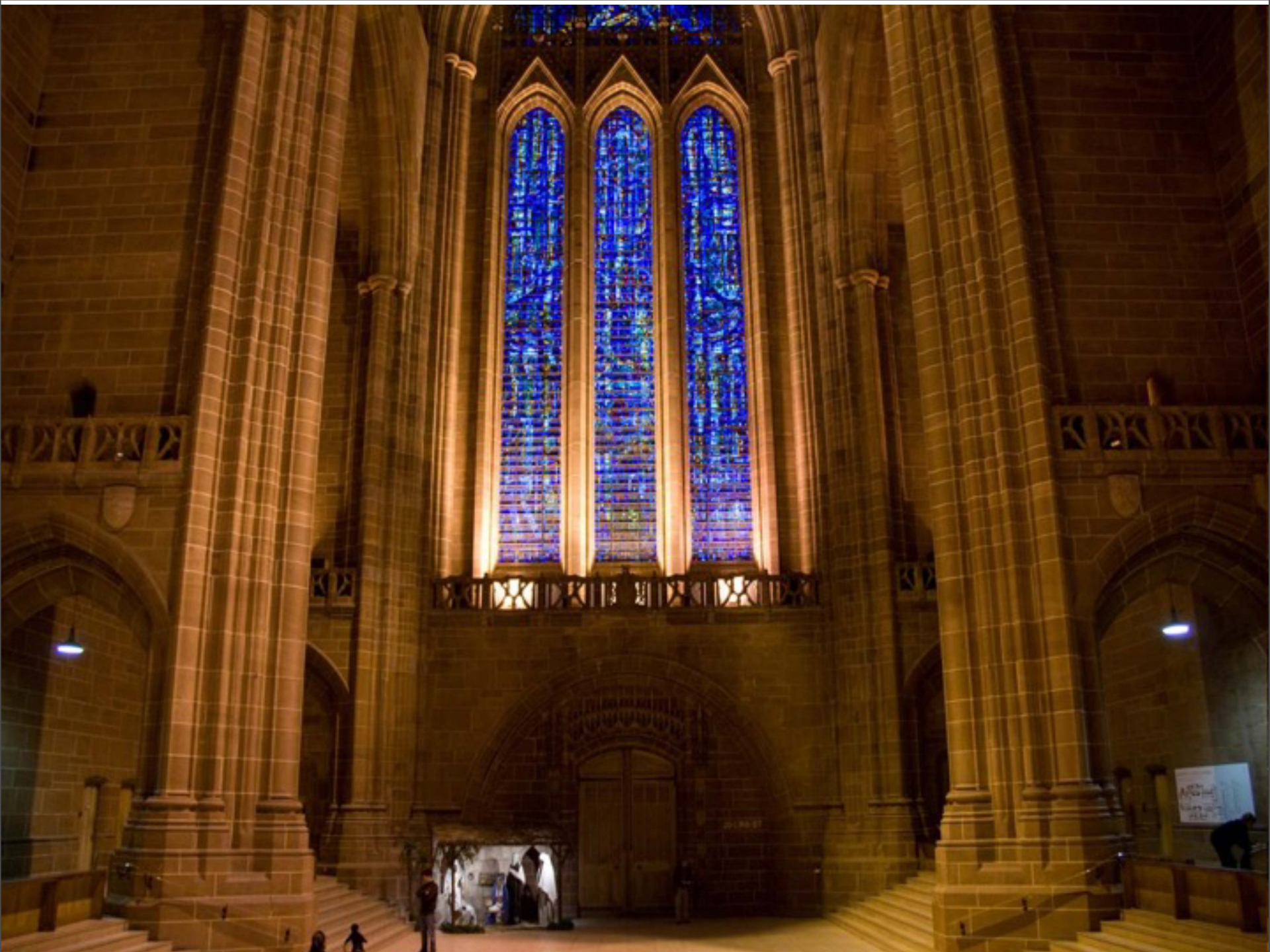
# Feedback

Position of each bubble indicates its score and impact  
Size of each bubble indicates the relative size of impact

# What Patients Want

How would you like to receive more information about health screening tests?

Note: Answer responses not required



Sunday, July 26, 2009



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# Fact Sheet



**My HealthVet**  
Improving 2-way Communication

[www.myhealth.va.gov](http://www.myhealth.va.gov)  
VA's Award-Winning Personal Health Record

### Secure Messaging Fact Sheet

**What is My HealthVet?**  
My HealthVet is VA's award-winning online Personal Health Record. It offers veterans anywhere, any time Internet access to VA health care. Launched nationwide in 2003, My HealthVet is the gateway to web-based tools that empower veterans to become better partners in their health care. With My HealthVet, based at [www.myhealth.va.gov](http://www.myhealth.va.gov), America's veterans access trusted, secure, and informed health and benefits information, at their convenience.

**How do I access My HealthVet?**  
Log on to: [www.myhealth.va.gov](http://www.myhealth.va.gov)

**Do I need to register?**  
No, but registration is required to take full advantage of all the features offered by My HealthVet.

**Get an Upgrade.**  
To get the most out of the My HealthVet Personal Health Record, veterans should get an upgraded account, known as In-Person Authentication (IPA). Upgraded accounts, or IPA, allow veterans to see the names of VA prescriptions online when refilling, not just the numbers, provide access to local VA events and assures that IPA users are the first to use all new My HealthVet features as they are released. Veterans should ask about IPA at their local VA facility. It's one step closer to becoming an active partner in VA health care.

**COMING SOON TO IPA USERS:**

- VA Labs
- VA Appointments
- Wellness Reminders

**What is Secure Messaging?**  
Secure Messaging is a secure web-based message system that allows participating patients and VA health care teams to communicate non-urgent, health related information in a secure setting.

**How is Secure Messaging different from email?**  
Secure Messaging is an online feature that allows the participating health care team to send and receive messages from their patients who are enrolled in My HealthVet and have an upgraded account known as In-Person Authentication (IPA). Veterans do not need to have an email account to participate in Secure Messaging. Secure Messaging is encrypted secure communication available through the My HealthVet website. Secure Messaging can be accessed anywhere at anytime from [www.myhealth.va.gov](http://www.myhealth.va.gov).

**Will Secure Messaging be available 24 hours-7 days a week?**  
Participating users may access Secure Messaging 24 hours a day, 7 days a week on [www.myhealth.va.gov](http://www.myhealth.va.gov). Timely responses are anticipated.

**When will Secure Messaging be Available for Veterans?**  
Secure Messaging is scheduled for a national phased release beginning September 2008.

**About Secure Messaging on My HealthVet**  
VA's award-winning Personal Health Record, My HealthVet, is a way for veterans to use the Internet to help manage their health and their health care. My HealthVet gives veterans access to health information, education resources, self-management tools and their personalized medical information. The benefits of increased communication between patients and providers leads to improved health care outcomes. Knowledgeable and empowered VA patients are better able to make informed health care decisions with their health care team, stay healthy, and seek services as needed.

My HealthVet provides Secure Messaging to further enhance two-way communication and collaboration between My HealthVet registered users and their participating VA health care team. Users must go through a one time In-Person Authentication (IPA) process at a VA facility to use Secure Messaging. Secure Messaging offers an alternative, safe way the VA patient and health care team to stay in touch. Secure Messaging can be used for electronic communication for non-urgent, non-emergency health care issues and services. Secure Messaging is based on proven and widely accepted standards and protocols used in the health care industry. Only the intended recipient can see the message a patient sends.


**Benefits of Secure Messaging**

- Promotes collaboration between the patient and their health care team
- Provides an alternate communication channel that is convenient and flexible — any time, any where Internet access
- Reduces the need for telephone calls and waiting on hold.
- May decrease uncheduled clinic walk-ins
- Provides timely response.

**Celebrating 5 Years of Online Access to VA Health Care!**

VHA - Office Of Information, Secure Messaging Fact Sheet - 07/08

# Patient Access

VA Home  Spring Into April

VA Facility Locator | About MHV | Help | FAQs | Contact MHV | Search:  **GO**


**HOME** | PERSONAL INFORMATION | PHARMACY | RESEARCH HEALTH | **GET CARE** | TRACK HEALTH | MHV COMMUNITY

CARE GIVERS | TREATMENT FACILITIES | MY COVERAGE | HEALTH CALENDAR | **SECURE MESSAGING**

## Get Care


The Get Care section of My HealthVet is designed as a place for you to organize your health care related information so it is handy when you need it. Also, find the nearest VA medical center using the VA Facility Locator. Get Care is a convenient location to keep track of your health care providers, your treatment locations and your health insurance information. My HealthVet makes it easy to get organized with your health information. Get started today!

### Care Givers




Keep track of health care providers in one place...

### Treatment Facilities




Record the places you have been treated...

### My Coverage



Keep your insurance information in one place...

### Health Calendar



Schedule meetings, appointments, and to-

### Member Logout

Logged On As: Test

**Logout**

### Related Links

- [Five things you should know BEFORE you go to the doctor](#) (369 KB)
- [Helpful Health Links](#)
- [Healthier US Veterans](#)



# Seamless

HOME SECURE MESSAGING

Secure Messaging

Admin Secure Messaging

## Secure Messaging

Secure Messaging



Open Secure Messaging 





# Terms & Conditions



Close S

You are logged in as: T

## Secure Messaging



If you agree to the following Terms and Conditions, please select 'Opt In' to enter Secure Messaging

Opt-In (Open a Secure Messaging Account)

Secure Messaging is to be used only for non-urgent, non-life threatening communication. If you have an urgent or life threatening issue, call 911 or go to the nearest emergency room.

Your decision to use Secure Messaging is voluntary and does not affect your ability to contact your facility directly to speak with your health care provider. Secure Messages may be screened by administrative staff before being forwarded to a health care provider.

To participate in Secure Messaging, you must be a VA patient with an active My HealtheVet account who has completed the In-Person Authentication (IPA) process. If you close your My HealtheVet account or lose your IPA status, you will no longer be able to access Secure Messaging.

When you use Secure Messaging, you are expected to follow certain standards of conduct. Violations may result in being blocked from using Secure Messaging. Unacceptable conduct includes, but is not limited to:

- a. Using Secure Messaging for urgent or life threatening issues
- b. Sending threatening messages to a care provider
- c. Using profanity or harsh language

I have read the Terms and Conditions and would like to Opt In

Opt Out

Submit

Cancel

# Preferences



Close Secure Messaging X

You are logged in as: [REDACTED]

## Secure Messaging



[Help](#) ?

New Message

## Preferences

Inbox (1)

[Drafts](#) [0]

[Sent](#)

[Deleted](#)

My Folders [edit](#)

[Diabetes](#)

[Mental Health](#)

[Pharmacy](#)

[add new folder](#)

### New Message Notification

Receive email notification of the arrival of new messages.

Email:

[REDACTED]

Notify Me:

All messages

Apply

### Participation Status

Press Button to Opt out of Secure Messaging.

Opt Out of Secure Messaging



# Notification

Gmail - Inbox (1) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

Address <http://mail.google.com/mail/?ui=1>

Google G Go Bookmarks PageRank 560 blocked Check AutoLink AutoFill Settings

Gmail [Calendar](#) [Documents](#) [Photos](#) [Reader](#) [Web](#) [more](#) | [Settings](#) | [Help](#) | [Sign out](#)

**Gmail** by Google BETA

Search Mail Search the Web [Show search options](#) [Create a filter](#)

**The conversation has been moved to the Trash. [Learn more](#) [Undo](#)**

[Compose Mail](#)

**Inbox (1)**

[Starred](#) [Chats](#) [Sent Mail](#) [Drafts](#) [All Mail](#) [Spam \(1\)](#) [Trash](#) [Contacts](#)

Official Gmail Blog - [Introducing Gmail Labs](#) - 6 days ago Web Clip

[Archive](#) [Report Spam](#) [Delete](#) [More actions...](#) [Refresh](#) 1 - 1 of 1

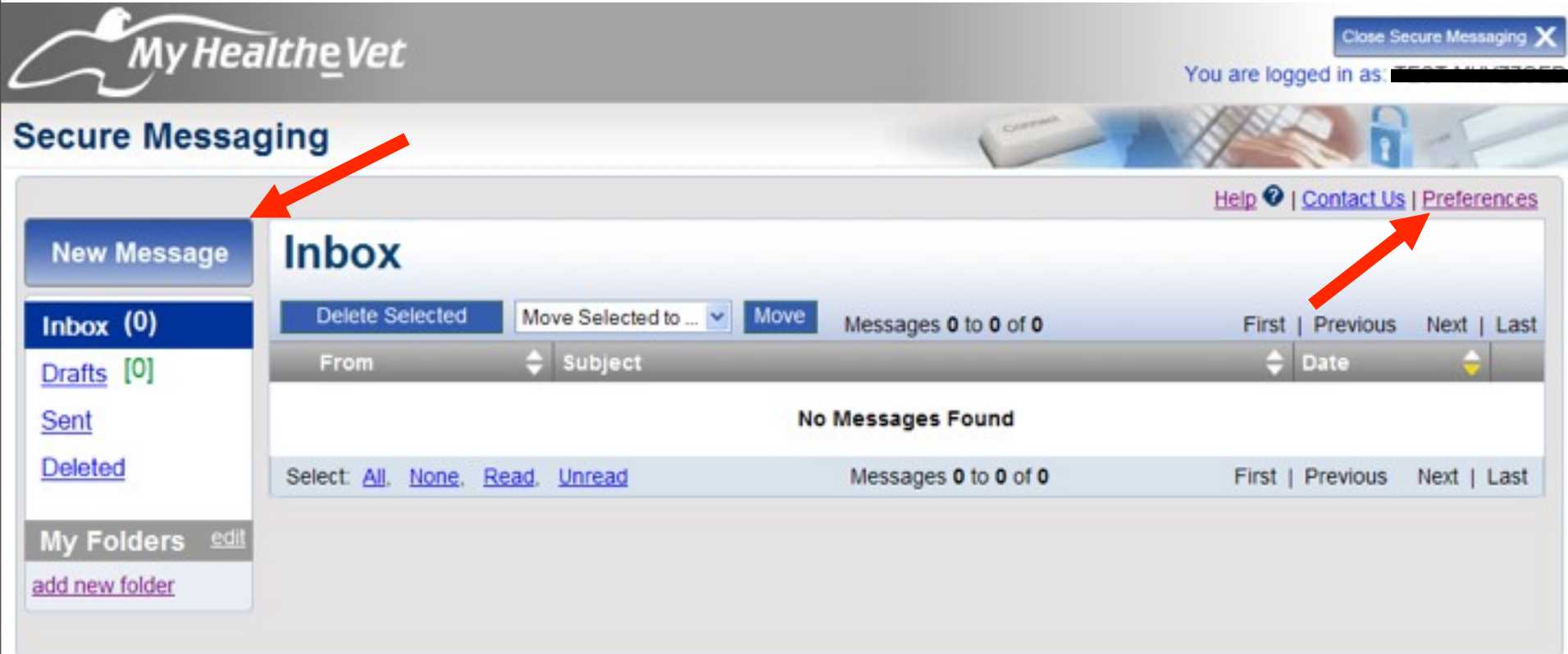
Select: All, None, Read, Unread, Starred, Unstarred

[mhv-secure-message-no-re.](#) **MyHealthEvet Secure Messaging - New Messages** - You have new message... 1:49 pm





# Patient Inbox



**My Health Vet** Close Secure Messaging X

You are logged in as: [REDACTED]

## Secure Messaging

[Help](#) | [Contact Us](#) | [Preferences](#)

**New Message**

**Inbox (0)**

[Drafts \[0\]](#)

[Sent](#)

[Deleted](#)

**My Folders** [edit](#)

[add new folder](#)

**Inbox**

Delete Selected | Move Selected to ... | Move | Messages 0 to 0 of 0

From | Subject | Date

**No Messages Found**

Select: [All](#) | [None](#) | [Read](#) | [Unread](#) | Messages 0 to 0 of 0 | [First](#) | [Previous](#) | [Next](#) | [Last](#)

# Send a Message



Close Secure Messaging

You are logged in as: [redacted]

## Secure Messaging



[Preferences](#) | [Help](#)

### New Message

Send

Save as Draft

Cancel Message

[Inbox](#) (1)

[Drafts](#) [0]

[Sent](#)

[Deleted](#)

### My Folders [edit](#)

[Diabetes](#)

[Mental Health](#)

[Pharmacy](#)

[add new folder](#)

From: [redacted]

To:

Subject:

Compose Message:

Use a Predefined Message?

### Attention

This messaging system should be only used for **non-urgent, non-critical communication!** Please direct any urgent or critical concerns to your provider's office via telephone or in-person.

# Templates



Close Secure Messaging X

You are logged in as: [redacted]

## Secure Messaging



[Preferences](#) | [Help](#) ?

### New Message

[Send](#) [Save as Draft](#) [Cancel Message](#)

#### Inbox (2)

[Drafts](#) [0]

[Sent](#)

[Deleted](#)

#### My Folders [edit](#)

[Diabetes](#)  
[Mental Health](#)  
[Pharmacy](#)

[add new folder](#)

From: [redacted]

To: [Portland Primary Care](#)

Subject:

#### Attention

This messaging system should be only used for **non-urgent, non-critical communication!** Please direct any urgent or critical concerns to your provider's office via telephone or in-person.

Compose Message:

Use a Predefined Message?

-- Select a Message Format -- [Apply](#)

- Select a Message Format --
- Administrative Question
- Appointment request
- Change of Address Request
- Health Information Question
- Lab or Test Results Question
- Medication Prescription Question





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# Appointment Request



Close Secure Messaging X

You are logged in as: [redacted]

Secure Messaging

[Preferences](#) | [Help](#) ?

New Message

Send

Save as Draft

Cancel Message

[Inbox](#) (2)

[Drafts](#) [1]

[Sent](#)

[Deleted](#)

My Folders [edit](#)

[Diabetes](#)

[Mental Health](#)

[Pharmacy](#)

[add new folder](#)

From: [redacted]

To:

Subject:

**Attention**

This messaging system should be only used for **non-urgent, non-critical communication!** Please direct any urgent or critical concerns to your provider's office via telephone or in-person.

Compose Message:

Use a Predefined Message?

- I am due for an appointment
- Morning (between 8 am and noon)
- Afternoon (between 1 pm and 4 pm)
- No preference any time between 8 am and 4 pm is OK

Please indicate the day(s) of the week you would like for your appointment.  
If possible, we will try to give you the day you would prefer.



# Reply to Question

**My Health\_Vet** Close Secure Messaging X  
You are logged in as [redacted]

**Secure Messaging** [Preferences](#) | [Help](#) ?

**New Message**

**Inbox (0)**  
[Drafts \(0\)](#)  
[Sent](#)  
[Deleted](#)

**My Folders** edit  
[Diabetes](#)  
[Mental Health](#)  
[Pharmacy](#)  
[add new folder](#)

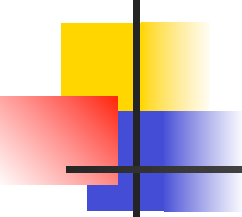
### Inbox

[Delete Selected](#) | [Move Selected to ...](#) | [Move](#) | Messages 1 to 3 of 3 | [First](#) | [Previous](#) | [Next](#) | [Last](#)

From	Subject	Date
[redacted]	<a href="#">Medication Prescription Question</a>	06/11/2008 12:26 PM
[redacted]	<a href="#">Medication Prescription Question</a>	06/11/2008 12:11 PM
[redacted]	<a href="#">Medication Prescription Question</a>	06/11/2008 12:01 PM

Select: [All](#), [None](#), [Read](#), [Unread](#) | Messages 1 to 3 of 3 | [First](#) | [Previous](#) | [Next](#) | [Last](#)

# Read Message



[Reply](#)

[Previous Message](#) | [Next Message](#)

**Sent:** 06/11/2008 12:11 PM  
**From:** [REDACTED]  
**To:** [REDACTED], [REDACTED]  
**Message ID#:** 285  
**Subject:** Medication Prescription Question

Dear [REDACTED] I have also renewed your Donepezil with a 90 day supply and 3 refills. You should receive it in the mail in 7-10 days. [REDACTED]

**Previous Messages in Thread**

-----Original Message-----  
Sent: 06/11/2008 12:08 PM  
From: [REDACTED]  
To: Portland Primary Care  
Subject: Medication Prescription Question

Dear Dr. [REDACTED]: I am very sorry but I just realized that I am also out of refills on my Donepezil. I have about a months supply left. Can you also renew this medication? Your Patient, [REDACTED]

-----Original Message-----  
Sent: 06/11/2008 12:01 PM  
From: [REDACTED]  
To: [REDACTED]  
Subject: Medication Prescription Question

Dear [REDACTED]: I have renewed your Lisinopril for 90 days and given you 3 refills. You should receive this in 7-10 days. Dr. [REDACTED]

-----Original Message-----

**Inbox (0)**  
[Drafts \[0\]](#)  
[Sent](#)  
[Deleted](#)

**My Folders** [edit](#)  
[Diabetes](#)  
[Mental Health](#)  
[Pharmacy](#)  
[add new folder](#)

# Workflow





# Healthcare Team

Vista CPRS in use by: a.Portland,va.gov

File Edit View Tools Vista Apps Help

000-00-0011

DAVID M Primary Care Team Unassigned

Graphing... Ctrl+G  
Lab Test Information...  
Personal Preferences...  
Word Search  
CPRS News Page

**Active Problems**

- Diabetes Insipid
- \*Diabetes
- Coronary Artery
- Need Inoc/Vial Hep
- \*Hydrocephalus

**Active Medications**

No Active Medications Found

**Clinical Reminders**

	Due Date
Geriatrics Driving Evaluation	DUE NOW
Geriatric Firearm Evaluation	DUE NOW
*Tobacco Use Screen	Mar 17 05
*Vitals	DUE NOW
PAIN SCORE	DUE NOW
PAP Smear Screening	DUE NOW
Evaluation of + Depression Screen	DUE NOW
*Allergy Assessment	DUE NOW

**Recent Lab Results**

No Orders Found.

**Vitals**

T	98.5 F	May 29, 2008 09:41	(36.9 C)
P	89	May 01, 2008 07:00	
R	22	May 01, 2008 07:00	LYING
BP	120/80	May 29, 2008 09:41	R ARM, LYING, ADULT CUFF AT REST
HT	69 in	May 01, 2008 07:00	(175.3 cm)
WT	189 lb	May 01, 2008 07:00	(85.7 kg)
PN	7	May 01, 2008 07:00	
POX	98	May 29, 2008 09:41	ROOM AIR
CG	11.811 in	Dec 13, 2007 10:35	(30.0 cm)

**Appointments/Visits/Admissions**

No data found

Enter I&O Edit I&O

Flag Remote Data Postings WF

**Patient Record Flags**

NAME CHANGE

**Postings**

Co-Managed Care Jun 15, 2006

Cover Sheet | Problems | Meds | Orders | Notes | Consults | Surveys | D/C Summ | Labs | Reports

# Healthcare Team Access



Close Secure Messaging X

## Secure Messaging

The privacy of our customers has always been of utmost importance to the Department of Veterans Affairs (VA). The VA has a long history of protecting your privacy and our concern for your privacy is no different in the electronic age. The VA realizes that the information provided is sensitive, and that many people have concerns about submitting this kind of information over the Internet. Therefore, the VA is making every effort to ensure the confidentiality and privacy of your information by using the current best security practices.

The [Privacy Act of 1974](http://www.usdoj.gov/04foia/privstat.htm) ( <http://www.usdoj.gov/04foia/privstat.htm> ) applies to all Federal agencies. For information on the Federal government's Web Site Privacy Policy, see the following documents:

- [OMB Memorandum 99-18 "Privacy Policies on Federal Web Sites"](http://cio.gov/docs/webpriv1.htm) ( <http://cio.gov/docs/webpriv1.htm> ) dated June 2, 1999
- [VA Handbook 6300.4, Procedures for Processing Requests for Records Subject to the Privacy Act](http://www.va.gov/pub/direc/irm/63004hb.html) ( <http://www.va.gov/pub/direc/irm/63004hb.html> )
- [VA Handbook 6300.5, Procedures for Establishing & Managing Privacy Act Systems of Records](http://www.va.gov/pub/direc/irm/63005hb.html) ( <http://www.va.gov/pub/direc/irm/63005hb.html> ).

### Please Login

Username:

Password:

Login

### Logging into Secure Messaging

1. Connect to the Secure Messaging Portal
2. Type your NT Username in the **UserName** field.
3. Type the NT password in the **Password** field.
4. Click on the **Login** Button.

*If you need assistance with your password, contact your local IT support staff.*

# Triage

**My Health Vet** Close Secure Messaging X  
You are logged in as:

## Secure Messaging

[Preferences](#) | [Help](#) ?

**New Message**[Reply](#) | [Move Selected to ...](#) | [Move](#) | [Save as TIU Progress Note](#) | [Delete Message](#)

**Inbox (4)**

- [Escalated \[0\]](#)
- [Drafts \[0\]](#)
- [Sent](#)
- [Completed](#)
- [Deleted](#)

**My Folders** add

[add\\_new\\_folder](#)

**Message Header:**

**Sent:** 05/27/2008 09:27 AM  
**From:** [REDACTED]  
**To:** [REDACTED]  
**Message ID#:** 646  
**Subject:** Lab or Test Results Question

**Message Body:**

Please note that we need 3 business days to respond to secure messaging

I would like to know the results of a Lab Test, X-ray, or Procedure.

Please type in the name of the Lab Test, X-ray, or Procedure and the date it was performed.

**Previous Messages in Thread**

-----Original Message-----  
Sent: 05/27/2008 09:27 AM  
From: DEMOPATIENT, MHVSM  
To: Dayton 3  
Subject: Lab or Test Results Question

Please note that we need 3 business days to respond to secure messaging

**Assign to:**  
[Dropdown: DEMOCLINICIAN, MHVSM]

**Message Status:**  
[Dropdown]

**Enter a Comment:**  
[Text Area]

# Progress Note

Vista CPRS in use by: [redacted]

File Edit View Action Options Tools Vista Apps Help

000-00-0011 Visit Not Selected Primary Care Team Unassigned

Flag Remove Data Postings WF

Last 200 Signed Notes [Total: 505]

Secure Messaging

- Jun 11, 08 SECURE MESS
- Jun 11, 08 SECURE MESS
- Jun 11, 08 SECURE MESS
- Jun 11, 08 SECURE MESS
- Jun 11, 08 SECURE MESS
- Jun 10, 08 SECURE MESS

Visit: 06/11/08 SECURE MESSAGING, SECURE MESSAGING, [redacted] MD (Jun 11, 08@17:02)

LOCAL TITLE: SECURE MESSAGING  
DICT DATE: JUN 11, 2008@17:02:09 ENTRY DATE: JUN 11, 2008@10:02:11  
DICTATED BY: [redacted] EXP COSIGNER:  
URGENCY: STATUS: COMPLETED

-----Original Message-----  
Sent: 06/11/2008 11:58 AM  
From:  
To: Portland Primary Care  
Subject: Medication Prescription Question

Please note that we need 3 business days to respond to secure messaging.  
\*IF you are having a problem with your medication that cannot wait that long,  
please call the number on your prescription label:

Please enter your prescription related question OR concern below:

I am out of refills on Lisinopril. I have 25 days supply left. Can you renew  
this medication?

Your Patient,

-----Original Message-----  
Sent: 06/11/2008 12:01 PM  
From:  
To: [redacted]  
Subject: Medication Prescription Question

Dear [redacted]: I have renewed your Lisinopril for 90 days and given you 3  
refills. You should receive this in 7-10 days.

Dr. [redacted]

/es/ [redacted]  
FACILITY CIO/ATTENDING PSYCHIATRIST  
Signed: 06/11/2008 10:02

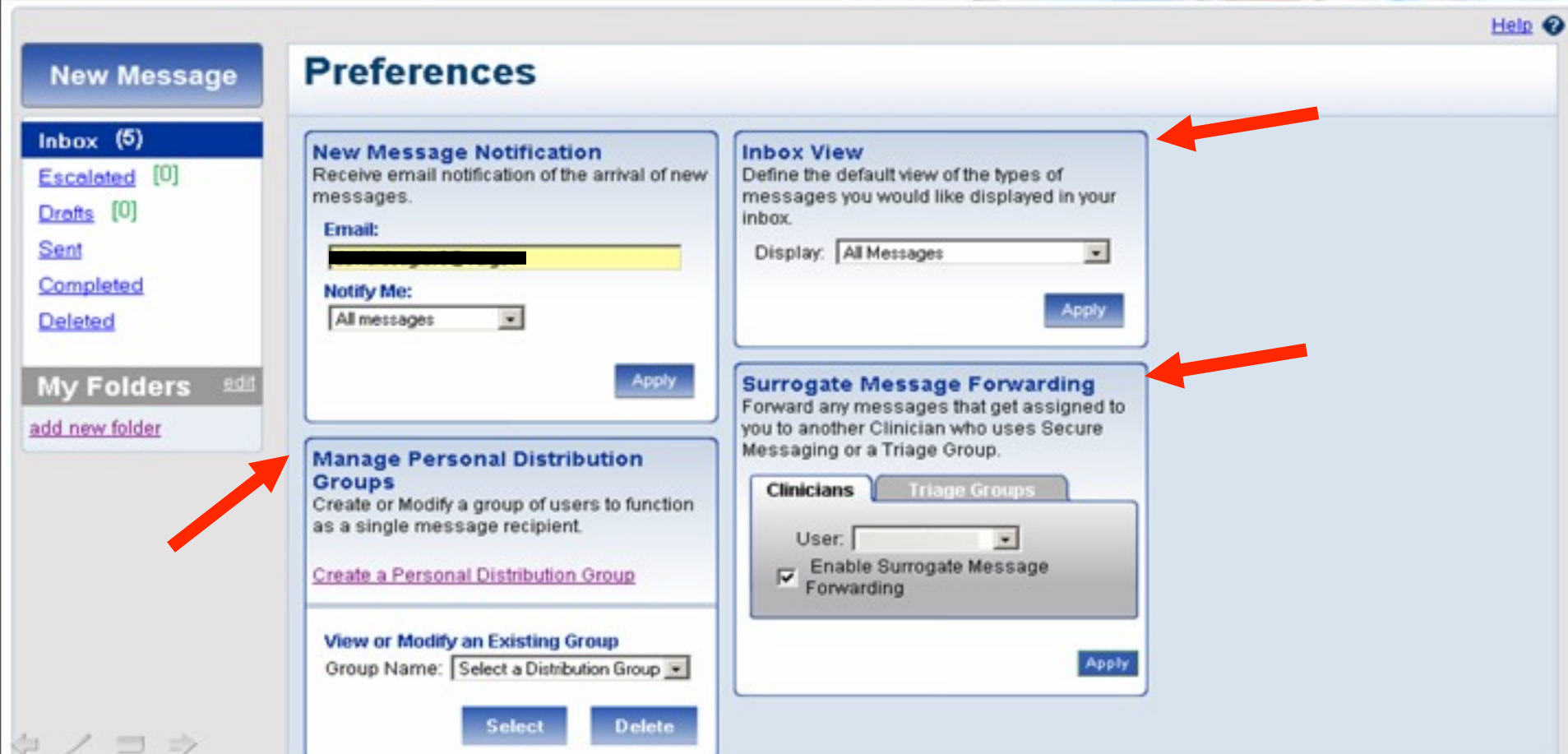
Templates  
Encounter  
New Note

Cover Sheet Problems Meds Orders Notes Consults Surgery D/C Summ Labs Reports



# Surrogate

## Secure Messaging



**New Message**

**Inbox (5)**

- [Escalated \[0\]](#)
- [Drafts \[0\]](#)
- [Sent](#)
- [Completed](#)
- [Deleted](#)

**My Folders** [edit](#)

[add new folder](#)

### Preferences

**New Message Notification**  
Receive email notification of the arrival of new messages.

Email:

Notify Me:

[Apply](#)

**Inbox View**  
Define the default view of the types of messages you would like displayed in your inbox.

Display:

[Apply](#)

**Surrogate Message Forwarding**  
Forward any messages that get assigned to you to another Clinician who uses Secure Messaging or a Triage Group.

**Clinicians** **Triage Groups**

User:

Enable Surrogate Message Forwarding

[Apply](#)

**Manage Personal Distribution Groups**  
Create or Modify a group of users to function as a single message recipient.

[Create a Personal Distribution Group](#)

**View or Modify an Existing Group**

Group Name:

[Select](#) [Delete](#)



Sunday, July 26, 2009



Sunday, July 26, 2009



# Dashboard Header

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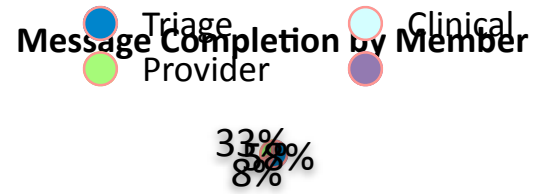
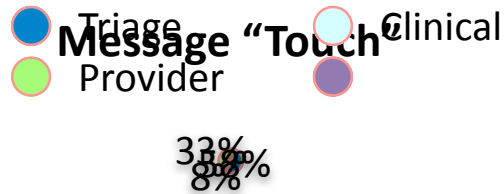
## Healthcare Team Secure Messaging

Activity for: 12/01/08 – 01/01/09

Team: *Provider O\_Location*  
Members: One Provider, MD  
Two Nurse-Practitioner, ANP  
Four Nurse, RN  
Six Physician-Assistant, PA  
Eight Clerk  
SM Admin: Ten Administrator



# Dashboard Snapshot

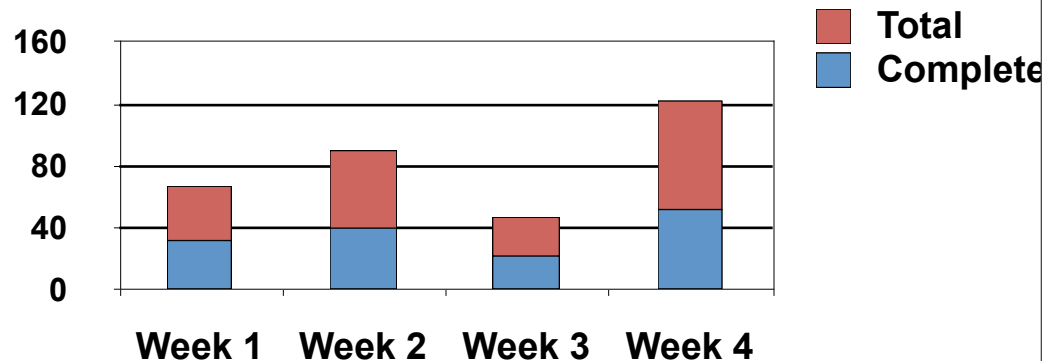


**Messages** 60 Total  
 Completed 39 (65%)  
 In Progress 12 (15%)  
 Incomplete 9 (12%)

**Threads** 42  
 Mean Message/Thread 1.4

**Patients** 51 Unique *N*

**Total and Completed Messages by Week**



# Risk Monitoring

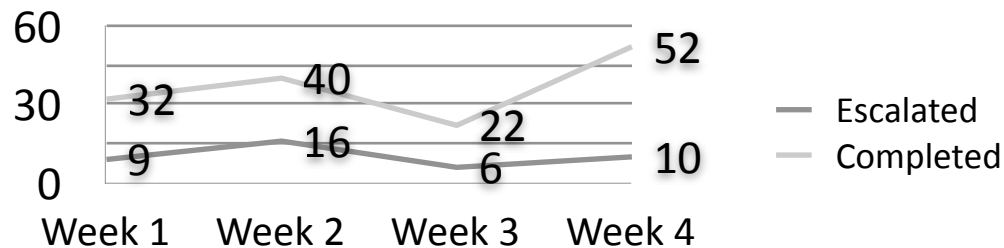
**Escalated 9 (15%)**

**Time to Completion**

Range 0.2 – 5 days

Mean 2.2 days

## Completed and Escalated Messages by Week



50  $\mu\text{m}$



29.05.2003, 200x

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# Check It Out!

---



Demo Account  
**Username:** mhvuser  
**Password:** mhvdemo#1