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Agency Launches Direct Messaging Service for Health Care Providers

~Secure email service will improve care coordination and collaboration among providers~

TALLAHASSEE – The Florida Health Information Exchange (Florida HIE) is helping health care providers easily communicate through its Direct Messaging service. The Agency for Health Care Administration (Agency), in cooperation with Harris Corporation and Inpriva, launched its nationally accredited secure email service, Direct Messaging, to enable a web-based email solution to exchange information between health care providers.

The sharing of health information improves care coordination and collaboration among providers within and across state lines.

“This connectivity is important for Florida residents, especially those who travel or share residence in another state” said Elizabeth Dudek, Agency Secretary. “The Agency’s accredited service extends our infrastructure for sharing health data across town and across the nation.”

The ability to send a patient’s summary of care record from a provider’s certified electronic health record to a Direct Messaging user is an important avenue for coordinating transitions of care.

“A webmail service is important to meet the needs of health care providers that do not use an electronic health record system for exchange of information,” said Heidi Fox, Director of the Florida HIE. “The Direct Messaging service is also available to health plans, government agencies, and their business associates for secure communications with health care providers that have adopted electronic health records.”

Users of Direct Messaging are responsible for obtaining authorization prior to exchanging protected health information as required by the Health Information Portability and Accountability Act (HIPAA) and other applicable law.

The Agency for Health Care Administration is committed to better health care for all Floridians. The Agency administers Florida’s Medicaid program, licenses and regulates more than 45,000 health care facilities and 34 health maintenance organizations, and publishes health care data and statistics at www.FloridaHealthFinder.gov. Additional information about Agency initiatives is available via Facebook (AHCAFlorida), Twitter (@AHCA_FL), and YouTube (/AHCAFlorida).



About Harris Corporation

Harris is an international communications and information technology company serving government and commercial markets in more than 125 countries. Headquartered in Melbourne, Florida, the company has approximately \$5 billion of annual revenue and about 14,000 employees — including 6,000 engineers and scientists. Harris is dedicated to developing best-in-class *assured communications*[®] products, systems, and services. Additional information about Harris Corporation is available at harris.com.

About Inpriva

Inpriva's DirectTrust accredited hDirect Network services facilitate the secure transfer of protected health information between healthcare providers, health information exchanges and patients. The Inpriva team has actively participated in the development of standards, policies, and practices defining the Direct security and trust framework that now enables electronic health information exchange. Inpriva's proven hDirect services and products allow healthcare professionals to replace non-secure methods of communication with HIPAA compliant, fully integrated and auditable electronic messaging services that contribute to improved workflow and better patient outcomes.

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