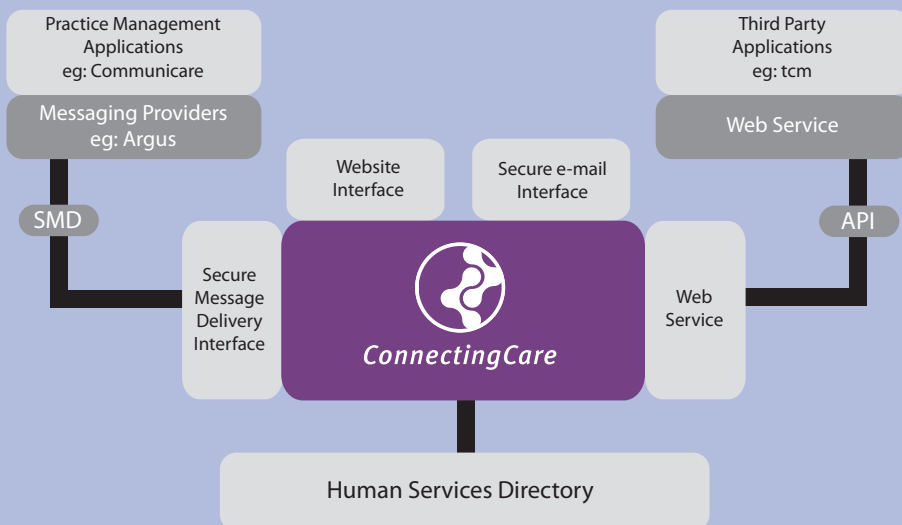




ConnectingCare Secure Messaging

Web based secure messaging and eReferral system

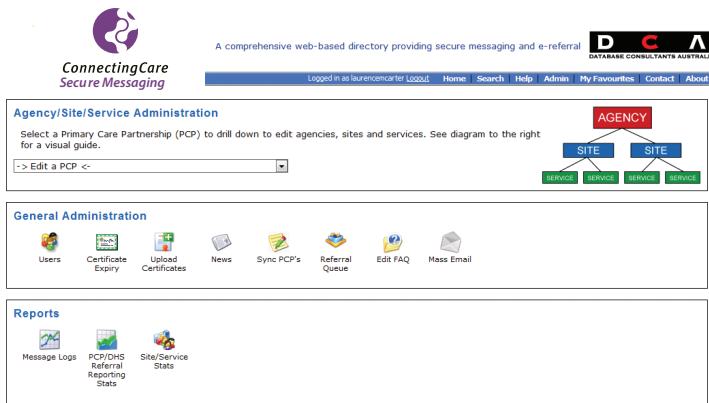
- supports NHSD
- supports SMD
- supports SCTT eReferrals



A service coordination portal for health and community workers, intake staff and managers



- Securely send and receive referrals, service requests, feedback, care coordination plans, and other documents
- Supports SCTT eReferrals
- Search the online services directory to locate health or community services
- Easy to use
- Cost effective
- Portal solution—no installation required



ConnectingCare Secure Messaging

Connectingcare

Email connectingcare@data.com.au

Telephone: 1800 189 387

Website: www.connectingcare.com

Overview

For the past 12 years Connectingcare has been used to securely send referrals and other documents and messages between health and community agencies.

Agencies in the Human Services Directory can be set up as secure message users. This directory stores organisational profiles and identifies sites to which electronic referrals and messages can be sent.

Messages can be generated using a range of mechanisms and are sent securely to the selected recipient.

Recipients receive and unlock the information and can electronically acknowledge, accept or reject referrals.

Connectingcare integrates with a number of key patient and client management systems, making it easy for staff to send and receive documents electronically.

The reporting functionality allows management to track volumes of eReferral and secure message traffic.

This is all achieved without patient identifying details or clinical information being held within Connectingcare.

Human Services Directory

The HSD contains an unparalleled online listing of Australian health and community services. By adding your security information to the directory, other agencies are able to encrypt information so that it can only be unlocked by you.

Once registered, you are able to identify the service providers who are capable of accepting electronic referrals and messages using Connectingcare.

The directory allows you to locate information by:

- Searching by Local Government Area, or Primary Care Partnership
- Browsing by service type, keyword and provider
- Identifying eligibility criteria, fees, access and full contact details.

Creating Messages

Agency users can use standard templates on the Connectingcare website to fill in commonly occurring information online (e.g. the Victorian SCTT referral).

Alternatively, they can attach completed referral forms or other documents created within their client management system or using applications such as MSWord.

Message Transmission

Users can create referrals by logging on to Connectingcare to send referrals as secure email attachments or through Secure Message Delivery (SMD). This enables smaller agencies to participate in secure service co-ordination.

Connectingcare supports the use of Web Services to enable end-user applications to send and receive secure messages using Connectingcare as an electronic gateway.

For example, organisations using The Care Manager (a DCA product) as their client management system can receive electronic referrals from Connectingcare with data streamed directly into the application. Other supported applications include RIMS (Referral Information Management System), BETTI (Bidirectional E-referral Transfer Technology Interface) and HealthViews.

Secure Communications

Connectingcare uses PKI secured email, Secure Message Delivery (SMD) or Connectingcare's web service to securely send and receive messages.

Connectingcare is a certified SMD intermediary and complies with the national eHealth strategic direction.

Connectingcare does not store any patient or client identifying information.

Ease of Use

While formal training is available, Connectingcare online documentation is sufficient for most new users.

Comprehensive support is provided.



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