SECURE MESSAGING

(Core Objective #17)

OBJECTIVE:
Use secure electronic messaging to communicate with patients on relevant health information.
MEASURE:
A secure message was sent using the electronic messaging function of CEHRT by more than 5 percent of unique patients (or their authorized representatives) seen by the EP during the EHR reporting period.
EXCLUSION:
Any EP who has no office visits during the EHR reporting period, or any EP who conducts 50 percent or more patient encounters in a county that does not have 50 percent or more of its housing units with 3Mbps broadband availability
(according to the latest information available from the FCC on the first day of the EHR reporting period.)

Government Website for Secure Messaging:

www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/downloads/Stage2_EPCore_17_UseSecureElectronicMessaging.pdf

NUMERATOR: (Visits Credited) Number of matching patients who themselves or an authorized agent sent secure electronic message to the doctor, received using the electronic messaging functions.

DENOMINATOR: (Visits Considered) Total number of unique patients with visit notes from the provider in the Reporting Period.
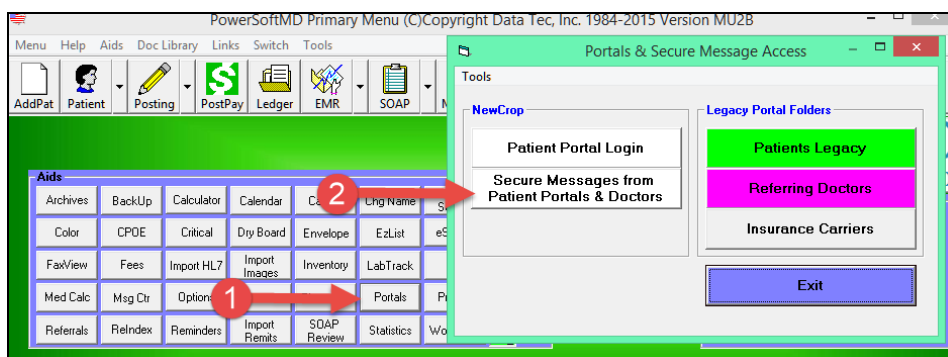
How To Receive Secure Messages:

1) Contact Data Tec to schedule setting up the NewCrop Patient portal.

2) Allowing Specific user access to Secure Messages.
From the primary menu, click to open the Utilities, then Advanced Utilities, and then Define User Security. Use the List Active Users button to select staff members, and turn on Allow Access to Secure/Portal Messages for everyone who will check messages.

3) From the Primary Menu, Click on the Portals button, then Secure Messages from Patient Portals & Doctors.

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4) Click on a message on the left to view it. You can also View/Import attachments, copy the message to the message center, or delete the message.