# Secure Messaging

We have built the secure messaging module to ensure practices have a secure asynchronous method for communicating with their patients. As the phones become busier, we feel it is important to allow other methods of communication. We also understand that not all communication needs to be synchronous and that messaging is an excellent method for communication that does not need to be in real time. It is fully encrypted in transit and at rest, fully GDPR compliant allowing you the confidence to share medical information such as results, care plans etc. Each staff member has access to messaging and can be included, excluded from conversations as required.

Admin

There is now a new menu item available to access the secure messaging:
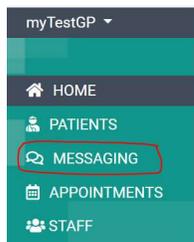
When you first access messaging you will not have any conversations and you will be presented with the following screen:

The status "connected" should show which means you are connected to the messaging service. Any other status means that you are not connected. If this happens you may need to exit messaging eg click on home menu item and then go back into messaging.

Create New Conversation

Creating new conversations is very simple. Conversations can be created for staff only, patients only or groups.

1) Click on "Create" button which opens the following dialog:

Create Coversation

Enter the Conversation Name: Accept Responses

Name
_____

| STAFF | PATIENT |

Search user   Staff Selected: 0

☐	Name ↑	Role
☐	Ter Jones	GP
☐	Bob Murphy	GP
☐	Alex Vakaloudis	GP
☐	Laura Malone	GP
☐	Mary Harney	GP

Save   Cancel

2) Give Conversation a name eg John Bloggs
3) Decide whether you want 2-way conversation or 1-way by either enabling\disabling accept responses radio button

Create Coversation

Enter the Conversation Name: Accept Responses

Name
JOHN BLOGGS

4) Select participants. In this example I will create a conversation with only 1 participant. The patient John Bloggs.
   a. Click on patient tab and type patients name and click search – minimum 3 characters
   b. Select patient(s) that you wish to include and click save

Create Coversation

Enter the Conversation Name: Accept Responses
Name
JOHN BLOGGS

| STAFF | PATIENT |

Patient Name   Patients Selected: 1
joh   Search

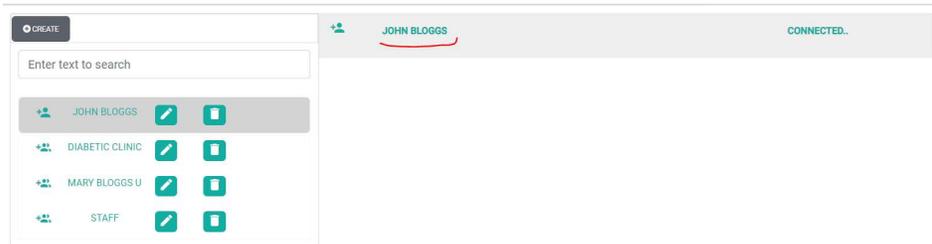| ☐	Name ↑	Role	DOB
☑	John Bloggs	Patient	04-Apr-1986
☐	John Conty	Patient	04-Apr-1986
☐	John Armstrong	Patient	04-Apr-1986

Items per page: 25 ▾   0 of 0 |< < > >|

Save   Cancel

Conversation is now created

Creating Messages

1) When writing your message ensure you are in the correct conversation. Active conversation is identified in the message window:

2) Type you message in the Type message here .. window and press return or else press the send message button

3) You can also add attachments by clicking the add attachment button or by pasting directly into the type message window. An example of this would be if you snipped a blood results you can paste directly in. This opens the following dialog window:

Upload Attachment

Select File

Click Upload and then Save the File

| No.	Name	Upload	Remove
1	image.png	upload	remove

Save   Cancel

Click upload and save. This adds attachment to message. You cannot send image without adding supporting text.

4) The message once sent has two different statuses that are fully audited:
i)   Delivered – message has been delivered but not read. This is presented in the top right corner of the message as a blue icon.
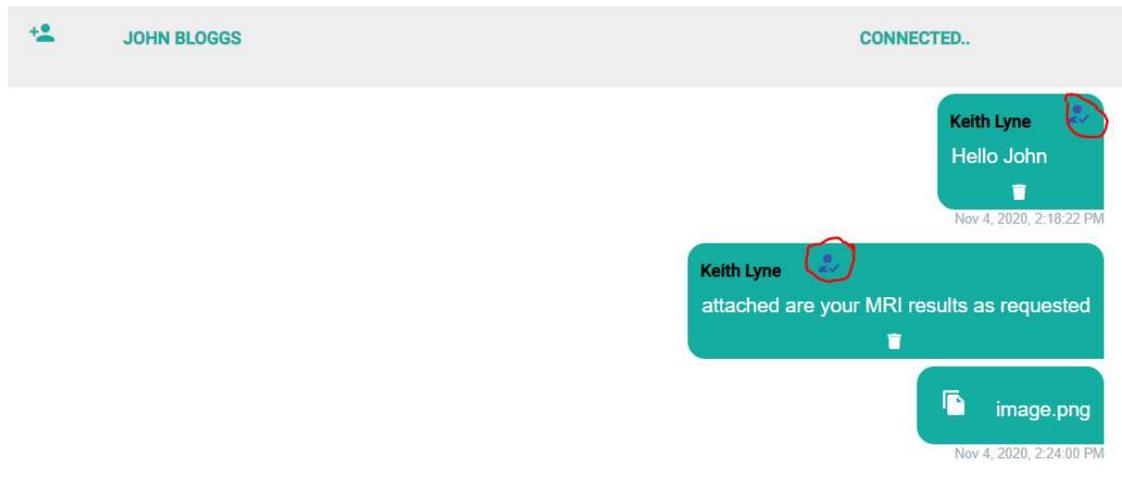
ii)   Delivered and Read – message has been read. The icon turns to red and a number appears identifying how many individuals read the message. If you hover your mouse pointer over the icon it shows the names of the individuals that have read the message.
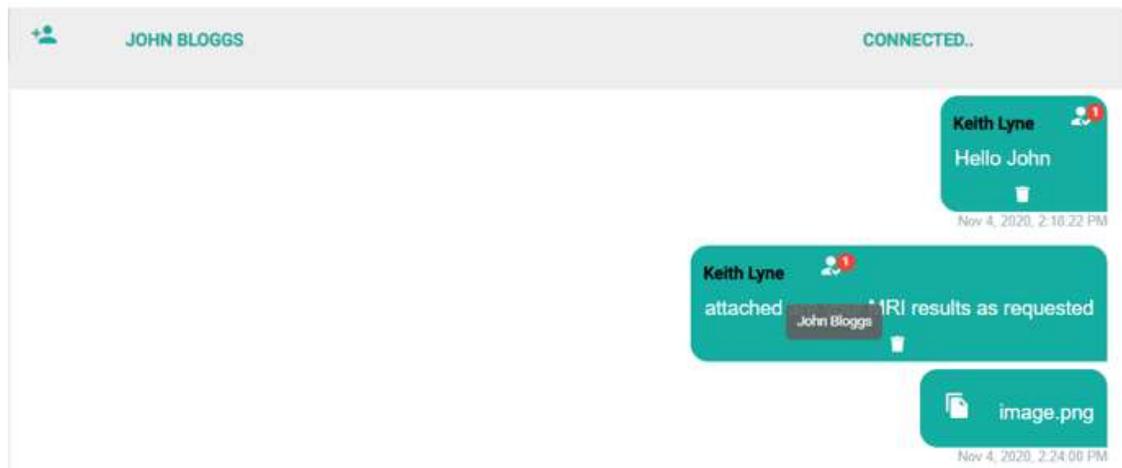
Patient will be notified that they have a new secure message. They will only get one notification per day to ensure they are not inundated with notifications. This also reduces the cost for the practice. This notification will be sent using the notification rules configured for the practice.
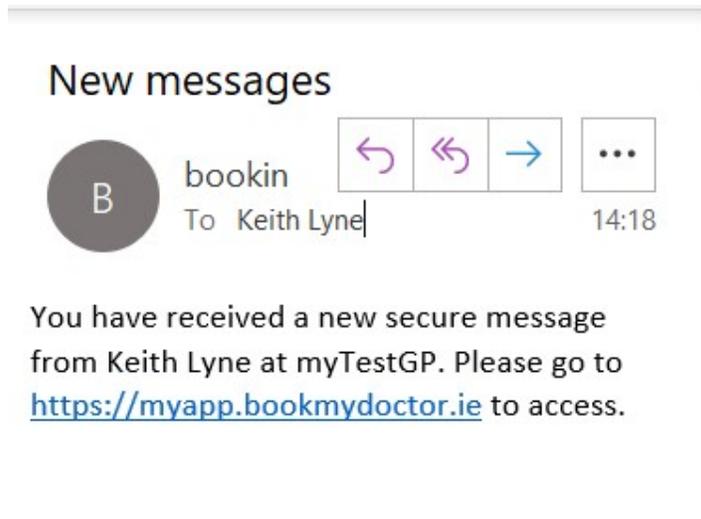
This conversation was created allowing 2-way conversation which allows the patient respond.
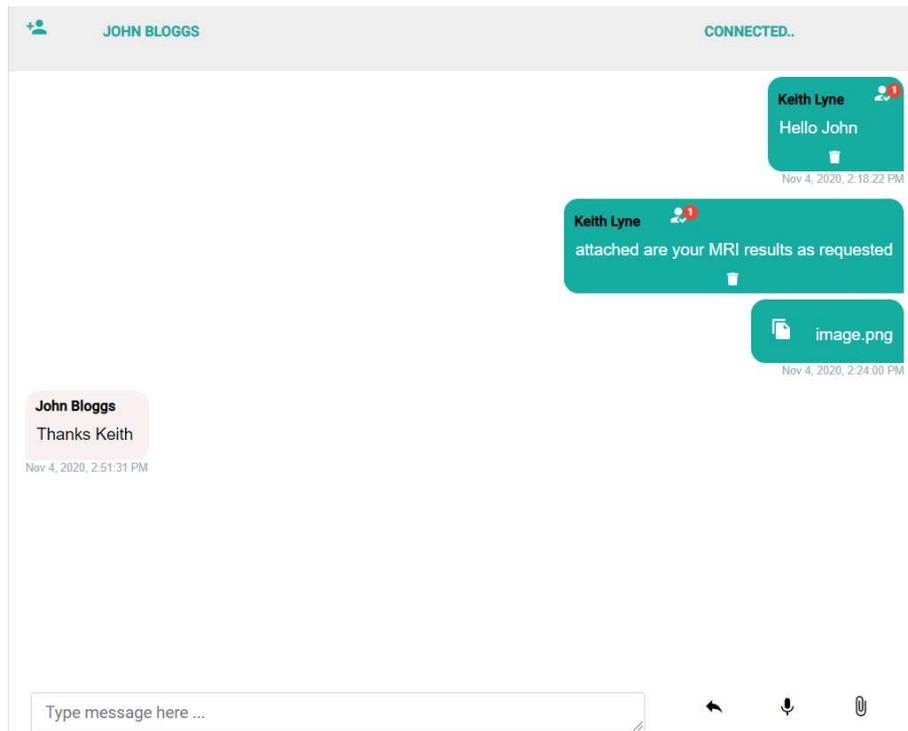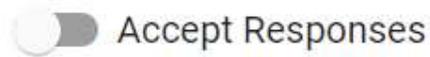

Senders messages are on the right side of the screen and are in the darker green. The received messages are on the left and in the light shade of grey.

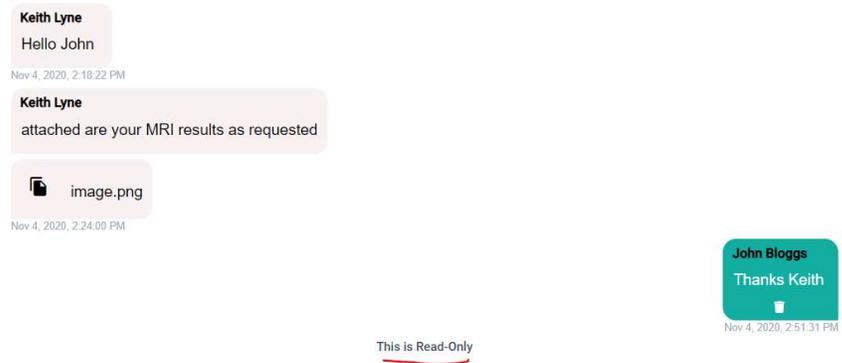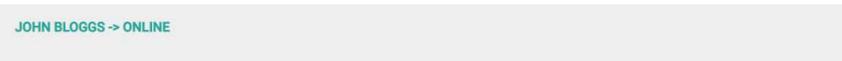## Disabling 2-way conversation

To disable 2-way conversation click on the edit button for the conversation you wish to change:

Turn off accept responses and click save

You can continue messaging the patient(s) through the conversation, but the conversation becomes read only for anybody else. This can be quickly changed to 2-way conversation again by reversing the change.

JOHN BLOGGS -> ONLINE

Keith Lyne

Hello John

Nov 4, 2020, 2:18:22 PM

Keith Lyne

attached are your MRI results as requested

image.png

Nov 4, 2020, 2:24:00 PM

John Bloggs

Thanks Keith

Nov 4, 2020, 2:51:31 PM

This is Read-Only

Group Messages

You can also send group messages to either patients, staff or both. Patients in the group will only get read receipts for messages that are read by the Healthcare professional. They will not be able to see the names of other patients

Deleting Messages

Messages can be deleted by clicking on the trash can within the message.

The message doesn't actually get deleted; its status is updated to deleted but the message remains in the database. This is for audit purposes.

Patient App

For now, the patient app is a responsive web app. In the future we will be publishing native apps to the Apple App Store and the Google Play Store.

Patients can access the app @ https://myapp.myclinic365.com

Patients can register with either their telephone number or their email depending on what is stored in their patient record.