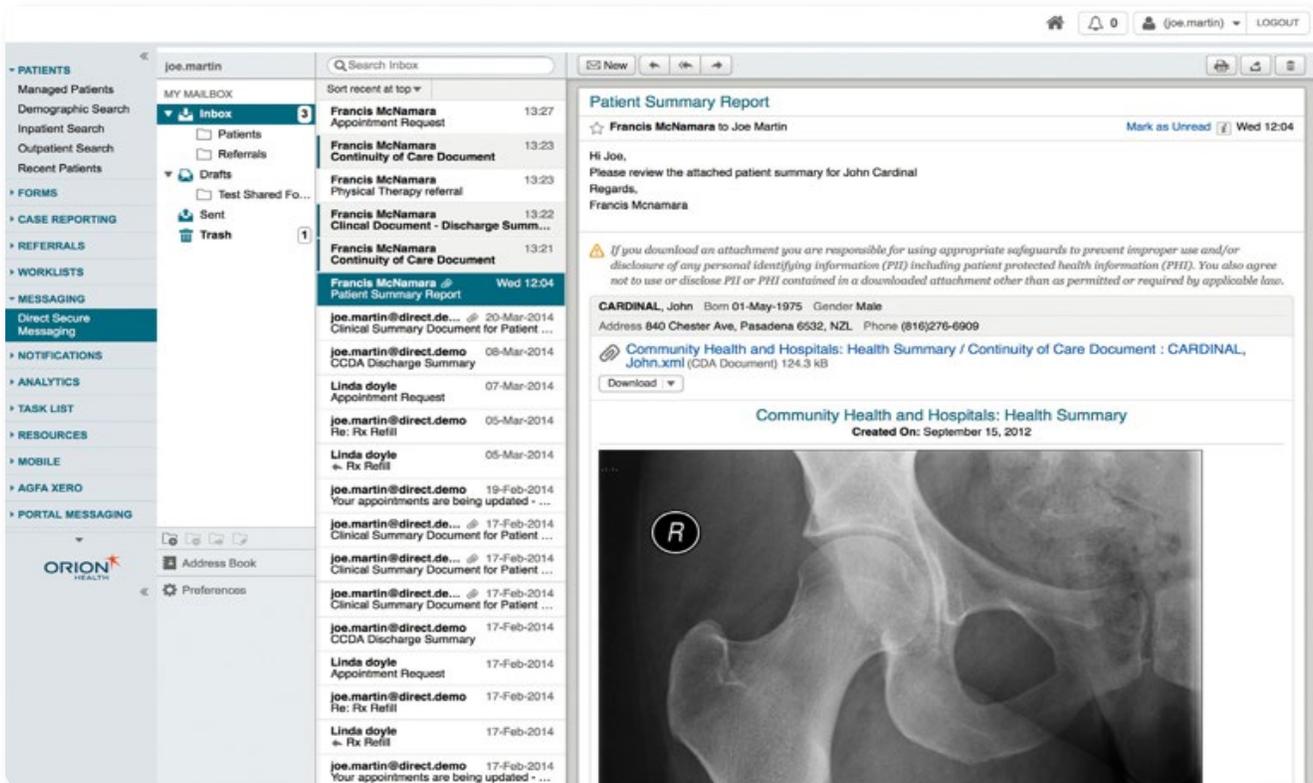




Communicate

Direct Secure Messaging



Communicate is a secure network for the exchange of healthcare information.

Communicate makes it easy to send secure health information directly to trusted recipients over the internet, all while maintaining patient privacy and confidentiality.

Communicate is a DirectTrust™ and ONC certified HIPAA compliant Health Information Services Provider (HISP), that offers a provider directory service that enables a simple way to find providers and send secure health information directly to trusted recipients, including patients, over the internet.

```
<env:Header>  
  <direct:notification relatesTo="urn:hl7-org:direct:addressBlock" />  
  <direct:metadata-level>minimal</direct:metadata-level>  
</env:Header>  
<env:Body>  
  <xdsb:ProvideAndRegisterDocumentSetRequest>  
    <lcm:SubmitObjectsRequest>  
      <rim:RegistryObjectList>  
        <rim:ExtrinsicObject id="Document01">  
          <rim:Slot name="creationTime">  
            <rim:ValueList>  
              <rim:Value>20191021174510</rim:Value>  
            </rim:ValueList>  
          </rim:Slot>  
          <rim:Slot name="hash">  
            <rim:ValueList>  
              <rim:Value>698583d712c99d5a0</rim:Value>  
            </rim:ValueList>  
          </rim:Slot>  
          <rim:Slot name="size">  
            <rim:ValueList>  
              <rim:Value>698583d712c99d5a0</rim:Value>  
            </rim:ValueList>  
          </rim:Slot>  
        </rim:ExtrinsicObject>  
      </rim:RegistryObjectList>  
    </lcm:SubmitObjectsRequest>  
  </xdsb:ProvideAndRegisterDocumentSetRequest>  
</env:Body>  
</env:Envelope>
```

Cross Enterprise Reliable Messaging (XDR)

Communicate Direct XDR supports connection for any system that has integrated support for the Direct XDR standards. For example, EHR and Electronic Medical Record (EMR) systems. These systems use XDR messaging (with Direct header additions) to transfer messages between them and Communicate. The Orion Health system performs the encryption and decryption of the data in both directions.

Security and standards integration through Connect

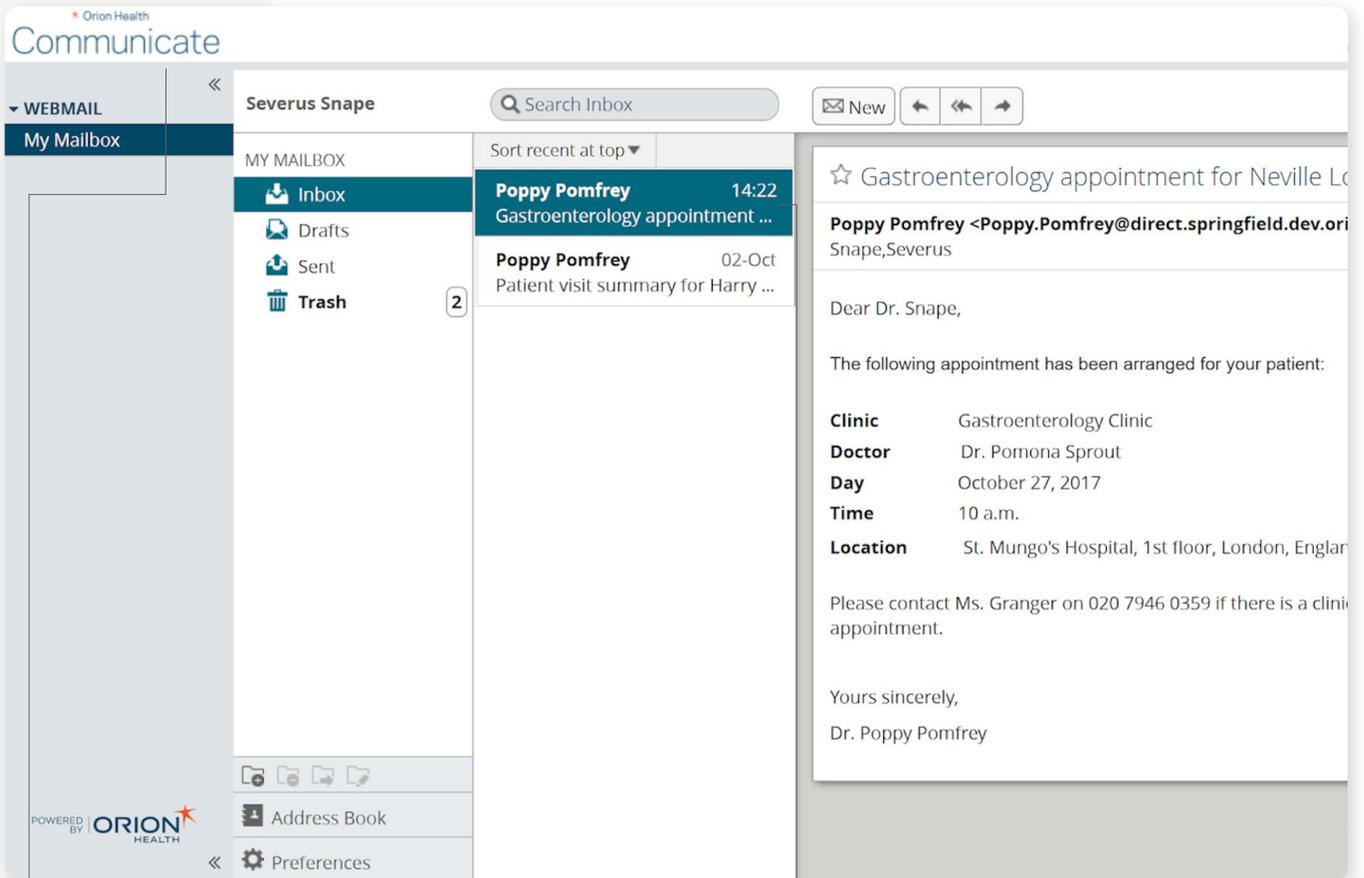
Communicate Connect are bespoke devices installed in a client's facility that act as the security and standards integration required to exchange Direct Messages with other organisations. Electronic systems interact with the device using one of the pre-defined internal interfaces for sending and receiving secure messages. Connect integrates easily with a wide range of client systems, which can then use any of these interfaces including XDR messaging (with Direct header additions) to transfer messages between them and the Orion HISP.



Integrated Healthcare Provider Directory

Communicate integrates with a Healthcare Provider Directory to allow discovery of Direct addresses. The Provider Directory is integrated with Webmail and is available to external organisations using our APIs or standards-based integration. Organisations have the option of having users automatically added to the provider directory and shared with other participating HISPs.

A screenshot of a web-based 'Import' interface. It features a header with 'Import', 'Export', 'Delete', and 'Jobs' buttons. The main area is titled 'Import' and contains several sections: 'Health Network' with a dropdown menu; 'Import Target' with radio buttons for 'Health Network', 'Organization', 'External Group', and 'Multiple External Groups'; 'Import Type' with radio buttons for 'Full Replacement' and 'Incremental Update'; 'Import Format' with radio buttons for 'Native' and 'DirectTrust'; 'Organization File' with a 'Click to locate your CSV file' button; and 'Individual File' with a 'Click to locate your CSV file' button. At the bottom, there is a blue 'IMPORT' button and a small note about version 2.4.0 HPD.



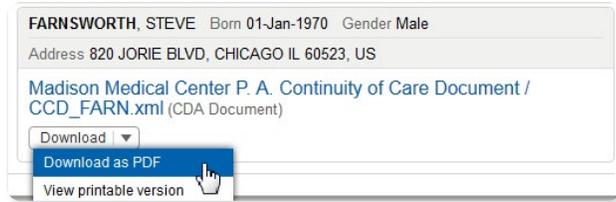
Communicate Webmail can be embedded within any Orion Health solution or deployed as a standalone solution.

Communicate has an intuitive design that operates like any other email system.

Advanced security features.

Secure webmail with no need for physical infrastructure

Communicate Webmail allows users to interact with other Direct Messaging users without deploying integration or physical infrastructure. Users can access their direct messages from any desktop with internet access. Encryption and decryption of data is performed by Orion Health Communicate. Other Orion Health solutions, mobile and third-party applications can connect to Communicate Webmail via REST APIs. This enables them to leverage the secure messaging functionality in their own solutions.



Message alert emails

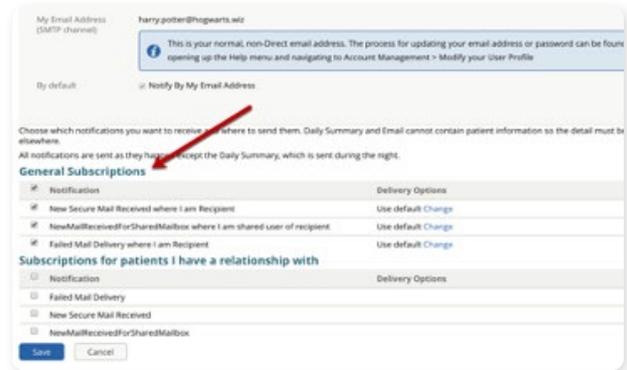
Communicate alerts you via standard email when you receive a direct message and the ability to login to our service to view your latest secure messages easily via our secure Direct messaging portal.

Public health reporting

Communicate offers the option to send public health reporting files as Direct Message attachments and the ability to handle significant message volume enabling reduction and reliance on paper/fax driven workflows.

Communicate facilitates electronic input into backend systems which eliminates manual entry or re-keying data and centralised support for validation and transformation of electronic health messages.

Communicate can be integrated with many public health registries including Syndromic surveillance.



Intuitive design with one click C-CDA viewing

Communicate has an intuitive design that operates like any other email system. It can be viewed on tablets, web and through applications like Outlook using Edge protocols. Our Webmail C-CDA viewing allows you to view human readable documents with just a single click. Communicate can also support rendering other document types inline (PDF,XDM,DOCX and HTML).

Transfer of care

Using Communicate allows users to share electronic medical records securely between each other. Communicate can also be used when patients change providers or move to other states or counties. Communicate enables health information exchange by healthcare providers and other users regardless of affiliation, location, or differences in technology.



Benefits of Communicate

Communicate is a protected web-based system for the exchange of healthcare information. Users can locate a recipient's Direct address, securely encrypt the information and ensure that information is delivered appropriately.



Trusted communication

Communicate is a trusted tool for communication and can be tailored to a region's secure health messaging. As an EHNAC/DirectTrust-accredited HISP, messages can be sent in the confidence that all the requirements for trusted messaging within the DirectTrust network have been met. All Communicate messaging is auditable and reportable.



Protected communication

As a healthcare-focused protected network, it is designed to communicate clinical information such as transfers of care. Clinical information is sent as encrypted electronic messages, enabling protected communications. This means users can confidently send patient information securely.



Connected communication

Healthcare providers can easily locate and connect with others using the Provider Directory. The Provider Directory provides publicly available information on providers, and addresses that an organisation wishes to expose. This can help to improve communication between healthcare providers and organisations and can lead to improved patient care coordination.



Convenient communication

Being cloud-based, users can send and receive emails securely on their desktop or Direct-Compliant EMR system. Communicate Webmail can be embedded within other Orion Health solutions including Orion Health Amadeus, or it can be used as a standalone solution.



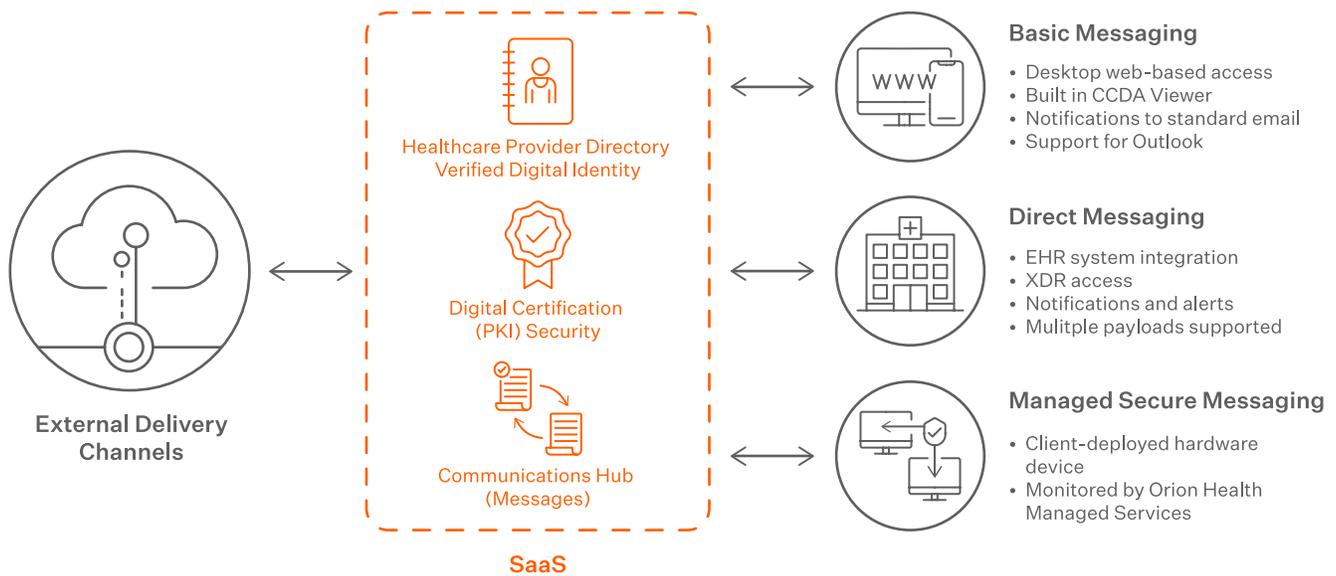
Cost-effective communication

Communicate is a HIPAA-compliant, cloud-based, multi-tenanted Software as a Service (SaaS) solution. Depending on the Communication option selected (Webmail, Direct XDR or Connect) there may be no or minimal hardware installation required. Therefore the corresponding cost of ownership is reduced.



Integrated communication

Communicate has seamless integration with the Orion Health Amadeus platform. Communicate is embedded into the platform enabling a protected communication delivery mechanism. Clinicians can open a document in the platform, then email the document via the direct network to the appropriate recipient, who can then add the document to the patient's record. Communicate supports all health data and standard document formats.



SKU	Product	Description
COO	Communicate Webmail	Communicate Webmail enables the secure sending and receiving of emails between registered Direct Trust providers and organisations.
CCM	Communicate Direct XDR	Communicate Direct XDR supports connection for Electronic Health Record (EHR) and Electronic Medical Record (EMR) systems that have integrated support for the Direct XDR standards.
CCP	Communicate Connect	Communicate Connect is only available to customers who have Hardware Support agreements.
COC	Healthcare Provider Directory	An integrated, updatable and searchable listing of registered healthcare organisations and individual providers.

Want to learn more about Communicate?

Get in touch info@orionhealth.com

[Find out more at orionhealth.com/global/products/communicate](https://www.orionhealth.com/global/products/communicate)

