PointClickCare®

Integrated Direct Messaging

Improve care transitions through secure electronic communication of resident-related health information.

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PointClickCare Customer

PointClickCare Integrated Direct Messaging helps senior care providers more effectively coordinate resident care with hospitals and other care partners by enabling the electronic delivery and receipt of resident-related health records, from within the PointClickCare platform.

Integrated Direct Messaging helps senior care providers to improve the quality of care delivered to residents, especially during transitions of care. With Integrated Direct Messaging, senior care providers have the power to conveniently connect electronically with acute care providers and exchange resident information securely from within the PointClickCare electronic health record (EHR) platform.

Integrated Direct Messaging supports:

- Expedited partner communications
- Complete care transitions
- Improved quality outcomes
- Efficient document management

What is Integrated Direct Messaging?

PointClickCare has partnered with Medicity®, a preferred Health Information Service Provider (HISP) that offers direct message exchange infrastructure and administration services, to integrate secure email messaging capabilities directly into its core EHR system. Once activated within the PointClickCare platform, providers can send and receive secure Direct Messages to other senior care partners, including hospitals, practitioners, or insurance payers. Any attached documents can be saved as part of the resident's health record. Integrated Direct Messaging can be used with any other messaging system, enhancing interoperability with all care transition partners.

How does Integrated Direct Messaging work?

With Integrated Direct Messaging, providers have the ability to send and receive messages and file attachments electronically, and securely, directly from within the PointClickCare platform. Dashboard alerts notify administrative/care team members when a Direct Message arrives, and attachments received from hospitals, practitioners, or insurance payers are easily matched and stored within the resident record. Outbound documents, including a Continuity of Care Document (CCD), can also be sent directly from the resident record to the hospital, practitioner, or insurance payer, eliminating the need to leave the EHR to access a separate, secure messaging application.

How do providers benefit?

Improved Quality of Care - Securely share information between senior care providers and care delivery partners to ensure better patient follow up.

Enhanced Data Integrity – Send and receive documents from within a resident's health record, simplifying the management of Personal Health Information, and ensuring complete and accurate information is transferred.

Increased Efficiency – Streamline processes for messaging and document management with automation and workflow enhancements.

To learn more about Integrated Direct Messaging, contact your PointClickCare Account Representative today, call 1.800.277.5889 or complete the form www.pointclickcare.com/contact-us.

PointClickCare, the leading cloud-based software platform for the senior care market, helps healthcare providers meet the challenges of senior care by enabling them to achieve the business results that matter – enriching the lives of their residents, improving financial and operational health, and mitigating risk. Recently recognized as the 2014 #1 long-term care software vendor by KLAS Research, PointClickCare's cloud-based software platform takes a person-centered approach to managing senior care, connecting healthcare providers across the senior care continuum with easy to use, regulatory compliant solutions for improved resident outcomes, enhanced financial performance, and staff optimization. Over 10,000 senior care facilities use PointClickCare today, making it the North American healthcare IT market leader for the senior care industry. For more information on PointClickCare's ONC certified software solutions, please visit www.pointclickcare.com, or follow us on Twitter @PointClickCare.

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