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](http://www.pointclickcare.com/contact-us).