

Integrated Direct Messaging

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



Helping senior care providers effectively coordinate the transition of residents to and from hospitals, physicians, hospice, 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 provide faster quality of care to residents, especially during transitions of care.

With Integrated Direct Messaging, 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 and comprehensive partner communications
- Complete care transitions
- Improved quality of care leading to lower readmissions
- Efficient document management

What is Integrated Direct Messaging?

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 connect with any other healthcare messaging systems, enhancing interoperability with all care transition partners.

How does Integrated Direct Messaging work?

PointClickCare has partnered with Secure Exchange Solutions, 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. With Integrated Direct Messaging, providers can 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

Timely sharing of secure information between senior care providers and care delivery partners to ensure better patient follow up and lower readmissions.



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 Account Representative today.

Email success@pointclickcare.com or call 1.800.277.5889

PointClickCare Technologies is helping over 16,00 long-term and post-acute care (LTPAC) providers meet the challenges of senior care by enabling them to achieve the business results that matter - enriching the lives of their residents and patients, improving financial and operational health, and mitigating risk. PointClickCare's cloud-based software platform is advancing senior care by enabling a person-centered approach to care, connecting healthcare providers across the care continuum with easy to use, regulatory compliant solutions for improved resident outcomes, enhanced financial performance, and staff optimization. For more information on pointClickCare's ONC certified software solutions, please visit www.pointclickcare.com