

## HISP Selection Chart



### Health Information Service Providers

A stand-alone Direct messaging application		X	
Conversion of Direct messages to fax		X	
Document management, including digital signature			X
Customized electronic forms		X	
HIPAA compliant mailbox audit support	X		
Integration of your practice EHR with CurrentCare, RI's Health Information Exchange	X		
Integration with mobile devices			X
Self administration of mailboxes and mail services	X		
Web development and hosting services			X

This tool is designed to help practices and organizations choose which HISP to contact first for additional information about Direct messaging services. The services and unique features listed above are provided by HISPs in addition to the following basic Direct services:

- Direct compliant email, including message encryption and identity verification;
- Web-based mail clients, available from any internet connected computer;
- Integration of Direct messaging accounts with email clients like Microsoft Outlook and Thunderbird;
- Custom integration with EHRs;
- Multiple options for personalizing Direct messaging addresses with your practice or organization name; and
- Rhode Island Trust Community support.

To use this tool, determine which additional unique HISP services you are most interested in. The vendor with the most additional HISP offerings is the vendor you should consider contacting first.

In the interest of vendor neutrality, please do not make any changes to this document. Be sure to review descriptions for all items.

#### Service/Feature

- \* A stand-alone Direct messaging application
- \* Conversion of Direct messages to fax
- \* Customized electronic forms
- \* Document management, including digital signature
- \* HIPAA compliant mailbox audit support
- \* Integration of your practice EHR with CurrentCare, RI's Health Information Exchange
- \* Integration with mobile devices
- \* Self administration of mailboxes and mail services
- \* Web development and hosting services

#### Description

- Vendor offers a dedicated Direct application that can be installed on a desktop
- Vendor provides tools to send messages to a fax machine from within the Direct messaging software
- Vendor will create custom forms (e.g. a standard referral document) that can be filled out and emailed from within the Direct messaging software
- Vendor provides a suite of tools to help practices electronically manage document within practice workflows, including the ability to digitally sign documents
- Vendor will provide support and tools to audit the incoming and outgoing Direct traffic to a mailbox or group of mailboxes in the event of a data breach
- Vendor has partnered with CurrentCare to assist practices in setting up feeds of patient data from practice EHRs into CurrentCare for consented patient
- Vendor provides tools and services to receive, read, and send Direct messages using mobile devices
- Vendor provides tools for practices to perform administrative functions (creating accounts, updating passwords, managing trust)
- Vendor provides custom web development and web site hosting