



Direct Messaging

Using Direct Messaging

About Direct Message Communication

Great Lakes Health Connect provides health care organizations with a Direct Address. This communication tool is both HIPAA compliant and complies with the federal standards of the Direct Project. Since GLHC Direct is based on the standards of the Direct Trust, using GLHC Direct is available to communicate with others part of Direct Trust. Direct accounts are not for personal use.

Logging In

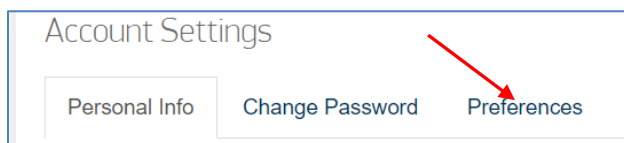
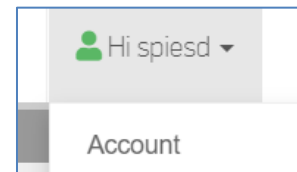
An email from "registrar@securexsolutions.com" will contain your initial login information. Click the unique link within the email and enter your username and the temporary password. Click the green "Sign In" button. Next, create a new password.

The new GLHC Direct is located at <https://michiganhisp.midirect.net/portal>. GLHC recommends saving the link to your browser favorites.

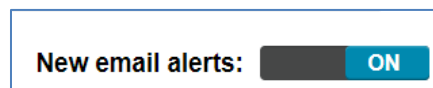
Email Notifications

GLHC can send you a notification whenever you receive a new Direct message. Set up this notification by updating your account settings. This is OPTIONAL.

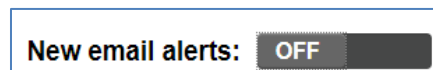
1. Click the dropdown arrow next to your username in the upper right hand corner. Then click on "Account".
2. Click on "Preferences".



3. Switch the bar next to "New email alerts" to "ON".



If you no longer want to receive messages click on the bar to turn the messages off.



Checking Emails

New emails are always visible in the Direct Inbox (after log in). To check for new emails, click **Check Mail** on the toolbar above the **Inbox** or **Mail**, and then **Web Mail** at the top of your screen.



Return to the Inbox from anywhere within the Web Portal by clicking **Mail** and then **Web Mail** at the top of the screen.

Reading an Email

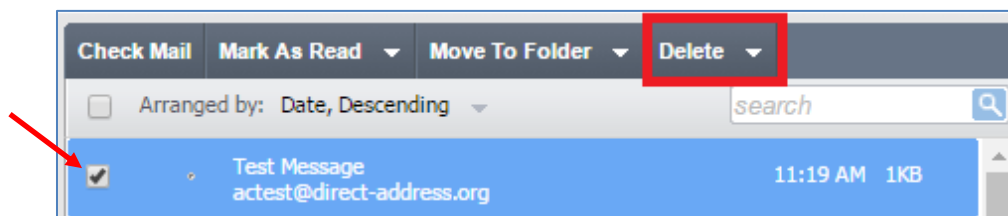
Select an email from the left hand panel and the email details will populate to the right or below depending on the layout selected in **Settings**.

Double-click on the email to open an email in full screen.



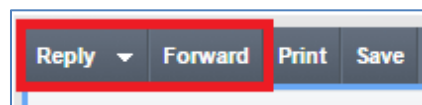
Deleting an Email(s)

Select the email(s) from the Direct Inbox or another folder by clicking the checkbox to the left of the desired emails. Then click **Delete** from the toolbar.



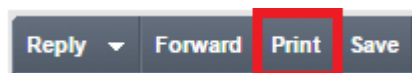
Replying to or Forwarding an Email

Select the email from the Direct Inbox and then select either **Reply**, **Reply to All**, or **Forward** from the toolbar above the email.



Printing an Email

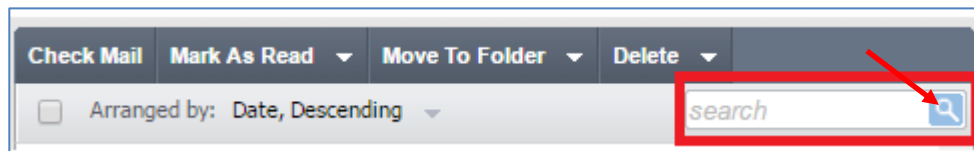
Select the email in the Direct Inbox and then select **Print** from the toolbar above the email.



Searching for an Email

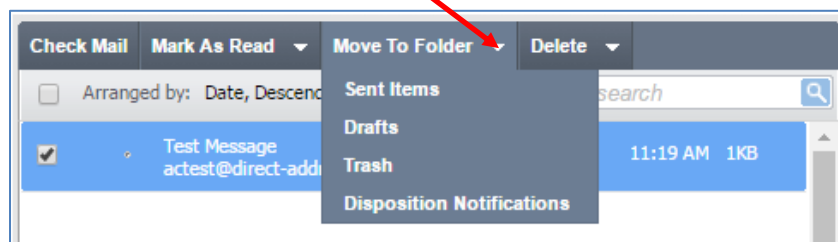
Search for any sent or received email using the Search box.

1. Select the **folder** to search.
2. Type search term(s) into the **search** field located above the list of emails (for example: search by To, From, or Date).
3. Click the blue search icon to begin the search.



Filing an Email

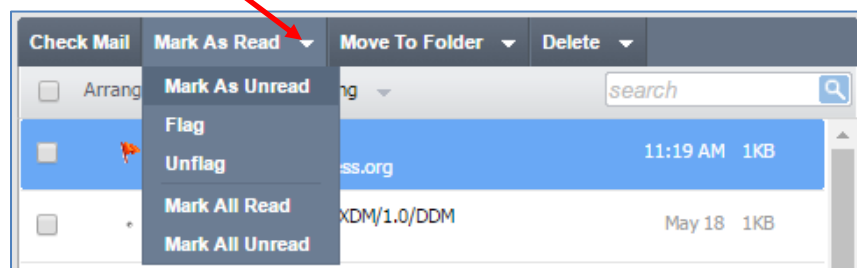
1. Click the check box to the left of the email in the Direct Inbox.
2. Select **Move to Folder** from the toolbar and select the appropriate folder



Another option is to drag and drop the email in to the desired folder.

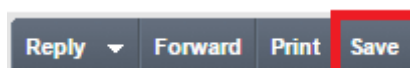
Flagging/Unflagging an Email or mark as Read/Unread

1. Click the checkbox to the left of the email in the Direct Inbox.
2. Select **Mark as Read** from the toolbar above the Inbox.
3. Select the desired option.



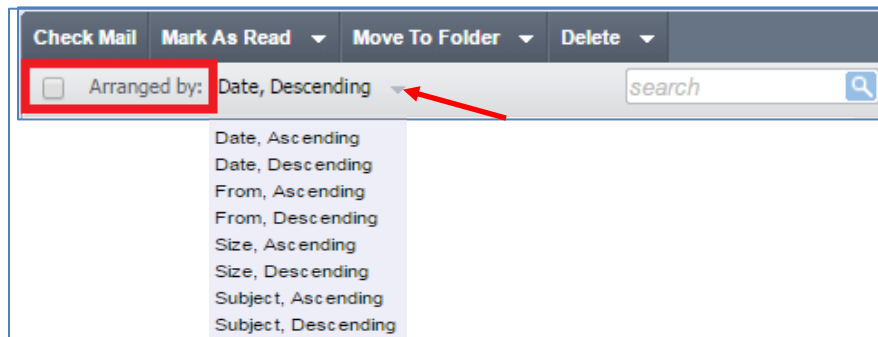
Saving an Email

Select the email in the Direct Inbox and then click **Save** from the toolbar above the email to save emails to your local machine.



Arranging Emails

1. Click the checkbox to the left of **Arranged by** above the list of emails.
2. Click the arrow to and select your desired arrangement.



Sending a Direct Email

1. Click **New Message** from the toolbar on the left of the screen.



2. Either type in the Direct Address or click **To** and search from recent recipients.



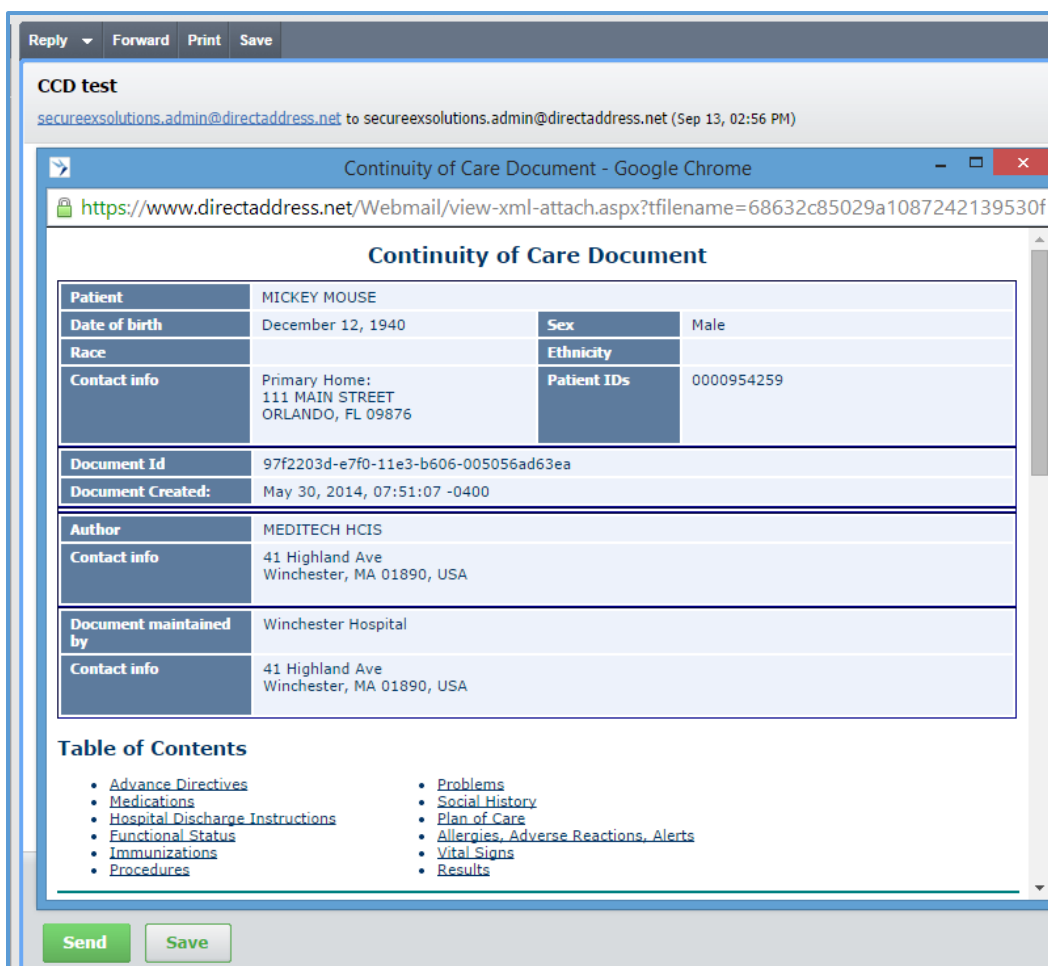
3. If necessary, add a Direct Address to carbon copy (CC) on this email using the same steps.
4. Type in the Subject line and the body of the email.
5. Add any necessary attachments.
 - a. Option 1 - Select "Click to attach a file" from the attachment area below the subject line of the email. Find and select the file(s) to attach.
 - b. Option 2 - Drag and drop files into the attachment area below the subject line of the email.
6. Review the entire email for accuracy.
7. Click **Send** in the toolbar above the message details to send the message.



C-CDA Viewer

The Consolidated Clinical Document Architecture (C-CDA) includes CCD files generated and sent by EHR software and are unreadable unless opened with EHR software or another viewing technology.

When a CCD file is sent as an email attachment, the One Click C-CDA Viewer adds a **View** button to the attachment, allowing users to view the C-CDA in human readable format simply by clicking **View** with no additional software required.



Continuity of Care Document

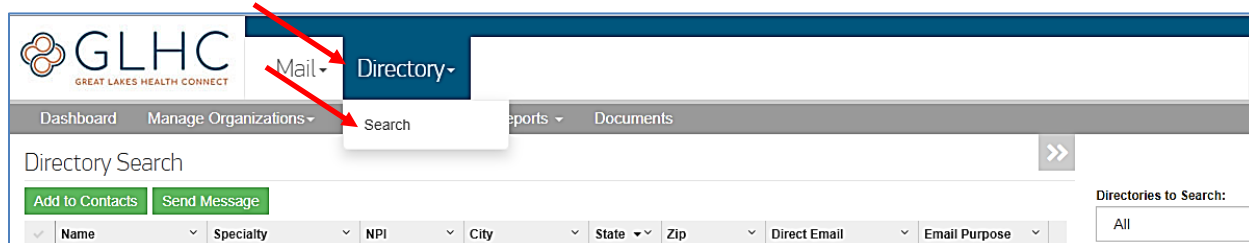
Patient	MICKEY MOUSE		
Date of birth	December 12, 1940	Sex	Male
Race		Ethnicity	
Contact info	Primary Home: 111 MAIN STREET ORLANDO, FL 09876	Patient IDs	0000954259
Document Id	97f2203d-e7f0-11e3-b606-005056ad63ea		
Document Created:	May 30, 2014, 07:51:07 -0400		
Author	MEDITECH HCIS		
Contact info	41 Highland Ave Winchester, MA 01890, USA		
Document maintained by	Winchester Hospital		
Contact info	41 Highland Ave Winchester, MA 01890, USA		

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Directory Search

The Directory Search allows users to search for other GLHC Direct users. To view the Directory, click **Directory** and then **Search**.



GLHC
GREAT LAKES HEALTH CONNECT

Mail Directory

Dashboard Manage Organizations Search Reports Documents

Directory Search

Add to Contacts Send Message

Directories to Search: All

Name Specialty NPI City State Zip Direct Email Email Purpose

1. Select the **Directories to Search**
 - a. All = all users of GLHC Direct
 - b. Local = only users on the same domain
2. Select the **Directory Type**
3. Select additional criteria if necessary
 - a. If searching based on Specialty, all three fields must be selected.
4. Click **Search** to return matching results.

Note: To reduce the search time, GLHC recommends adding the first or last name of the provider, or the name of the organization when searching.

Note: Not all providers have a personal address. Many use the organization's address instead.

Send a message and/or add any results to contacts directly from the Directory Search results.

Directories to Search:

Directory Type:

First Name: Last Name:

Direct Email:

[Show Less](#)

City: State:

Zip: Phone:

NPI:

Specialty


Type:

Classification:

Specialization:

(All three criteria must be selected to search by Specialty.)

(Not all search criteria fields may be available for each directory information source.)


Mail ▾ Directory ▾
Hi sspieker ▾

Dashboard
Manage Organizations ▾
Manage Users ▾
Reports ▾
Documents

Directory Search

✓	Name	Specialty	NPI	City	State	Zip	Direct Email	Email Purpose
✓	Steve Spieker			Grand Rapids	MI	49546	steve.spieker@xdr.mid...	General
✓	Emily Depotvey			Grand Rapids	MI	49546	emily.depotvey@xdr.mi...	General
✓	Andrew Cookson			Rockville	MD	20850	acooksonglhc@xdr.mi...	General

Directories to Search:

Directory Type:

First Name: Last Name:

Direct Email:

[Show More](#)

(Not all search criteria fields may be available for each directory information source.)

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