

Objective 9: Secure Messaging

- **DENOMINATOR:** Number of unique patients seen by the EP during the EHR reporting period.
- **NUMERATOR:** Number of patients in the denominator for whom a secure electronic message is sent to the patient (or patient-authorized representative), or in response to a secure message sent by the patient (or patient-authorized representative).
- **EXCLUSION:** Any EP who has no office visits during the EHR reporting period, or any EP who conducts 50 percent or more of his or her patient encounters in a county that doesn't have 50 percent or more of its housing units with 4Mbps broadband availability according to the latest information available from the FCC on the first day of the EHR reporting period.

How to record in iSmart EHR.

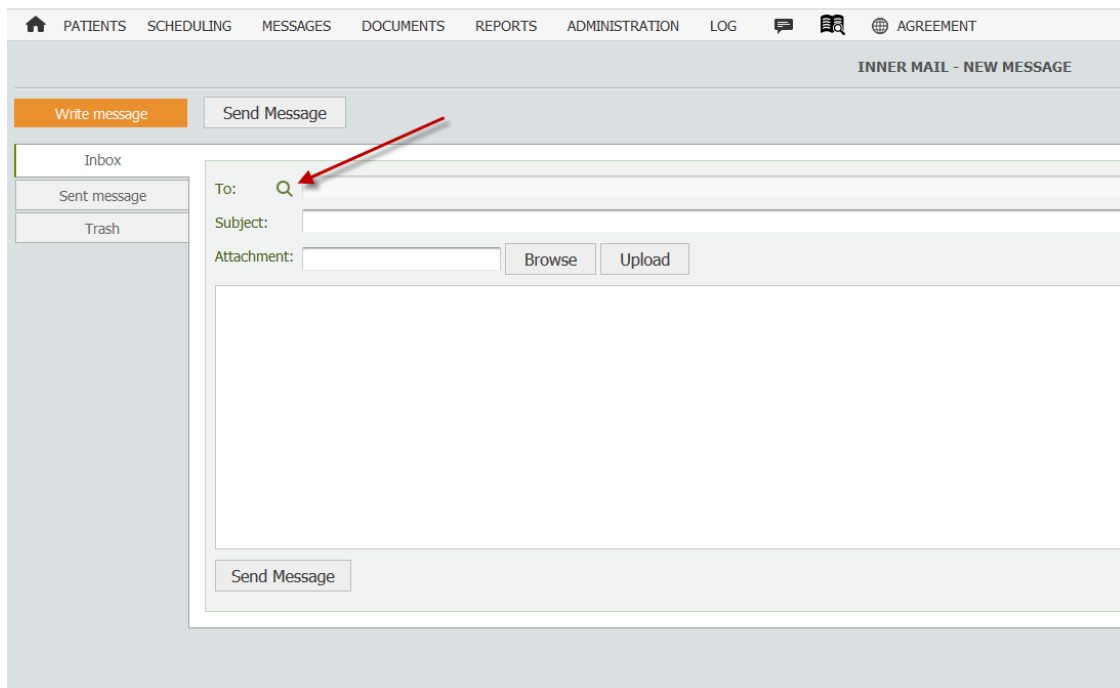
1. Point a cursor on '**MESSAGES**' item menu and click '**Inner Mail**'.

The screenshot shows the iSmart EHR interface. The top navigation bar includes 'PATIENTS', 'SCHEDULING', 'MESSAGES', 'DOCUMENTS', 'REPORTS', 'ADMINISTRATION', and 'LOG'. The 'MESSAGES' menu is open, and the 'Inner Mail' option is highlighted with a red box and a red arrow pointing to it. Below the navigation bar, there is a 'Direct Mail' search box and a 'Calendar' section for September 2016. The main area displays a list of appointments with columns for 'Time' and 'Patient'. The 'Inner Mail' option is highlighted in the top navigation bar.

2. Click '**Write message**'.

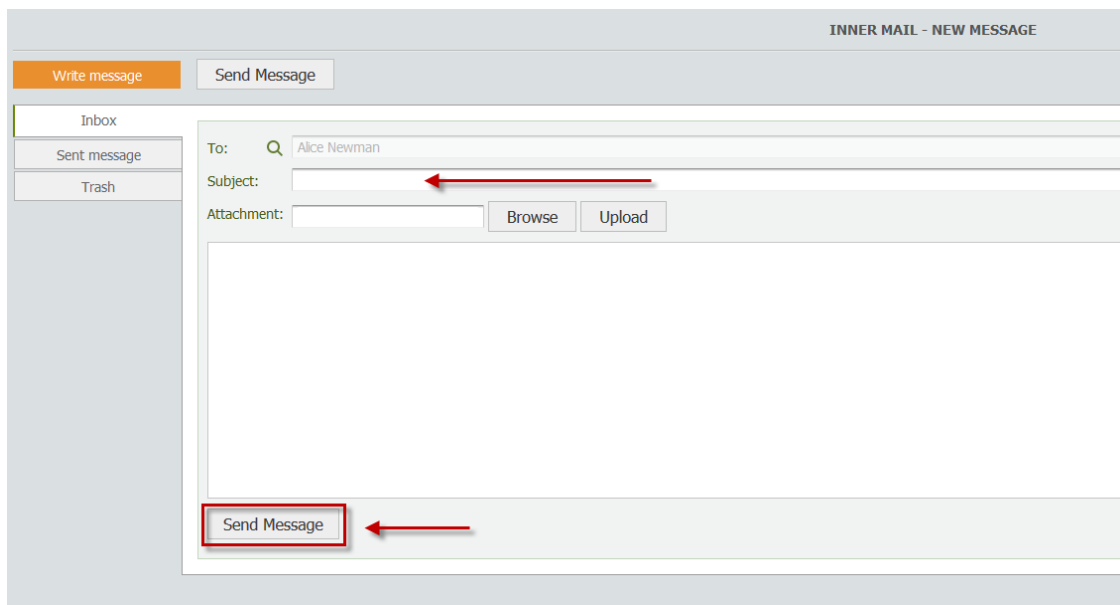
The screenshot shows the 'INNER MAIL - INBOX' screen. The top navigation bar includes 'PATIENTS', 'SCHEDULING', 'MESSAGES', 'DOCUMENTS', 'REPORTS', 'ADMINISTRATION', and 'LOG'. The 'MESSAGES' menu is open, and the 'Write message' button is highlighted with a red box and a red arrow pointing to it. Below the navigation bar, there is a 'Delete' and 'Refresh' button. The main area displays a list of messages with columns for 'Inbox', 'Sent message', and 'Trash'.

3. Click **'Search'** icon.



The screenshot shows the 'INNER MAIL - NEW MESSAGE' interface. At the top, there is a navigation bar with links for PATIENTS, SCHEDULING, MESSAGES, DOCUMENTS, REPORTS, ADMINISTRATION, LOG, and AGREEMENT. Below this, the page title is 'INNER MAIL - NEW MESSAGE'. On the left, there is a sidebar with 'Write message' (highlighted in orange) and 'Send Message' buttons, and a list of folders: 'Inbox', 'Sent message', and 'Trash'. The main form area has a 'To:' field with a search icon (magnifying glass) and a red arrow pointing to it. Below the 'To:' field are 'Subject:' and 'Attachment:' fields, with 'Browse' and 'Upload' buttons next to the attachment field. A 'Send Message' button is located at the bottom of the form.

4. In the pop-up select **'PATIENT'** tab and find out a patient you need. Click **'OK'** once you have ticked a patient. Enter **'Subject'** and other information as needed. Click **'Send Message'**.



The screenshot shows the 'INNER MAIL - NEW MESSAGE' interface. The 'To:' field now contains the name 'Alice Newman'. The 'Subject:' field is empty, and a red arrow points to it. The 'Attachment:' field is also empty, with 'Browse' and 'Upload' buttons. The 'Send Message' button at the bottom of the form is highlighted with a red box, and a red arrow points to it.