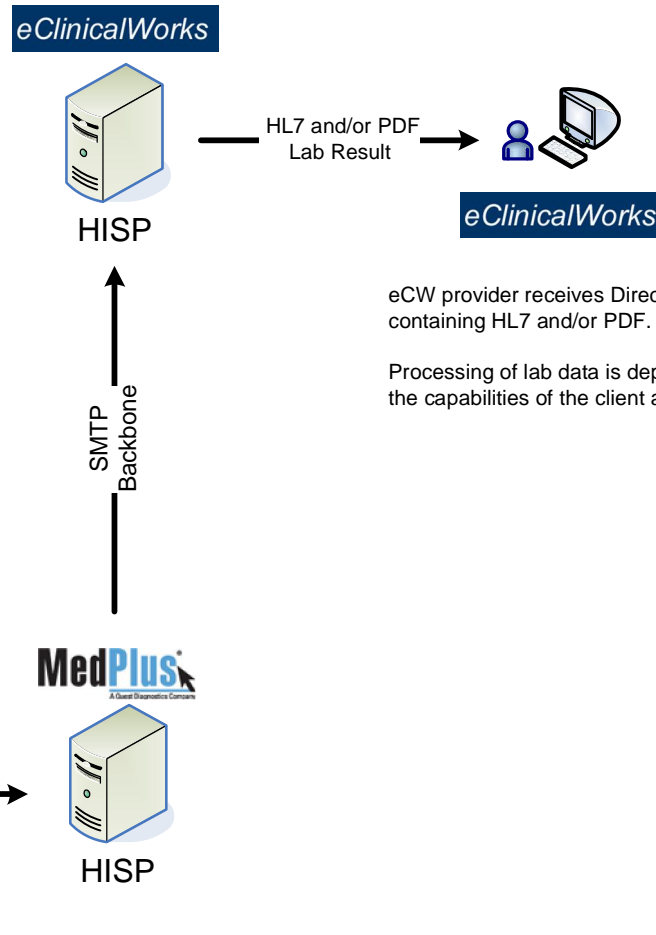


# Direct Pilot Implementation: Medical Professional Services

## Lab to Provider User Story Scenario 1: Quest lab to eCW user

Last Updated: 11/11/2010



eCW provider receives Direct message containing HL7 and/or PDF.

Processing of lab data is dependent on the capabilities of the client application.

Through configuration Quest labs can be sent via Direct.

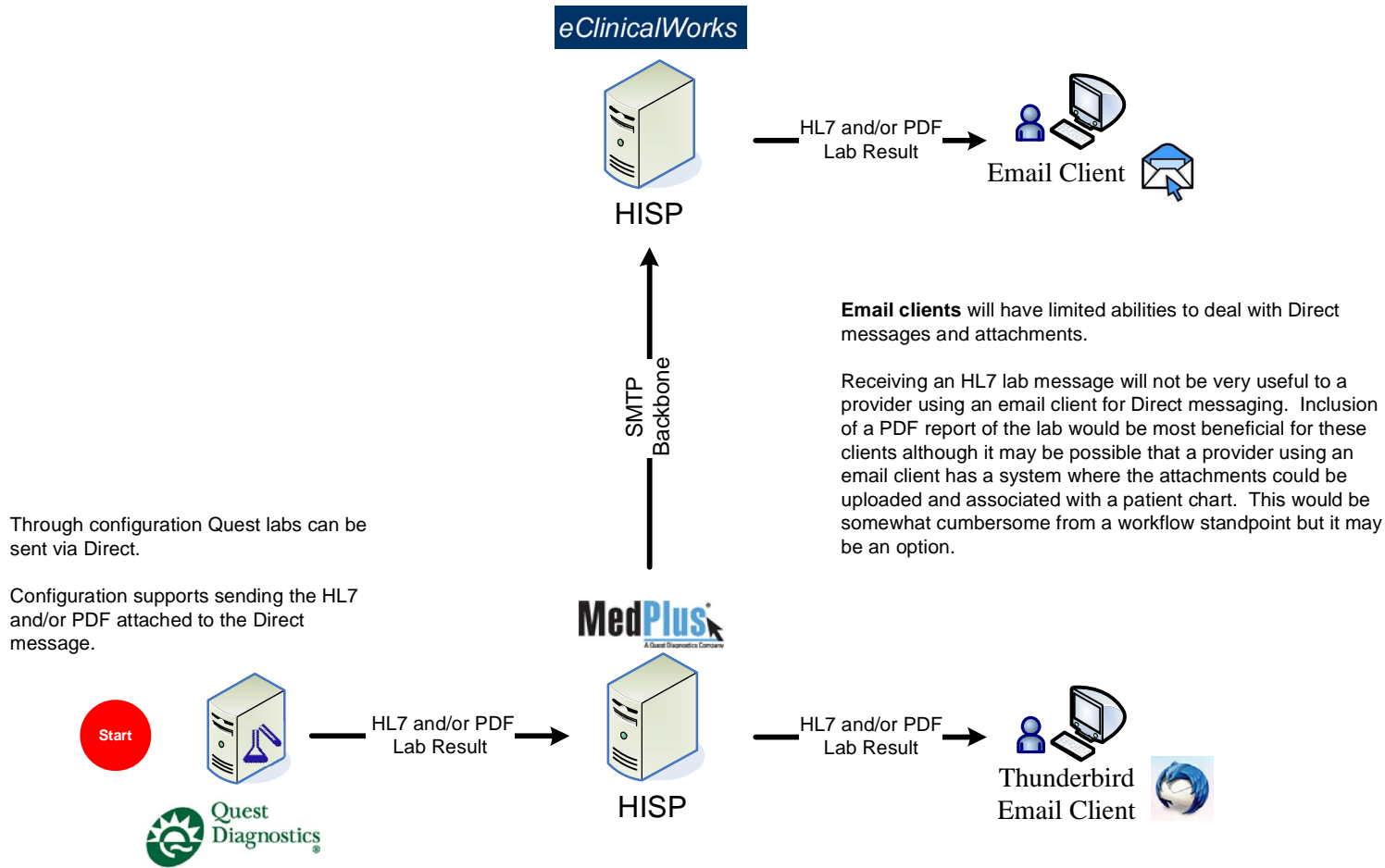
Configuration supports sending the HL7 and/or PDF attached to the Direct message.

**Direct Pilot Implementation: Medical Professional Services**

**Lab to Provider User Story**

**Scenario 2: Quest lab to email client user**

Last Updated: 11/11/2010



Through configuration Quest labs can be sent via Direct.

Configuration supports sending the HL7 and/or PDF attached to the Direct message.

**Email clients** will have limited abilities to deal with Direct messages and attachments.

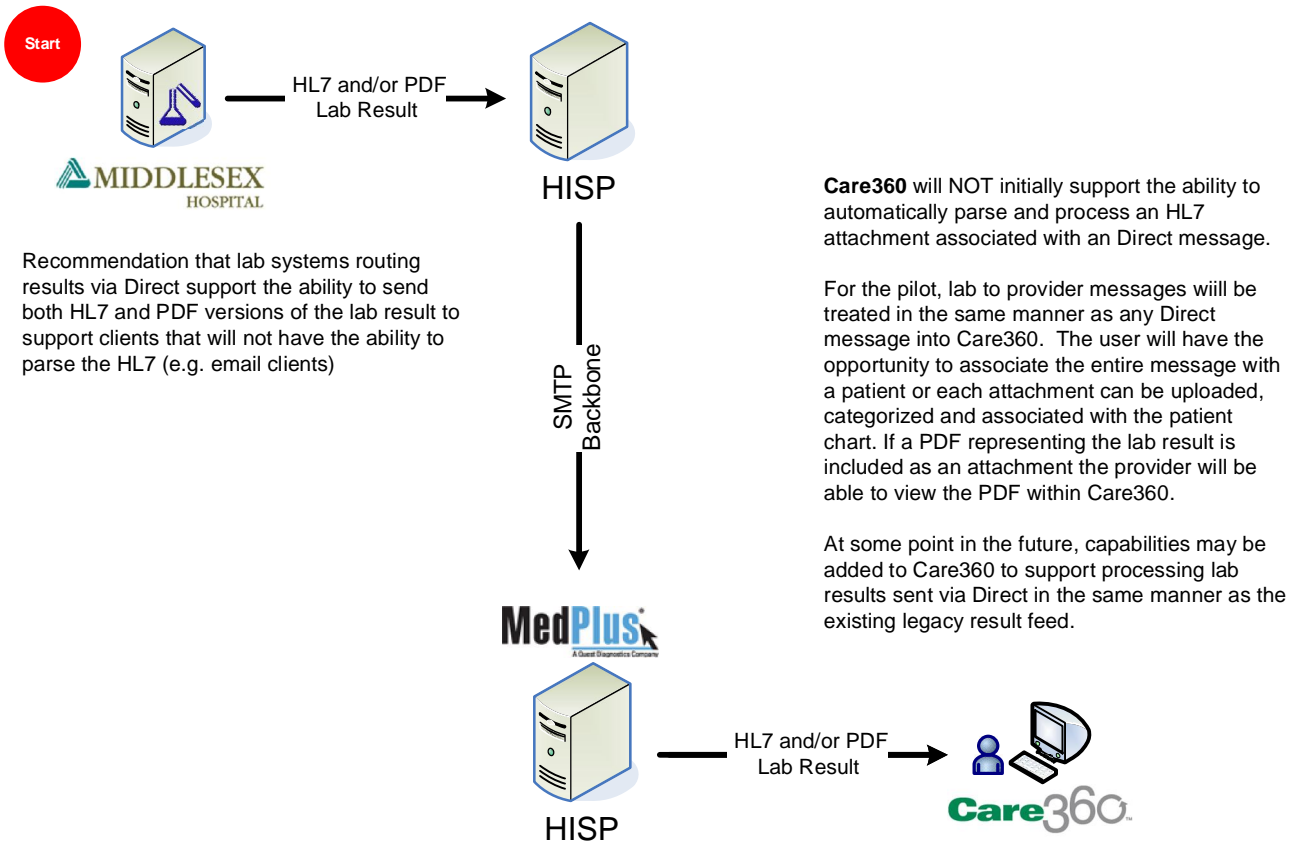
Receiving an HL7 lab message will not be very useful to a provider using an email client for Direct messaging. Inclusion of a PDF report of the lab would be most beneficial for these clients although it may be possible that a provider using an email client has a system where the attachments could be uploaded and associated with a patient chart. This would be somewhat cumbersome from a workflow standpoint but it may be an option.

## Direct Pilot Implementation: Medical Professional Services

### Lab to Provider User Story

#### Scenario 3: *Non-Quest* Lab to Care360 EHR user

Last Updated: 11/11/2010



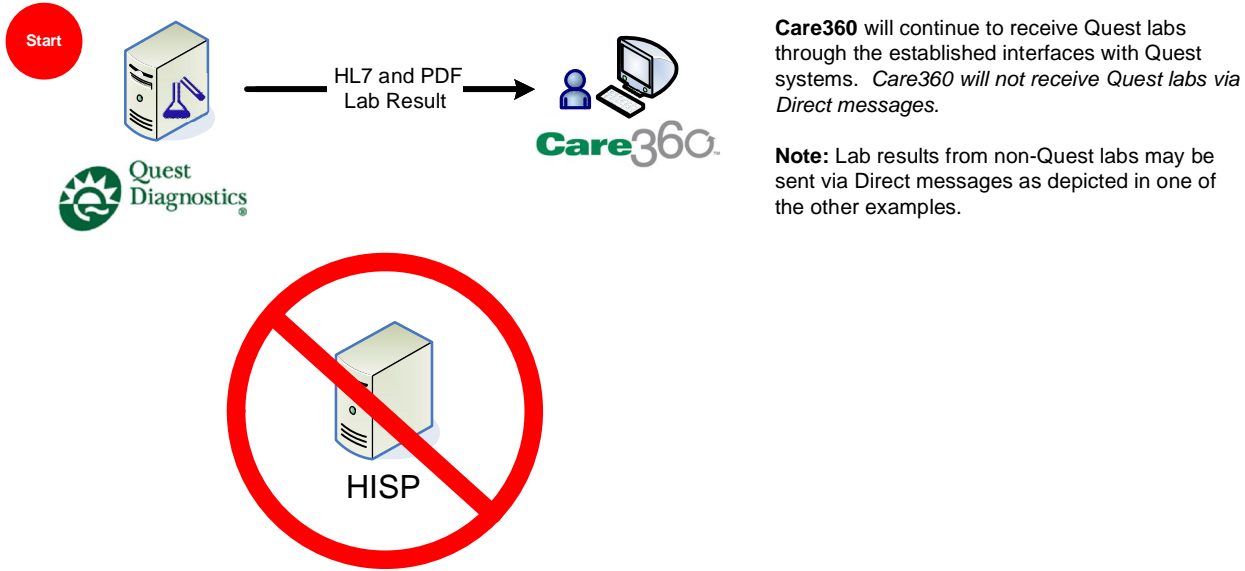
User Story URL: <http://nhindirect.org/Laboratory+sends+lab+results+to+ordering+provider>

## Direct Pilot Implementation: Medical Professional Services

### Lab to Provider User Story

#### Scenario 4: Quest lab to Care360 EHR User

Last Updated: 11/11/2010



## Direct Pilot Implementation: Medical Professional Services

### Primary Care Provider Refers Patient to Hospital User Story Scenario 1: Care360 EHR User to Middlesex Hospital

Last Updated: 11/11/2010

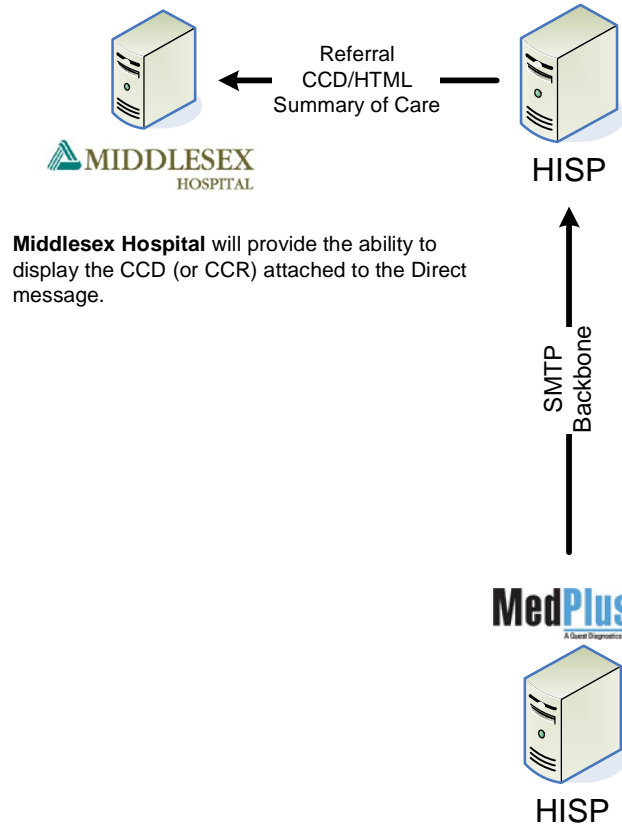
**Note:** The same general flow would apply to any PCP sending a referral to a provider in a hospital system via Direct.

There could be slight variations depending on what HISP(s) service the initiating and destination Direct addresses and on additional content that may be attached. In general a CCD or CCR should be attached (although plain text is acceptable) but additional file types may also be included (e.g. PDF, HTML, etc.)

The **Care360** user will need to know the Direct address for the hospital provider.

Care360 will generate a CCD for the patient which will be attached to the Direct message. An HTML version of the CCD will also be attached to the message.

**Note:** Either CCDs or CCRs can be generated to support meaningful use. Other systems may implement either of these standards.

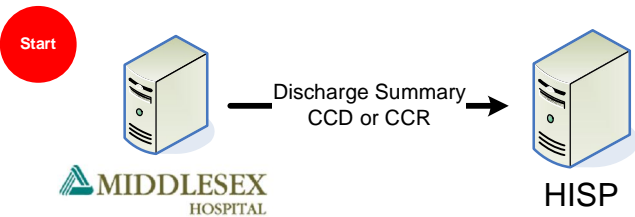


Middlesex Hospital will provide the ability to display the CCD (or CCR) attached to the Direct message.

## Direct Pilot Implementation: Medical Professional Services

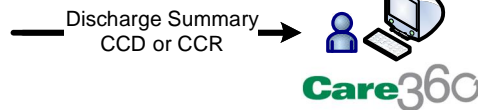
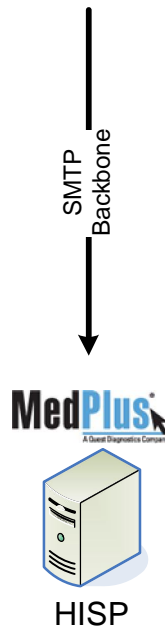
### Hospital Sends Discharge Summary to Referring Provider User Story Scenario 1: Middlesex Hospital to Care360 EHR User

Last Updated: 11/11/2010



The user at **Middlesex Hospital** will need to know the Direct address of the referring provider on Care360.

To support meaningful use Middlesex Hospital could generate a CCD or CCD (other formats may also be available). A PDF might also be included to support destination clients that cannot process a CCD/CCR (e.g. email client)



**Note:** The same general flow would apply to any hospital system sending a discharge summary to a provider on an EHR system via Direct.

There could be slight variations depending on what HISP(s) service the initiating and destination Direct addresses and on additional content that may be attached. In general a CCD or CCR should be attached but additional file types may also be included (e.g. PDF, HTML, etc.)

**Care360** will provide the ability to display the CCD/CCR attached to the Direct message. The user will have the opportunity to associate the entire message with a patient or each attachment can be uploaded, categorized and associated with the patient chart.

**Direct Pilot Implementation: Medical Professional Services**

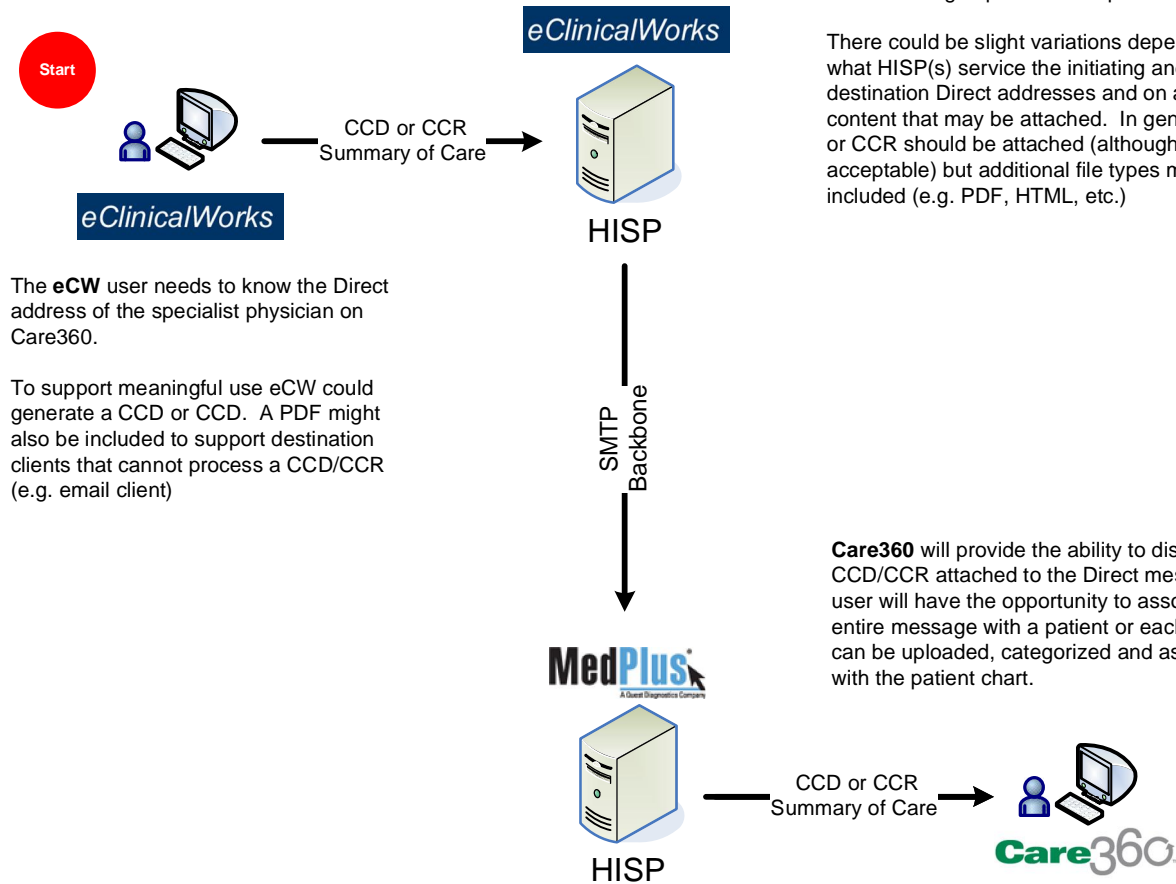
**Primary Care Provider Refers Patient to Specialist User Story**

**Scenario 1: eCW EHR PCP refers Care360 EHR Specialist**

Last Updated: 11/11/2010

**Note:** The same general flow would apply to any PCP referring a patient to a specialist via Direct.

There could be slight variations depending on what HISP(s) service the initiating and destination Direct addresses and on additional content that may be attached. In general a CCD or CCR should be attached (although plain text is acceptable) but additional file types may also be included (e.g. PDF, HTML, etc.)



The **eCW** user needs to know the Direct address of the specialist physician on Care360.

To support meaningful use eCW could generate a CCD or CCR. A PDF might also be included to support destination clients that cannot process a CCD/CCR (e.g. email client)

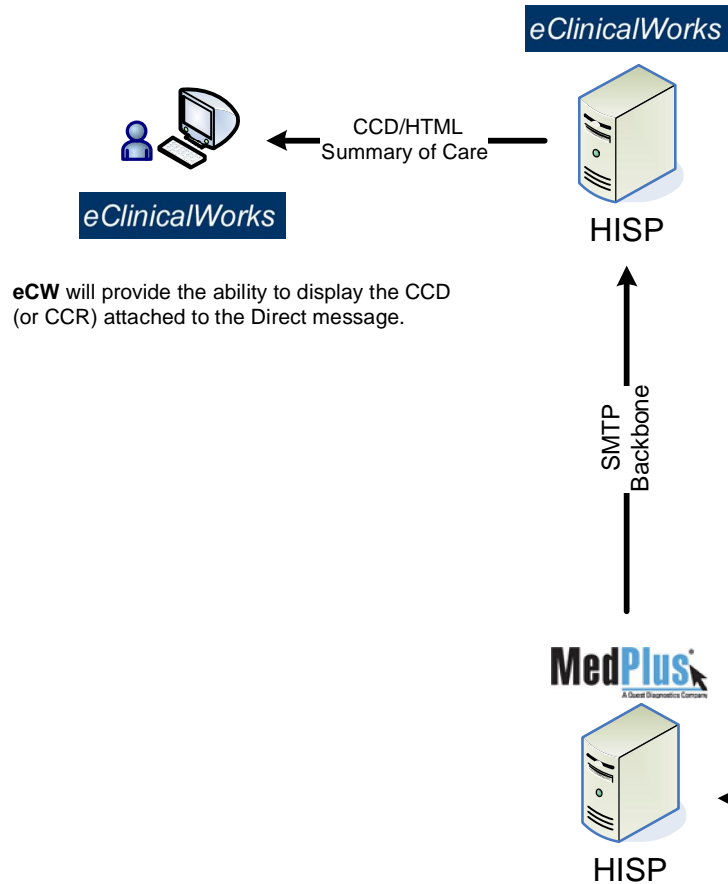
**Care360** will provide the ability to display the CCD/CCR attached to the Direct message. The user will have the opportunity to associate the entire message with a patient or each attachment can be uploaded, categorized and associated with the patient chart.

User Story URL: <http://nhindirect.org/Primary+care+provider+refers+patient+to+specialist+including+summary+care+record>

## Direct Pilot Implementation: Medical Professional Services

### Specialist Sends Summary Care Information Back to Referring Provider User Story Scenario 1: Care360 EHR Specialist sends to eCW EHR PCP

Last Updated: 11/11/2010



eCW will provide the ability to display the CCD (or CCR) attached to the Direct message.

**Note:** The same general flow would apply to any specialist sending a summary of care to a PCP via Direct.

There could be slight variations depending on what HISP(s) service the initiating and destination Direct addresses and on additional content that may be attached. In general a CCD or CCR should be attached (although plain text is acceptable) but additional file types may also be included (e.g. PDF, HTML, etc.)

The **Care360** user will need to know the Direct address for the hospital provider.

Care360 will generate a CCD for the patient which will be attached to the Direct message. An HTML version of the CCD will also be attached to the message.

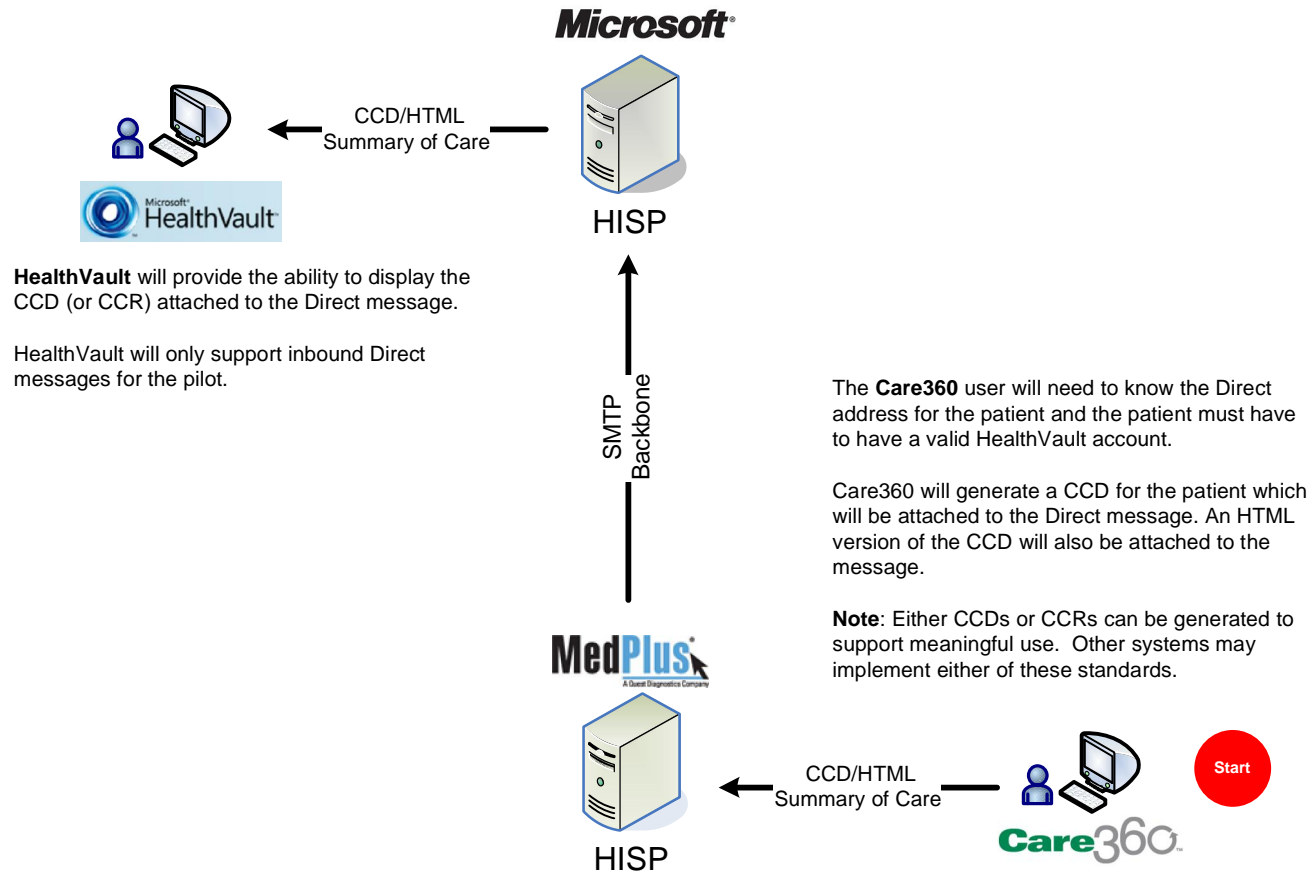
**Note:** Either CCDs or CCRs can be generated to support meaningful use. Other systems may implement either of these standards.



## Direct Pilot Implementation: Medical Professional Services

### Provider Sends Patient Health Information to the Patient User Story Scenario 1: Care360 EHR PCP sends to MS HealthVault

Last Updated: 11/11/2010



User Story URL: <http://nhindirect.org/Provider+sends+patient+health+information+to+the+patient>