



# ICC Direct Introduction and Training

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WKCC Webinar

Noon

Tuesday, September 22, 2015



**Company Confidential**

# Welcome!

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## Your Host

**Ginny Mahaney**

VP of Marketing, Infina Connect

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## Presenter

**Greg Moyer**

Vice President Products, Infina Connect

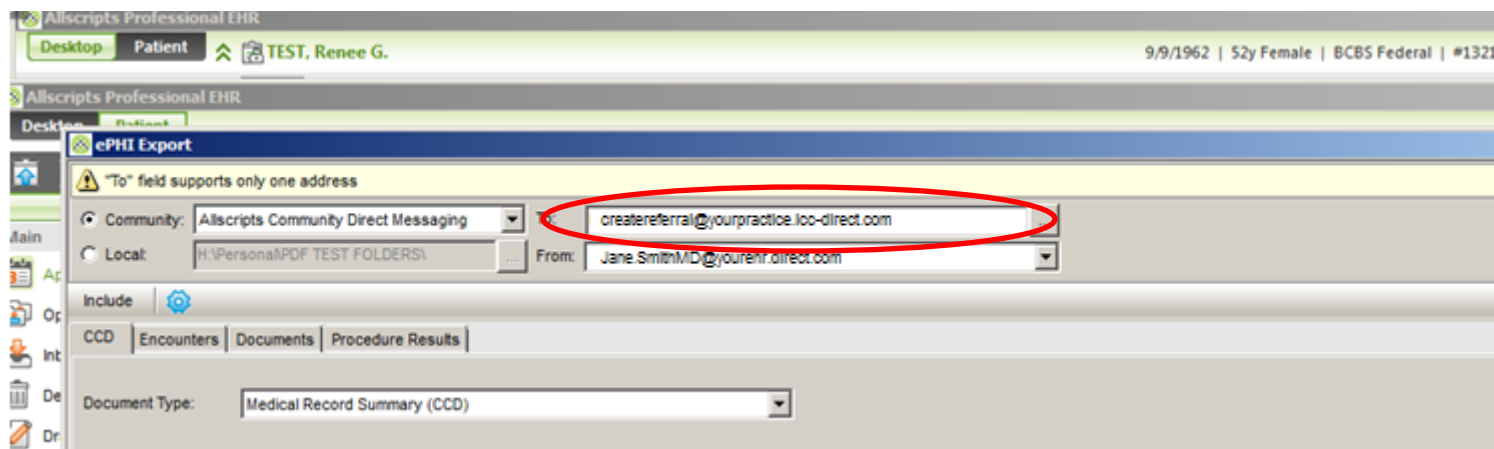
# Agenda

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- What is ICC Direct?
- Benefits of Using ICC Direct
- Overview
- Demonstration
- Provisioning ICC Direct

# What is ICC Direct?

- New capability built into ICC.
- Leverages Direct messaging to automate the creation of referrals from within any certified EHR.



- Allows providers to exchange Consolidated CDA (C-CDA) documents electronically.
- Documents are made available on the receiving side in a format that the consulting provider can easily use.
- No additional charge for using ICC Direct.

# Benefits of ICC Direct

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- Creating referrals is faster, with less manual entry and fewer entry errors
- Captures EHR updates to patient information
- Easier document exchange with your EHR
- Facilitates compliance with MU2, Core Objective 15, Measure 2 (“10%”)



# Overview

## *Direct Messaging*

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- ICC Direct uses Direct Messaging
  - The Healthcare Standard for Secure “Email”
  - Required in 2014 Edition Certified EHR Technology for compliance with Meaningful Stage 2
  
- Surescripts is our Direct Messaging service provider
  - aka, Health Information Service Provider
  - aka, HISP



# Overview

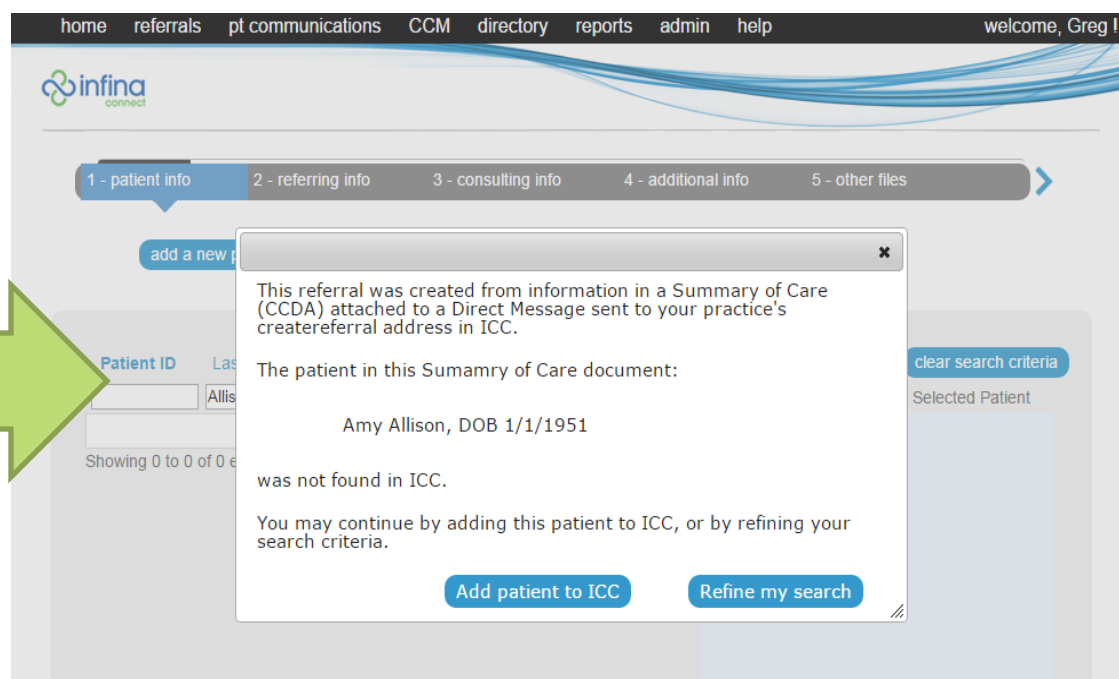
## Summary of Care (CCDA)

- ICC extracts information from a Summary of Care (CCDA) document

Amy Alice Allison, Test CCDA	
<b>Patient</b>	Amy Allison
<b>Date of birth</b>	January 1, 1951
<b>Sex</b>	Female
<b>Race</b>	White
<b>Ethnicity</b>	Not Hispanic or Latino
<b>Contact info</b>	Home phone: 111 Apple Way APT. #100 Cary, NC 27513, US Tel: +1(919)278-2200
<b>Patient ID#</b>	123-456-1111 2,16,849,1,11881-4,1
<b>Document ID</b>	Test CCDA 1,1,1,1,1,1,1,1,1
<b>Document created</b>	September 3, 2015, 13:30
<b>Performer</b>	Henry Prosser, MD
<b>Primary performer (primary care physician)</b>	Henry Prosser, MD
<b>Author</b>	Henry Prosser, MD
<b>Contact info</b>	1000 Centennial Way, Suite 250 Cary, NC 27513, US Tel: +1(919)278-2200(ext=1001)
<b>Encounter ID</b>	ICCDemo-7556-474618007-02241967056
<b>Encounter Date</b>	From September 1, 2015, 14:00 to September 1, 2015, 14:36
<b>Encounter Location</b>	ICC Primary Care of
<b>Responsible party</b>	Henry Prosser, MD
<b>Contact info</b>	1000 Centennial Way, Suite 250 Cary, NC 27513, US Tel: +1(919)278-2200(ext=1001)
<b>Personal relationship</b>	Kathleen McKeary
<b>Contact info</b>	100 Hospital Lane Springfield, VA 22153, US Tel: +1(571)268-0389
<b>Entered by</b>	Alycia Workland, RN
<b>Contact info</b>	1000 Centennial Way, Suite 250 Cary, NC 27513, US Tel: +1(919)278-2200(ext=1002)
<b>Information recipient</b>	Henry Prosser, MD
<b>Legal authentication</b>	Henry Prosser, MD signed at September 1, 2015, 00:00:00
<b>Contact info</b>	1000 Centennial Way, Suite 250 Cary, NC 27513, US Tel: +1(919)278-2200(ext=1001)
<b>Document maintained by</b>	ICC Primary Care Services
<b>Contact info</b>	1000 Centennial Way, Suite 250 Cary, NC 27513, US Tel: +1(919)278-2200

CCDA

...to create a referral



home referrals pt communications CCM directory reports admin help welcome, Greg!

1 - patient info 2 - referring info 3 - consulting info 4 - additional info 5 - other files

add a new patient

This referral was created from information in a Summary of Care (CCDA) attached to a Direct Message sent to your practice's createreferral address in ICC.

The patient in this Summary of Care document:

Amy Allison, DOB 1/1/1951

was not found in ICC.

You may continue by adding this patient to ICC, or by refining your search criteria.

clear search criteria

Selected Patient

Showing 0 to 0 of 0 entries

Add patient to ICC Refine my search

- MU2, Core Objective 15, Measure 2 (“10%”) *requires* the Summary of Care to conform to the Consolidated CDA (CCDA) standard

# Sidebar

## *Dreaded Acronyms*

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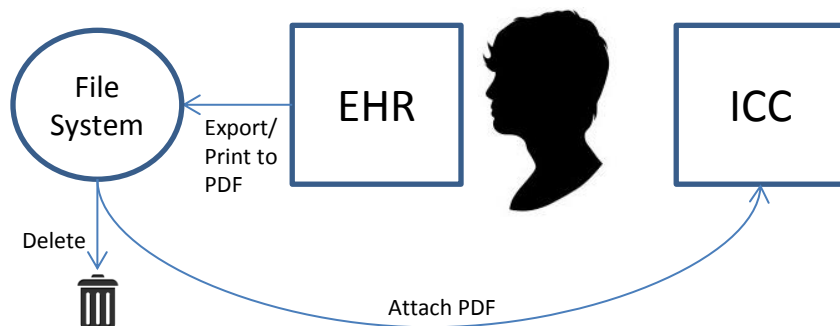
- Is a CCDA just a CCD with an “A” attached? No
- Definitions
  - CCD, Continuity of Care Document
  - CDA, Clinical Document Architecture
  - CCDA, Consolidated CDA (aka C-CDA)
- Relationships
  - *A CCD is a type of CDA document*  
Other types: Consult Note, Diagnostic Imaging Report, Referral Note, etc.
  - CCDA is an update to CDA, focused on standard templates  
Applies to 9 document types, including CCD
- For MU2, document types such as the CCD must conform to the CCDA standard



# Overview

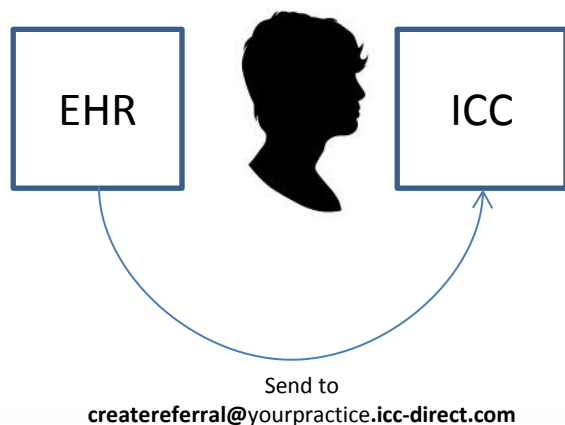
## Creating a referral in ICC

### Without ICC Direct



1. Document the referral in your EHR
2. Export or Print to PDF documentation to attach to ICC
3. Manually create the referral in ICC
4. Attach the document(s) to the ICC referral
5. Delete the exported document(s) from your file system

### With ICC Direct

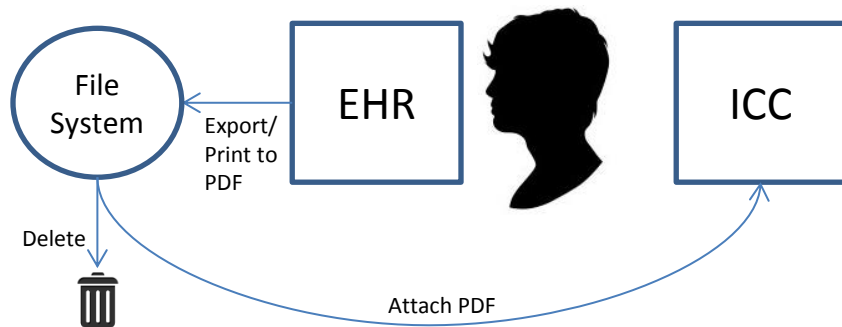


1. Document the referral in your EHR
2. Send Direct Message to ICC with Summary of Care (CCDA)
3. Review/edit the referral in ICC
  - Information is extracted from the CCDA
  - CCDA is automatically attached to the referral

# Overview

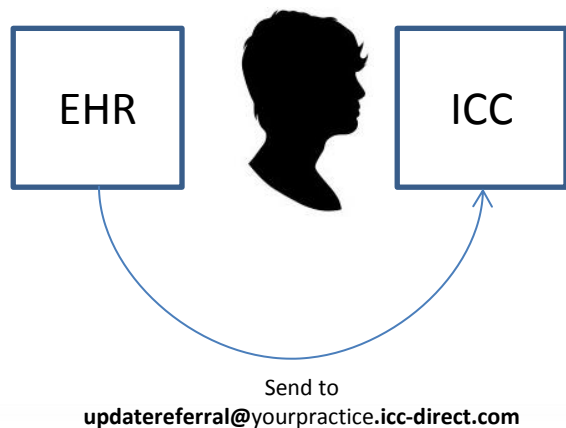
## *Updating ICC with a document from your EHR*

### *Without ICC Direct*



1. Export or Print to PDF documentation to attach to ICC
2. Attach the document(s) to the ICC referral
3. Delete the exported document(s) from your file system

### *With ICC Direct*

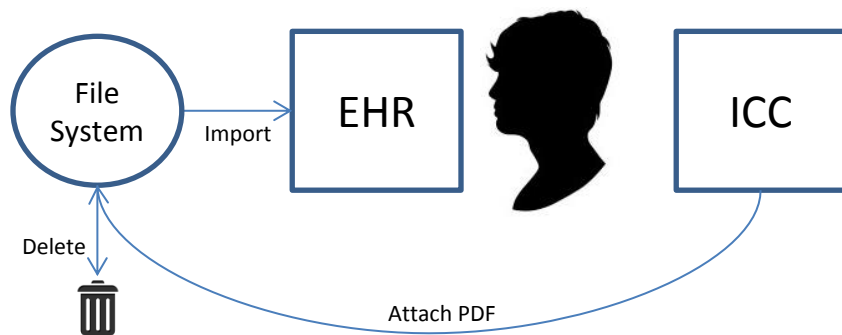


1. Send Direct Message to ICC with document(s) attached
2. Attach the document(s) to the referral

# Overview

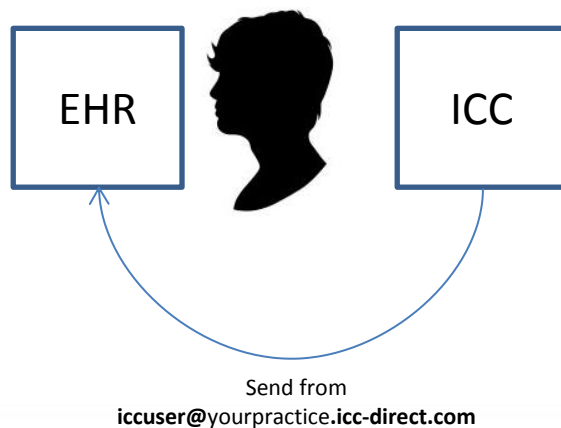
## *Updating your EHR with a document from ICC*

### *Without ICC Direct*



1. Save the ICC document(s) to your file system
2. Import the document(s) into your EHR
3. Delete the document(s) from your file system

### *With ICC Direct*



1. Send Direct Message to your EHR with document(s) attached.
2. Attach the document(s) to the patient record.

# Demo

## *Setting the Stage*

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### Character

Referring Practice  
Consulting Practice  
EHR

### Played by

Infina Primary  
Infina Consulting  
HealthVault

# Demo

## *Use Cases*

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### 1. Infina Primary creates a referral

Sends a Direct Message with CCDA attached

From their EHR: [infinaprimery@direct.healthvault.com](mailto:infinaprimery@direct.healthvault.com)

To ICC: [createreferral@infinaprimery.icc-direct.com](mailto:createreferral@infinaprimery.icc-direct.com)

### 2. Infina Consulting sends the CCDA to their EHR

Sends a Direct Message with CCDA attached

From ICC: [iccuser@infiniconsulting.icc-direct.com](mailto:iccuser@infiniconsulting.icc-direct.com) *corrected*

To their EHR: [infiniconsulting@direct.healthvault.com](mailto:infiniconsulting@direct.healthvault.com) *corrected*

### 3. Infina Consulting updates the referral with a Consult Note

Sends a Direct Message with a PDF attached

From their EHR: [infiniconsulting@direct.healthvault.com](mailto:infiniconsulting@direct.healthvault.com)

To their EHR: [updatereferral@infiniconsulting.icc-direct.com](mailto:updatereferral@infiniconsulting.icc-direct.com) *corrected*



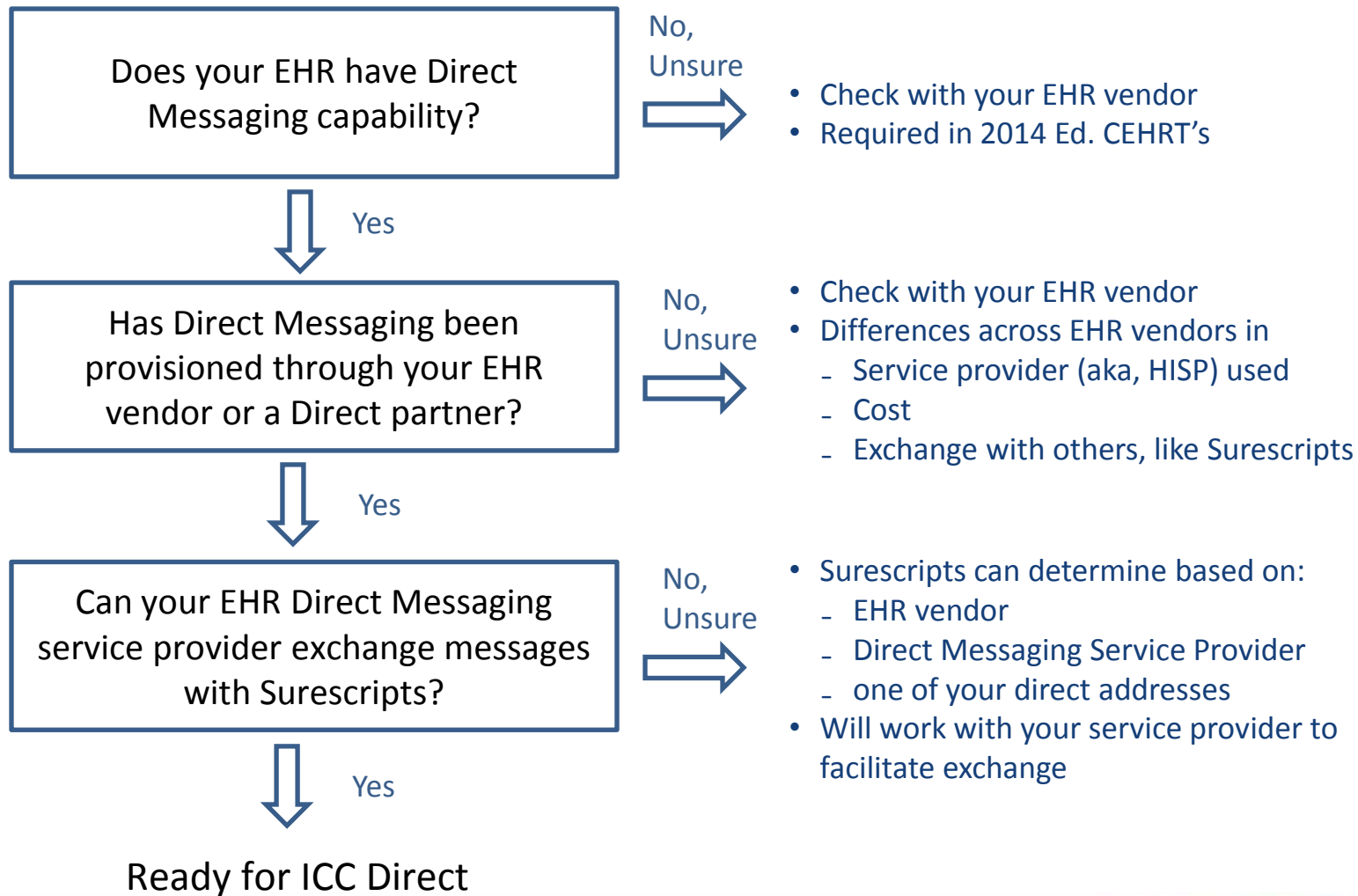
# Demo

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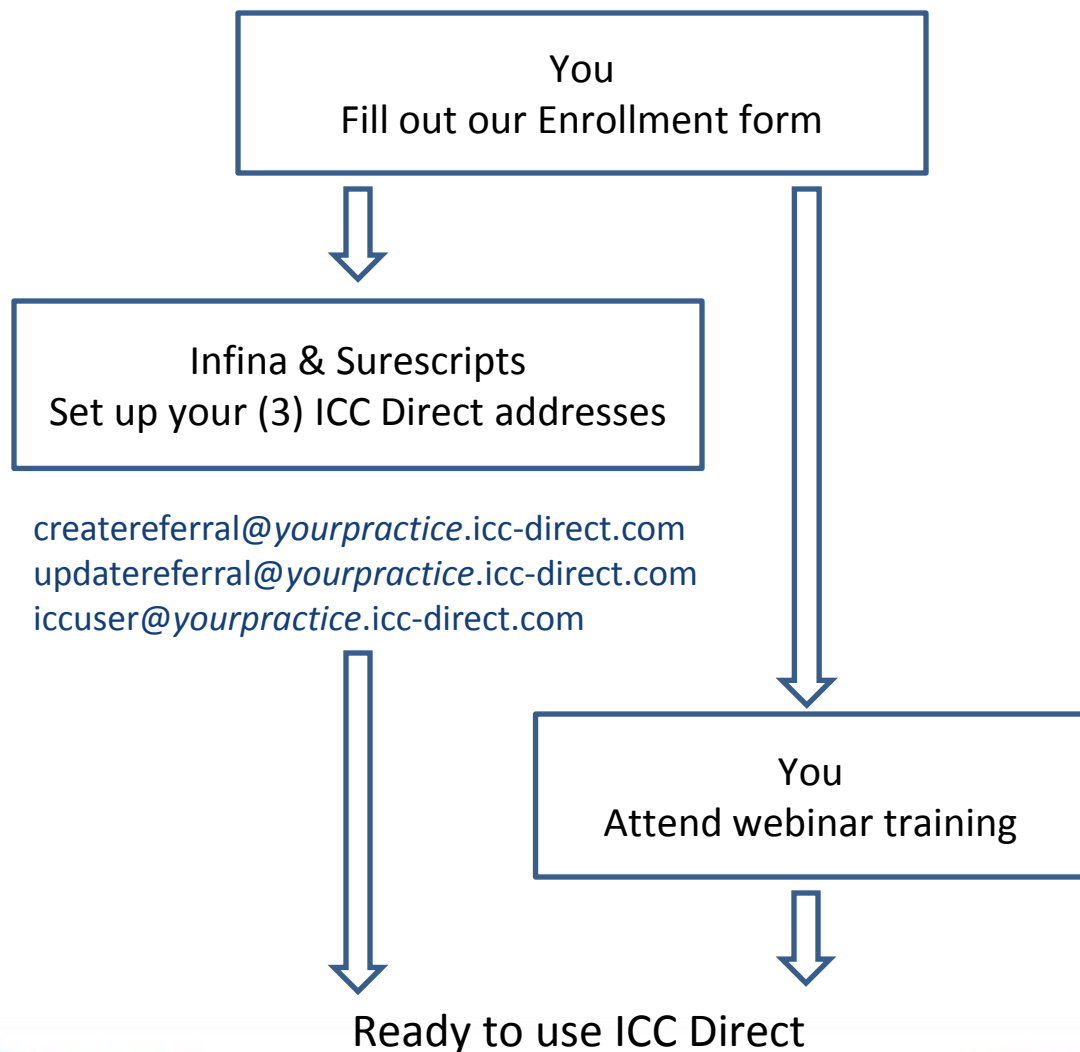


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# Provisioning ICC Direct Prerequisites



# Provisioning ICC Direct



infina connect		INTELLIGENT CARE COORDINATOR DIRECT MESSAGING ENROLLMENT FORM	ICC Enrollment Use Only Practice ID: _____ Account ID: _____
Customer Information			
Legal Business Name (as shown)			
dba (if applicable)			
Business Address (as shown)			
City, State, Zip			
Organizational NPI			
Practice Telephone			
Practice Fax			
EHR Vendor			
EHR's Direct Messaging Service Provider			
Practice Admin Name			
Practice Admin Telephone			
Practice Admin Email			
IT Contact Name			
IT Contact Telephone			
IT Contact Email			
Effective Date: _____			
Current Direct Addresses			
One or more examples of current Direct addresses			
ICC Direct Address			
Your practice name as it will appear in your ICC Direct address	@	_____	.icc-direct.com
<small>For example, the <b>createrferral</b> address for practice <b>abc123xyz</b> would be <b>createreferral@abc123xyz.icc-direct.com</b></small>			
<small>Infina Connect Healthcare Systems 1000 CentreGreen Way, Suite 250 Cary, NC 27513 Form effective date September 1, 2012</small>			





# Questions?

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