



# Secure Messaging User Guide

2014

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## 1 Introduction

Healthcode users with access to the Secure Messaging module will now benefit from a series of enhancements to the Secure Messaging service.

Enhancements to the service include:

- New and intuitive user interface
- Improved usability
- Comparable to familiar email applications
- New visual representation of Global Directory
- Independent New Message preview pane

## 2 Overview of the Secure Messaging

Healthcode's Secure Messaging service uses encryption to online banking standards, allowing the efficient transmission of confidential information between your practice, hospitals, consultants and insurers.

As a healthcare professional, you have a duty to ensure patient information is stored and transmitted securely. Standard unencrypted email should never be used to transmit confidential information; neither should this information be transmitted by fax. With Healthcode's Secure Messaging service the integrity of your patient data is ensured. It can be used for:

- Querying bills
- Planning patient discharges
- Discussing managed care for patients
- Confirming or discuss treatment protocols
- Sending / Receiving medical reports
- Discussing coding procedure
- Planning work scheduling



### 3 Accessibility

The Secure Messaging service is available via your Healthcode account. Secure Messaging is available to Healthcode customers who have subscribed to a service package.


For more information and prices, please contact the Business Development team on 01784 263 150 or email [busdev@healthcode.co.uk](mailto:busdev@healthcode.co.uk)

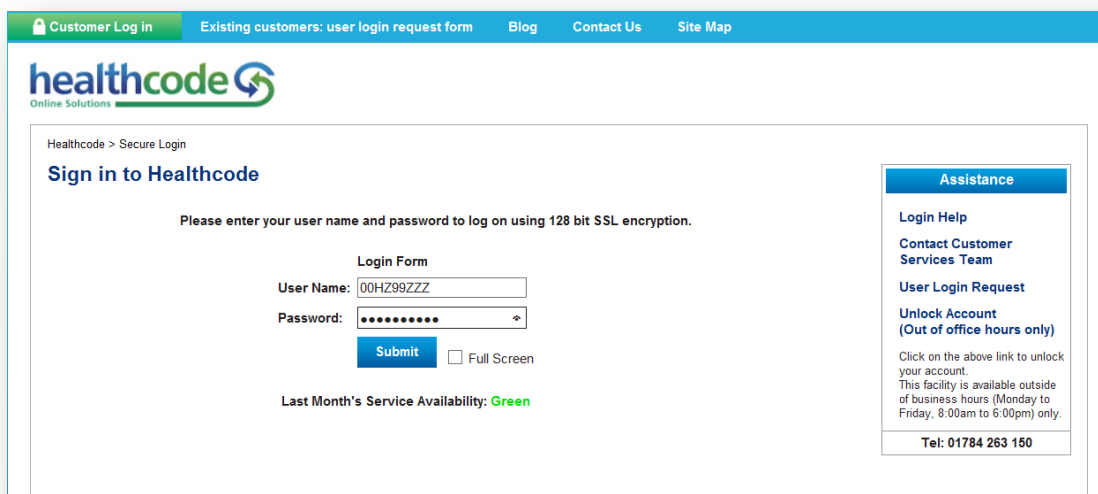
#### 3.1 Logging In

To login, open your Internet Explorer browser and simply use the same username and password you use to login to your Healthcode account.

You can access the secure system via the Customer Login button on our website:  
<http://www.healthcode.co.uk>

For login assistance, please refer to **Login Help** on the Healthcode login page or contact Customer Services on 01784 263 150 or email [custserv@healthcode.co.uk](mailto:custserv@healthcode.co.uk)

Enter your login details (case sensitive) into the Login Form and click .



If this is your first time logging in, the system will prompt you to change your password. From the main navigation menu, select '**Messaging**', and a new window will display. This allows you to continue with your work on the main system as well as manage your message alongside.

#### 3.2 Security

Healthcode recognise that data protection is crucial; all Healthcode systems are encrypted to the same standards of online banking. To ensure a high level of security is maintained, you will be timed out of your user session if it has been inactive for more than 20 minutes and you will be required to log back in.

## 4 Status Page

All Secure Messaging users once logged in will be presented with the relevant Healthcode **Status** page.

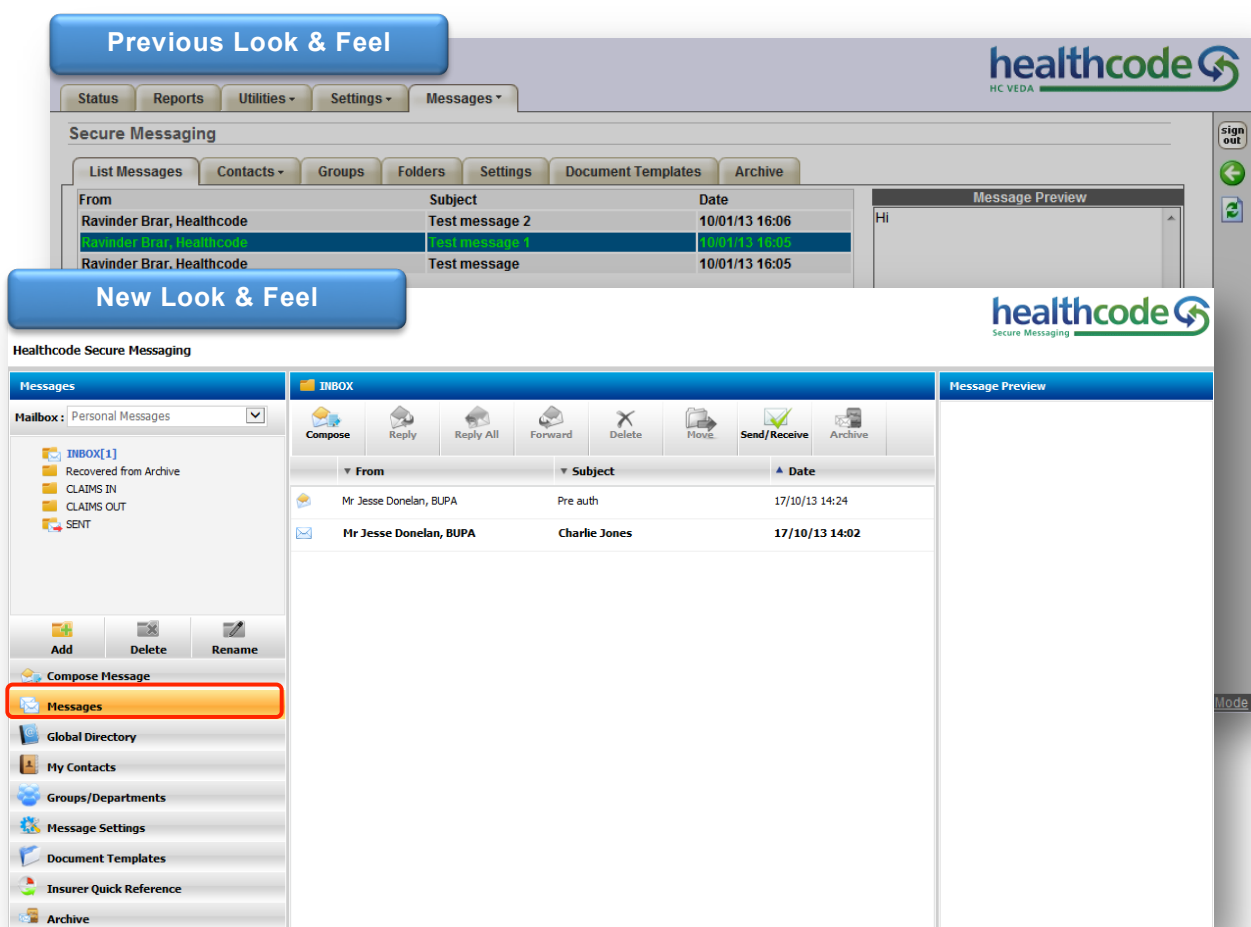
The Secure Messaging system is accessed via the **Messaging** tab.

## 5 Messages

The **Messaging** tab allows users to view a listing of messages using a Mailbox system.

By default, the **Messages** page is set to display a listing of personal messages within the user's **Inbox**.

Users can select another mailbox or folder using the search filters at the top of the page.



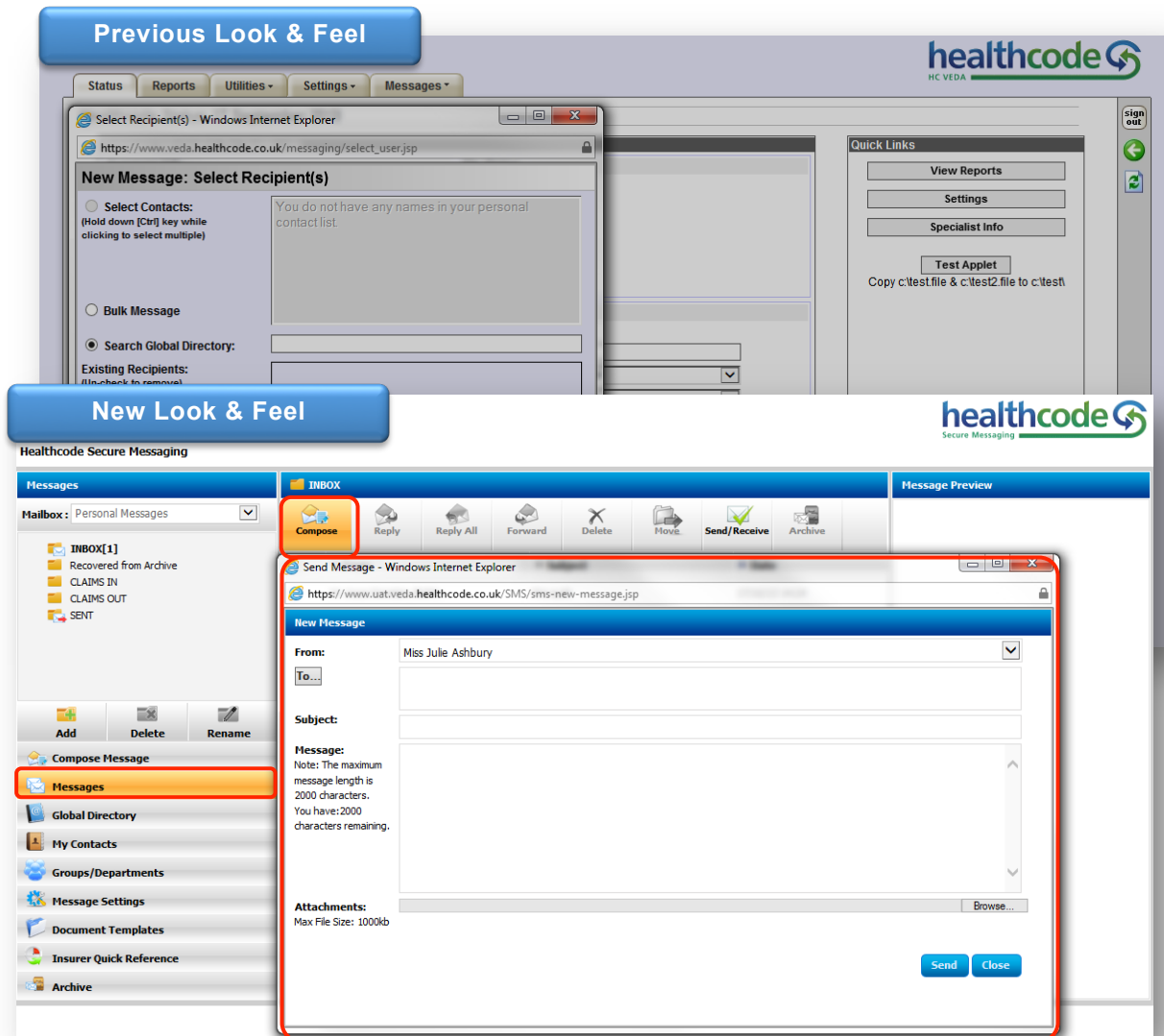
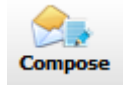
Users can **Add**, **Delete** and **Rename** folders via the **Messages** page. Please note these user actions only apply to mailbox folders that have been created by the user.

**Inbox**, **Sent** and **Recovered from Archive** folders cannot be deleted or renamed by the user.

## 6 Compose Messages

Users can compose a new Secure Message by clicking the **Compose Message** tab or via the

**Messages** page by selecting



To search for a recipient from the **New Message** window, type full or partial search characters into the



field and a list of contacts that match your search criteria will display in the drop down list. To

select the recipient, simply click on the contact and they will display in the



field.

Send Message - Windows Internet Explorer

https://www.veda.healthcode.co.uk/SMS/sms-new-message.jsp

**Send Message to Mr Jesse Donelan**

**From:** Miss Julie Ashbury

**To...** Mr Jesse Donelan,


**Subject:**


**Message:**  
Note: The maximum message length is 2000 characters.  
You have: 2000 characters remaining.

**Attachments:**  
Max File Size: 1000kb

Browse...

Send Close

For a more comprehensive search return, click the  button and the **Select Recipient** window will display.


Enter partial or full search characters into the **Search for** field and click .

A list of Secure Messaging users that match your search criteria will display detailing their name, organisation, department and job title:

Select Recipient(s) -- Webpage Dialog

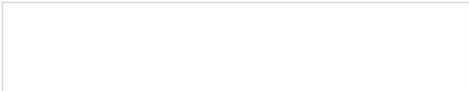
https://www.veda.healthcode.co.uk/SMS/search\_contact.jsp?initialised=true&dontPassForward=true&toNames=Jesse\_Donelan&toId=00GU610\


**Select Recipient (s)**

**Search For:** Jesse Donelan 

Name	Organisation	Department	Job Title
Mr Jesse Donelan	BUPA	Claims	Claims

**Existing Recipients:**  
(Un-check to remove)





To multi-select users, hold down your **Ctrl key** and ensure recipients highlight in yellow.

Once multiple recipients have been selected, click **Continue >>** and the recipients will be added to the **To...** field on the **New Message** window.

Send Message - Windows Internet Explorer

https://www.veda.healthcode.co.uk/SMS/sms-new-message.jsp?inresponseto=2013101714231714737220095&told=00GU610WU&senderId=00GU

**Send Message to Multiple Recipients**

**From:** Miss Julie Ashbury

**To...** Mr Jesse Donelan, Mr Geoff Builder,

**Subject:**

**Message:**  
Note: The maximum message length is 2000 characters.  
You have: 1678 characters remaining.

**Attachments:**  
Max File Size: 1000kb

Send Close

From the **Select Recipient** window you can remove existing recipients of the message by clicking the un-check box beside the recipient's name:

Select Recipient(s) -- Webpage Dialog

https://www.veda.healthcode.co.uk/SMS/search\_contact.jsp?initialised=true&dontPassForward=true&toNames=Mr\_Jesse\_Donelan&told=p10W

**Select Recipient (s)**

Search For: Geoff Search

Name	Organisation	Department	Job Title
Mr Geoff Builder	Donelan Memorial Hospital		Finance

**Existing Recipients:**  
(Un-check to remove)

☒ Mr Jesse Donelan

Continue >>

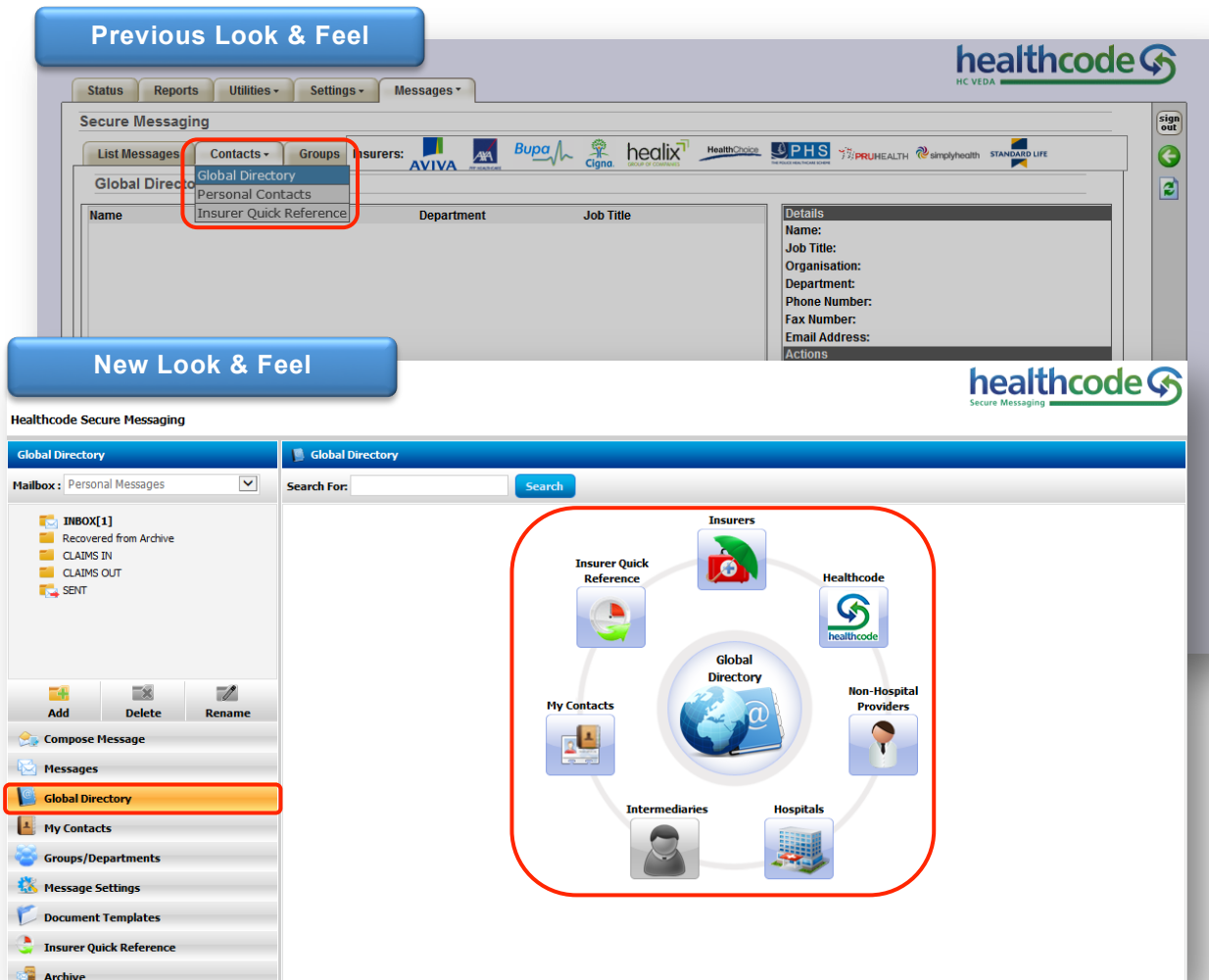
To remove a recipient from the **New Message** window, simply highlight the recipient and delete or backspace to remove.

Once a recipient(s) have been selected, you can compose the Subject and Message content and add any attachments.

## 7 Global Directory

The Global Directory is a list of group mailboxes and individual contacts available on the Secure Messaging network.

All users set-up for Secure Messaging appear within the **Global Directory**.



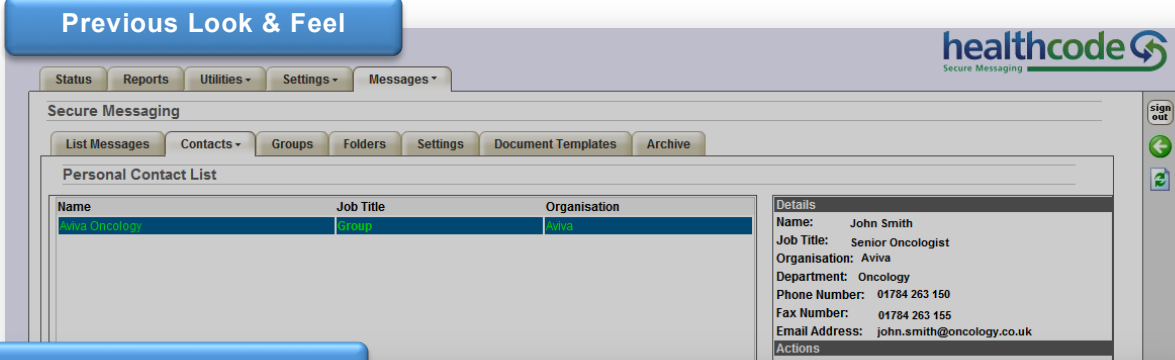
Some accounts will also have groups of users' set-up where the Secure Message will be received via a group Mailbox that all users within the group will have access to.

Groups are listed with a department of Group Account.

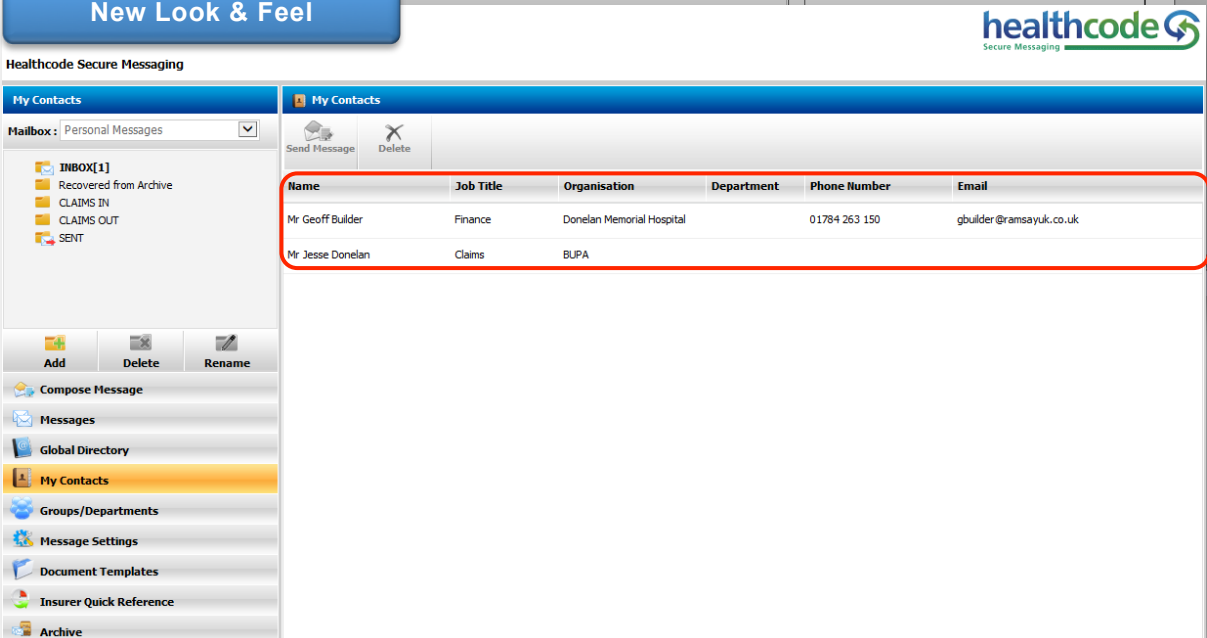
## 8 My Contacts

A listing of your personal contacts can be found within the **My Contacts** tab.

Previous Look & Feel

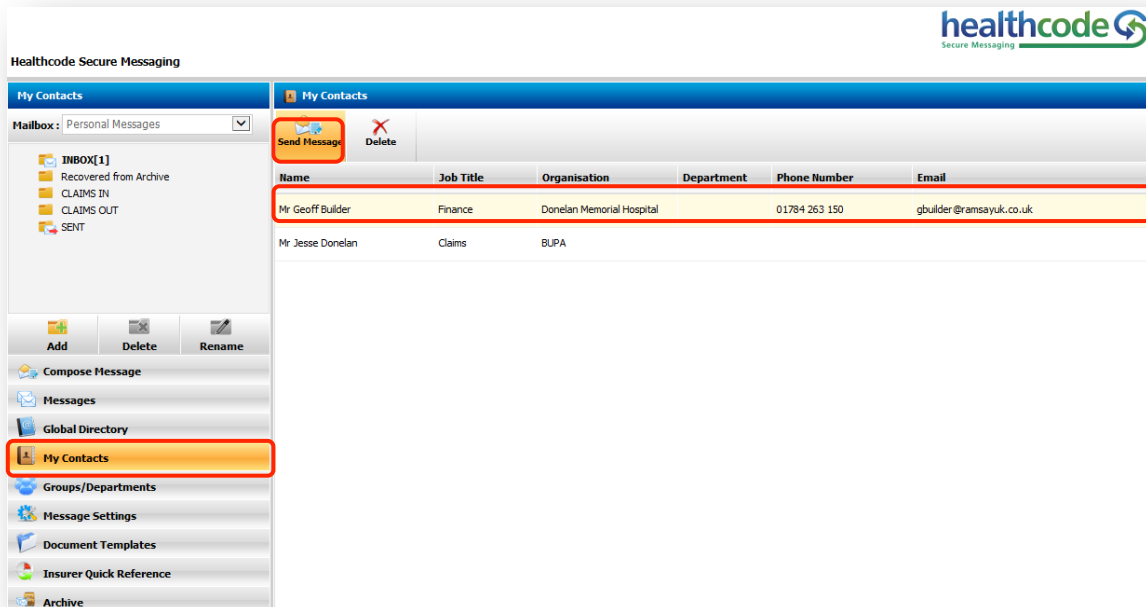



New Look & Feel

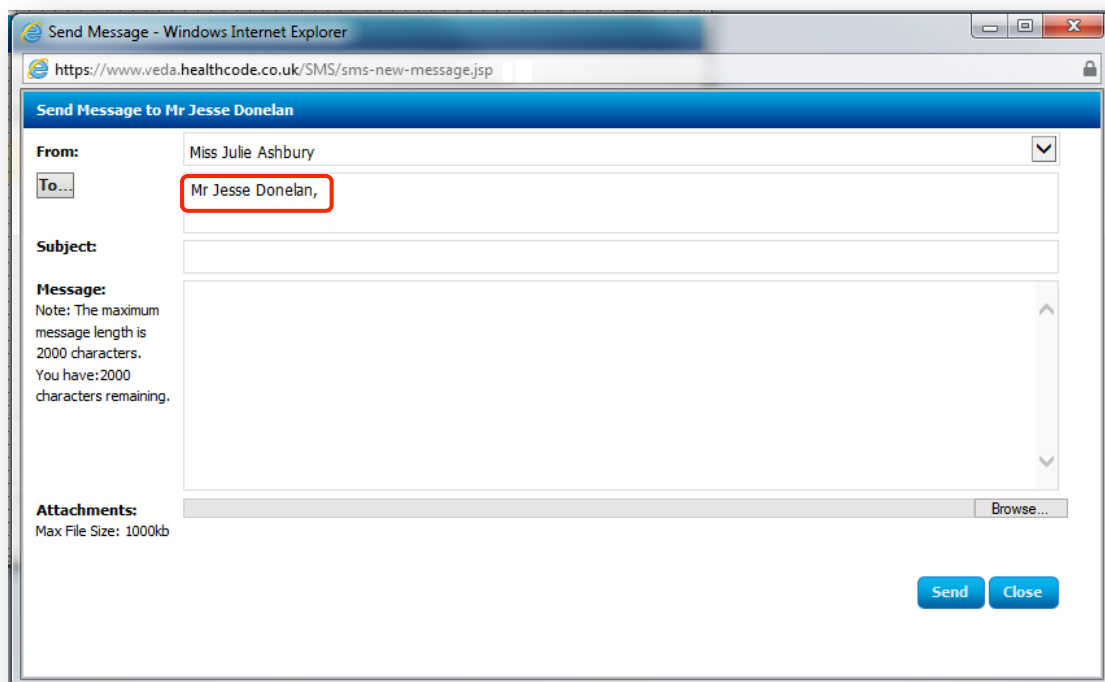


To send a Secure Message to a personal contact from your **My Contacts** listing, click the contact to

highlight and select



Once selected, a **New Message** window will appear, displaying the recipient name in the  field.

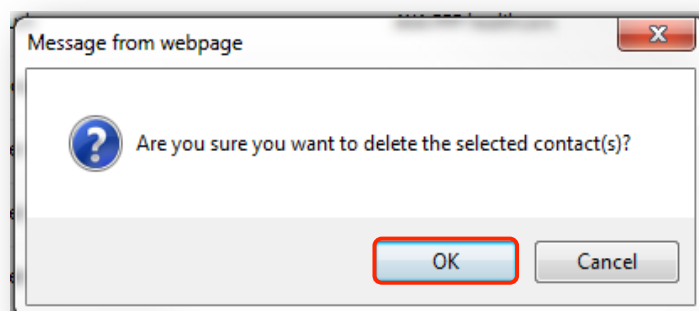






To delete a contact from your **My Contacts** listing, select the contact to highlight and then click

Once selected, the below confirmation message will display. If you are sure that you want to delete the selected contact(s) click **OK** and they will be removed from your **My Contacts** listing.



## 9 Groups/Departments

The Secure Messaging system enables you to assign yourself to a particular department.

For this purpose, your department is the organisational department to which you belong.

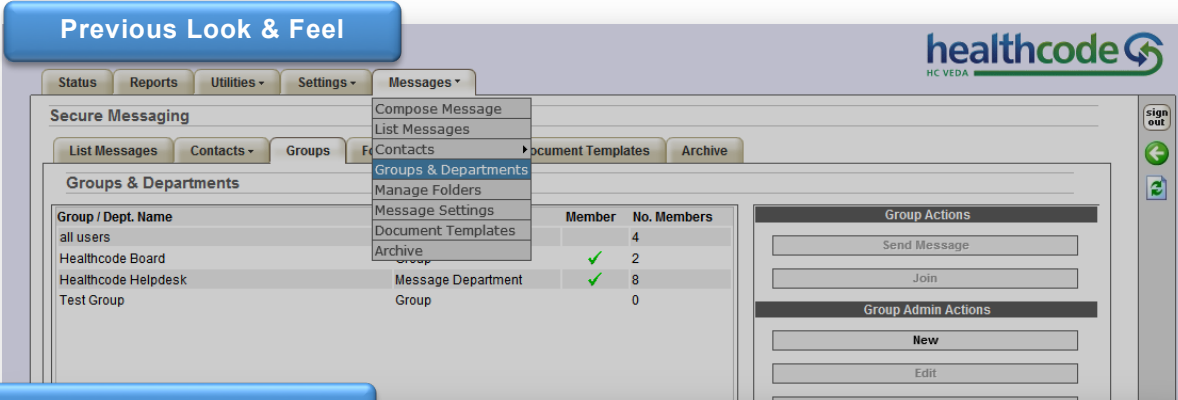
You don't have to be set-up against a department but you can only be set-up against one department at any one time.

You can select the department you wish to be displayed at from the **Message Settings** tab.

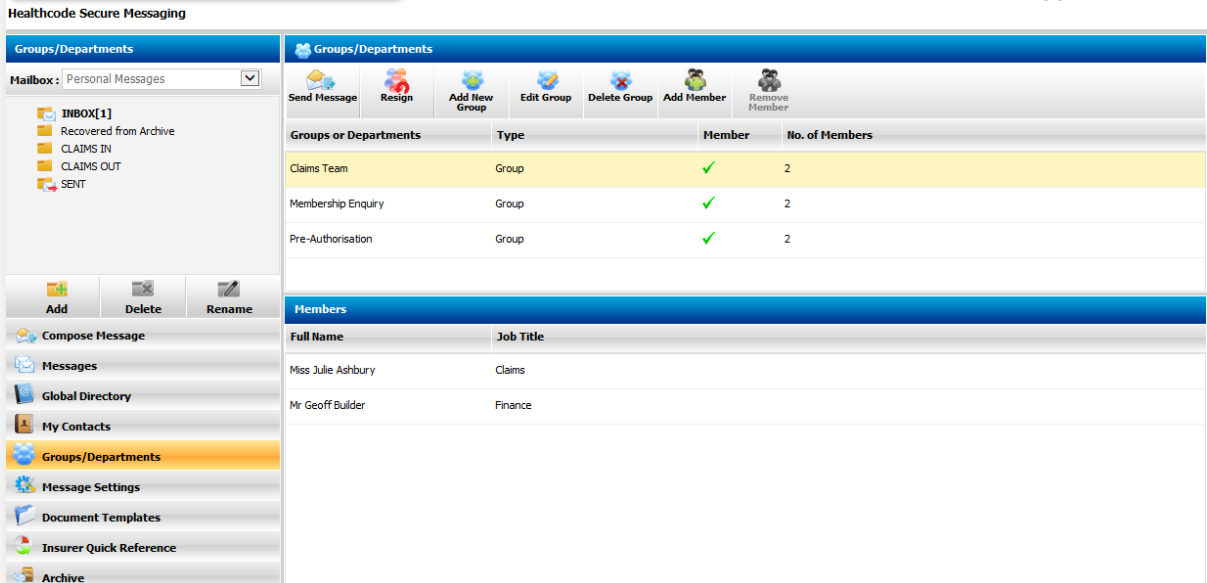
If you have the appropriate permissions, you will also be able to create new **Groups/ Departments**.

A department can be set-up as a message or non-message department. A message department is able to receive messages sent to the department message account rather than individual users.

Previous Look & Feel



New Look & Feel




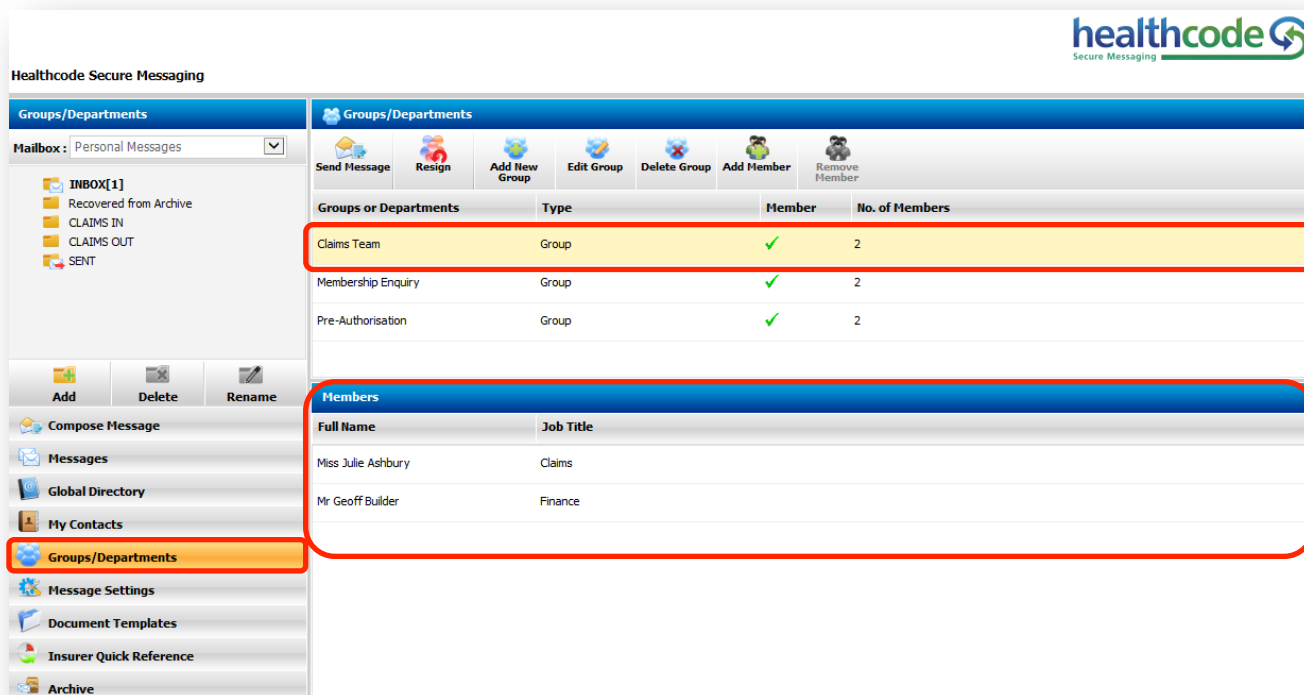
Groups or Departments	Type	Member	No. of Members
Claims Team	Group	✓	2
Membership Enquiry	Group	✓	2
Pre-Authourisation	Group	✓	2

Members	
Full Name	Job Title
Miss Julie Ashbury	Claims
Mr Geoff Builder	Finance

**Groups/Departments** are displayed by name, group type and the number of members.

If a user is already a member of a Group/Department this will be indicated by a  within the member column next to the respective Group/Department. To view a list of group/department members, click to highlight the Group/Department and the belonging members will display within the Members pane:




The screenshot shows the Healthcode Secure Messaging interface. On the left is a sidebar with a 'Mailbox' dropdown set to 'Personal Messages' and a list of folders: INBOX[1], Recovered from Archive, CLAIMS IN, CLAIMS OUT, and SENT. Below these are buttons for Add, Delete, and Rename, followed by links for Compose Message, Messages, Global Directory, My Contacts, Groups/Departments (highlighted with a red box), Message Settings, Document Templates, Insurer Quick Reference, and Archive. The main area is titled 'Groups/Departments' and contains a toolbar with icons for Send Message, Resign, Add New Group, Edit Group, Delete Group, Add Member, and Remove Member. Below the toolbar is a table with columns: Groups or Departments, Type, Member, and No. of Members. The table lists three groups: Claims Team, Membership Enquiry, and Pre-Authorisation, all of which are 'Group' type and have 2 members. Each has a green checkmark in the Member column. The 'Claims Team' row is highlighted with a red box. Below the table is a 'Members' pane, also highlighted with a red box, which contains a table with columns 'Full Name' and 'Job Title'. It lists two members: Miss Julie Ashbury (Claims) and Mr Geoff Bulder (Finance).


Groups or Departments	Type	Member	No. of Members
Claims Team	Group	✓	2
Membership Enquiry	Group	✓	2
Pre-Authorisation	Group	✓	2

Full Name	Job Title
Miss Julie Ashbury	Claims
Mr Geoff Bulder	Finance

Users can assign themselves to a particular Group/Department by clicking on the group to highlight and

then selecting . Once selected, the user's name will appear in the Members listing within the respective Group/Department.

To send a new message from the Groups/Departments window select a contact to highlight and then

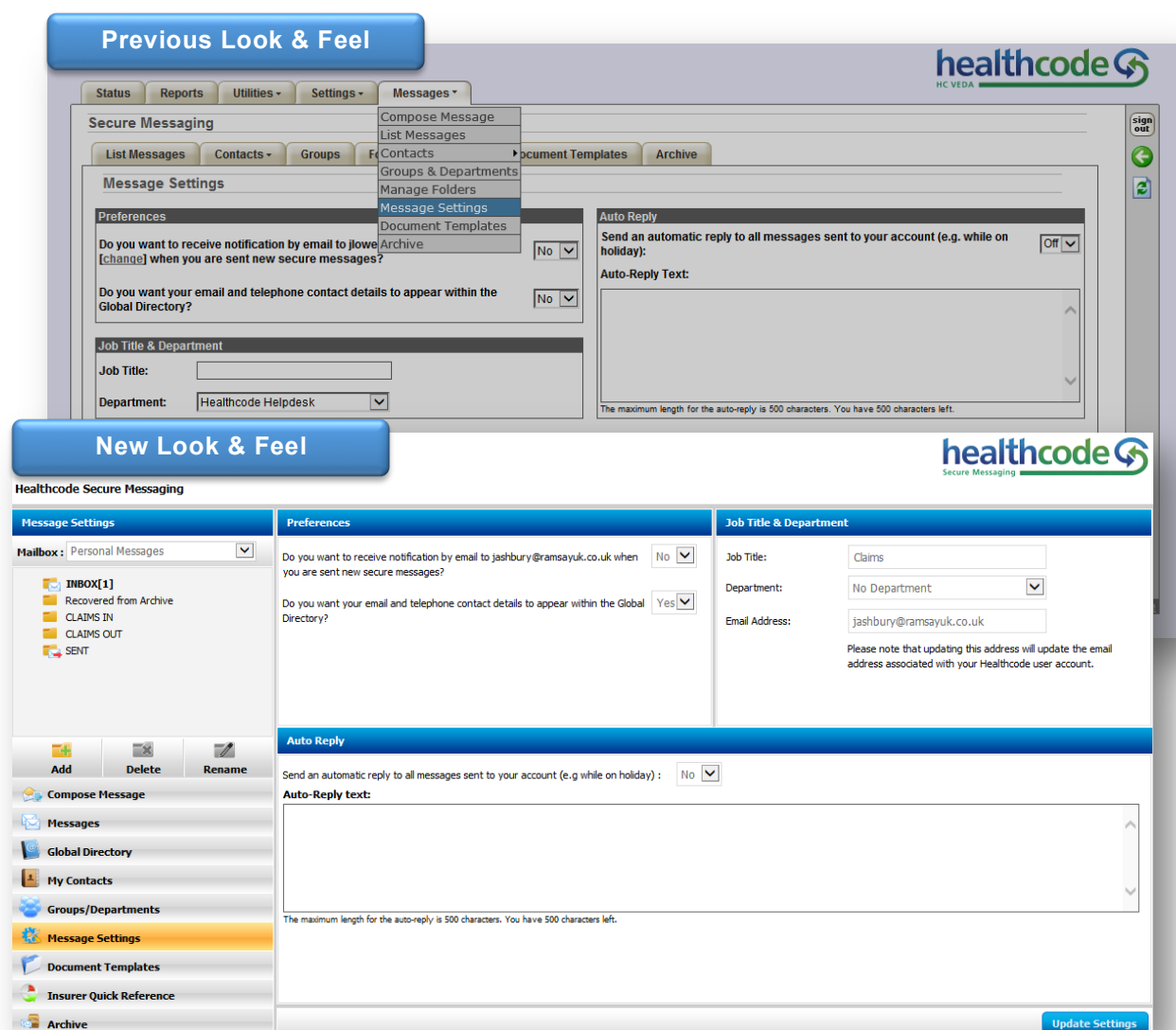
select . Once selected, a **New Message** window will appear.

User actions also allow users to Add New Groups, Edit Groups, Delete Groups, Add Members and Remove Members. **User actions are based on user privileges.**

To check your account privileges, please contact Customer Services on 01784 263 150 or by emailing [custserv@healthcode.co.uk](mailto:custserv@healthcode.co.uk)

## 10 Message Settings

The Secure Messaging system allows you to define a set of information personal to you.



The **Message Settings** page allows users to manage the following information:

- **Preferences:** Set your preferences for receiving email notifications as well as email and telephone preferences for the Global Directory
- **Job Title & Department details:** Set your job title, department and email address to appear within the Global Directory
- **Auto Reply message:** Set an email notification when you receive a Secure Message to automatically reply to messages when you are out of the office or on holiday

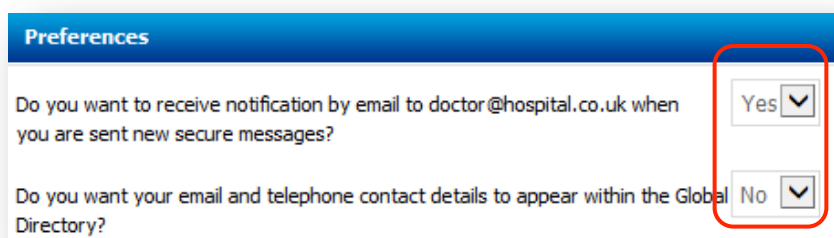
## 10.1 Preferences

The email address held against your account will be displayed by default.

Set your email notification and **Global Directory** preferences by selecting **Yes** or **No** from the drop down field.

If you do not want to receive email notifications select **No**.

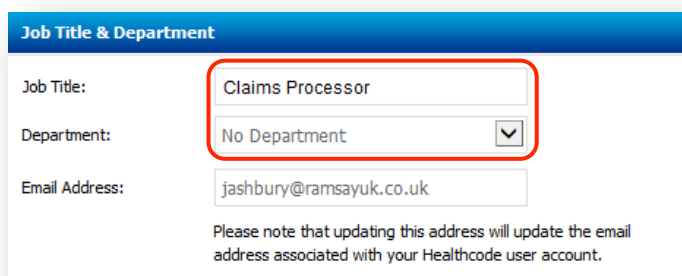
By default, your account will be set to receive email notifications when you are sent a new Secure Message. Global Directory preferences will be set to **No**.



The screenshot shows a 'Preferences' window with a blue header. It contains two questions with corresponding dropdown menus. The first question is 'Do you want to receive notification by email to doctor@hospital.co.uk when you are sent new secure messages?' with a 'Yes' dropdown. The second question is 'Do you want your email and telephone contact details to appear within the Global Directory?' with a 'No' dropdown. Both dropdown menus are highlighted with a red rectangle.

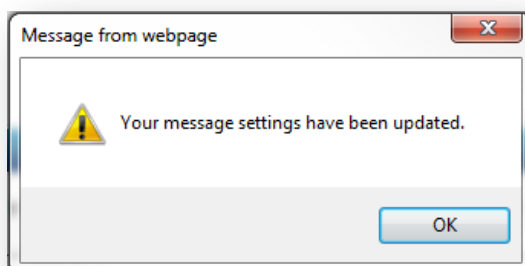
**This setting can be changed at any time.**

Change or edit your email address via the **Job Title & Department** message settings. Simply enter the email address you want the notifications to go to into the space provided. See below:



The screenshot shows a 'Job Title & Department' form with a blue header. It has three input fields: 'Job Title' with 'Claims Processor', 'Department' with 'No Department' (and a dropdown arrow), and 'Email Address' with 'jashbury@ramsayuk.co.uk'. A red rectangle highlights the 'Job Title' and 'Department' fields. Below the fields is a note: 'Please note that updating this address will update the email address associated with your Healthcode user account.'

To save any changes click **Update Settings**. Once updated, the following confirmation message will display:

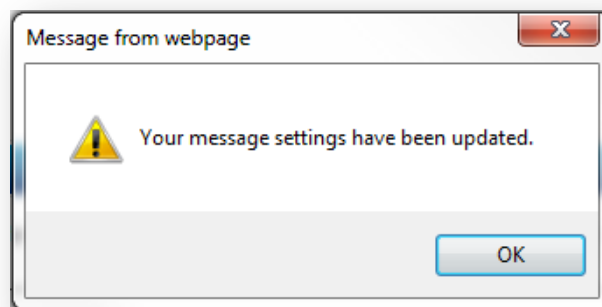


## 10.2 Auto Reply

The Secure Messaging system is able to send an automatic reply to any messages you receive.

To set your Auto Reply message, select **Yes** from the drop down field and enter the Auto-Reply text. See below:

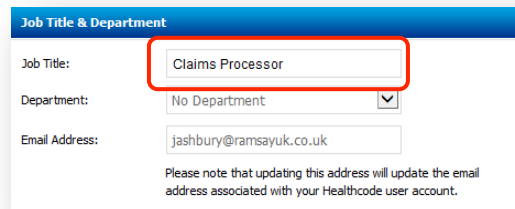
To save changes click [Update Settings](#). Once updated, the below confirmation message will display:



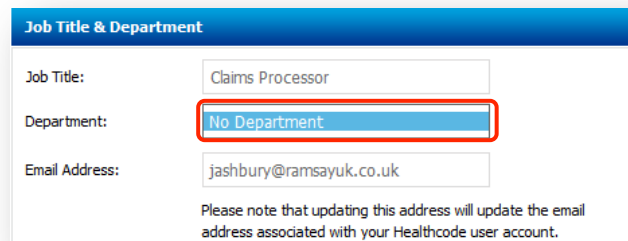
### 10.3 Setting Job Title & Department / Global Directory Settings


By default, your name and your account will appear on the **Global Directory** listing in order for all Secure Messaging users to be able to send you a Secure Message.

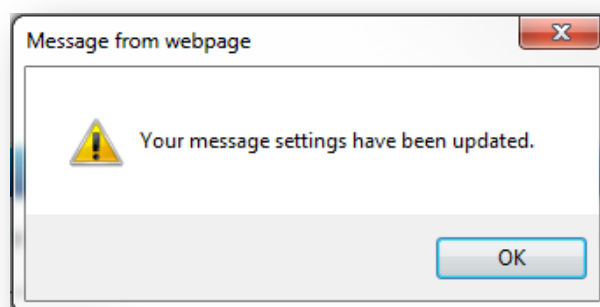
Enter your **Job Title** into the space provided. This will be visible to all users.



To set your Department, select a department from the drop down list (if applicable). Your account may already have departments set up that you can assign yourself to via the **Groups/Departments** tab.

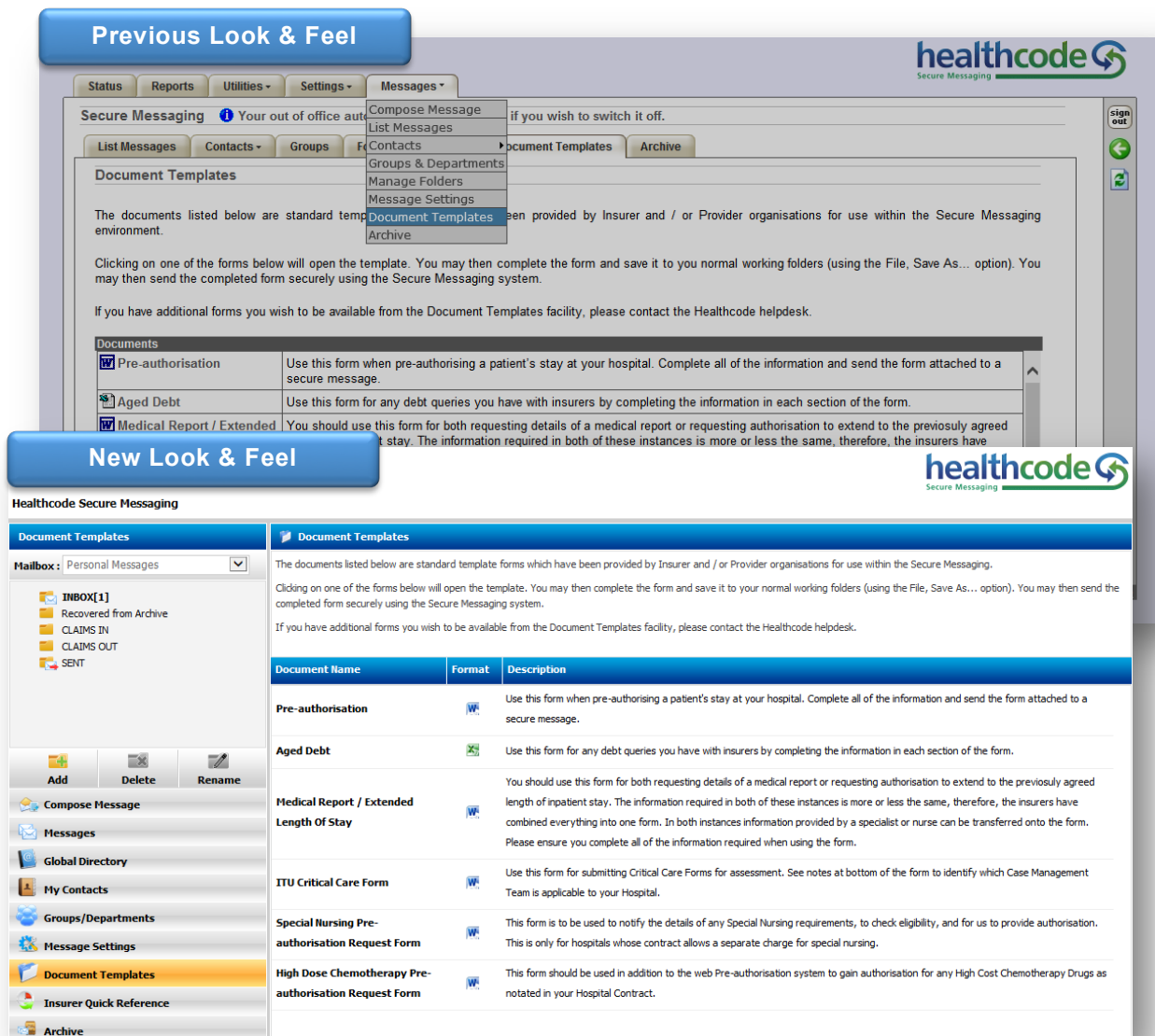


To save changes click . Once updated, the below confirmation message will display:



## 11 Document Templates







A selection of Document Templates has been provided for use within the Secure Messaging service.



Each document is supported by a guide to using the document or form to assist the user.



To download a document, you can do so by clicking on the file format icon against the Document Name:

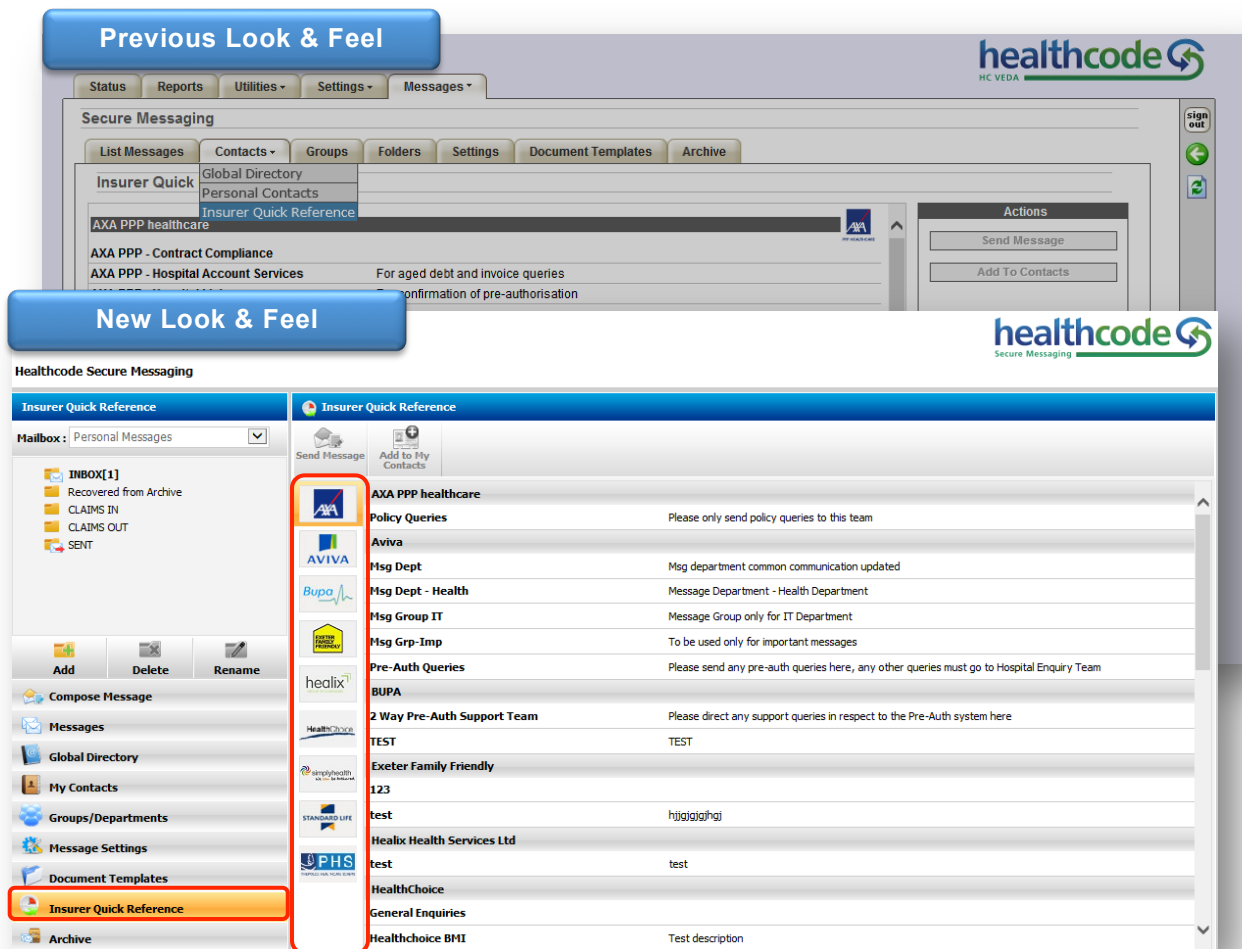
Document Name	Format	Description
Pre-authorisation		Use this form when pre-authorising a patient's stay at your hospital. Complete all of the information and send the form attached to a secure message.
Aged Debt		Use this form for any debt queries you have with insurers by completing the information in each section of the form.
Medical Report / Extended Length Of Stay		You should use this form for both requesting details of a medical report or requesting authorisation to extend to the previously agreed length of inpatient stay. The information required in both of these instances is more or less the same, therefore, the insurers have combined everything into one form. In both instances information provided by a specialist or nurse can be transferred onto the form. Please ensure you complete all of the information required when using the form.
ITU Critical Care Form		Use this form for submitting Critical Care Forms for assessment. See notes at bottom of the form to identify which Case Management Team is applicable to your Hospital.
Special Nursing Pre-authorisation Request Form		This form is to be used to notify the details of any Special Nursing requirements, to check eligibility, and for us to provide authorisation. This is only for hospitals whose contract allows a separate charge for special nursing.
High Dose Chemotherapy Pre-authorisation Request Form		This form should be used in addition to the web Pre-authorisation system to gain authorisation for any High Cost Chemotherapy Drugs as notated in your Hospital Contract.

Once selected, you will receive a prompt asking you if you wish to **Open** or **Save** the document.

Resources available will depend on user privileges.

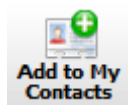
## 12 Insurer Quick Reference

The **Insurer Quick Reference** is a listing of insurers accepting Secure Messages with mailboxes for each insurer listed.

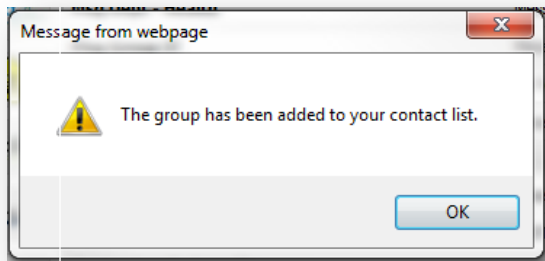


To add an **Insurer** contact or group to your personal address book; **My Contacts**, ensure the contact or

group is selected and then click



Once selected, the below dialog box will display confirming that the contact or group has been added to your contacts list:

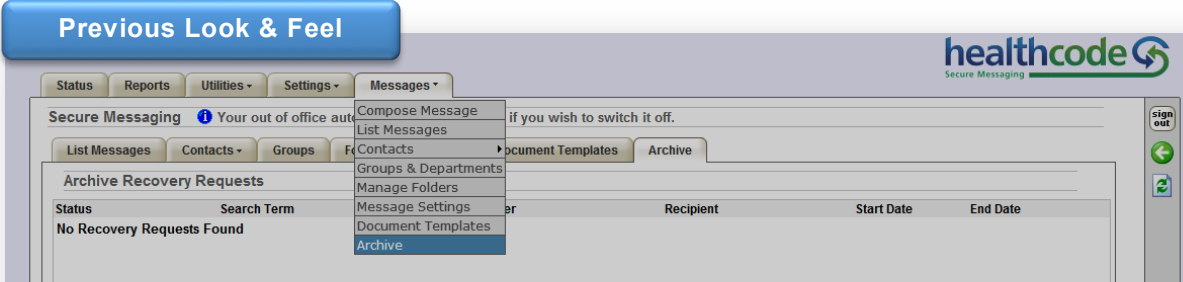


## 13 Archive

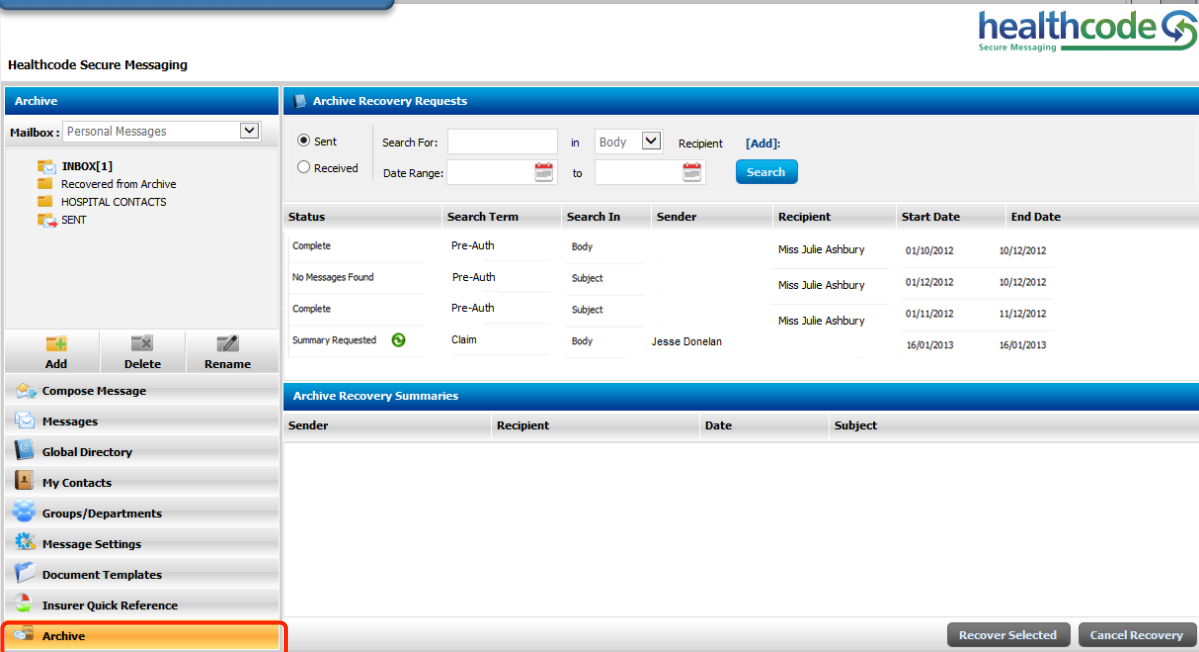
Messages are archived every 6 months, if subscribed to the archiving services users can retrieve messages that have been previously archived and are no longer available within your file folders.

To search for archived message you can request an **Archive Recovery Request** via the **Archive** tab using the provided search parameters:

**Previous Look & Feel**



**New Look & Feel**



Status	Search Term	Search In	Sender	Recipient	Start Date	End Date
Complete	Pre-Auth	Body		Miss Julie Ashbury	01/10/2012	10/12/2012
No Messages Found	Pre-Auth	Subject		Miss Julie Ashbury	01/12/2012	10/12/2012
Complete	Pre-Auth	Subject		Miss Julie Ashbury	01/11/2012	11/12/2012
Summary Requested	Claim	Body	Jesse Donelan		16/01/2013	16/01/2013

**Archive Recovery Summaries**

Sender	Recipient	Date	Subject
--------	-----------	------	---------

Recover Selected Cancel Recovery

The user must enter at least one request parameter (Search Term, Sender / Recipient or Date Range) or a combination in order to search for an archived message.

**Archive Recovery Requests**

☒ Sent ☐ Received

Search For:  in  Recipient

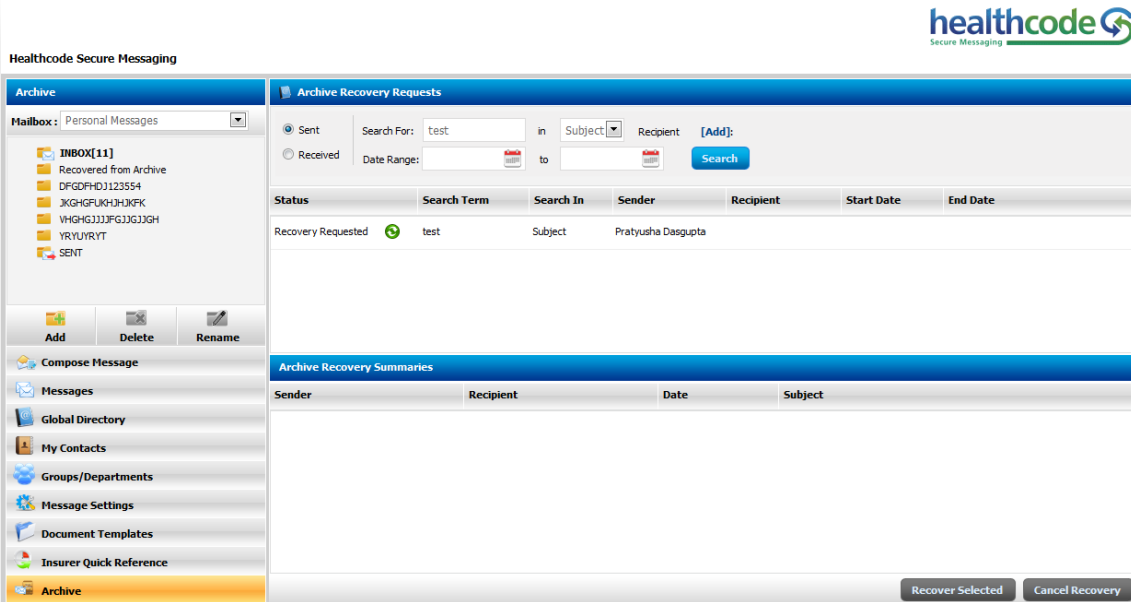
Date Range:  to

Once the search parameters have been entered click . The system will request a summary of the messages according to the entered search parameters.


To see the most up-to-date status, click the refresh  icon.

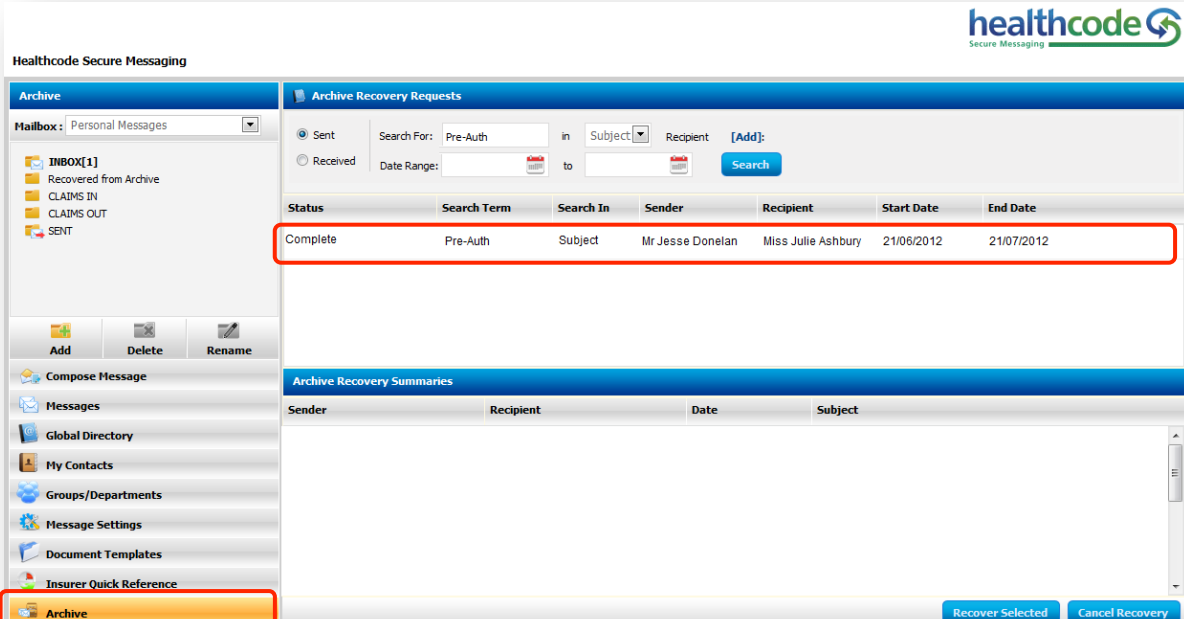
Once messages have been located, click the status **Awaiting Selection** to view messages selected for recovery.

Select the messages you want to recover and click . Once selected, the below status of **Recovery Requested** will display:



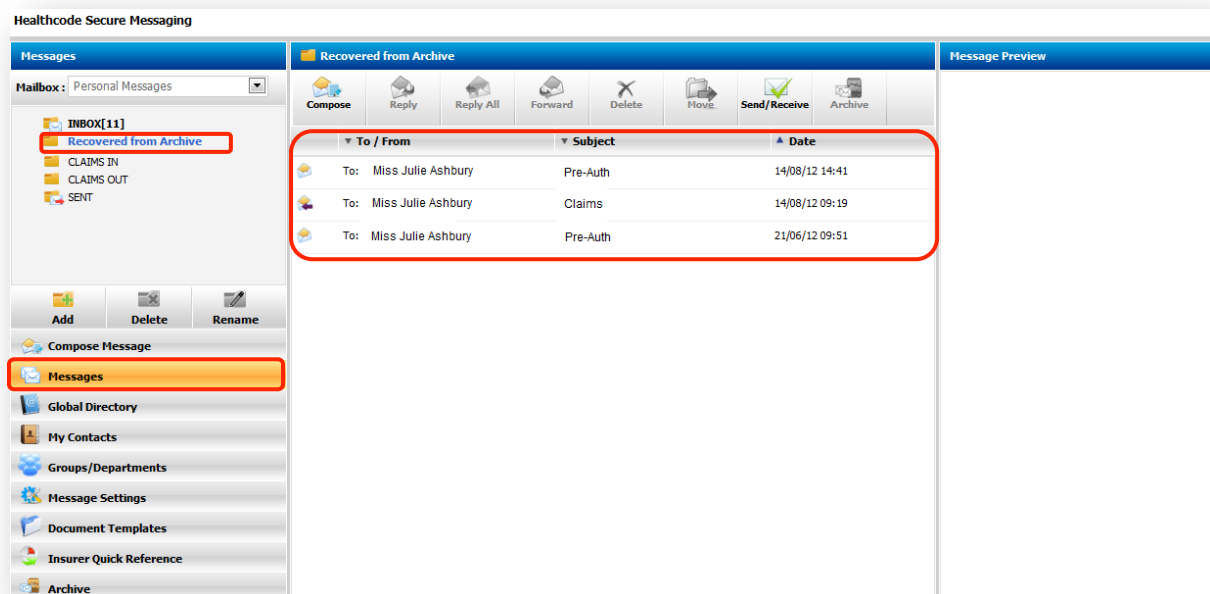
The screenshot shows the Healthcode Secure Messaging interface. On the left is a sidebar with a navigation menu including 'Archive', 'Compose Message', 'Messages', 'Global Directory', 'My Contacts', 'Groups/Departments', 'Message Settings', 'Document Templates', 'Insurer Quick Reference', and 'Archive' (highlighted). The main area is titled 'Archive Recovery Requests'. It features a search section with 'Sent' and 'Received' radio buttons, a 'Search For' field containing 'test', a dropdown for 'in' set to 'Subject', a 'Recipient' field, and a 'Search' button. Below this is a table with columns: Status, Search Term, Search In, Sender, Recipient, Start Date, and End Date. A single row is displayed with the status 'Recovery Requested' (accompanied by a green refresh icon), Search Term 'test', Search In 'Subject', Sender 'Pratyusha Dasgupta', and empty date fields. At the bottom right of the main area are 'Recover Selected' and 'Cancel Recovery' buttons.

Click the refresh  icon to view the up-to-date recovery status. Once recovery is complete, the status of **Complete** will display:



This screenshot shows the same Healthcode Secure Messaging interface after a recovery. The 'Archive Recovery Requests' table now shows a row with the status 'Complete' (highlighted with a red box), Search Term 'Pre-Auth', Search In 'Subject', Sender 'Mr Jesse Donelan', Recipient 'Miss Julie Ashbury', and dates '21/06/2012' to '21/07/2012'. The 'Archive' button in the sidebar is also highlighted with a red box. The 'Recover Selected' and 'Cancel Recovery' buttons remain at the bottom right.

Once the status changes to **Complete**, the recovered messages will be available within the **Recovered From Archive** mailbox folder.



## 14 Product Support

Healthcode provides comprehensive support services to meet the needs of our customers. Our dedicated and professional Customer Services desk offer first line help, advice and support for system queries. Requests and faults can be made via email or telephone. All calls are logged and tracked to complete with constant customer updates.

**Customer Services desk:**

08:00-18:00

Monday – Friday (except public holidays)

Tel: 01784 263 150

Fax: 01784 263 155

Email: [custserv@healthcode.co.uk](mailto:custserv@healthcode.co.uk)