



To: All IHIN Participant Organizations with Direct Secure Messaging Web Portal Users

From: Iowa Health Information Network

Sent: Wednesday, January 31, 2018

We want to thank you and your organization for being Participants in the Iowa Health Information Network (IHIN). IHIN became a non-profit entity last spring, and we've been busy preparing a wide variety of services to provide you real value to get you the clinical information needed to help provide better patient care, improve quality, and lower costs.

One of our major accomplishments in 2017 was to select a new HIE platform. Healthcare providers across the state use IHIN for a variety of services including Patient Query, Direct Secure Messaging, State Wide Alerts (SWAN – ADT Alerts), Electronic Lab Reporting, as well as Cancer Registry reporting. We are excited about the many benefits we can now provide. Since your organization is a user of our Direct Secure Messaging, we need your assistance to begin the transition to the new Direct Secure Messaging tool. Our goal is to move all services off the current ICA platform by March 31, 2018.

The first step in beginning the transition process is to complete the two attached forms and securely email them using your current Direct Secure Messaging (DSM) account to Todd.Bortke1@direct.ihin.kobledirect.com or FAX to 701-757-2343. Since these documents contain sensitive and personal information, please do not email using your business email channel. Once received, we will submit the forms to our DSM vendor, Orion Health, to create the HCO Direct Secure Messaging certificate that is needed to allow DSM via IHIN.

Once DigiCert processes the Direct-Declaration form the HCO Representative who is identified in the HCO Account Request form will receive an email with instructions on completing the identification process (sometimes there is an additional document to be completed during this final phase).

The IHIN Direct-Declaration form requires page 2 completion and must be notarized along with a signature and date on page 4. Please scan and email all 4 pages back via DSM.

Please complete the IHIN Form - Webmail HCO Account Request document and return via DSM as well.

If you have any questions on either document please reach out to us for assistance in completing.

Again, we thank you for your participation with IHIN and look forward to working with you and your team!

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