

How to send a Direct message to a patient at HealthVault

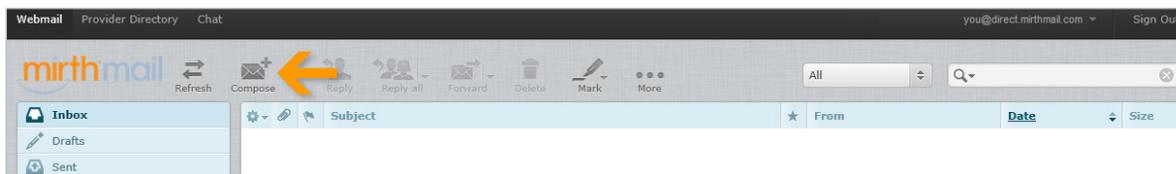
You can send health information via Direct messaging to patients at Microsoft HealthVault, whether or not you know their Direct address, or even if they don't have a Direct address or a HealthVault account yet.

What you need:

- Software that can send Direct messages, such as MirthMail, and a Direct address to send from
- The content of the message and any information you want to attach
- If you know the patient's Direct address: their Direct address
- If you don't know the patient's Direct address, or they don't have one:
 - The patient's email address (just their everyday address, like someone@example.com)
 - If you want to provide extra security, a "secret" question and answer. This can be a question and answer you've asked the patient to provide just for this purpose, or some information about them that they've already given to your office (for example, their street address or the date of their last visit). The secret answer must be at least 6 characters long.

Follow these steps:

1. In your Direct messaging software (such as MirthMail), compose a new message.



2. If you know the patient's Direct address, enter it in the **To** field, enter your subject in the Subject line, and skip to Step 4. OR, if you don't know their Direct address, in the **To** field, enter **newuser@direct.healthvault.com**.



3. In the Subject field, enter the following information, separated by semicolons:
Patient's email address; secret question; secret answer; your real subject line

For example:

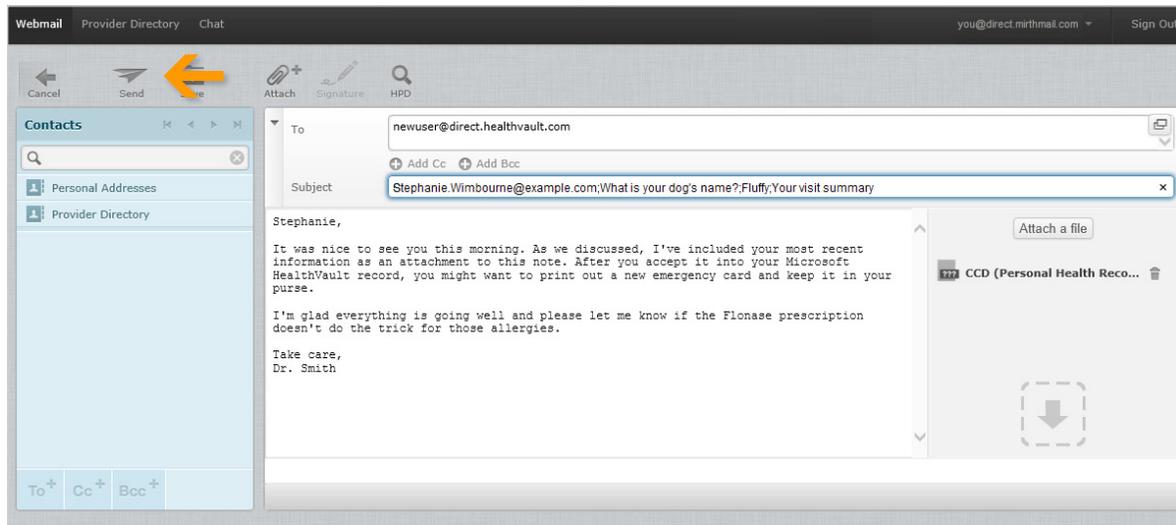
someone@example.com;What is your street address?;123 Main Street;Your visit summary

If you don't include a secret question and answer, format the Subject line like this:

someone@example.com;Your visit summary



4. In the body of the email, write your message to the patient.
5. Attach any files you want to send.
6. Send the message.



Your patient will be notified at their email address that there is a message waiting for them in HealthVault. After they've signed in to HealthVault (creating a new account if they don't have one yet) and answered the security question, they'll be able to view the content of your email message and attachments.

Notes:

- If you know the patient's Direct address, enter it in the To field and use a normal Subject line (like, "Your visit summary"). When sending to a patient's Direct address, you don't need a secret question & answer.
- If the software you use to send Direct messages doesn't allow you to type a To address but only allows you to choose from a list of known addresses, OR if you can't enter a custom Subject line, you may need to contact your Direct software vendor for assistance.

Learn more about HealthVault: www.healthvault.com