

## Fact Sheet - Secure Messaging

# How we Identify your Electronic Address

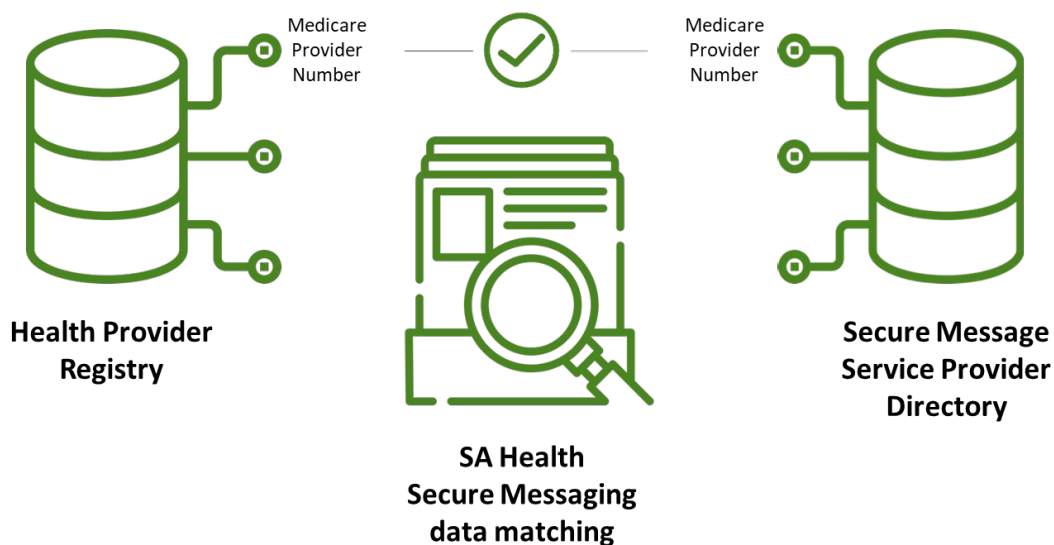
SA Health is providing more connected and seamless care with **Secure Messaging**.

### SA Health secure messaging solution and interoperability

The SA Health Secure Messaging solution has been developed in partnership with HealthLink but the long term aim is that a recipient does not need to use HealthLink secure messaging services to receive messages from SA Health. Recipients using Telstra Health (Argus) and Global Health (ReferralNet) will also be able to receive messages via this interoperable solution.

### Directory data matching

SA Health performs data matching in multiple directories to identify your secure messaging address details. An individual practitioner's **Medicare provider number** is the unique identifier in each directory used to source the secure messaging address details for SA Health message delivery.



### Directory 1: Health Provider Registry

The Health Provider Registry, provided by Summit Health, is a directory of healthcare practices, their practitioners and contact details that SA Health uses for communication to community health practitioners. Practices and Practitioners must be registered in the Health Provider Registry in order to receive clinical documents, like discharge summaries, from SA Health. A practice must have **Medicare provider numbers** listed for their individual practitioners in this directory for SA Health to identify their secure messaging address details.

### Directory 2: Secure Message Service Provider Directories

The SA Health Secure Messaging solution searches multiple Secure Messaging Service Provider directories to find your practice secure message delivery address and to determine if your practice is capable of receiving SA Health secure messages using standards developed by the Australian Digital Health Agency. This allows SA Health to discover the secure

# Fact Sheet - Secure Messaging

messaging delivery address from one or more directories. A practice must have **Medicare provider numbers** listed for their individual practitioners in the secure message provider directory.

## Directory data completeness

As part of the activation process, SA Health performs data matching between the directories. SA Health will generate a Directory Data Extract report and publish this to your practice to highlight where there are discrepancies between the individual providers listed in each directory. Maintaining directory data will help to ensure SA Health can address messages to the correct provider.

## Practice activation of secure messaging with SA Health

Refer to the **Activating Secure Messaging for your Practice** fact sheet on the [SA Health website](#) for more information about the steps required to activate secure messaging with SA Health.

## Further information

Refer to the **Frequently Asked Questions (FAQs) - Activation and Support Guide** fact sheets on the [SA Health website](#) for more information and support contacts.



[www.ausgoal.gov.au/creative-commons](http://www.ausgoal.gov.au/creative-commons)



Government  
of South Australia

SA Health