



Secure Health Messaging

Medical Answering Service Challenges

Physician notification is an essential part of any Telephone-based Medical Service provider's operation. Delivering usable Protected Health Information (PHI) and meaningful patient information to physicians in real-time while managing cost, maintaining physician mobility and convenience are the main challenges facing the Telephone-based Medical Service industry today.

Secure Health Messaging Solution

Secure Health Messaging can have a significant positive impact on Telephone-based Medical Service providers' operation by transcribing and delivering the patient information, medical history and request for service directly to any physician preferred mobile device by utilizing HIPAA compliant SecureSMS text messaging technology. Through the use of Secure Health Messaging software, Medical Service providers can use their existing CRM



application or access a personalized SecureSMS portal from their computer to securely send encrypted messages to a physician. Unlike traditional text messaging, there is no character limit; users are able to send up to 5000 character messages. By enabling Secure Health Messaging auto notification features, the Medical Service provider is notified immediately when the message is received and viewed by the physician. Confirmation of message receipt results in decreased callbacks, less overhead, faster response time, and more productivity, greatly reducing time and costs to both the service provider and physicians.

The Secure Health Messaging application provides features such as, receive/read



timer and alerts, audit logs, remote wipe and conversation screen, just to name a few.

Securely delivering actionable data in real-time to the right person



Email to Secure Text

Secure Health Messaging can be interfaced with your email exchange server, allowing for email to secure text and secure text to email conversion. With this feature, your organization will be able to utilize your email system to send patient information or other encrypted messages to users' mobile phones and deliver replies back to your email box.



HIPAA compliant secure text messages, anytime, anyplace, to any mobile phone

CellTrust Technology

Secure Health Messaging two-factor authentication solution uses state-of-the-art, military strength, AES encryption featuring received and read receipts, password protection, and remote device data wipe. Secure Health Messaging is built on CellTrust Secure Gateway, a messaging platform connecting more than 190 countries and over 700 mobile phone carriers.

Key Benefits

- Removes security obstacles for text messages containing Protected Health Information
- Reduces operating cost by eliminating clinician callbacks
- Improves response time and accurate decision-making by delivering complete patient information directly to on-call clinicians' mobile phones
- Eliminates the need for physician to access laptop and network connection
- Greater physician mobility
- Opens up secure two-way mobile communication for clinicians

Key Capabilities

- Turns everyday mobile phones into HIPAA compliant clinician notification devices
- Automatic delivery and read confirmation
- Provides hospitals and service providers with highly configurable portal
- Easily integrates with existing CRMs and EMRs
- State-of-the-art military strength AES encryption
- Email to secure text / secure text to email conversion

To learn more about CellTrust healthcare products, contact us at healthcare@celltrust.com or visit www.celltrust.com

