



Data Capture Experts relies on the SendSafely API to get the right information to the right person at the right time, so that informed healthcare decisions can be made.

Data Capture Experts (DCE) is a leading healthcare software provider in Australia. Their flagship digital health platform, DC2Vue, offers robust and scalable technology for hospitals, community health, and mental health providers. It helps streamline clinical workflows, enhance data accuracy, and ensure compliance with strict regulatory standards.

## The Challenge

The company needed a secure communication solution that solved the inherent challenges in exchanging healthcare data between providers, and between providers and patients.

### **Provider-to-provider**

To coordinate the transfer of patient care, providers communicate sensitive information in discharge summaries, referrals and specialist letters. In most cases, standard protocols are built into Electronic Health Record (EHR) systems and allow hospitals and providers to communicate securely using the national communications protocol (Australia Gov Secure Messaging). This works well for providers with compatible EHRs, but not all health care professionals have this secure messaging capability. For those cases, the most practical way to communicate is via a secure delivery mechanism that requires only email and a browser, while simultaneously protecting the data from the inherent insecurities of both those mediums.

### **Provider-to-patient**

Patients need access to much of the same information as providers regarding their healthcare. While patient portals are intended to be the go-to source for patient information, these are not well adopted. There is a large cohort of healthy patients that don't want to sign up for and manage accounts to a different patient portal for every provider they interact with. Instead, these healthcare consumers prefer to receive their communication in a secure, ad hoc fashion with a link delivered directly to their email inbox, no account creation required. A secure delivery option that requires only email and a browser is the practical, compliant option for patients.

*The most practical way to communicate leverages email and a browser, while simultaneously protecting the data from the inherent insecurities of those mediums.*



## The Solution

DCE integrated the SendSafely API into their core EHR platform to address their secure communication needs. The result is a seamless provider experience when creating and sending secure communications, and a convenient and hassle-free receipt of the information on the receiving end.



### Discharge Summary

Hospitals send large numbers of discharge summaries to referring providers and to patients themselves. Hospital customers configure custom email templates (including the relevant information and documentation) which are bundled into a SendSafely package for encryption and secure delivery, all seamlessly within the EHR. Patients receive a secure link to the SendSafely package in their email inbox. They authenticate using a one-time pin code and then access the package from any modern browser. Accounts and passwords are not required, making discharge summary pickup fast and painless. The SendSafely package is automatically expired and unavailable for pick-up after a predefined number of hours, further ensuring patient privacy is maintained.

Australian regulations require a discharge summary to be sent within 48 hours and have strict requirements around tracking delivery. As a result, it is very important for health systems to know if a patient has accessed their discharge summary. Once the file has been delivered and opened by the recipient, a SendSafely read receipt is fed back into DC2Vue. A color-coding system in the EHR indicates the package has been picked up. Prior to SendSafely, providers would only know discharge summaries were “transported” but not know if they were opened. With SendSafely, the user who opened the file, where they opened it, and how many times it was opened is automatically tracked.



### Outbound Referrals

Providers looking to refer a patient to an outpatient setting do so entirely within the EHR. They pick from a list of available Allied Health Professionals, select the appropriate clinical information to share (assessments, lab results etc.) and click “Send”. Behind the scenes the SendSafely API is used to create the secure package and deliver the contents to the referred provider.



### Inbound Referrals

A SendSafely Dropzone serves as an inbound referral channel integrated into DC2Vue. A link to SendSafely’s secure file drop (known as a Dropzone) is provided to referrers to upload relevant documents containing sensitive patient information. The referral documents are then automatically downloaded, decrypted and posted to the EHR for processing within DC2Vue.



## The Benefits

DCE uses SendSafely as a practical way to securely share sensitive healthcare information. DCE relies on the SendSafely API to “get the right information to the right person at the right time” so that informed healthcare decisions can be made.

### ✓ **A practical way for securely communicating information**

Providers need to have the right data, at the right time, in the right place in order to make informed decisions, regardless of their technology profile or secure messaging capabilities. Using SendSafely enabled DC2Vue to continue to enhance efficiency and quality in Healthcare by leveraging the lowest common technology denominator between patients and providers, an email address and a browser.

### ✓ **More time to spend with the patient and other high value tasks**

Hospital staff (admins, schedule operators and providers) can create a secure message using SendSafely within DC2Vue with a click of a button. They never have to leave the EHR. The same staff can also receive secure communications with a click of a button. This workflow efficiency was achieved with the direct API level integration between SendSafely and DC2Vue.

### ✓ **No account creation required**

Patients can access discharge summaries and other important communication from their providers without having to navigate account creation in a patient portal or the frustration of having to guess or continually reset passwords. All they need is an email address and a browser. SendSafely packages can also be opened and read on mobile devices.

### ✓ **Reliability**

The reliability and performance of the SendSafely API meets and exceeds the rigorous demands of the healthcare ecosystem.

Using SendSafely enabled DC2Vue to continue to enhance efficiency and quality in Healthcare by leveraging the lowest common technology denominator between patients and providers - an email address and a browser.

