

# Hosted Direct mdEmail® Overview

# MaxMD



<https://www.directmdemail.com>

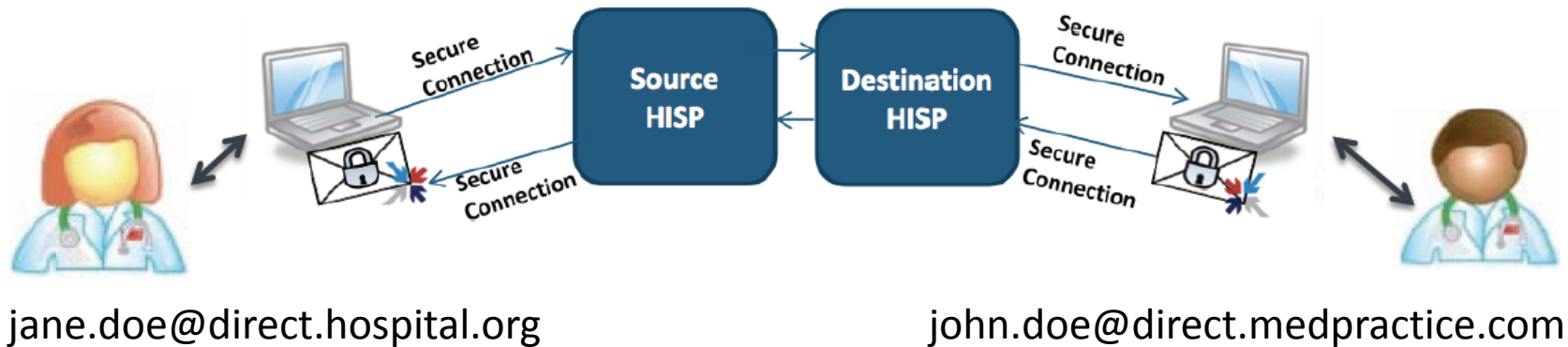
# Introduction

Direct Secure Messaging is a means for secure health information exchange within a trusted network. It is a scalable, interoperable, and easy-to-use technical standard announced by the ONC in 2010 as part of the Nationwide Health Information Network. The Direct Protocol enables participants to send authenticated, encrypted health information only to known and trusted recipients, creating an improved coordination of care amongst organizations, providers and patients.

# Introduction

*Please note...*

- Direct Messages are routed to only trusted and known recipients.
- Direct Messages cannot be compromised during transmission.
- Direct Messages can be opened only by intended recipients.

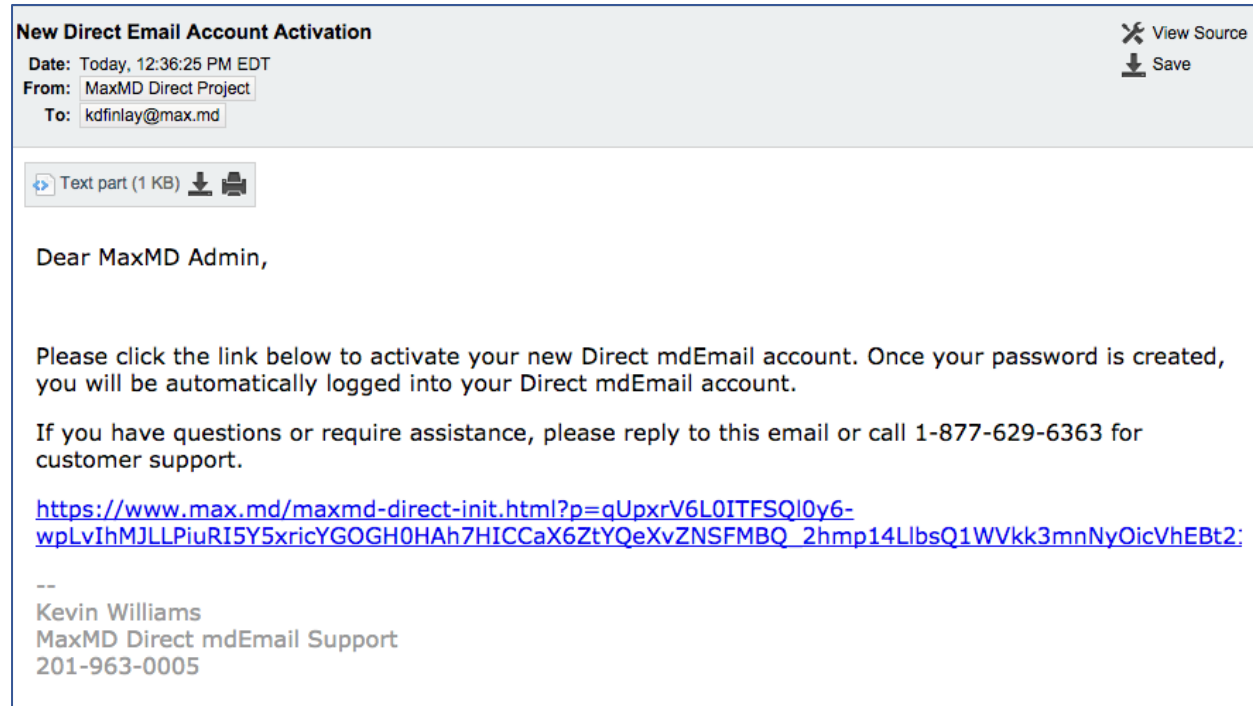


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# Activating a Direct Address

- An Activation email will be delivered to a user's registered activation email address.
- Click the link in the email which will prompt password creation and complete the activation process .
- The link in the activation email will expire after one week, however, it can be resent upon request by contacting [support@max.md](mailto:support@max.md)



# Logging In

**MaxMD**

SECURE COMMUNICATIONS SOLUTIONS  
ENABLING BETTER COORDINATED CARE

[About MaxMD](#)

[Products & Services](#)

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[Contact](#)

## Login to Hosted Direct mdEmail®

**Direct address**

**Password**

Login

Reset Password

[Tutorials and Support](#)

Click the Login button after typing your full Direct Address and password. Password reset emails will be sent to a user's alert email address

Login page:

<https://www.directmdemail.com/auth/SignIn>

# Hosted Direct mdEmail® Interface

**MaxMD**  
Direct mdEmail v3.0

Mail ▾ Calendar ▾ Address Book ▾ Tasks ▾ Notes ▾ 

03/28/2017 12:40:34 CDT

 Add Content

## Mail

Mailbox	Unseen	Total
Inbox	-	103

## Filters

- Whitelist active
- Vacation inactive
- Blacklist active
- Spam Filter inactive
- Forward active

## Notes

No notes to display

## Calendar

No events to display

## Tasks

No tasks to display

## Contact Search

Search for:

Click the inbox button or the Mail dropdown menu at the top of the screen to view the inbox.

# Hosted Direct mdEmail® Interface

The screenshot displays the MaxMD Direct mdEmail v3.0 interface. The top navigation bar includes 'Mail', 'Calendar', 'Address Book', 'Tasks', and 'Notes'. The right side features 'MaxSignatures' and a search box. The left sidebar shows folders like 'Inbox', 'Drafts', 'Sent', 'Templates', and 'Trash'. The main area is divided into a message list and a preview pane.

		Sort
<input type="checkbox"/>	To: kdfinlay@direct.max.md Processed: Microsoft Outlook Test Message	04/26/2016
<input type="checkbox"/>	kwilliams@direct.max.md Re: CCD: TEST PORTAL PATIENT	04/26/2016
<input type="checkbox"/>	kwilliams@direct.max.md Dispatched: Re: CCD: TEST PORTAL PATIENT	04/26/2016
<input type="checkbox"/>	kwilliams@direct.max.md Processed: Re: CCD: TEST PORTAL PATIENT	04/26/2016
<input type="checkbox"/>	Yan Direct Production CCD with Cerner PDF	03/29/2016
<input type="checkbox"/>	kwilliams@direct.max.md Processed: XD* Originated Message	03/28/2016
<input type="checkbox"/>	kwilliams@direct.max.md Dispatched: XD* Originated Message	03/28/2016
<input type="checkbox"/>	Yan Direct Production NLP CCD	02/05/2016
<input type="checkbox"/>	Yan Direct Production NLP PDF - Using PDF Viewer	02/05/2016
<input type="checkbox"/>	patientinfo@stwhs.direct.relayhealth.com processed: Interoperability Test	02/01/2016
<input type="checkbox"/>	interop-test@direct.relayhealth.com RE: MaxMD Interoperability Test	02/01/2016
<input type="checkbox"/>	interop-test@direct.relayhealth.com processed: MaxMD Interoperability Test	02/01/2016
<input type="checkbox"/>	ywang@direct.max.md Processed: Re:	08/26/2015
<input type="checkbox"/>	postmaster@direct.mdemail.md Re:	08/26/2015
<input type="checkbox"/>	cliu@direct.max.md Accepted: test	07/28/2015
<input type="checkbox"/>	cliu@direct.max.md Accepted: test	07/28/2015
<input checked="" type="checkbox"/>	Yan Direct Production XD* Originated Message	05/28/2014
<input type="checkbox"/>	kdfinlay@max.md Re: test 6	05/08/2014

**Message Preview:**  
XD\* Originated Message  
From: Yan Direct Production  
Date: 05/28/2014 (10:32:33 AM EDT)  
To: kwilliams@direct.max.md kdfinlay@direct.max.md  
1 Attachment

Text part (1 KB)

Dear Direct Message User,  
The attached file(s) is/are the document(s) sent by Yan Wang ([xdsrca@direct.eval.md](mailto:xdsrca@direct.eval.md))  
To view the CCD content, please save the attachment(s) to your local machine and then [Click Here](#) and upload the CCD to the MaxMD XD Message Viewer.  
Best regards,  
MaxMD Direct Project Team

Document1.xml (63 KB)

Download Attachment

One-click CCD Viewer

Select a Direct Message to view in the preview pane. Double-click to open the Message in a new window.



# CCD Viewer

Close Print Download CCD

Download CCD

MaxMD Direct CCD Viewer

Print CCD

Table of Contents to show, hide, or re-arrange CCD sections

File name: /IHE\_XDM/SUBSET01/document.xml

Select CCD Viewer Style Sheet: ONC

## Continuity of Care Document

<b>Patient</b>	BABY PORTAL
<b>D.O.B</b>	January 1, 2006
<b>Sex</b>	♀Female
<b>Patient Detail</b>	
<b>Race</b>	White
<b>Ethnicity</b>	Not Hispanic or Latino
<b>Contact info</b>	Primary Home: 329 MAINE ST BRUNSWICK, ME 04011
<b>Patient IDs</b>	M00000091 5c4fe5e5-ef45-4927-0494-5b2fef6831e4

You can arrange the document to your preferences. Move sections by dragging them. Hide by closing. Use the TOC to review.

### Encounters

Encounter	Location	Date/Time
Office Visit	Brunswick Primary Care	04/23/13 5:00pm
Registered Clinic	Parkview Adventist Medical	03/12/13 6:30am

### Allergies, adverse reactions, alerts

Allergen	Type	Severity	Reaction	Status	Last Updated
Codine	Allergy	Intermediate	Nausea	Active	04/22/13

### Plan of care

Prescriptions See Medications Section

### Vital signs

No known vital signs results.

### Immunizations

No immunization records.

### Functional status

No functional status results.

### Procedures

No known history of procedures.

### Social history

No social history.

### Medications

Medication	Dose	Route	Sig	Days/Qty	Instructions	Order Date	Discontinued Date	Status
Aspirin (Asa)	325 Mg	PO	Every Day	30 Qty		08/13/13		Active

### Insurance providers

Payer Name	Policy Number	Subscriber Name	Relationship
Self Pay			

### Problems

Medical Problems

Problem	Onset Date	Status
(7) potential duplicate row. Click here to hide.		
(7) duplicate rows hidden. Click here to show.		
Tobacco user	Unknown	Active
Mushroom workers' lung	Unknown	Active
Mushroom workers' lung	Unknown	Active
Acute tonsillitis	Unknown	Active
Mushroom workers' lung	Unknown	Active
Mushroom workers' lung	Unknown	Active
Mushroom workers' lung	Unknown	Active
Mushroom workers' lung	Unknown	Active
Mushroom workers' lung	Unknown	Active
Mushroom workers' lung	Unknown	Active
CANCER LUNG 162.9	Unknown	Active

### Results

Test	Source	Date	Result	Interp.	Ref. Range	Comments
Alanine Aminotransferase (ALT/SGPT)		March 12, 2013 6:31am	44 U/L	N	5-45	
		March 12, 2013 6:31am	4.0 gm/dL	N	4.5-3	
Albumin		March 12, 2013 6:31am	144 U/L	L	145-200	
		April 22, 2013 3:35pm	28.0	-		
Anion Gap		March 12, 2013 6:31am	15 U/L	N	15-55	
		April 22, 2013 3:35pm	7 mg/dL	N	6-28	
Blood Urea Nitrogen		April 22, 2013 3:35pm	9.0 mg/dL	N	8.8-10.8	
		April 22, 2013 3:35pm	20 mEq/L	N	19-34	
Carbon Dioxide Level		April 22, 2013 3:35pm	100 mEq/L	N	100-113	
		April 22, 2013 3:35pm	1.0 mg/dL	N	0.3-1.0	
Creatinine		April 22, 2013 3:35pm	66 mg/dL	N	60-100	
		March 12, 2013 6:31am	41.0 %	N	33.0-43.0	

### Table of Contents

<input checked="" type="checkbox"/> Immunizations	▲	▼
<input checked="" type="checkbox"/> Allergies, Adverse Reactions, A...	▲	▼
<input checked="" type="checkbox"/> Vital Signs	▲	▼
<input checked="" type="checkbox"/> Insurance Providers	▲	▼
<input checked="" type="checkbox"/> Procedures	▲	▼
<input checked="" type="checkbox"/> Plan of Care	▲	▼
<input checked="" type="checkbox"/> Social History	▲	▼
<input checked="" type="checkbox"/> Problems	▲	▼
<input checked="" type="checkbox"/> Functional Status	▲	▼
<input checked="" type="checkbox"/> Encounters	▲	▼
<input checked="" type="checkbox"/> Results	▲	▼
<input checked="" type="checkbox"/> Hospital Discharge Instructions	▲	▼
<input checked="" type="checkbox"/> Medications	▲	▼
<input checked="" type="checkbox"/> Show all		
<input checked="" type="checkbox"/> Collapse/Expand all		

Drag and drop sections to re-arrange CCD content.

# Create, Reply and Forward Messages

The screenshot displays the MaxMD Direct mdEmail v3.0 interface. At the top, there are navigation tabs for Mail, Calendar, Address Book, Tasks, and Notes. Below these is a status bar showing the date and time: 03/28/2017 12:50:12 CDT. On the left side, there is a sidebar with a 'New Message' button and a list of folders: Inbox, Drafts, Sent, Templates, and Trash. Below the folders are 'Folder Actions' and 'Virtual Folders'. The main area shows a list of messages. The top message is from 'kdfinla@direct.max.md' with the subject 'Processed: Microsoft Outlook Test Message'. Below it are several other messages, some with subjects like 'PORTAL PATIENT' and 'Processed: Re: CCD: TEST PORTAL PATIENT'. The interface includes action buttons: Refresh, Reply (with a dropdown arrow), Forward (with a dropdown arrow), and Delete. Three callout boxes provide instructions: 'CREATE: Click the New Message button to create a new Direct Message.' (pointing to the 'New Message' button), 'REPLY: Click the reply drop down arrow to reveal reply options.' (pointing to the 'Reply' dropdown arrow), and 'FORWARD: Click the forward drop down arrow to reveal forward options.' (pointing to the 'Forward' dropdown arrow).

**MaxMD**  
Direct mdEmail v3.0

Mail ▾ Calendar ▾ Address Book ▾ Tasks ▾ Notes ▾ ⚙

03/28/2017 12:50:12 CDT

**+ New Message**

- Inbox
- Drafts
- Sent
- Templates
- Trash

Folder Actions ▾

Virtual Folders

Refresh Reply ▾ Forward ▾ Delete

To: kdfinla@direct.max.md 04/26/2016  
Processed: Microsoft Outlook Test Message

REPLY:  
Click the reply drop down arrow to reveal reply options.

FORWARD:  
Click the forward drop down arrow to reveal forward options.

CREATE:  
Click the New Message button to create a new Direct Message.

# Addressing a New Message

**MaxMD**  
Direct mdEmail v3.0

Mail ▾

Calendar ▾

Address Book ▾

Tasks ▾

Notes ▾



03/28/2017 15:39:49 CDT

**New Message**

- Inbox**
- Drafts
- Sent
- Templates
- Trash
  
- Folder Actions ▾
  
- Virtual Folders
- Virtual Inbox

Mail :: New Message - Google Chrome

Secure | <https://horde.max.md/imp/dynamic.php?page=compose&type=new&token=mwEKf7mNLWh2N2rDzYUMIw4&uniq=>

**Send**  **Save as Draft**

**New Message**

**From:** kdfinlay@direct.max.md (Default Identity) ▾

**To:** Bruce

**Subject:**

- Bruce Schreiber <bruce@direct.max.md>
- Laura Brunks <lbrunks@direct.gru.edu>
- Timothy Bruni <tbruni@direct.mhg.com>
- Kim Owen <kowen@direct.parkview.md>
- AMY BRUMMER <abrummer@direct.dmc.org>
- Bruce Bibee <bbibee@direct.anthc.org>
- Ethel Brush <ebrush@direct.anthc.org>
- Dawn Bruner <dbruner@direct.choc.org>
- Bruce Saylor <bsaylor@direct.mhg.com>
- sunsetmanor@healthpoint.medicity.net

HTML composition  
 Save in Sent ▾  
Priority: Normal ▾  
Options ▾

If the Direct Address or name of the recipient is known, key it into the "To:" field. If the recipient's Direct Address is unknown, the DirectTrust Directory is accessible by clicking the Address book in the top menu bar.

# Attaching a File to a Message

**MaxMD**  
Direct mdEmail v3.0

Mail ▾

Calendar ▾

Address Book ▾

Tasks ▾

Notes ▾



03/28/2017 15:48:45 CDT

+ New Message

- Inbox
- Drafts
- Sent
- Templates
- Trash
- Folder Actions ▾
- Virtual Folders
- Virtual Inbox

Mail :: New Message - Google Chrome

Secure | <https://horde.max.md/imp/dynamic.php?page=compose&type=new&token=mwEKf7mNLWh2N2rDzYUMIw4&uniq=>

Send [dropdown] Save as Draft

**New Message**

From: kdfinlay@direct.max.md (Default Identity) ▾

To: Bruce Schreiber <bruce@direct.max.md>

Add Cc

Subject: [input field]

📎 : Choose File No file chosen

☑ HTML composition  
☑ Save in Sent ▾  
Priority: Normal ▾  
Other Options ▾

Source [icons] Styles ▾ Format ▾

To attach a file click the Choose File button and then navigate to the saved file location. Click the appropriate file to attach to the Direct Message.

# Incoming Message Notifications

From: MaxMD Direct Message Center <donotreply@maxmddirect.com>  
To: [kdfinlay@max.md](mailto:kdfinlay@max.md)  
Cc:  
Subject: Successful Direct Message Delivery for kdfinlay@direct.max.md

When a Direct Message is received an email notification is sent to a user's Alert email address

Dear Keith Finlay,

You have received a new Direct message at your Direct address [kdfinlay@direct.max.md](mailto:kdfinlay@direct.max.md). The message has been delivered to your endpoint.

From your Direct Message Center at MaxMD Direct mdEmail V3.0

----- Direct Message Information -----

Alert ID: INBOUNDSERVER-00ff2b5d-d93c-4190-9bb1-4d3a7ea09230

From: [ywang@direct.max.md](mailto:ywang@direct.max.md)

To: [kdfinlay@direct.max.md](mailto:kdfinlay@direct.max.md)

Sent Time: 2017-03-28 16:22:13 CDT

Received Time: 2017-03-28 16:22:19 CDT

SMTP Message-ID:

Delivery Agent: Inbound Server

# Message Delivery Notifications

**MaxMD**  
Direct mdEmail v3.0

Mail ▾ Calendar ▾ Address Book ▾ Tasks ▾ Notes ▾ ⚙

04/04/2017 13:26:35 CDT

+ New Message

- Inbox
- Drafts
- Sent
- Templates
- Trash
- Folder Actions ▾
- Virtual Folders
- Virtual Inbox

Refresh Reply Forward Delete

		Sort ▾
<input type="checkbox"/>	kwilliams@direct.max.md Processed: Re: CCD: TEST PORTAL PATIENT	04/26/2016
<input type="checkbox"/>	Yan Direct Production CCD with Cerner PDF	03/29/2016
<input type="checkbox"/>	kwilliams@direct.max.md Processed: XD* Originated Message	03/28/2016
<input type="checkbox"/>	kwilliams@direct.max.md Dispatched: XD* Originated Message	03/28/2016
<input type="checkbox"/>	Yan Direct Production NLP CCD	02/05/2016
<input type="checkbox"/>	Yan Direct Production NLP PDF - Using PDF Viewer	02/05/2016
<input type="checkbox"/>	patientinfo@stvhs.direct.relayhealth.com processed:Interoperability Test	02/01/2016
<input type="checkbox"/>	interop-test@direct.relayhealth.com RE : MaxMD Interoperability Test	02/01/2016
<input checked="" type="checkbox"/>	interop-test@direct.relayhealth.com processed:MaxMD Interoperability Test	02/01/2016

processed:MaxMD Interoperability Test

From: interop-test@direct.relayhealth.com  
Date: 02/01/2016 (01:54:10 PM EDT)  
To: kdfinlay@direct.max.md

Report part (1 KB)

**i** A message you have sent has resulted in a return notification from the recipient. Technical details can be viewed [HERE](#).

Text part (1 KB) ⬇️ 🖨️

Your message was successfully Processed

When a Direct Message is sent, the receiving HISP is required by protocol to generate a Message Delivery Notification (MDN) with a status of the message.

# MDNs vs DSNs for Outgoing Messages

## Message Delivery Notification (MDN)

- Required of all HISPs per Direct Protocol specifications
- Generated by receiving HISP and delivered to the sender of a Direct Message
- Provides notification whether Direct Message was successfully processed by the receiving HISP
- If no MDN is generated for a Direct Message within 1 Hour, the Direct Protocol specifies the Direct Message must timeout and will not be delivered.

## Delivery Status Notification (DSN)

- Not a requirement of the Direct Protocol
- Generated by receiving HISP and delivered to the sender of a Direct Message
- Provides notification whether Direct Message was successfully delivered by the receiving HISP to the end-user's inbox

# Folder Actions

The screenshot displays the MaxMD Direct mdEmail v3.0 interface. At the top, the MaxMD logo and version are shown. Navigation tabs for Mail, Calendar, Address Book, Tasks, and Notes are visible. A status bar indicates the date and time: 03/28/2017 16:36:28 CDT. The left sidebar contains a 'New Message' button and a folder list including Inbox, Drafts, Sent, Templates, and Trash. Below this is the 'Folder Actions' menu, which is expanded to show options: New Folder, Show All Folders, Expand All, Collapse All, and Rebuild Folder List. Three green arrows point from the 'New Folder', 'Show All Folders', and 'Expand All' options to a callout box. The callout box contains the following text: 'New folders can be created by clicking the Folder Actions down-arrow and then selecting New Folder. Click Show All to display created folders. Right-click created folders and Subscribe to display by default.' The main email list shows several messages with details like sender, subject, and date.

MaxMD  
Direct mdEmail v3.0

Mail Calendar Address Book Tasks Notes

03/28/2017 16:36:28 CDT

New Message

Inbox  
Drafts  
Sent  
Templates  
Trash

Folder Actions

- New Folder
- Show All Folders
- Expand All
- Collapse All
- Rebuild Folder List

Refresh Reply Forward Delete

Sort

kwilliams@direct.max.md 04/26/2016  
Processed: Re: CCD: TEST PORTAL PATIENT

Yan Direct Production 03/29/2016  
CCD with Cerner PDF

kwilliams  
Processe

kwilliams  
Dispatch

Yan Dire  
NLP CC

Yan Direct Production 02/05/2016  
NLP PDF - Using PDF Viewer

patientinfo@stvhs.direct.relayhealth.com 02/01/2016  
processed:Interoperabilitv Test

New folders can be created by clicking the Folder Actions down-arrow and then selecting New Folder. Click Show All to display created folders. Right-click created folders and Subscribe to display by default.



# Common & Shared Mailboxes

In some instances, there may be a need for an organization to have a Common or Shared Mailbox

## **Common Mailbox**

- A Common Mailbox can be accessed by multiple authorized users.
- The Common Mailbox is displayed in the authorized user's folder located within each individual's Direct mdEmail® account by clicking Inbox, Folder Action, Show All.
- A reply from a Common Mailbox indicates the message is sent from the Direct Address of the individual that composes the reply, not from the Common Mailbox email address; this is for audit purposes.
- The Common Mailbox automatically populates the Common Mailbox Direct Address in the CC: field so other authorized users monitoring the Common Mailbox can view the reply. The reply message also appears in the "Sent" folder of the individual that composed the reply.
- Subfolders for Common Mailboxes can be made upon request.

# Common & Shared Mailboxes

## Shared Mailbox

- Authorized Users have the ability to share their Inbox and folders with other Authorized User(s) that share the same Direct domain.
- Shared mailboxes appear as folders and are located within each individual's Direct mdEmail account by clicking Inbox -> Folder Actions -> Show All.
- A reply from a Shared Mailbox indicates the message is sent from the Direct Address of the individual that composes the reply, not from the Owner of the Direct Mailbox being shared; this is for audit purposes.
- The Shared Mailbox automatically populates the Shared Mailbox Direct Address in the CC: field so the owner of the Shared Mailbox can view the reply. The reply message also appears in the "Sent" folder of the individual that composed the reply.
- Subfolders for Shared Mailboxes can be made upon request.

# Common & Shared Mailboxes

The screenshot displays the MaxMD Direct mdEmail v3.0 interface. The top navigation bar includes 'Mail', 'Calendar', 'Address Book', 'Tasks', and 'Notes'. The left sidebar shows a folder tree with 'Inbox', 'Drafts', 'Sent', 'Spam', 'Templates', and 'Trash' under the 'New Message' header. Below these are 'Folder Actions' and two shared mailboxes: 'share\_setup' and 'share\_support'. The main pane shows a list of messages, including one from 'kwilliams@direct.max.md' dated 04/26/2016 and another from 'Yan Direct Production' dated 03/29/2016. A text box with a blue border and white background is overlaid on the right side of the interface, containing instructions on how to view common and shared mailboxes. Two green arrows point from the text box to the 'share\_setup' and 'share\_support' folders in the sidebar.

MaxMD  
Direct mdEmail v3.0

03/31/2017 12:22:23 CDT

New Message

Refresh Reply Forward Delete

Sort

kwilliams@direct.max.md 04/26/2016

Processed: Re: CCD: TEST PORTAL PATIENT

Yan Direct Production 03/29/2016

CCD

kwilliams@direct.max.md

Processed: Re: CCD: TEST PORTAL PATIENT

kwilliams@direct.max.md

Yan Direct Production

NLP

Yan Direct Production

NLP

Folder Actions

share\_setup

share\_support

Virtual Folders

To view Common & Shared mailboxes, first a user must login with their own Direct Address and proceed to their inbox. Common mailboxes appear as folders named "share\_..." In this instance *share\_setup* is the inbox for *setup@direct.max.md*. Right click and subscribe to folders to display by default for all future logins.

# Contact Us

# MaxMD



2200 Fletcher Ave Suite 506

[support@max.md](mailto:support@max.md)

201-963-0005

[www.directmdemail.com](http://www.directmdemail.com)