Use Cases: Direct for Behavioral Health Providers

Direct is being utilized by behavioral health professionals, physicians and hospitals across the nation. Some of the current use cases for Direct include:

- ✓ Receive summary of care record (C-CDA) with medication list
- ✓ Receive admit/discharge notifications from hospitals and your patients
- ✓ Send/Receive patient consent forms (42 CFR Part 2)
- ✓ Receive diagnostic test results

Scenario 1:

A new patient presents at a behavioral health provider's (BHP) office for a consultation. The patient informs the BHP that they are currently being treated for diabetes by their primary care provider (PCP).

Receive summary of care record (C-CDA) with medication list

Use Case: Through Direct Messaging, the PCP is able to send a C-CDA, which includes a current medication list, to the BHP. This information can be used to aid in the diagnosis and treatment of the patient's serious mental illness.

Benefits: Sending C-CDA via Direct enables a quicker response from PCP to release important patient information that can assist with diagnosis and treatment of the presenting condition. Having quicker access to patient data from PCP can avoid duplicative testing and reliance on patient's recollection.

Scenario 2:

A patient with a serious mental illness and diabetes presents at a hospital experiencing shortness of breath. The patient is admitted for observation and testing. The patient is diagnosed with a panic attack and discharged with instructions to follow-up with their BHP.

Receive admit/discharge notifications

Use Case: Through Direct Messaging, the patient's BHP can be instantly notified when the patient is admitted to the hospital. The notification can include information such as the patient's name, DOB and reason for admission. Upon discharge, the BHP will be notified and will receive information including the patient's diagnostic test results and follow up instructions.

Benefits: Direct improves the care coordination between the hospital and BHP, allowing the BHP to respond quickly to new information about their patient and the hospital to act in an efficient manner. Automated admit/discharge notifications are faster and more reliable than fax or mail. Providers can access these notifications from mobile devices, home or office computers, allowing the BHP to quickly respond and to ensure the appropriate follow up care.

Send/Receive patient consent forms (42 CFR Part 2)

Use Case: Through Direct Messaging, patient information sharing of 42 CFR Part 2 can occur between the BHP and the hospital. The BHP is then able to send a C-CDA, containing a current medication list and other pertinent information (diagnosis & allergy list), to the hospital.

Benefits: Sending patient consent forms via Direct enables a quicker response from BHP to release important patient information that can assist with diagnosis and treatment of the presenting symptoms. Having quicker access to patient data from their BHP can reduce their hospital stay time, and avoid duplicative testing and reliance on patient's recollection.

Receive diagnostic test results

Use Case: The patient underwent diagnostic testing during their hospital stay. Through Direct Messaging, the attending physician can send these results to the BHP, who is then able to integrate the results into their EHR or print for the patient's record.

Benefits: Direct ensures that test results are sent immediately to the BHP, so that all information is in the BHP's hands before the follow-up visit. Direct eliminates the difficulties in reading test results (EKGs, CT scans, and x-rays) that come over fax.