

**CATEGORY: ADT and Medication Reconciliation**

<b>Question/Issue</b>	<b>Action/Response</b>
What is an ADT?	An admission, discharge, and transfer (ADT) summary contains patient information such as name, date of birth, medications, diagnoses, allergies, procedures, vital signs, immunizations, and social history. An ADT can be shared, when appropriate, with other healthcare facilities and systems
What is a Med Rec?	A Medication Reconciliation, commonly referred to as Med Rec, is a Continuity of Care Document Architecture (CCDA) that you receive in your EHR through your EHR DirectTrust address within 24 hours of patient discharge from any hospital inpatient stay as well as emergency and observation
I normally receive ADTs but am not currently receiving ADTs	If you have received ADTs in the past and are suddenly not receiving them, email support@npoinc.org with practice name, contact information, and description of issue so that we may contact you directly; please do not add PHI to the email
I do not currently receive ADTs. How do I start receiving ADTs?	In most cases, an NPO DirectTrust address is needed to receive ADTs - see Category DirectTrust Address below
I do not currently receive Med Recs. How do I start receiving Med Recs?	An EHR DirectTrust address is needed to receive Med Recs - see Category DirectTrust Address below
I normally receive ADTs and Med Recs. I'm receiving ADTs but no longer receiving Med Recs	Email support@npoinc.org with practice name, contact information, and description of issue so that we may contact you directly; please do not add PHI to the email
My patient is missing an ADT and/or a Med Rec notification. What information does NPO need to resolve this?	Send an email to support@npoinc.org requesting a secure email. When you receive the secure email, reply with the patient's name, DOB, service date (if known), and service facility name (if known). Do not add any patient details to the initial request for a secure email
I do not know how to perform a Med Rec but I have a Direct address that has been supplied to NPO. Who should I contact?	For eCW users, click <a href="#">here</a> for the process documents on how to accept and reconcile a Med Rec CCDA. For all other EHRs, you will need to contact your EHR vendor for training.

**CATEGORY: DirectTrust Messages**

<b>Question/Issue</b>	<b>Action/Response</b>
What is DirectTrust?	DirectTrust is a collaborative non-profit association to support secure, interoperable health information exchange via Direct message
Is there a list of Direct addresses available?	NPO is currently working on creating a Direct address directory for its members; publication of list TBD
What is Direct messaging?	Direct messaging is like secure web e-mail and is specifically designed for the exchange of patient health information across different EHR networks. Regular e-mail, fax, or snail mail involves the inherent risks of information being compromised or accessed by unauthorized users. Direct messaging is HIPAA-compliant and mitigates these risks by providing an easy way for a credentialed healthcare provider to securely share patient information electronically with other healthcare providers
I do not currently receive ADTs. How do I start receiving ADTs?	You will need to email the following information to Support at support@npoinc.org: Entity legal name, address, and phone number. NPO will then complete the required affidavit. Once the affidavit is complete, NPO will forward the affidavit to the practice for review. The affidavit will need to be notarized and returned to NPO by mail, scan, or fax. Once the DirectTrust account is ready, NPO will contact the practice for training.
I do not currently receive Med Recs and have a Direct address. How do I start receiving Med Recs?	If you have a Direct address through your EHR, send your Direct address to Support at support@npoinc.org. NPO will then add your Direct address to the appropriate distribution list
I do not currently receive Med Recs and do not have a Direct address. How do I start receiving Med Recs?	For eCW users, click <a href="#">here</a> for information on how to obtain a Direct address from eCW. For all other EHRs, you will need to contact your EHR vendor to apply for a Direct address. Once you receive your Direct address, email your Direct address, practice name, provider name, and contact information to support@npoinc.org. We will then add your Direct address to the appropriate distribution list

**CATEGORY: eCW Referral Directory**

I have an eCW Direct address and need to send a referral via Direct to another provider. How do I find the provider's Direct address?	Click <a href="#">here</a> for step-by-step instructions
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