



## **DIRECT MESSAGING END USER GUIDE**

### **ALABAMA ONE HEALTH RECORD**

**Unify™ Data Management Platform 2012/2013  
Software Build 5.15**

**April 2015**







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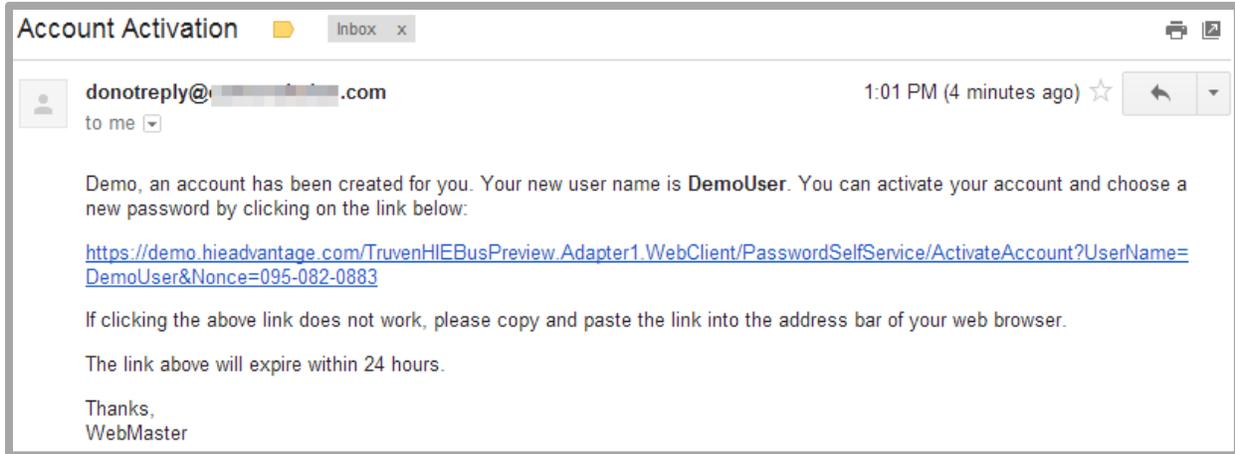
## INTRODUCTION

Direct Messaging is a method for secure transmission of protected health information (PHI) over the Internet. Direct messaging:

- allows users to communicate with other users within their own HIE and other health information networks
- and offers the ability to delegate a mailbox to another Direct user to send/receive messages for a different account.

## ACCOUNT ACTIVATION

New users will receive an email similar to the one below with a link to set up security questions and choose a password. Click on the link to begin account activation.



Note: The Clinical Web portal supports the latest versions of the following browsers:

- Google Chrome
- Internet Explorer
- Mozilla Firefox
- Safari

Once you click on the link to begin account activation, you will be directed to the following screen in your default Web browser.

Create a new password. To view the minimum requirements for your system, click the arrow beside **What makes a strong password?**. Enter your password and confirm, then click **Submit**.

Note: Passwords are case-sensitive.

**Activate Account for User DemoUser** [Return to Login](#)

Please choose a password.

User Name **DemoUser**

New Password

Confirm Password

↑ **What makes a strong password?**

- At least 8 characters long
- Contains at least 3 of these 4 character types:
  - Upper-case letter
  - Lower-case letter
  - Number
  - Special character (!@#%&^&\*)

After your new password is accepted, you will see a confirmation screen. Make note of your user name before proceeding (the user name is “DemoUser” in the example below). Select **Click here to login**.

**Activate Account for User DemoUser**

Your account has been successfully activated! [Click here to login.](#)

You will be taken to the login screen. Enter your username and password and click the **Login** button.

**Login to Unify™ Data Management Platform 2012/2013**

User Name

Password

[Forgot your password?](#)

If you attempt login using the incorrect password too many times, your account will become locked out. Locked accounts will become unlocked after a certain amount of time. If you are having difficulties logging into your account, click the **Forgot your password?** link, or contact your system administrator.

Follow the directions to add at least three security questions. You may edit these later, after completion of the account activation steps, by clicking **My Profile** in the top right-hand corner of the screen.

Note: Prior to arriving on the *Security Questions* page, you may need to read and accept some terms and conditions, if they have been set by your HIE.

## Security Questions

**You must answer at least 3 security questions.**

If you forget your password, we will use these security questions to help you recover your account. Make sure the answers to your security questions are:

- Something only you know and which you will not forget
- Not easy for someone else to guess
- Not likely to change over time
- Not associated with your username or password in any way

### Add Question

Question

Write my own question

Answer

After adding your third security question, your account will be active and you will be redirected to the Application Dashboard “home” screen.

Note: Users with the Clerk role will be redirected to the *Census* screen.

## APPLICATION DASHBOARD

After login, you will see the Application Dashboard, which functions as a “main menu” or “home page” of options. Depending on the permissions associated with your account, you may see different applications from those listed below.

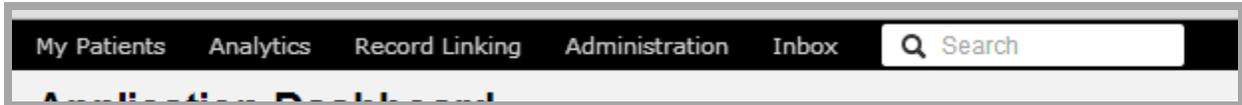
Users with the Direct Messaging role will have access to links for **Inbox** and **Provider Directory**.



## NAVIGATING IN THE WEB CLIENT

The HIE platform’s navigation bar allows for quick streamlined navigation through the various screens available within the Web client.

The menu links across the left-hand side correspond to the applications that are available to the user and reflect the permissions associated with the user’s account. Depending on what those permissions are, different applications from those included in the screenshots below may appear on the navigation bar.



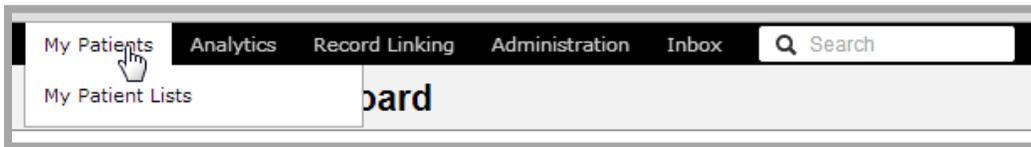
After a user has moved from the Application Dashboard “home” screen, a **Dashboard** button will appear, along with a “home” icon, at the left-most side of the navigation bar. This will provide access to the Application Dashboard from anywhere in the Web client. Note that the **Dashboard** button will not appear while a user is on the Application Dashboard.



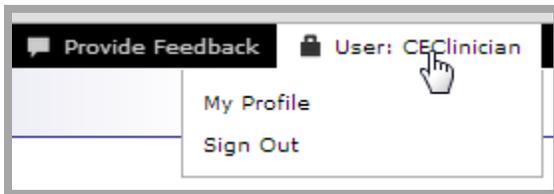
After a user has accessed additional applications, a link to the most recently accessed application will appear next to the **Dashboard** button. This **Back** button is indicated by a back arrow with the name of that screen.



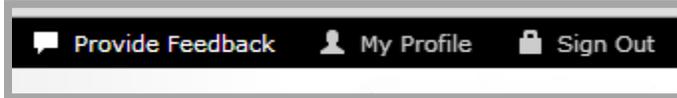
Hovering over any of the menu links, not including the **Dashboard** button or the **Back** button, will display a dropdown menu containing menu options, again corresponding with those listed on the Application Dashboard.



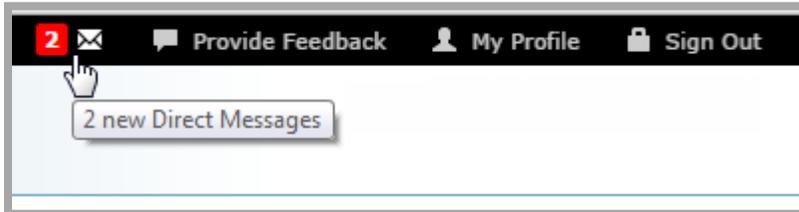
Across the right-hand side of the navigation bar are additional menu links. By hovering over the user name, the *My Profile* and *Sign Out* links become visible. Refer to the **Feedback** and **My Profile** sections below, if applicable, for additional information.



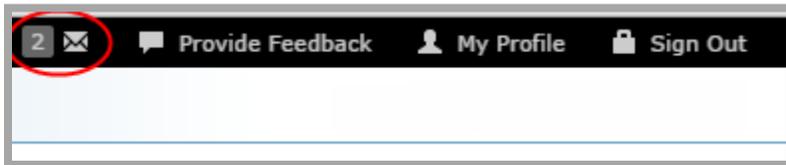
These links may also be configured to provide access to the My Profile and Sign Out buttons via individual buttons.



For users that have access to the Direct secure messaging application, a message notification may appear on the navigation bar. This notification displays the number of unread messages in a user's Inbox. When new messages are received, the indicator displays in red.

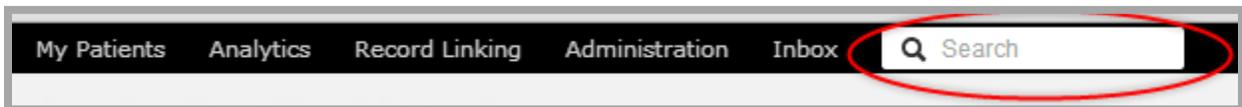


Clicking on the indicator will provide access to the Inbox screen. After the user has visited the Inbox, the indicator display will change from red gray.



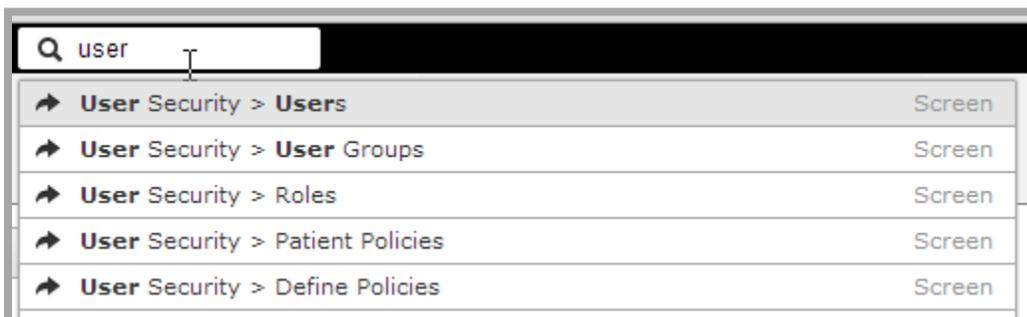
## Global Search Bar

The Global Search Bar is located at the end of the menu links on the left-hand side of the navigation bar. It is useful for searching and navigating directly to a user's record or to any application screen within the HIE platform. The search terms are not case sensitive, and the search results will appear in a pop-up window directly below the search box.

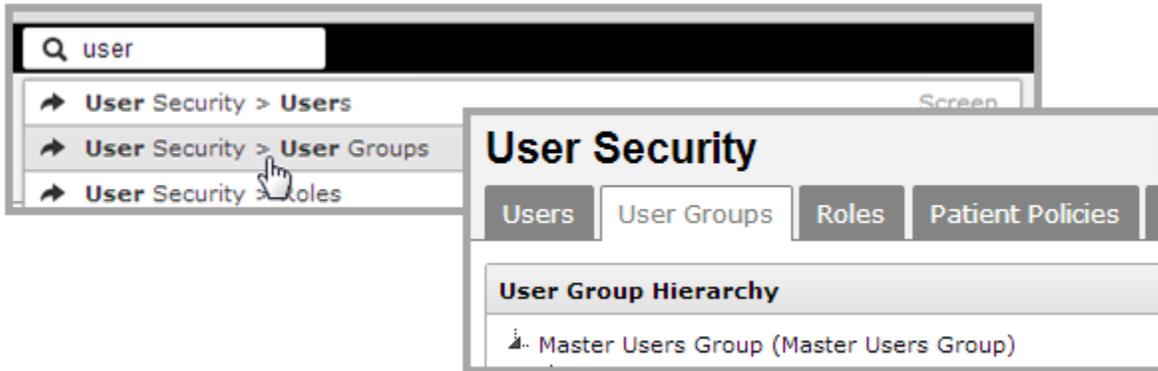


## Searching for Screens

The search results will include all screens for which the search term is included as all or part of either the application name (e.g., User Security) or the tab names (e.g., Users).

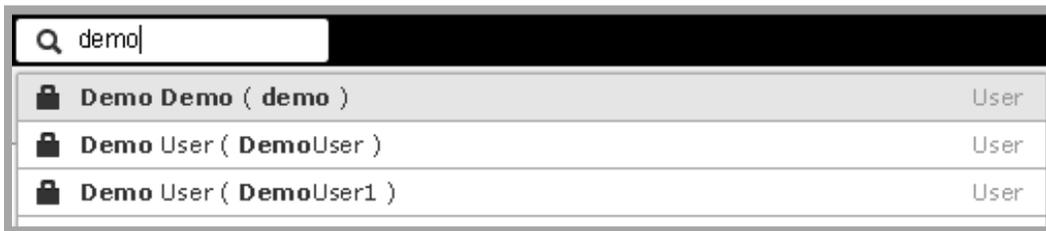


Clicking on a row from the list of results will provide access to that screen.



## Searching for Users

The search results include all users for which the search term is the user's first name, last name, or username. Search results do not include any user records that only partly match the search terms.



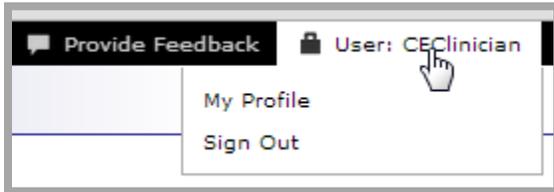
Clicking on a row from the list of results will provide access to the user's security record.



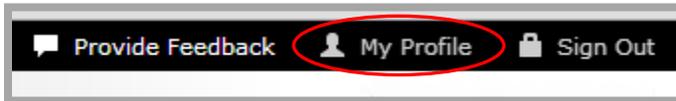
Because of this shortcut navigation feature, only users with the appropriate administrative permissions for accessing user security records will be able to use the global search bar to perform a search for users.

## MY PROFILE

To change your password and update your security questions and answers, access your profile by hovering over your user name in the upper right-hand corner of the screen and selecting the **My Profile** link.



Note: The **My Profile** button may be available via a separate button on the navigation bar, instead of via a dropdown menu under the user name.



Here, you can update your password on the **Change Password** tab, view and update **My Information**, or update your **Security Questions**.

Two screenshots of the 'My Profile' page. The left screenshot shows the 'Change Password' tab selected. It contains three input fields for 'Old Password', 'New Password', and 'Confirm Password'. Below these fields is a link that says 'What makes a strong password?' with a downward arrow, and a 'Submit' button. The right screenshot shows the 'My Information' tab selected. It contains several input fields: 'Title', 'First Name', 'Middle Name', 'Last Name', 'Credentials', 'Email Address', 'NPI', and 'State License Number'. A 'Submit' button is located at the bottom right of this section.

On the **Security Questions** tab, you can update the email address to which password reset links will be sent, and you can view and update your selected security questions.

**My Profile**

Change Password My Information **Security Questions**

**Email**

In the event that your password is lost or forgotten, this is the email address to which we will send your reset password link

Email Address

**Submit**

If you forget your password, we will use these security questions to help you recover your account. Make sure the answers to your security q

- Something only you know and which you will not forget
- Not easy for someone else to guess
- Not likely to change over time
- Not associated with your username or password in any way

**Questions you have already answered:**

What is the first name of the boy or girl that you first kissed? [Reanswer](#) [Delete](#)

What is your oldest sibling's birthday month and year? (e.g., January 1900) [Reanswer](#) [Delete](#)

What was the last name of your third grade teacher? [Reanswer](#) [Delete](#)

**Add Question**

Question

Write my own question

Answer

**Submit**

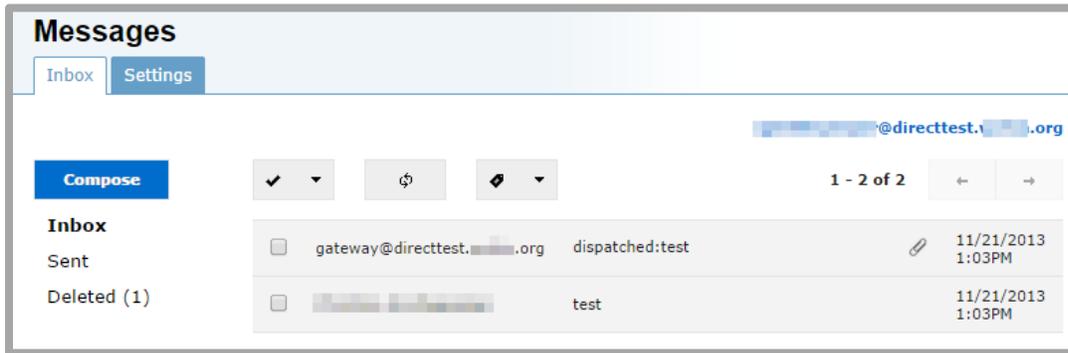
Click the *Back* link on the right-hand side of the screen to return to the patient information tabs.

**My Profile** [Back](#)

Change Password My Information **Security Questions**

## INBOX

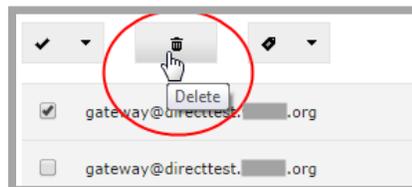
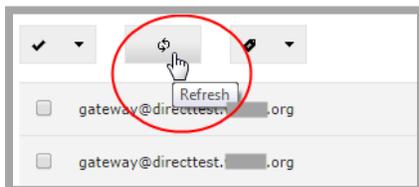
The **Inbox** works similarly to most email applications. In the HIE, a user's Direct address is that user's HIE username followed by the system's Direct Messaging address. For example, the Direct address for user "John\_Smith" would be "John\_Smith@[HIE Direct Domain Name].com". The exact configuration of a Direct address depends on the system setup parameters.



The upper right of the **Inbox** screen shows the Direct address of the user whose mailbox is currently displayed.

There are three folders which store Direct messages: **Inbox**, **Sent**, and **Deleted**. Click on any of the folder names to access those folders.

Click the second button on the inbox toolbar, **Refresh**, to check for new messages. To delete a message from a mailbox, select the checkbox beside the message and click the trashcan button.



Note: The trashcan button appears in place of the **Refresh** button when at least one message has been selected.

## MDN Messages

MDNs (Message Disposition Notifications) are special messages that contain information about the receipt status of Direct messages. MDNs are required by the Direct protocol and can help diagnose message delivery issues.

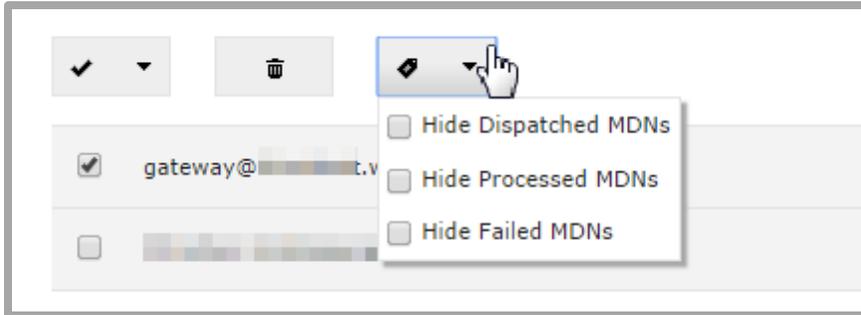
When a Direct message is sent from an inbox, the recipient's Direct server may respond with an MDN, indicating the message's receipt status. These statuses are defined as follows:

- **Processed MDN:** Indicates that a message has been received by the recipient's system.
- **Dispatched MDN:** Indicates a message has been delivered to the recipient.
- **Failed MDN:** Indicates that a message has not been delivered to the recipient.

Note: Some Direct messaging systems do not send any MDN messages, so depending on the recipient of your message, you may not receive an MDN.

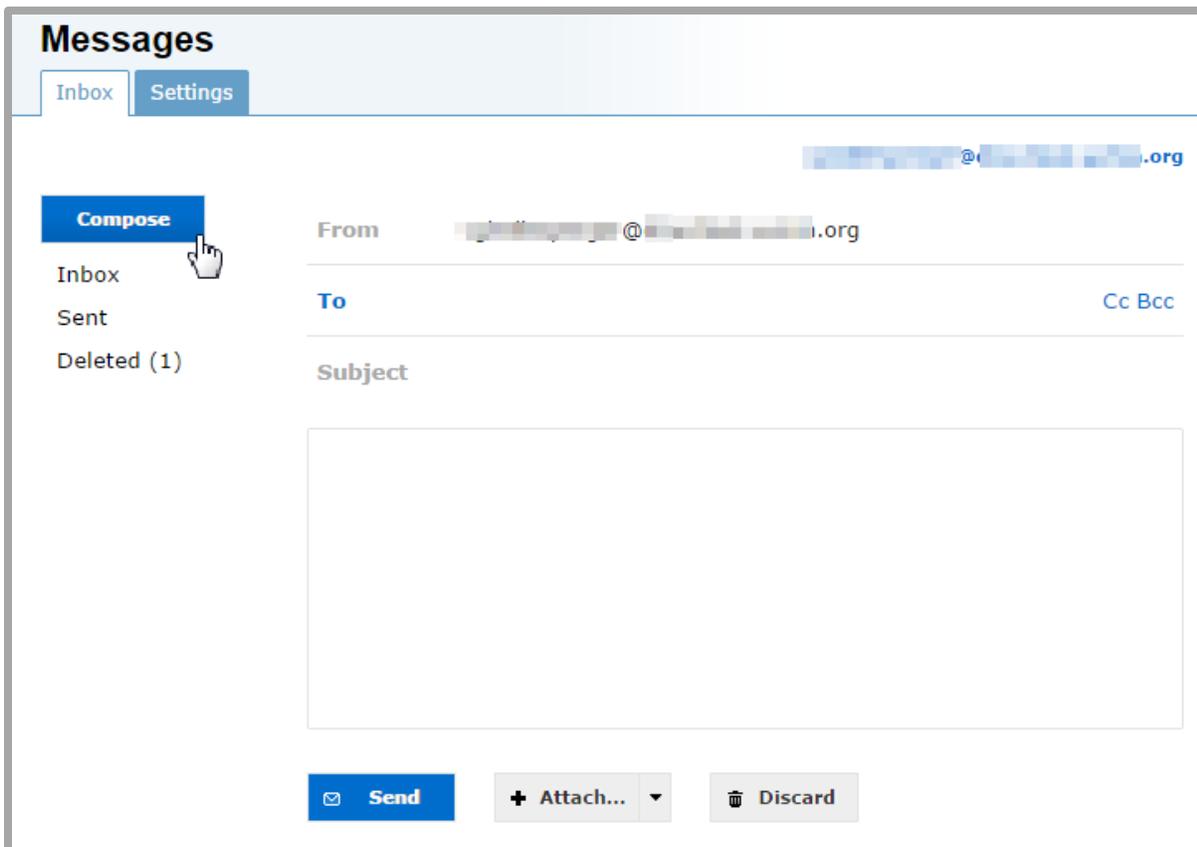
To hide MDN messages in your inbox, click on the tag button on the far right of the inbox toolbar and select an option from the dropdown menu. Clicking on one of the check boxes will hide all messages of that MDN type.

To show MDN messages that have been previously hidden, uncheck the appropriate checkbox.



## Composing Direct Messages

Click the **Compose** button to begin writing a new message.



To add a recipient's Direct address to the message, begin typing the first or last name of the recipient. As you begin typing, the autocomplete feature will suggest matching Direct users within your HIE directory. Click on the correct name and address to add it to the list of recipients.

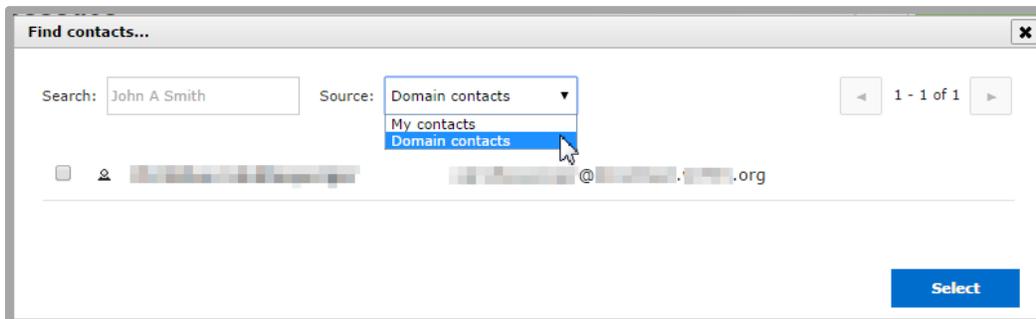
If you are sending the message to an external Direct user, type in the Direct email address and press the enter key to add it to the list of recipients.



The selected address will be displayed in the *To* field. You may add additional recipients in the *To* field, or add recipients to the *Cc* or *Bcc* fields by clicking on the appropriate links on the right-hand side of the screen. Click the **X** to remove an address in any of these fields.



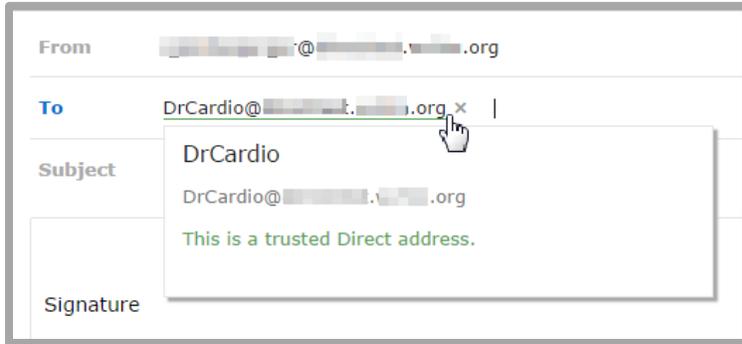
Recipient addresses can also be added by clicking on the **To** link. This will bring up the **Find contacts...** popup screen, which is used to search for addresses. Recipients can be found by typing in the *Search:* textbox.



The scope of the address search can be changed by selecting an address book source from the *Source:* dropdown menu. Select from a list of personal contacts by clicking **My contacts**, or search all of the Direct addresses in the current Direct domain by choosing **Domain contacts**.

When the search is complete, click on the checkbox next to any Direct recipients to add, and click the **Select** button in the lower right.

Once the system has validated the recipient's Direct address, a green underline will appear. Hovering over the address will reveal the following status message: "This is a trusted Direct address."



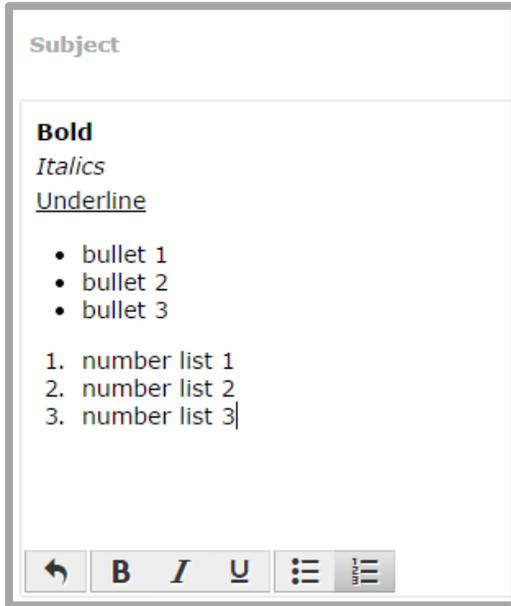
If the system cannot verify a recipient's Direct address, or if the address does not have a valid trust certificate registered with the system, it will appear underlined with red. Hovering over the address will reveal more information about the status of the address. The specific message that appears may vary; the screenshot below shows just one example of a status for Direct addresses that cannot be verified by the system.



Note: Direct messages may still be sent to addresses that have not been verified or that are not trusted; however, be aware that any information sent to these addresses may not be secure. If you encounter one such address, contact your administrator for assistance.

To begin composing a Direct message, enter a subject heading in the *Subject* field, and then type the message in the box below.

The toolbar located at the bottom of the message text box contains tools for formatting message text. A tooltip will appear when hovering the cursor over a toolbar icon that will describe its function.



If you have created a signature (using the **Settings** tab), it will automatically appear in the body of the message.

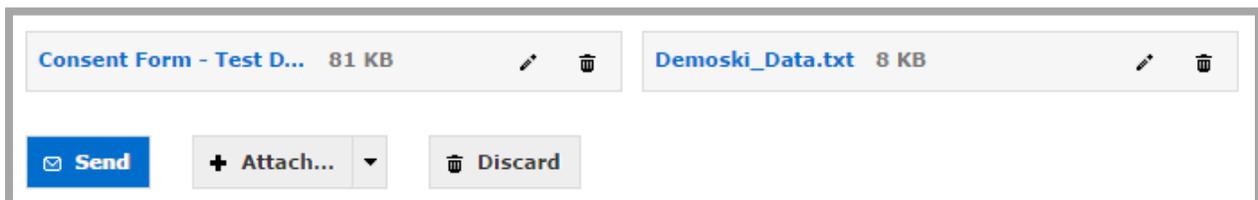
For information on including attachments in a Direct message, refer to the **Direct Message Attachments** section below.

To delete the message without sending, click the **Discard** button. To send the message, click the **Send** button.



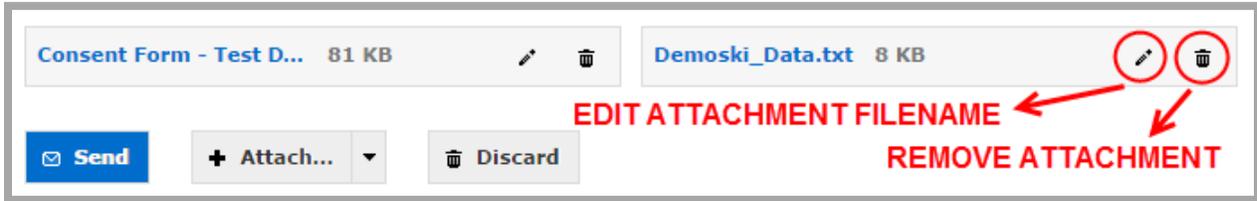
## Direct Message Attachments

To add an attachment to a Direct message, click on the **Attach...** button located below the message box and select any number of local files to attach. Any file(s) that have been attached will appear above the **Send**, **Attach...**, and **Discard** buttons.



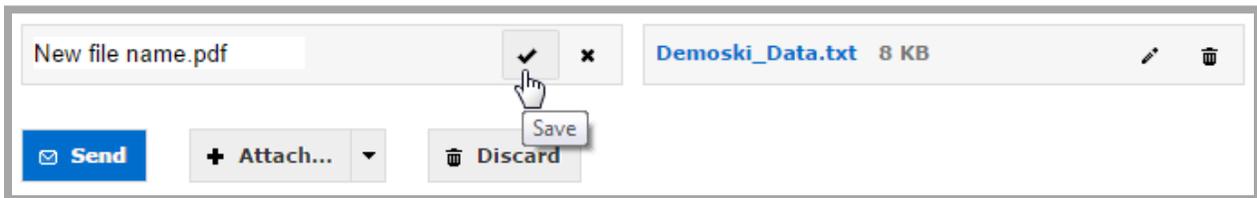
Note: The combined size of all attachments to a Direct message must be 10 MB or less (the maximum size of the entire Direct message, including attachments, is 16 MB).

Attachments can be deleted from a message by clicking the trashcan icon to the right of the appropriate file.

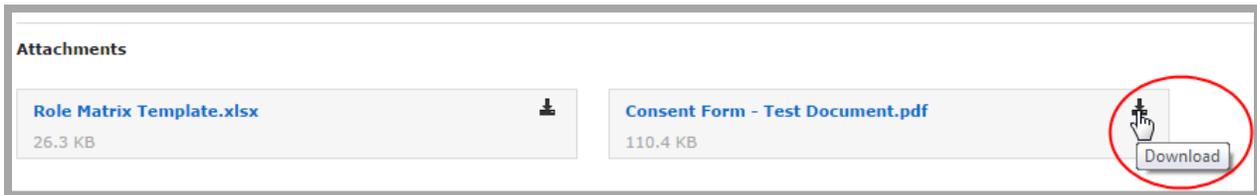


The file name for any attachment can be changed by clicking on the pencil icon to the right of each attachment and typing in a new file name in the text box. The original file extension (e.g., .PDF, .DOC, etc.) must be added to the new file name; otherwise, the recipient will be unable to open the file.

Click the checkmark to save the new file name, or click the X to cancel the file name change and revert to the original file name.

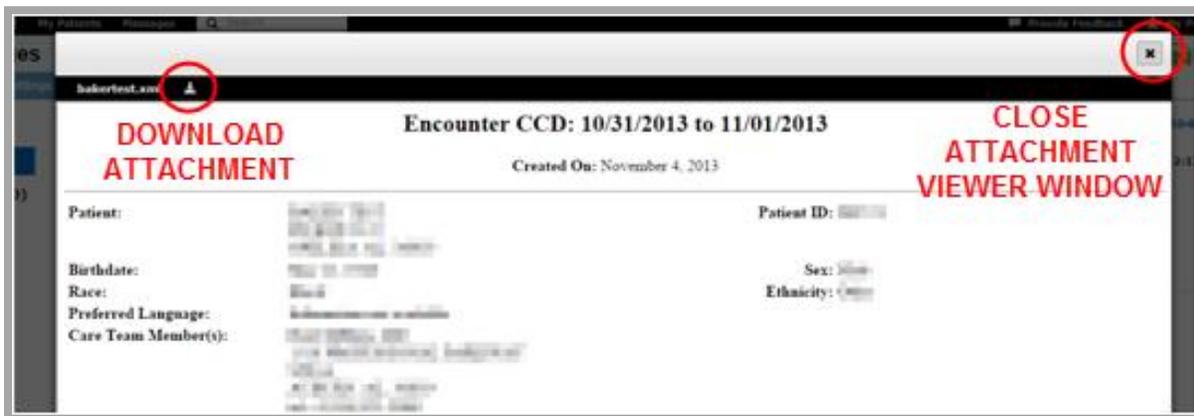


When a Direct message with an attachment has been received, the attachment can be downloaded by clicking the download icon.

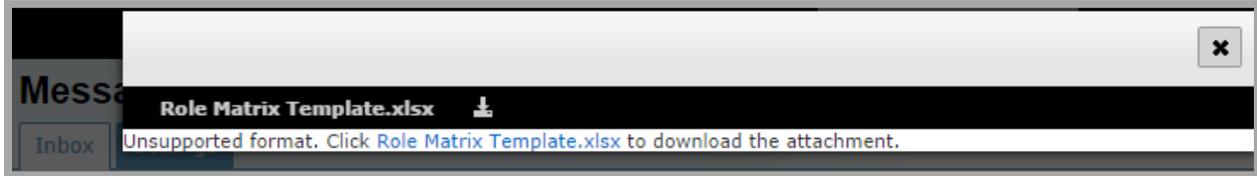


Certain supported document formats can be viewed in an attachment viewer window while on the Inbox screen. Supported files currently include PDF, CDA, XDM.ZIP, JPG, PNG, BMP, HTML, and TXT.

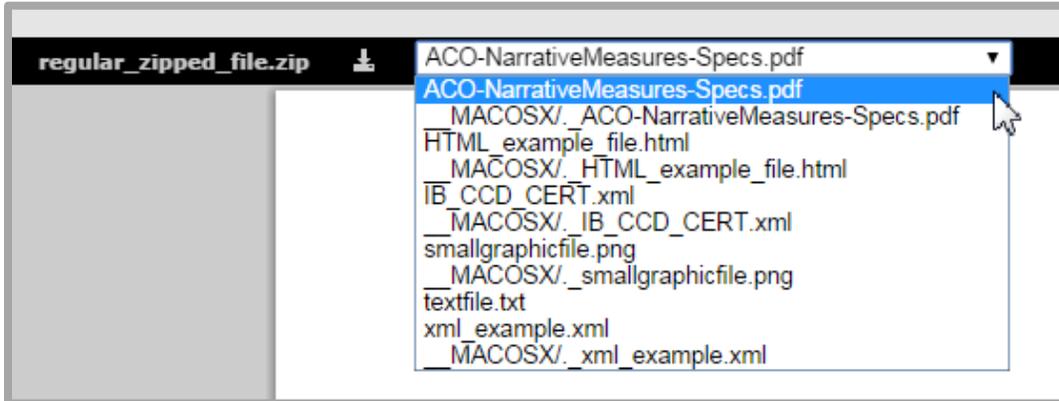
Click on the attachment file name (in blue) to open the attachment viewer window.. The file being viewed can be downloaded by clicking the download icon in the upper left corner, next to the file name. To return to the Inbox, click the X in the upper right corner of the attachment viewer window.



Note: If the file is not in a format that is supported by the viewer, the following message will appear, with instructions on how to download the file instead.



If a file opened in the attachment viewer contains a number of other files (as in a zip file), a dropdown menu will allow the selection of specific files stored within the main file. Select the file to be viewed from the dropdown list, and it will appear in the attachment viewer window.



## SETTINGS

The **Settings** tab of the *Messages* screen provides information needed to configure a standard email client (such as Microsoft Outlook) to send and receive Direct messages. It also provides setup options for assigning delegates, enabling email notifications, and including a Direct message signature.

## Delegates

To grant another HIE user the ability to read and write Direct messages on your behalf, enter the Direct address of that user in the **Direct Address** field of the *Delegates* section.

If the delegate user's address is part of the current user's Direct domain, it will automatically be added to the list of delegates. If the address is not part of the current user's Direct domain, click the **Add** link. If the address can be verified, it will be added; otherwise, an error message will appear.

Multiple users can be added as delegates. To remove any previously added Direct addresses, click the red **X** at the end of the delegate's row.

For more info on using delegates, see the **Delegates** section below.

## Configuring Outlook and Other Email Clients

Information needed to set up a connection to another mail client (including your Direct address, POP3 settings, and STMP settings) is available on the **Settings** screen.

To enable transactions through a POP3 server, make sure that the green *Enabled* notification is visible.

**POP3**  
(Access your Direct inbox from clients using POP3)

**Enabled** [Change](#)

User Name: DirectTest@directtest. .org  
 Password: (Your login password)  
 POP3 Server:   
 POP3 Port:   
 POP3 SSL Enabled: **Yes**

---

**SMTP**  
(Send Direct message from your clients using SMTP)

User Name: DirectTest@directtest. .org  
 Password: (Your login password)  
 SMTP Server:   
 SMTP Port:   
 SMTP SSL Enabled: **Yes**

To disable POP3 transactions, click on the **Change** link in the *POP3* section. The green *Enabled* notification will change to a red *Disabled* notification.

**POP3**  
(Access your Direct inbox from clients using POP3)

**Disabled** [Change](#)

Note: Remember to use your HIE user name and password when configuring access through the outside client.

## Notifications

The Direct messaging system can be set to send notification emails to an external address when a Direct message is sent to you in the HIE system.

**Notifications**  
(Get notified when a new Direct message is received)

**Enabled** [Change](#)

Notification Email Address: DrJohn@GeneralHospital.com [Change](#)

Note: Until the *Notifications* section is completed, notifications are not active and will not be sent.

To enable notifications, make sure that the green *Enabled* notification is visible. Then click on the **Change** link next to the *Notification Email Address:* header. Enter a valid email address in the text box which appears and click the **Save** button.

**Notifications**  
(Get notified when a new Direct message is received)

**Enabled** [Change](#)

**Save** [Cancel](#)

To disable notifications, click on the **Change** link. The green *Enabled* notification will change to a red *Disabled* notification.

**Notifications**

(Get notified when a new Direct message is received)

**Disabled**

[Change](#)

## Creating a Signature

If desired, you may automatically append a signature to your Direct messages. For example, a signature might include information such as your name, your contact information, and a statement about information disclosure policy.

**Signature**  
(Appended to all outgoing messages)

**Dr. John**  
Department of Medicine  
General Hospital  
1234 Main St.

*Office phone:(123)456-7890*  
*email:Dr.John@GeneralHopsital.com*  
*Direct:Dr.John@directtest.[redacted].org*

↶ **B** *I* U ☰ ☰

Save

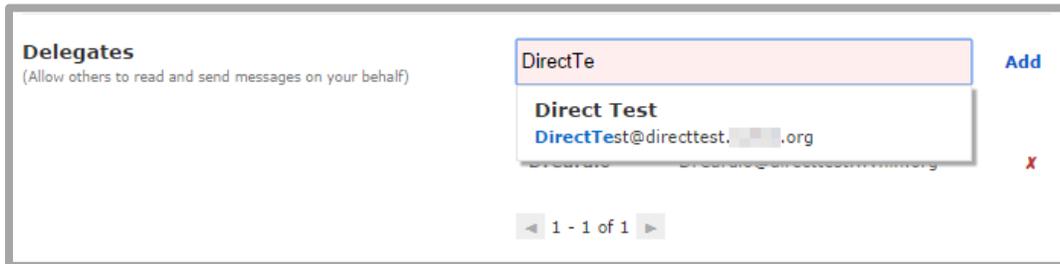
Enter your desired text in the *Signature* window. Basic text formatting options are available in the toolbar located at the bottom of the window. Once done, click the **Save** button. Any text included will appear automatically at the end of each Direct message you compose.

## DELEGATES

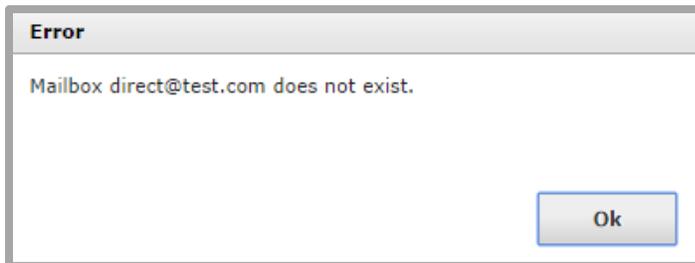
Delegates are users who have been granted permissions to manage another user's Direct inbox, including reading messages, replying/forwarding, and composing new messages. Each user is able to add and remove delegates at any time using the **Settings** tab on the *Messages* screen.

### Adding Delegates

To grant an HIE user the ability to read and write Direct messages on your behalf, enter the Direct address of that user in the **Direct Address** field of the *Delegates* section.



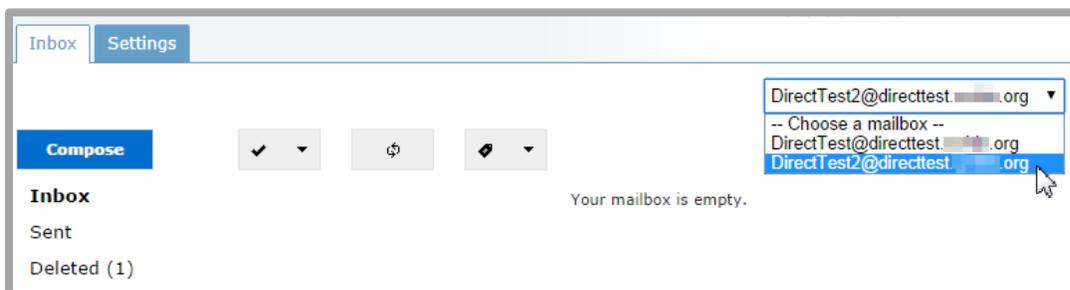
If the delegate user's address is part of the current user's Direct domain, it will automatically be added to the list of delegates. If the address is not part of the current user's Direct domain, click the **Add** link. If the address can be verified, it will be added; otherwise, an error message will appear.



Multiple users can be added as delegates. To remove any previously added Direct addresses, click the red **X** at the end of the delegate's row.

### Acting as a Delegate

If another user has added you as a delegate, you can access his or her Direct account by clicking on the Direct address in the upper right of the **Inbox** screen.



Select a Direct user address from the *Choose a Mailbox* dropdown menu to switch to that user's Direct inbox.

As a delegate, you will be able to read, write, reply to, and forward Direct messages within the delegated inbox. Users should keep in mind their organization's privacy and security policies before setting up any delegates.

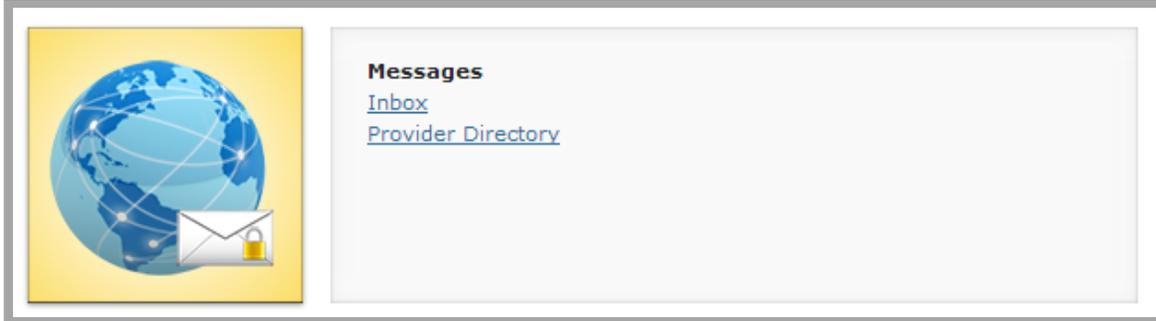
Note: Only the original inbox owner can assign and delete delegates to his or her inbox.

Messages sent by a delegate will include a notification that they were sent on behalf of another user.

The screenshot shows a web-based email interface titled "Messages". At the top, there are tabs for "Inbox" and "Settings". Below the tabs, there is a "Compose" button and three icons: a checkmark, a refresh symbol, and a trash can. To the right, it says "DirectTest@directtest. [redacted].org" and "1 - 1 of 1" with left and right arrow navigation buttons. Below this is a list of messages. The first message is selected and has a checkbox. The subject is "Doctor One on behalf of Doctor Two" and the body text is "Lab results". The date and time are "10/16/2013 11:39AM". On the left side of the interface, there are labels for "Inbox", "Sent", and "Deleted".

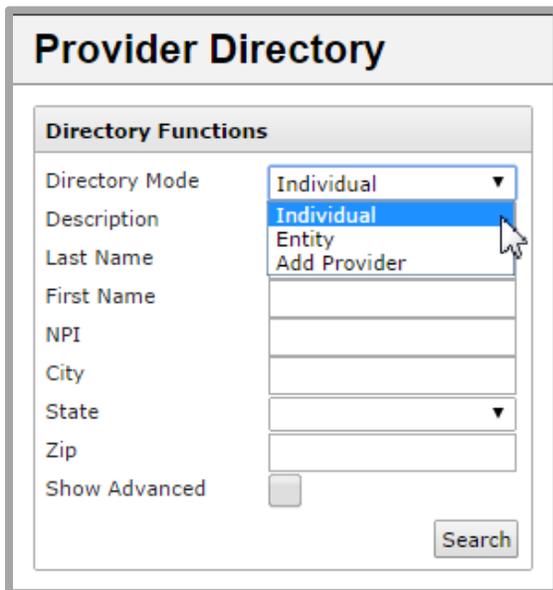
## PROVIDER DIRECTORY

The Provider Directory allows you to search for providers within your own HIE and, in some cases, other exchanges.



### Searching the Provider Directory

Multiple options exist for searching the Provider Directory, including searching for both individuals and entities. To begin, select one of these options, either **Individual** or **Entity**, from the *Directory Mode* dropdown menu.

A screenshot of the 'Provider Directory' search form. The title 'Provider Directory' is at the top. Below it is a section titled 'Directory Functions'. The 'Directory Mode' dropdown menu is open, showing 'Individual' (highlighted in blue), 'Entity', and 'Add Provider'. Other fields include 'Description', 'Last Name', 'First Name', 'NPI', 'City', 'State' (dropdown), 'Zip', and a 'Show Advanced' checkbox. A 'Search' button is at the bottom right.

Enter information about the provider being searched for in the appropriate text boxes. Clicking on the *Show Advanced* check box will reveal additional search options.

**Directory Functions**

Directory Mode: Individual

Last Name: Individual

First Name: Entity

NPI: Add Provider

City:

State:

Zip:

Show Advanced:

Business Phone:

License #:

Taxonomy:

Search

**Directory Functions**

Directory Mode: Entity

Description: Individual

Last Name: Entity

First Name: Add Provider

NPI:

City:

State:

Zip:

Show Advanced:

Authorized Phone:

License #:

Taxonomy:

Search

In addition to standard demographic information, searches can be conducted using:

- **Description** – entity search only; search for an entity’s name (e.g., Main Street Clinic) in the HIE database or in any linked databases  
Note: The results will include entities for which the name entered as the entity’s description is an exact match to the search terms.
- **NPI** – National Provider Identifier; search using the individual or entity’s 10-digit number from the NPI Registry, available from CMS
- **License #** – search for an individual or entity’s professional license number
- **Taxonomy** – search for an individual or entity’s practice category or specialty from options in the dropdown menu

Once the search information has been entered, click the **Search** button. Results will appear to the right of the search box. Select the desired individual provider or entity from the list of results by clicking on its result row.

Individual Providers			
Name	Address	NPI	Direct Address
DR. BOB ( ) M.D.			

Showing 1 to 1 of 1 entries

## Viewing and Editing Provider Information

Once a provider is selected, the *Provider Detail* screen appears, showing the **View Individual Provider** tab (or for entities, the **View Entity Provider** tab).

On this screen, information about the provider is divided into a number of panels:

- **Names/Officials:** lists demographic info about a provider or each of an entity’s officials
- **Identifiers:** lists ID numbers issued by NPI, Medicare, Medicaid, etc., and their effective dates
- **Addresses:** lists mailing addresses
- **Contact Info:** lists phone numbers, fax numbers, and Direct message addresses

- **Licenses:** lists the numbers of any licenses held, the associated taxonomy classification, and their state of issuance
- **Descriptions (Entities only):** lists any specific identifying information about the entity

Additional information can be added to any of the above panels modified by clicking the **Add** link at the lower left of the appropriate panel. Fill in any boxes and make selections from dropdowns as appropriate.

Contact Info			
Type	Contact	Metadata	Data Source
Mailing Address Phone	<input type="text"/>		NPI
Mailing Address Fax	<input type="text"/>		NPI
Business Address Phone	<input type="text"/>		NPI
Business Address Fax	<input type="text"/>		NPI
<a href="#">Add</a>			

Contact Info			
Type	Contact	Metadata	Data Source
Mailing Address Phone	<input type="text"/>		NPI
Mailing Address Fax	<input type="text"/>		NPI
Business Address Phone	<input type="text"/>		NPI
Business Address Fax	<input type="text"/>		NPI
<input type="text"/> Authorized Official Phone Number Business Address Fax Business Address Phone <b>Direct Address</b> Mailing Address Fax Mailing Address Phone	<input type="text"/>	<input type="text"/>	<a href="#">Save</a> <a href="#">Clear</a>
	<b>State</b>	<b>Primary Taxonomy</b>	<b>Data Source</b>
	<input type="text"/>	true	NPI

When finished, click on the **Save** link to the far right of the row to save the changes, or click **Clear** to cancel the changes.

Any added information can be changed again by clicking on the **Edit** link that will appear next to user-added rows. Changes can be saved or cancelled, or the row can be removed completely by clicking the **Delete** link.

Contact Info			
Type	Contact	Metadata	Data Source
Mailing Address Phone			NPI
Mailing Address Fax			NPI
Business Address Phone			NPI
Business Address Fax			NPI
Direct Address	sample@email.direct.org		Local Source
<a href="#">Add</a>			

Contact Info			
Type	Contact	Metadata	Data Source
Mailing Address Phone			NPI
Mailing Address Fax			NPI
Business Address Phone			NPI
Business Address Fax			NPI
Direct Addr ▾	sample@em		Local Source
<a href="#">Add</a>			

Note: Any manual additions made to provider information will appear with a data source of “Local Source”, and will be visible to any user that has access to the Provider Directory.

## Adding a New Provider

To add a provider to the local Provider Directory, select the **Add Provider** option from the *Directory Mode* dropdown menu on the *Provider Directory* search page. Choose the appropriate provider type (Individual or Entity), and enter a valid 10-digit NPI number in the appropriate box.

Provider Directory	
<b>Directory Functions</b>	
Directory Mode	Add Provider ▾
New Type	Individual ▾
NPI	<input type="text"/>
<input type="button" value="Add"/>	

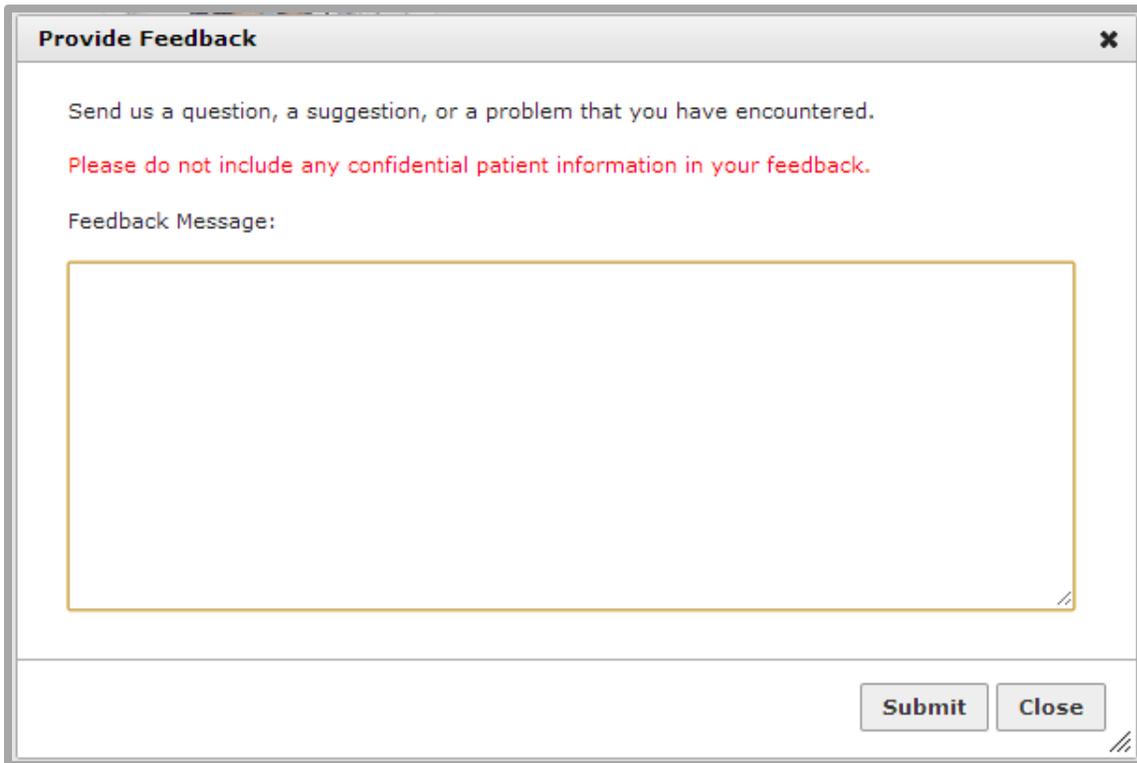
Click the **Add** button and you will be directed to the **View Individual Provider** (or **View Entity Provider**) screen, where other information can be added.

## PROVIDE FEEDBACK

The **Provide Feedback** link in the upper right-hand corner of every screen is used to submit questions, suggestions, or problems. A support team regularly reviews all feedback and responds appropriately.



Each message will automatically include information about the page and patient currently being viewed. Therefore, the user should not include patient demographics or other identifying information.

A screenshot of a 'Provide Feedback' dialog box. The dialog box has a title bar with the text 'Provide Feedback' and a close button (X). The main content area contains the following text: 'Send us a question, a suggestion, or a problem that you have encountered.' followed by 'Please do not include any confidential patient information in your feedback.' in red text. Below this is the label 'Feedback Message:' and a large, empty text input field with a yellow border. At the bottom right of the dialog box, there are two buttons: 'Submit' and 'Close'.