

Secure Messaging

Questions to ask when setting up

Questions to ask:	Argus	HealthLink	ReferralNet Agent	MMEEx	Medical-Objects
Is the product compatible with my Clinical software?	Argus integrates with most clinical software packages. Also offers ArgusWord for users without clinical packages.	Integrates with most clinical software programs.	Integrates with most clinical software programs.	MMEEx has a secure messaging component as well as its own clinical software program.	Integrates with most clinical software programs.
Is the product listed on the Nehta PIP eHealth Product Register?	Yes	Yes	Yes	Yes	Yes
How are providers added to the address book so messages can be sent & received?	Varies by clinical software program. Support available.	Via MDExchange address book in MedicalDirector Clinical. Summary sheet available on HealthLink & MedicalDirector	Via in-built address book.		Direct integration to Genie. Referral client used for other clinical packages.
Is the product able to monitor incoming and outgoing correspondence to prevent delays and errors in message transfer?	Yes via Message Manager tool.	Yes via MDExchange within MedicalDirector Clinical	Yes		Yes via Web Activity Report (Trinity)
How can I be sure a message sent is received? (ie Read Receipt/Delivery Assurance)	Via Message Manager, web based tool and report.	Via MDExchange in MedicalDirector.	Read receipt available		Check via Web Activity Report (Trinity). http://wiki.medical-objects.com.au/index.php/Web_Activity_Report
How is product training and support provided?	Via Webinars, 1-on-1, group sessions, training collateral inc cheat sheets and user guides & phone support on 03 9037 1000	Online Training Resources are available from here: Training Videos as well as a Knowledge Base and remote support option. See Train IT Medical Summary sheet	Tutorial/demo provided on install plus support website & online training tutorials available	User training and user guides are provided with all new installations.	Online Support Wiki contains User Guides, walkthroughs and videos.

		on HealthLink and MedicalDirector			
What is the process for connecting/subscribing to the service?	Register practice details here: http://www.argusconnect.com.au/ under 'New to Argus' section. Once complete, contact Argus on 03 9037 1000 to arrange installation.	Integrated into MedicalDirector – no further connection needed (see instructions to begin use). For other software contact HealthLink directly.	Contact ReferralNet on 1300 723 938	Contact MMEEx on 1300 722 926	Contact Medical-Objects on (07) 5456 6000
Are there any hidden costs to either sending or receiving?	Contact Argus for annual subscription information	Sending and receiving messages for general practice is free.	Contact ReferralNet for further pricing information	Contact MMEEx for pricing information	Receiving messages is free. Sending is at an additional cost.
Phone Contact	03 9037 1000	1800 125 036	1300 723 938	1300 722 926	(07) 5456 6000
Website Link for further info	http://www.argusconnect.com.au/	www.HealthLink.net	ReferralNet Messaging	http://www.isahealthcare.com	https://www.medical-objects.com.au