

The background features large, bold, red brushstrokes that resemble the letters 'M' and 'A' in a stylized, calligraphic font. These strokes are set against a white background with a subtle blue gradient.

**HARNESSING THE POWER OF THE
MATCHMD KHN MOBILE
APPLICATION**

2019 LEARNAPALOOZA

MATCHMD KHN SECURE MOBILE MESSAGING APPLICATION



The MatchMD KHN Secure mobile application is more than a simple messaging tool.



There are many advanced options that can help the KHN employee communicated quickly and securely.



The presentation will cover the workflow and options available to all KHN employees from the MMD KHN app.

KETTERING
Health Network.

855-KforLIFE™
(536-7543)

Powered By:

MatchMD®
Enterprise

The graphic features a light blue background with a world map and a smartphone on the left. The Kettering Health Network logo is at the top. The phone number 855-KforLIFE (536-7543) is prominently displayed. Below it, the text 'Powered By:' is followed by the MatchMD Enterprise logo.

HIPPA? HITECH? FINAL RULE? –
WHY WE NOW USE SECURE
MOBILE MESSAGING APPS

HEALTH INSURANCE PORTABILITY & ACCOUNTABILITY ACT (HIPAA)



**Public Law 104-191 H.R. 3103
August 1996**



Goal – to protect the privacy of patient – identifiable information in all forms, combat waste & fraud, improve care, and simplify the portability of health information to insurers



Patient Rights – Access to information, how that information is shared, and the protection of their privacy



**Title II – Fraud Prevention :
Transactions & Code Sets,
Identifiers, Privacy, & Security**

ARRA AND HITECH ACT – FEBRUARY 2009



American Recovery & Reinvestment Act (ARRA) Feb. 2009 – Important because HITECH became a 2nd major component and the introduction of Business Associate Agreements (BAs)



Health Information Technology for Economic & Clinical Health Act (HITECH) 2009-2010



Business Associate Agreements – required for covered entities, same penalties for breaches. Those providing a service for a Covered Entity. (CE)



Business Associates must – Only use PHI for purpose it was shared, assume safeguard responsibility, provider the insured access to their information and its history of disclosures, notify the CE in event of a breach & access and mitigate risk.

FINAL RULE – MARCH 2013

Title II – Final Rule (security) March 26, 2013 effective start date.
180 days to comply

Strengthen the privacy and security of protections of individual health information (PHI and ePHI) Patient Safety Org (PSO), Health Information Org. (HIO), ePrescribing portals, and other data transmission vendors now included under this new rule.

Cloud Portals (MatchMD) – October 2016 - New regulations for cloud portal data stores. Encrypted PHI storage, even without decryption key, is still a BA and must have a signed BA agreement on file.



How the MatchMD ensures compliance

- Secure sign-on process – Kettering Health Network controls logins through Active Directory ADFS
- Encrypted messaging: point-to-point mobile encryption
- Delivery and read receipts
- Date and time stamp
- Customized message retention timeframes
- 2 Form authentication options
- Biometric login capability
- Specified call schedules for all KHN practices ensure contact with the correct physician
- Mobile App Management capabilities – Proprietary or 3rd part wrappers
- Restrictive - permissions driven archive for PC to app and app to app messages.
- Minimum Necessary Information (MNI)
- Team Crisis Paging to secure MMD KHN mobile app.
- Future positive patient lookup – ADT Epic transactional reference calls
- SOC 2 data Center

Benefits of the MatchMD App for Physician Clinicians

- Secure device for all ePHI messages from units, nursing homes, and answering services.
- Ability to let the sender know when the message is received and read
- Ability to triage important messages first while replying directly back to others when you'll get back to them
- The ability to forward the message to another member of the medical staff and then communicate back and forth via mobile to mobile chat
- Escalate backup messages alerts to a secondary device with ePHI removed.
- ePHI stored permanently only on MatchMD's secure servers.
- Ability to have a mobile device remotely wiped if stolen or lost
- 2 touch call back of telephone numbers including the ability to hide their cell number.
- One-to-one and one-to-many group chat message
- Directory of all credentialed medical professionals in the KHN Network
- The ability to see the call schedule of the person you are looking for in their profile page in the directory
- Ability to see own call schedule and those of your practice. The ability to change that schedule from the device.
- Ability to send and receive pictures, voice audio recordings, and pdf via chat
- Ability to time delay up to 24 hours the delivery of a chat message

MATCHMD 101 – PC to MatchMD Mobile app communication



Sign in with your Kettering Network ID

[Sign in](#)

AUTOMATIC ADFS LOGIN FROM ANY KHN WORKSTATION.

[HTTPS://KHN.MATCHMD.COM](https://khn.matchmd.com)

ALL KHN EMPLOYEE'S HAVE BASIC ACCESS

MatchMD 101 – Paging from a clinical workstation or network PC

The screenshot displays the MatchMD web application interface. At the top left is the MatchMD logo with the tagline "Rapid, Accurate & Verified Medical Connectivity". The main header area includes "KPN Hospital Medicine" and a search bar containing "Search for Physician/Group/Team". Navigation links for "Messages Archive", "My Settings", "Admin", "Schedule", and "On Call List" are visible. On the left side, there is a "Distribution lists" sidebar with a scrollable list of "Physicians and Clinicians". The main content area shows a search result for "Srinivasu Chamарthy, M.D. Hospitalist" at "KPN Hospital Medicine, Kettering, OH". A red box highlights the portrait icon next to the name, with a red text annotation above it stating "Double click the portrait if not on call". To the right of the profile, there are three distribution lists, each with a list of names and small portrait icons.

MatchMD
Rapid, Accurate & Verified Medical Connectivity

KPN Hospital Medicine

Search for Physician/Group/Team

Messages Archive - My Settings - Admin - Schedule - On Call List


Double click the portrait if not on call








Distribution lists

Physicians and Clinicians

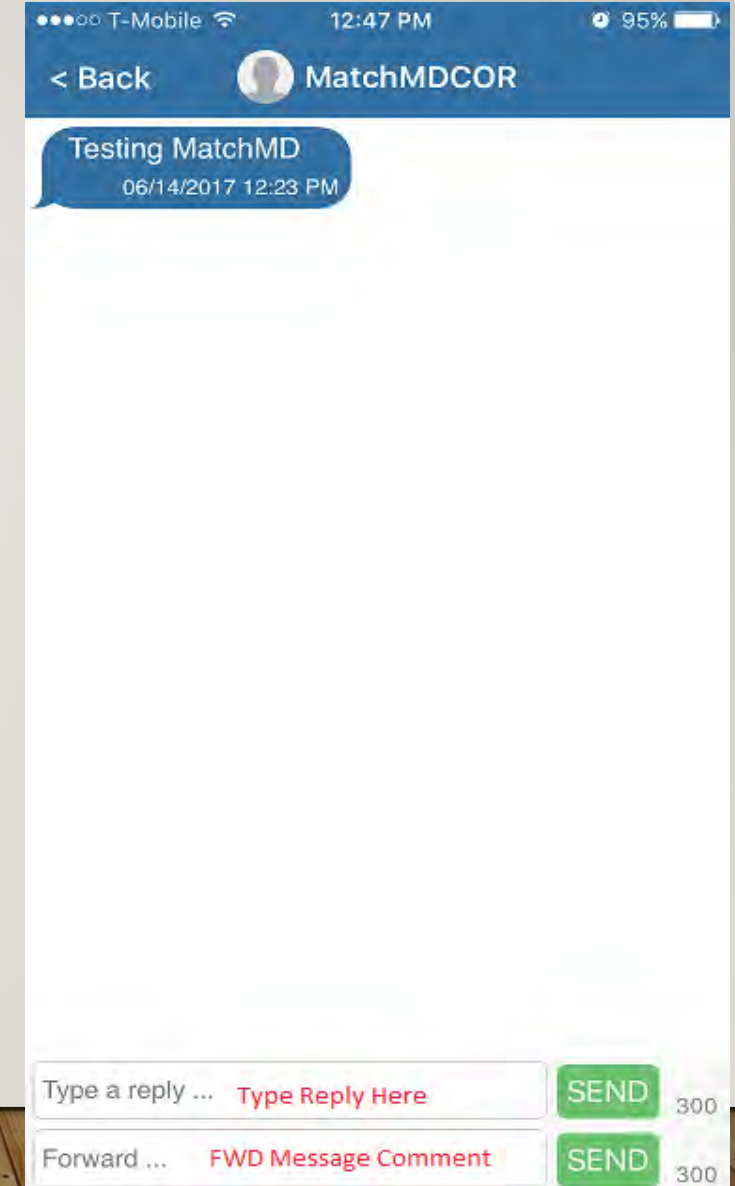
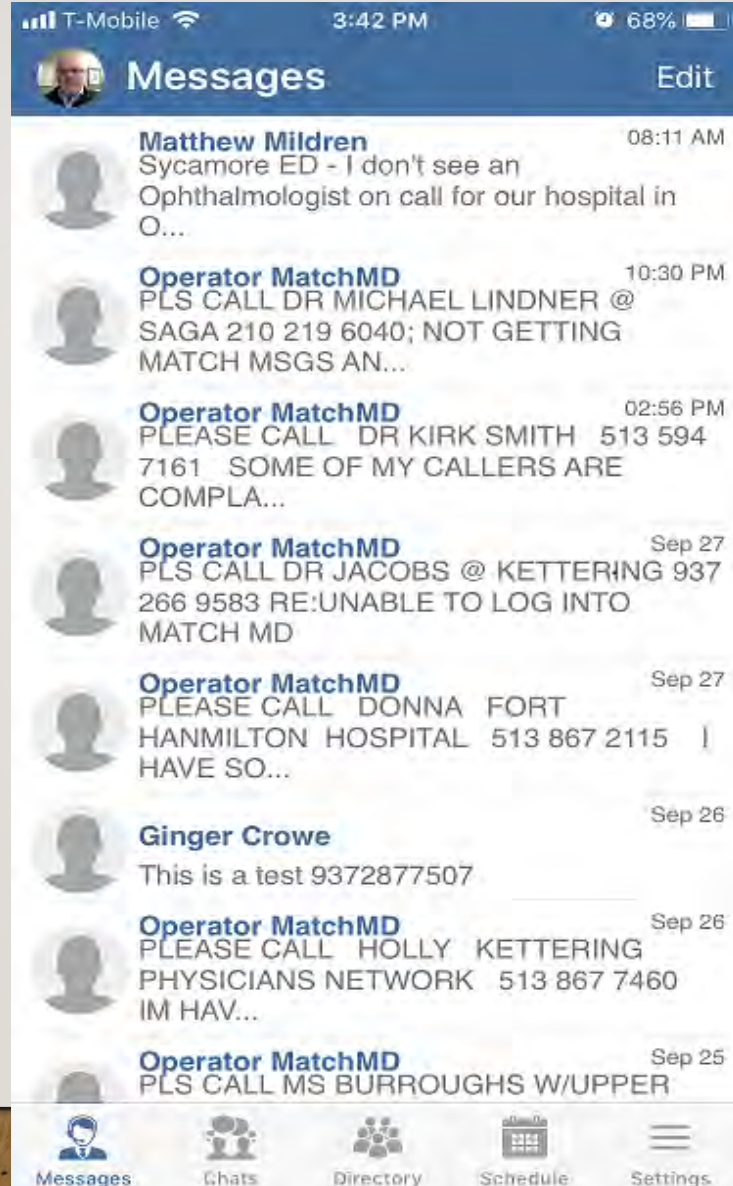
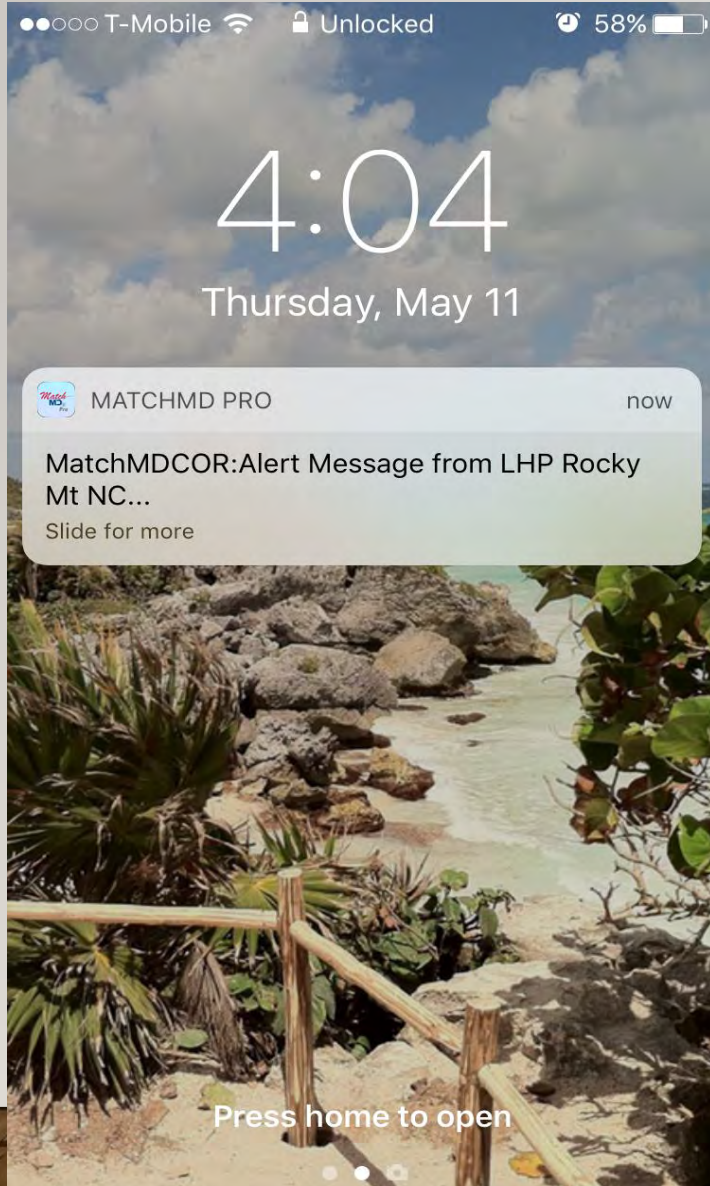
- Mohammed Abdelaziz, M.D.
- Ashlee Ames, M.D. Medical Dir.
- Subbaraju Budharaju, M.D.
- Isha Butler, D.O.
- Melissa Butler, M.D.
- Robert Capello, PA
- Srinivasu Chamарthy, M.D. Hospitalist
- Jeremy Chapman, D.O. Hospitalist
- Swathi Datla, M.D.
- Frank Farkash, NP
- Adam Fershko, M.D.
- Rick Foreman, NP
- Sirisha Gaddipati, M.D.
- Caitlin Harris, D.O.

Search Result

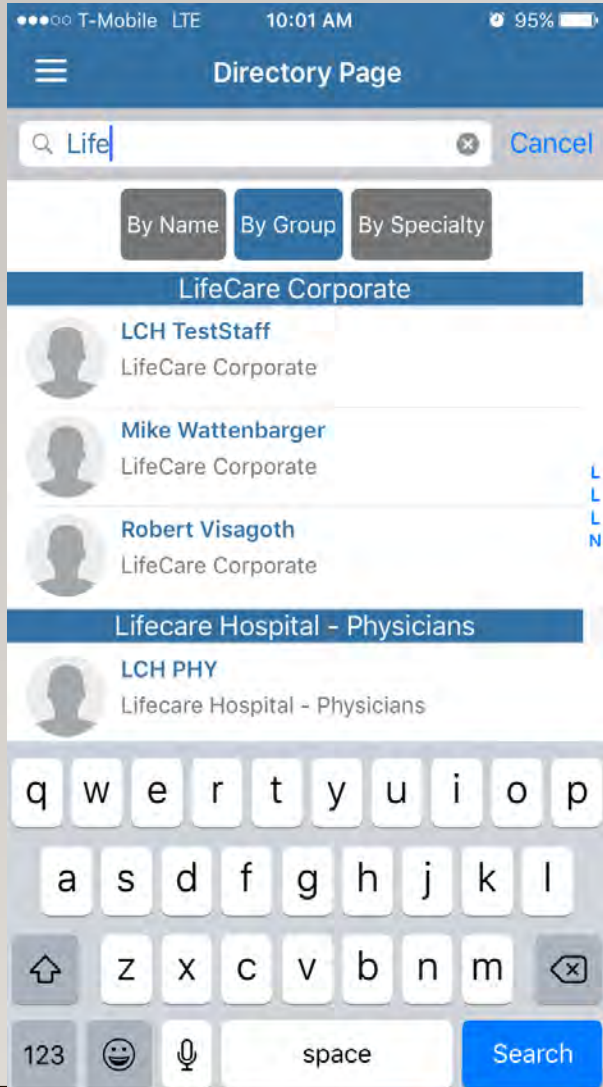
 **Srinivasu Chamарthy, M.D. Hospitalist**
KPN Hospital Medicine
Kettering, OH
Hospitalist

- KMC Hospitalist - New Admits and Consults**
Niranshiny Rahunanthan, M.D. 
- KMC Hospitalist - Rounding Physicians**
Archana Nair, M.D. 
Mohammed Abdelaziz, M.D. 
Niranshiny Rahunanthan, M.D. 
Parasram Ramdeo, M.D. 
Yousif Shareef, M.D. 
- KMC Hospitalist - Observation Unit CDU**
Ashlee Ames, M.D. Medical Dir. 

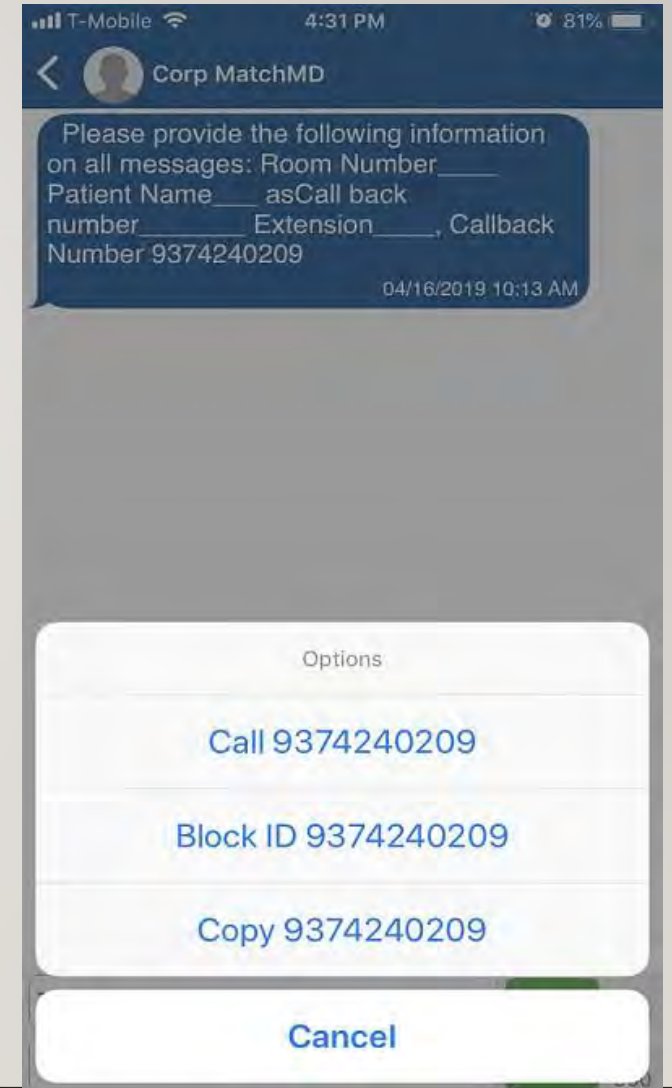
MatchMD KHN App – Basic Features 101



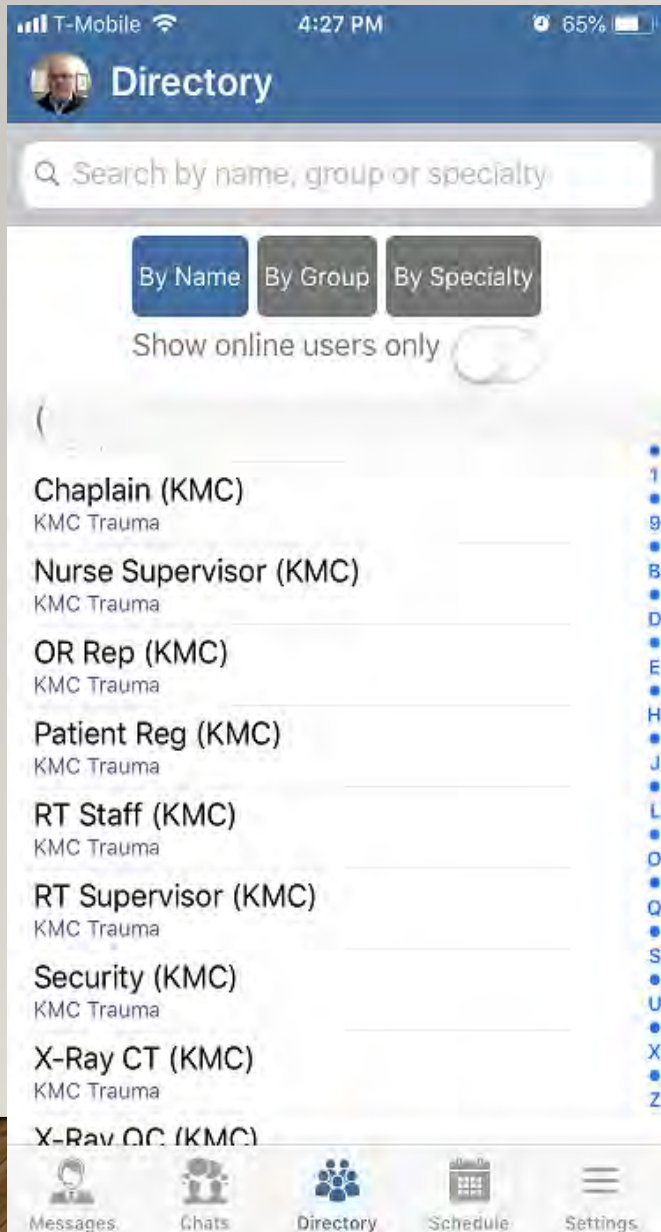
MatchMD KHN App – Basic Features 101



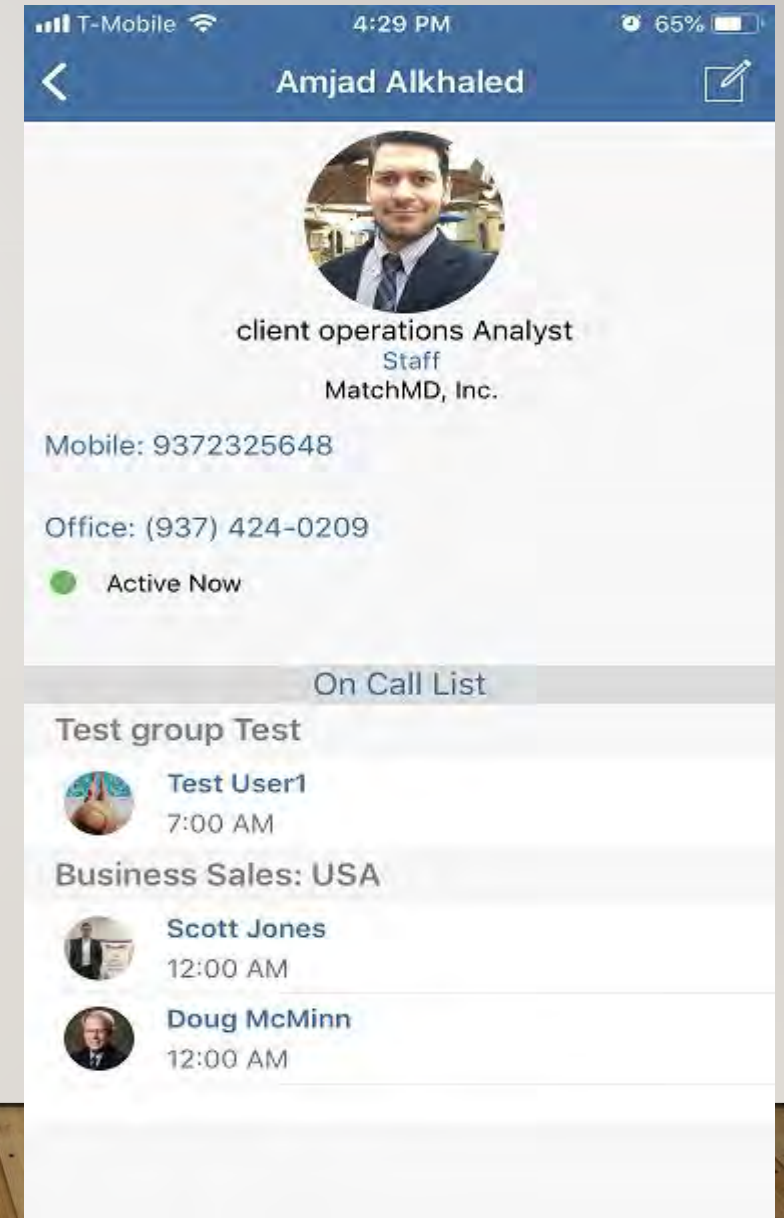
- Reply to a message
- Forward a message to anyone listed in the MMD directory
- Forwarded messages become a 2-way chat or chat group discussion
- Chats are logged securely for each user
- The ability to call a number back easily.
- Clicking on a message bubble with a telephone number in it launches a call back options section
- Coming in 2020 the ability to call a person back and have your practice's number be displayed in caller ID systems
- Messages logged for 6 years by law.



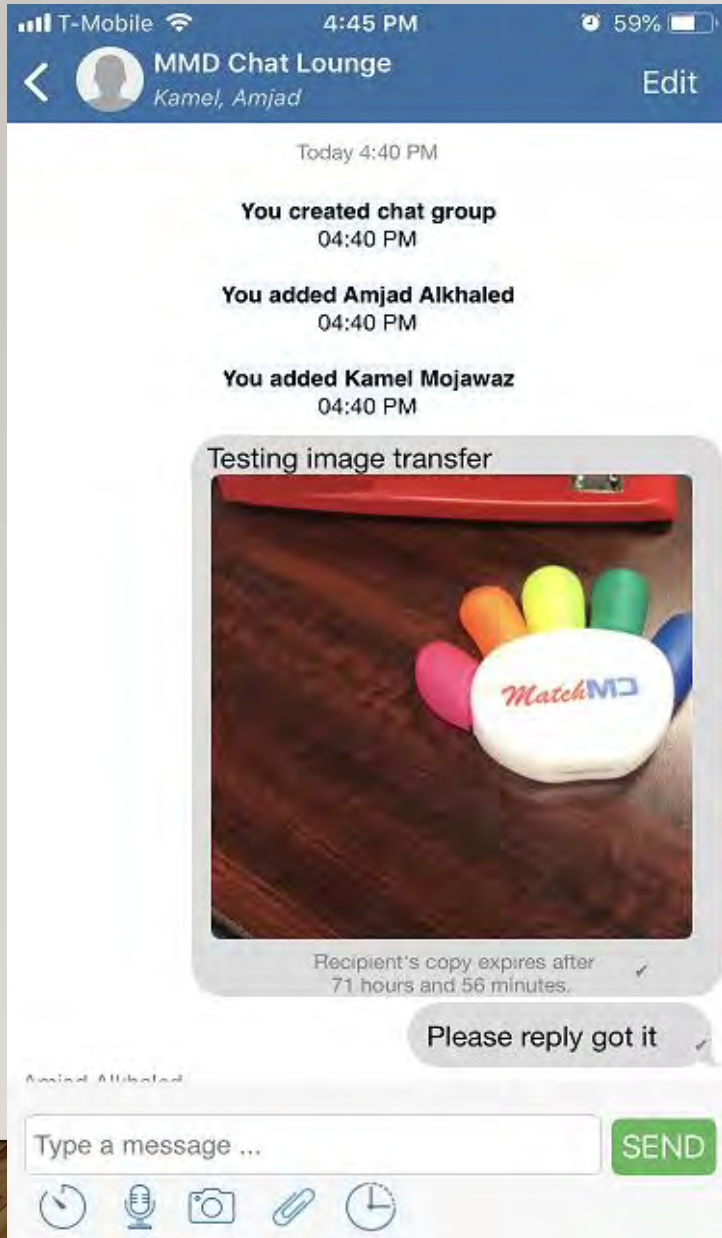
MatchMD KHN App – Advanced Features – CHAT | Directory



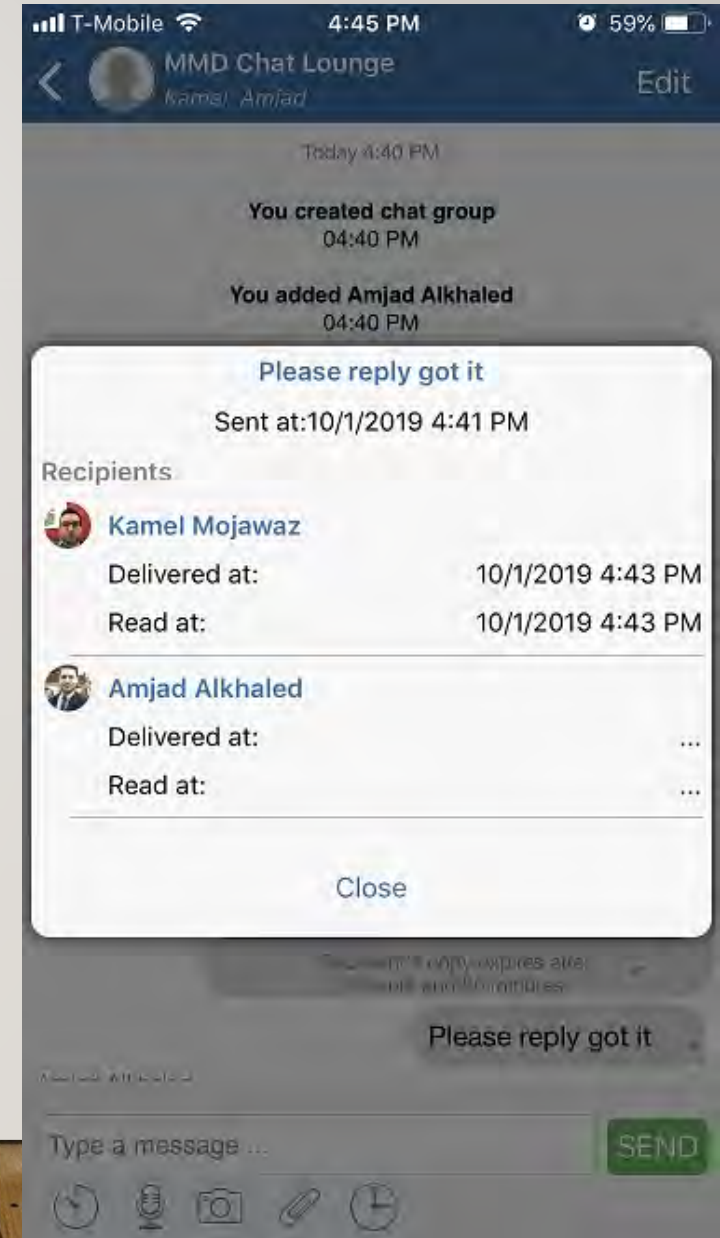
- Directory of over 25,000 users
- User profile page for each user
- Office and mobile numbers included in profile.
- Profile displays active call schedule for person searched for
- Ability to page the on-call provider or direct chat message the searched for user
- Once a chat is opened the conversation is stored in the chat tab on the app.
- Group chat partners become persistent. Next time you won't have to search for that user to continue your conversation.



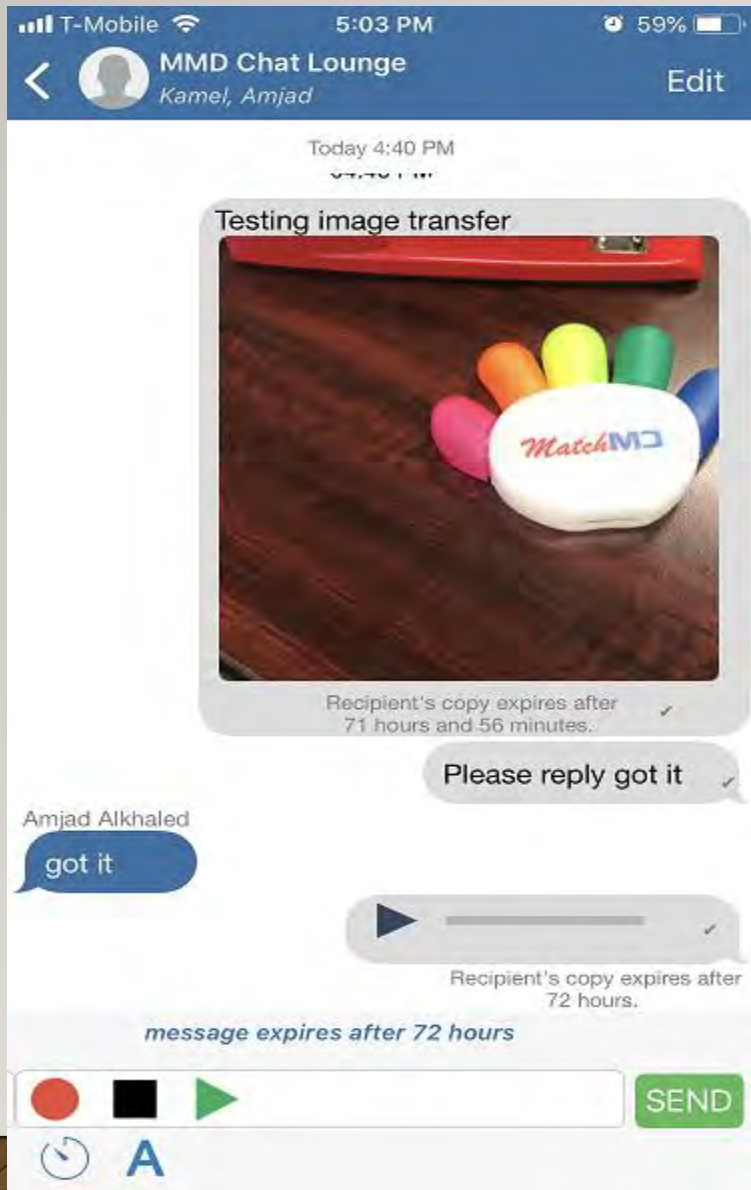
MatchMD KHN App – Advanced Features – CHAT | Directory



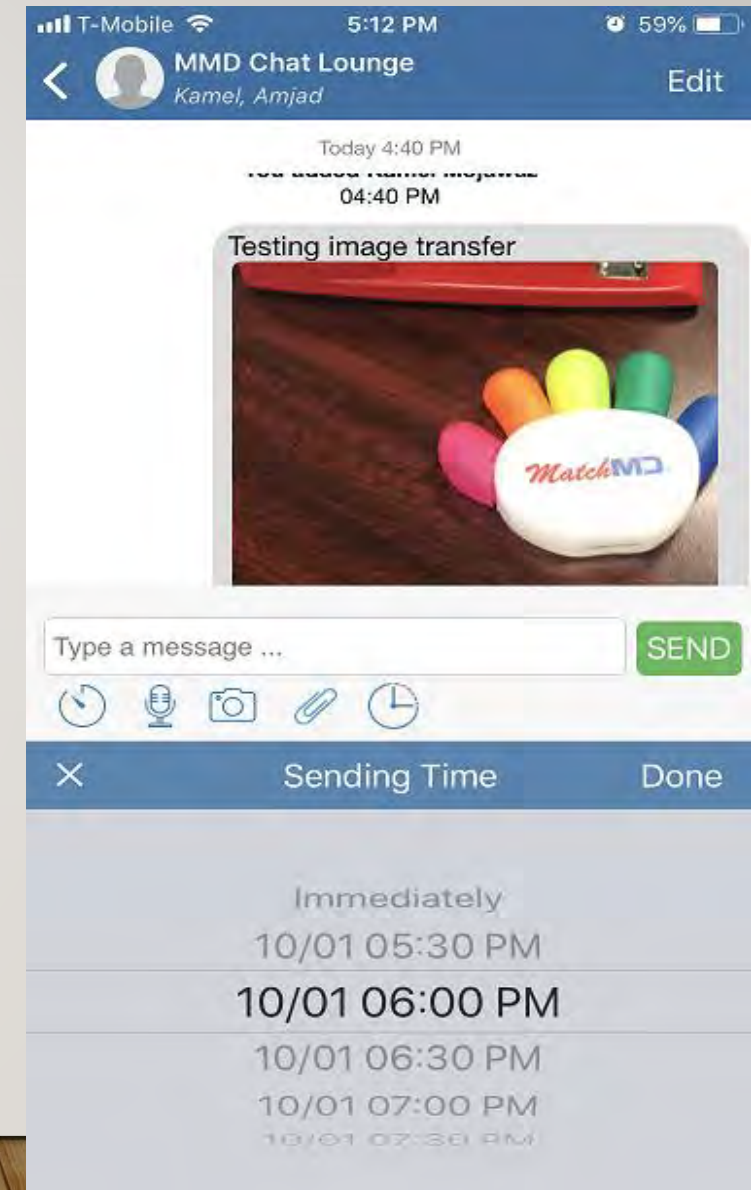
- Chat conversation have many more advanced features (App to App)
- All conversation are time stamped and participants clearly marked.
- Tracking ✓ let you know when a message is on the other user's device and when it has been read
- Each individual comment can be access by pressing and holding on a chat bubble to see a full detailed report including delivery and read times. Continues to be update until chat conversation is deleted



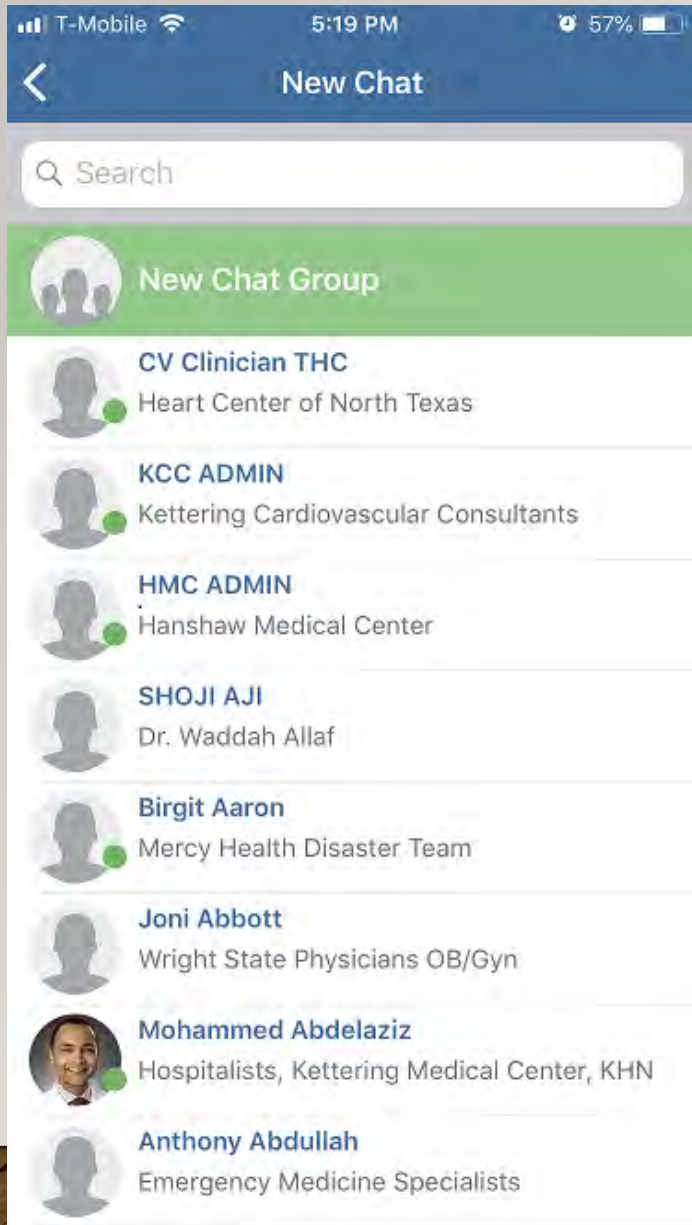
MatchMD KHN App – Advanced Features – CHAT ATTACHMENTS



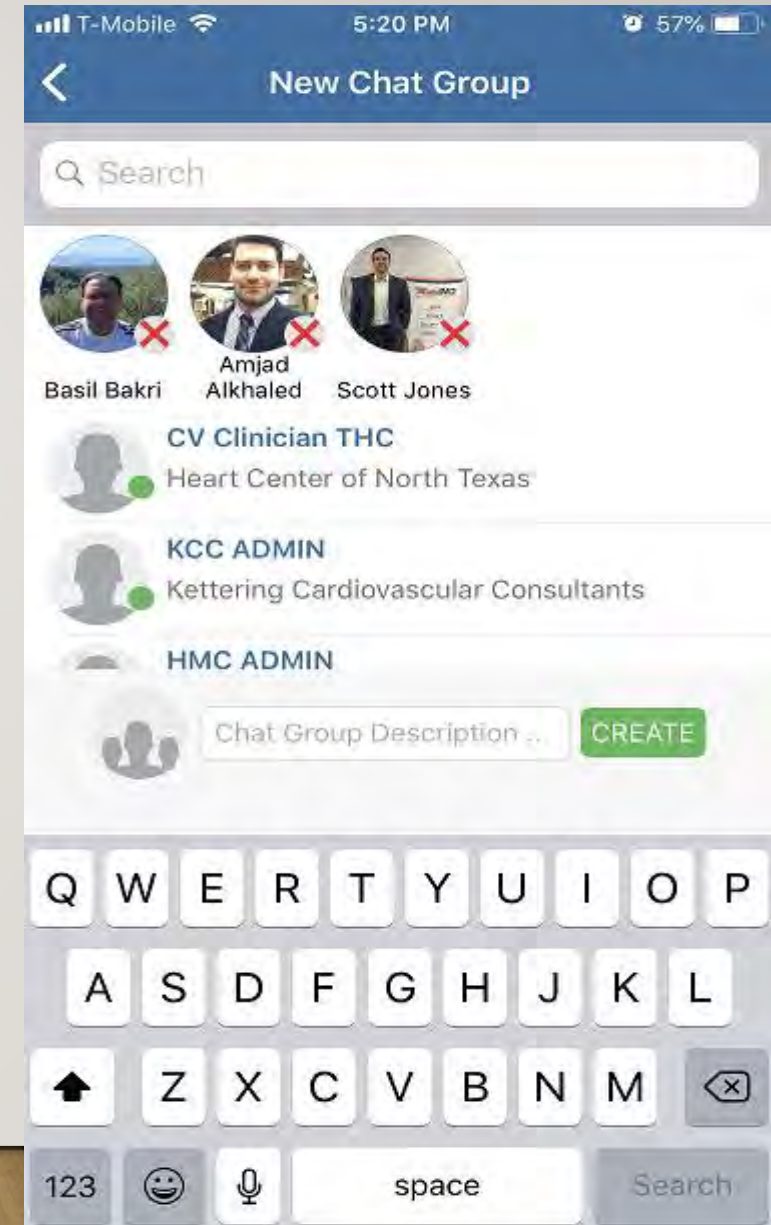
- **Pictures** - Upload a picture to a chat from your phone
- Take pictures from inside the MMD app to send to others – Examples: Wound and Monitor read-outs.
- **Live Audio Recording** - Record and send live audio messages. Send your patient handoff comments to next covering doctor securely
- **PDF**- Upload that lab result's PDF that was emailed to your phone. MMD allows PDFs to be viewed directly from inside the app securely
- **Delay the delivery of messages** up to 24 hours.
- Set time to live for all messages – message will expire after timer ends.
- Set institutional time out for all attachments



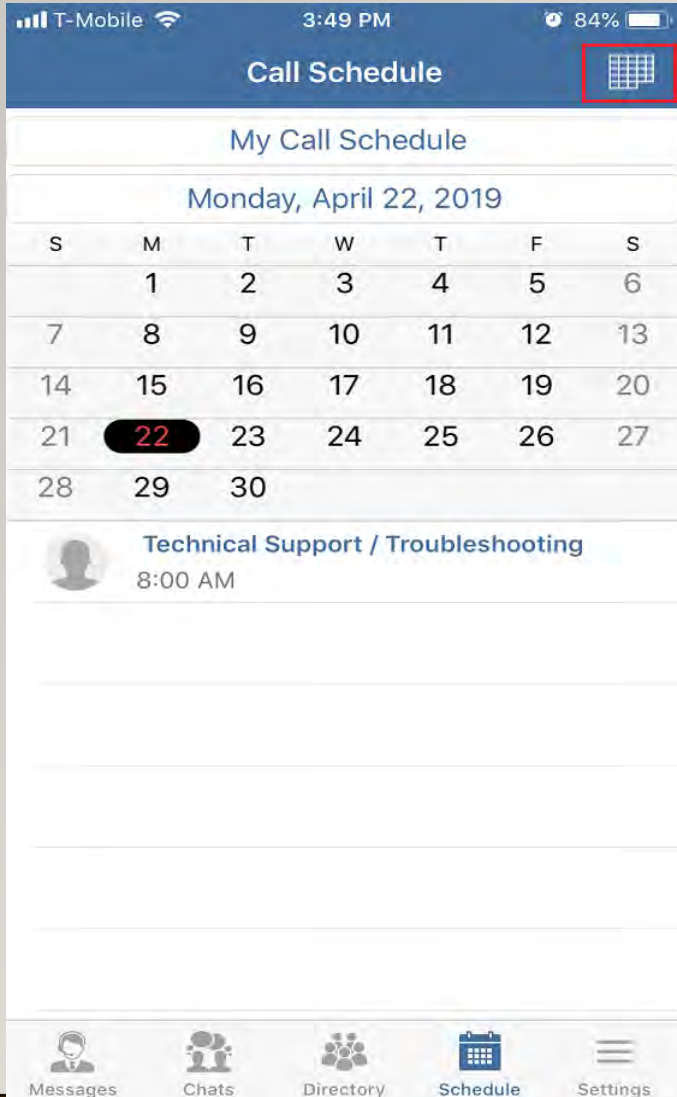
MatchMD KHN App – Advanced Features – GROUP CHAT



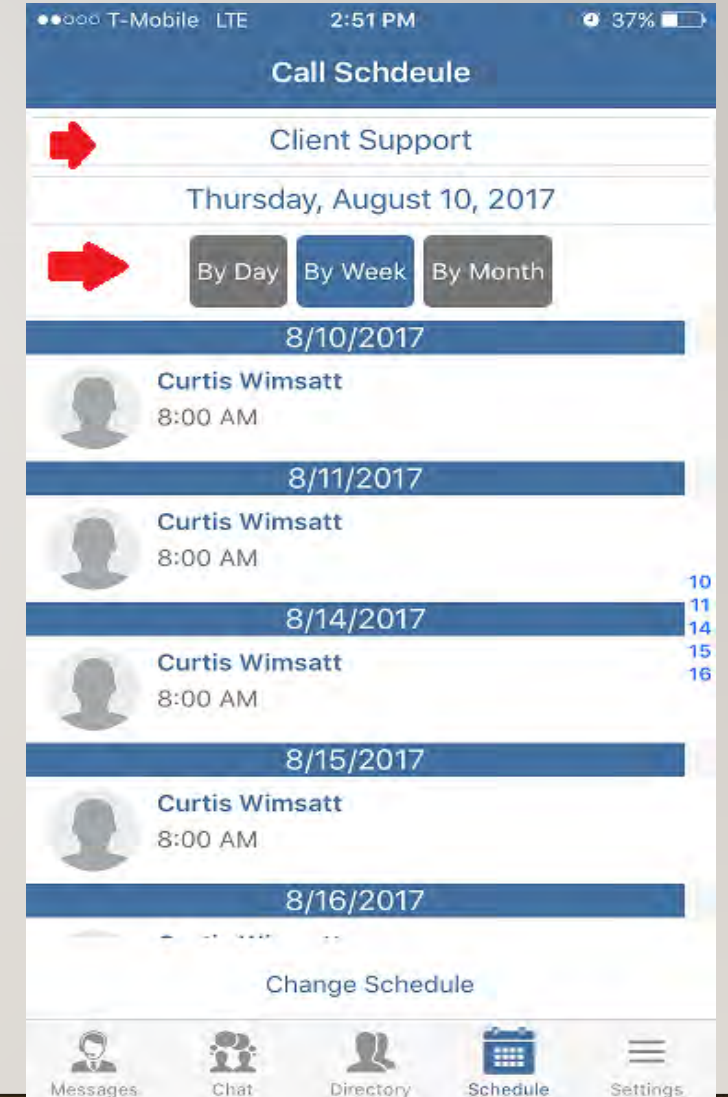
- Create Chat groups from 2 to 15 users
- Users can freely leave chat group at any time.
- Chat group becomes an entry in their app CHAT log.
- Admin of chat group can add and delete users at will.
- Created chat groups become options to forward messages to
- Teaching physicians can create resident or med student teaching chat groups.
- Teaching physician can then forward interesting or teachable cases they receive from units directly to their students



MatchMD KHN App – Advanced Feature – Call schedules



- Personal and practice call schedules are available from inside the app
- My Call Schedule – Days you are on call
- All practice call schedule by day, by week, or by month
- Control who can change your practice call schedules from the app
- Make emergency call changes in 30-40 seconds from MMD KHN App.
- The active version of your calendar is viewable from the directory page of any user. (Who's on call in real-time)
- Team Call schedule paging coming in 2020
- Facility Call for Unattached ED schedules coming to the mobile app in 1 Qt. 2020



Features coming to MatchMD KHN app in 2020

- Ability for chat between a mobile app and KHN PC MatchMD user
- Ability for chat conversations to follow you when you log into <https://khn.matchmd.com>
- Ability to attach files, pictures, and PDFs from a floor PC and send them as a chat message to any medical professional
- Ability for images shared between user in chat to be viewed from your PC login and to export those images to the PC or EPIC
- Epic – Patient ADT interface. Nursing and Clerical staff will be able to stamp a patient's identifiers from Epic directly into MMD in a message. This will eventually allow for automatic or manual export of a sent MMD message directly in patient's Epic Record
- Addition of VOIP telephone numbers to be added to each app. All Physicians from your department or practice can spoof the callback ID to show your practice name or department name.
- Working toward HITRUST certification for MatchMD

My Contact information

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