Sending and Receiving via Medical-Objects

If CareRight is configured to integrate with Medical-Objects, then letters can be sent and received securely via Medical-Objects.

Configuration - Professional Contacts

For a professional contact to receive letters via Medical-Objects, they must be linked to a Medical-Objects Provider Directory. In particular, the contact record must have a "Medical-Objects Routing ID" in the **Secure Messaging** section.

Sending Letters

To send a letter via Medical-Objects, follow the steps in Create a Contact Letter. Professional contacts who can receive letters via Medical-Objects will have "Medical-Objects" as the default delivery option.

1. When the message is sent from CareRight to the Medical-Objects network, the correspondence status will change from "Confirmed" to "Sending".

2. When an acknowledgement is received from the receiving system, the correspondence status will change from "Sending" to "Sent".

Receiving Letters

Letters received via Medical-Objects will appear in a Correspondence Inbox associated with the location configured against the Medical-Objects endpoint.

If the letter was able to be matched to a patient and a provider, they will also be visible on the patient record and the provider correspondence page.

If either the patient or the provider were not matched, then the letter will appear under the "Unmatched" tab on the location, or on the dashboard correspondence page. Click **Match** to match the letter to a patient and provider.

Administration

Refer to Medical-Objects in the Systems Administration Manual.