There are three options for an organization to connect to the Mass HIway, each with different purposes and benefits.

**WEBMAIL**

Webmail provides for communication on the HIway through a web browser, such as Internet Explorer or Firefox. Users log into a web site to receive and send messages manually. The user interface looks very much like modern online mail sites (such as Gmail or Yahoo) and has many of the same capabilities. Attachment files can be sent through webmail, and the communications are secure.

**PROS**
- No hardware or software installs at the participant site; no IT staff required
- Non-technical interface for users; access through web browser
- Communication functions just like e-mail but is secure through the HIway

**CONS**
- Configuring automatic uploads of clinical information requires expert resources
- Users manually check for received messages on an e-mail system that is not integrated with their EHR

**RECOMMENDED FOR**
- Participants without a need to regularly send large volumes of data but who would like to be able to send or receive clinical and patient information securely on an ad-hoc basis.

**LAND**

LAND allows for a high-volume connection to the HIway with multiple options for how messages are sent to the gateway and then onto the HIway. This connection involves a physical piece of hardware that is installed at the participant site and can then be integrated into the participant’s infrastructure.

**PROS**
- Supports high-volume and automatic/scripted message and data dropping
- Multiple options for integrating message transmission into a participant’s infrastructure (HTTP POST, Directory drop, and more), conceivably creating minimal impact for non-technical users
- Participant is not responsible for appliance maintenance or installation

**CONS**
- LAND appliance is a “black box” and cannot be accessed by participant staff
- Some configuration of the IT environment is required for messages to reach the LAND, so participant IT support is required until onboarding is complete
- Installation and/or physical replacement of the box requires HIway staff to visit the participant site

**RECOMMENDED FOR**
- Participants who need to regularly send data or are expecting to transmit a lot of messages but who do not have a dedicated IT staff to manage their infrastructure, or larger participants with an implemented EHR that is not compatible with the Direct solution.
DIRECT XDR &/OR SMTP/SMIME

Direct is the most robust connection option and allows for truly seamless integration into a participant’s system with the proper configuration. The direct connection can interface directly with the participant’s EHR or SMTP message sending service. The connection provides the largest opportunity for the participant to integrate their HIway connection, but requires the IT staff and infrastructure to manage it.

PROS
► Interfaces directly with EHR or other message sending software given correct protocols on the participant side
► Can receive data file and/or messages directly from participant’s systems and transmit them automatically with proper setup
► Can be configured to deliver messages directly to the participant’s internal mail system, creating a seamless experience for end users

CONS
► Established IT infrastructure must be present at the participant site to implement the connection and install the secure certificate(s).
► Experienced IT staff are required to implement and integrate the connection for use
► Not all EHRs are compatible with the connection

RECOMMENDED FOR
► Participants who anticipate sending a lot of data or messages on the HIway and have a compatible EHR and/or a dedicated IT team who can configure existing participant system to interface with the connection.

User Types
- Physician Practice
- Hospital
- Long-term Care
- Public Health
- Health Plan
- Lab/Pharmacy

Connection Options
- Connect through:
  - Webmail
  - LAND (Local Adaptor for Network Distribution)
  - Direct (EHR or local gateway)

HIway Services
- Secure Messaging
- HIway Directory
- Secure Web Mail
- Registry Interfaces
- Message Transformation
- Certificate Management

For more information on connecting to the Mass HIway, call 1-855-MA-HIWAY
Get use case examples, registration materials, connection options and more at mehi.masstech.org
Follow updates at #MassHIway