

# CONNECTION METHODS

## DIRECT

Direct XDR is the most robust connection option and allows for 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 Hlway connection, but requires the IT staff and infrastructure to manage the connection.

## CONNECT DEVICE

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

## WEBMAIL

Webmail provides for communication on the Mass Hlway through a web browser, such as Internet Explorer or Firefox. Users log into a website 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.

## BENEFITS

Interfaces directly with EHR or other message sending software given correct protocols on the Participant site  
Can receive data files and/or messages directly from the Participant's systems and transmit them automatically with proper setup  
Can be configured to deliver messages directly to the Participant's internal mail system to create a seamless experience for end users

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) to create minimal impact for non-technical users  
Participant is not responsible for appliance maintenance or installation

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 Mass Hlway

## CONSIDERATIONS

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

Connect Device is a 'black box' and cannot be accessed by participant staff  
Some configuration of the IT environment is required for messages to reach the Connect Device, so Participant IT support is required until connectivity is established  
Installation and/or physical replacement of the box requires Mass Hlway staff to visit the site

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 who anticipate sending a lot of data or messages on the Mass Hlway and have a compatible EHR and/or a dedicated IT team who can configure existing system to interface with the connection

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  
Larger sized Participants with an implemented EHR that is not compatible with the Direct solution

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