



Security Q&A

Q: Is it safe to upload a patient's medical information over the internet?

A: Yes – all medical information transferred through Medical Record eXchange uses SSL (Secure Sockets Layer) encryption using VeriSign Class 3 SSL SGC certificates guaranteeing a minimum of 128 bit encryption in current browsers.

Q: Where does the patient medical information go when I press send?

A: The patient medical information is sent via SSL to the Medical Record eXchange hosting environment at KeyTrust.

Q: Who is KeyTrust?

A: KeyTrust is a leading Trust Service Provider (TSP) delivering complete Trusted e-Business Solutions to Corporate and Government sectors. Their Managed Trust Service delivers leading edge Identity Management and Secure Access services required for successful e-Business. For more information visit www.keytrust.com.au

Q: Can unauthorised people to view the patient's medical information?

A: No – all access to patient medical information is controlled by user logins, only authorised users can log into the system.

Q: Will the patient medical information be passed onto parties other than the insurance company?

A: No - medical information is passed directly onto the Insurance Company that has been authorised by the patient to collect it.

Q: What are the prerequisites for using Medical Record eXchange?

A: Net 2.0 must be installed on the workstation that you want to run the extractor from. The workstation must have access to the practice clinical system. Broadband internet access must be available from the workstation.

Q: Will Medical Records eXchange work on my Clinical system?

A: Medical Records eXchange currently supports Zedmed Clinical Medical Director 2, Medical Director 3 and Best Practice. Support for other clinical systems will be added shortly.

Q: What happens if I can't use Medical Record eXchange?

A: The patients medical information still needs to be sent to us, either by completing the forms provided by the insurance company or by printing a copy of the patients medical information and faxing it to us.

Medical Record eXchange

1300 933 833
www.medicalrecordexchange.com.au

POWERED BY:

