

## NY-RAH Best Practices

- Admissions should own the process.
- Incorporate the C-CDA into the paper chart or the EHR.
- Post admission, the C-CDA is a valuable tool for reconciling medications lists.
- Communicate to your hospitals partners how important receiving the C-CDA on or ahead of time is to you care plan process.

Please Note: The images contained in this document are from the MedAllies Mail Direct Messaging application. As a partner of the NY-RAH project MedAllies Mail has provided these images for educational purposes. If you need assistance with MedAllies Mail please reach out to Jeff Paul, at 212-258-5308 or at [jpaul@gnyha.org](mailto:jpaul@gnyha.org).



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# MEDALLIES MAIL

FOR DIRECT MESSAGING

A NY-RAH Quick Reference Guide for accessing C-CDA Summary of Care documents



New York-Reducing Avoidable Hospitalizations  
[www.nyrah.org](http://www.nyrah.org)

## Log-in

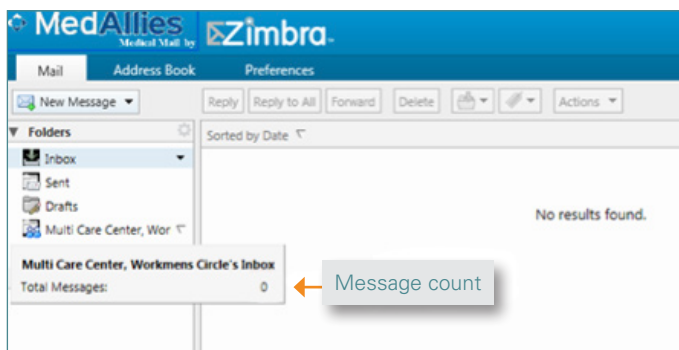
1. Log into your MedAllies Mail (<https://www.MedAlliesmail.com>) user account using your individual username and password.



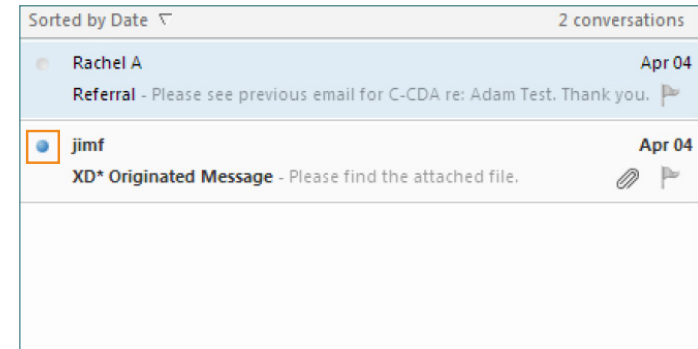
## The Departmental Inbox

2. All C-CDA summary of care documents will be found in the departmental Inbox which is the last folder in the Folders list in the top left corner of the screen. Click to open.

Note: Hovering over this folder will display the amount of messages contained in the folder.

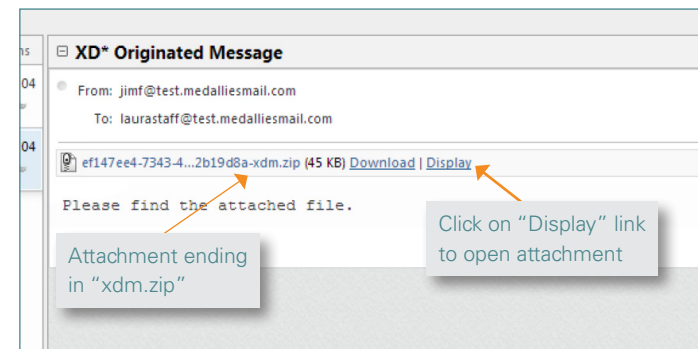


3. New or unopened messages will be stamped with a blue highlighted circle indicating that the message has not been read as shown below. (Click on the message to open it)



## Opening the C-CDA

4. The message will have at least one attachment. Locate the attachment ending in “xdm.zip”. This is the C-CDA. To open it, click on the “Display” option next to this attachment where you will see the patients name and clinical information.



5. Once the message is open either print the C-CDA and send it to the unit or download it to the desktop and upload the file to the EHR where it can be accessible to everyone in the facility.