A move to more secure communications platforms – FAQs for external organisations

From 31 July 2020, Marathon Health (including our headspace centres) will moving to new, more secure platforms to replace traditional fax communication. This means that we will no longer be able to send or receive information by fax.

Marathon Health will work with you to ensure any concerns are addressed, and these FAQs are designed to support you in the transition.

Why are these changes occurring?

Faxing is becoming an outdated method of communication – it is not secure and information can easily be intercepted or sent to the incorrect person.

A priority of the National Digital Health Strategy, which was approved in 2017 by all states and territories, is to eliminate paper-based messaging in healthcare. New standards for enhanced secure messaging will be in place by 2020, making fax communication redundant.

For these reasons, we have made the decision to be proactive in embracing new technology.

What will Marathon Health be using instead of faxing?

We will be using two platforms to replace fax. Both methods are currently being used by some staff across the organisation, and we have seen great success using them:

1. **SOPHOS Encryption** allows you to send an email with an attachment in the same way you send any other email, however the attachment is encrypted
2. **HealthLink** is a secure messaging system used widely across the ACT region

Is there a cost associated with either platform?

1. **SOPHOS Encryption** can be used for your own services at no cost. Instructions on how to use SOPHOS Encryption can be found in the attached *How to: sending encrypted emails to Marathon Health using SOPHOS* guide.
2. **HealthLink** is subscription based, and pricing is variable. Further information can be found here.

What are the benefits of moving to new platforms?

The main benefit for this move is a **faster**, more **secure** and more **reliable** method of transferring clinical information – overall, a better experience.

In identifying the most appropriate options, Marathon Health has referenced the security matrix as found in the Royal Australian College of General Practitioners (RACGP) Guiding Principles – and by moving to new platforms now, we are minimising interruption to services when fax does become obsolete.

We send faxes by email, how are these platforms different to what we already use?

Faxes that you currently send by email may not be encrypted. This means, like traditional fax, it's not a secure messaging system.

Secure messaging platforms – like HealthLink and SOPHOS Encryption – allow healthcare professionals to quickly and securely send important health information, such as referrals, specialist letters and hospital discharge summaries, to other healthcare professionals providing their patients care.

What support or training is Marathon Health providing in the transition period?

We are undergoing a comprehensive consultation process with external organisations to understand any specific challenges, and to ensure the most seamless transition to the new platforms by 31 July 2020.

Marathon Health staff are undertaking training on both platforms, and can help with specific queries. If staff are unable to assist, they can escalate your questions to the Marathon Health IT Helpdesk for additional support.

SOPHOS Encryption

You can read our *How to: sending encrypted emails to Marathon Health using SOPHOS* step-by-step guide.

Passwords will be created and shared to ensure an easy to use, streamlined process for the secure transfer of Personal Health Information (PHI). One of our team will contact you prior to 31 July to discuss this in more detail.

HealthLink

Further information on using HealthLink can be found [here](#).

A searchable knowledge base is also available [here](#). Additional support on using HealthLink is available through the HealthLink Support team [here](#) or by contacting 1800 125 036.

What if we don't wish to move to either platform?

We understand that there may be concerns in moving away from fax. Our team will work closely with you to understand any potential barriers and to support you in finding solutions so you can transition to one of the new platforms with confidence.

We are also working with the Capital Health Network to ensure you have additional supports as needed.

The move away from fax will vastly help improve security and efficiency in how we communicate – we see this as an important and mutually beneficial outcome.

What Marathon Health services will this impact?

The key services we have identified that this change will impact are:

- [headspace Canberra](#)
- [headspace Queanbeyan](#)
- [Equal Ground](#)
- [Connected](#)

Marathon Health staff from each of these services will be in touch to discuss further.

More information

We want to ensure this transition is as simple as possible.

If you have any queries or concerns, please reach out to the staff member you normally speak with. If they are unable to assist, they will escalate to our IT Department.

Using SOPHOS Encryption to send secure emails

From 31 July 2020, Marathon Health (including our headspace centres) will moving to new, more secure platforms to replace traditional fax communication. This means that we will no longer be able to send or receive information by fax.

SOPHOS Encryption allows you to send an email with an attachment in the same way you send any other email, however the attachment is encrypted. The following step-by-step guide shows you how to send encrypted attachments to Marathon Health using SOPHOS Encryption.

Step one	To start the encryption process, click **send encrypted email to Marathon Health**. This will direct you to a page on the Marathon Health website.

Step two	The SOPHOS screen should appear in your web browser. Click on the link ***Password protect a new file***, located under the green Enter button.
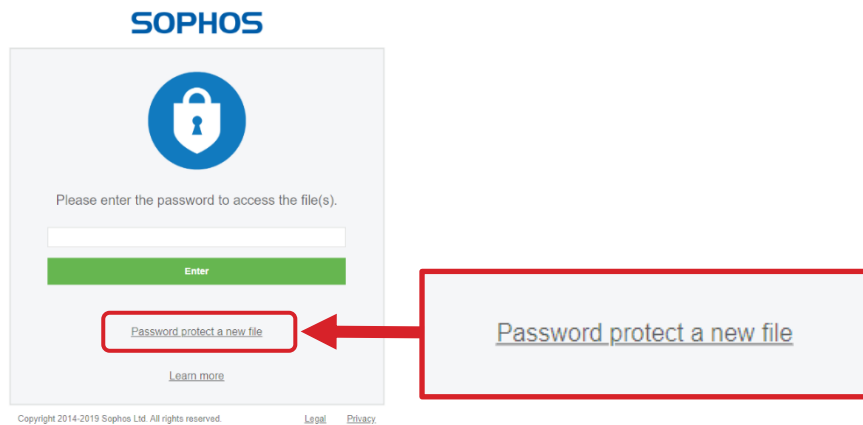
Step three	• Follow the instructions on screen to select the file you want to encrypt • Create a strong password and **DO NOT** send it in the same email as the files • We recommend you give the recipients the password by phone or in person • This will download an encrypted file you can email to us as an attachment. It will look like this:

NOTE: this file will be downloaded from your browser to its standard download location. For most people the file will be located at C:\Users*yourusername*\Downloads

Step four	Attach the new encrypted file to an email and send it to your Marathon Health recipient.

Having problems?

If you have any queries or concerns, please reach out to the staff member you normally speak with. If they are unable to assist, they will escalate to our IT Department.

marathonhealth.com.au