# Appendix A: Secure Messaging

The purpose of this document is to supplement the signed Prescription Refill Charter (signed July 13, 2016) and provide additional details on scope and timeline for Secure Messaging.

The same team members, roles, and assumptions apply for this work.

# Scope

1. **Integration with vets.gov account (dependency for launch)**
   1. Identify unique disability claims requirements for identity integration
   2. Define approach for existing and future state user credentials
   3. Determine and build integration between vets.gov account and DS Logon account
2. **Design and Develop Functionality for a Veteran to send a Secure Message to his/her Health Care Provider** 
   1. **Create an upgraded “premium” account with appropriate LOA**
      1. Understand different account levels and requirements
      2. Develop content that clearly communicates to Veteran about setting up account
      3. Improve the user experience on account set up; current confusing with “premium” account; users get looped back even when they have appropriate account.
      4. User creates a Vets.gov account
      5. User can use an already established MHV account
         1. Does user need to go from LOA2 to LOA3 here using ID.me?
      6. Veteran will agree to terms and conditions
   2. **Build out mockups and functionality for secure messaging**
      1. Veterans will be able to view their message inbox, including:
         1. Inbox
         2. Sent
         3. Draft
         4. Deleted
         5. My Folders
      2. Veterans will be able to create a new message
         1. Veterans will be able to select from a dropdown menu a recipient
            1. Dropdown menu is created based on ?
            2. Veterans can not enter an email address that is not included in the dropdown
         2. Veterans will be able to select from a dropdown menu a subject
            1. Subject is created based on ?
            2. Veterans can fill in free form text subject
         3. Veterans will be able to attach a document to a message
         4. Veterans will be able to save a draft message
            1. Veterans will be able to delete a draft message
            2. Veterans will be able to see a read receipt for sent messages
         5. Veterans will be shown a warning that, “*Secure Messaging is not an emergency contact system. If you need emergency care, please call 911 or go to your nearest medical center. If you are having a mental health crisis and need to speak with qualified VA counselor please call 1-800-273-8255. This messaging system should be only used for non-urgent, non-critical communication.”*
      3. Veterans will be able to add a new folder
      4. Veterans will be able to search their messages by:
         1. From
         2. Subject
         3. Date range
      5. Veterans will be able to clear and cancel a search
      6. Veterans will be able to sort their messages by:
         1. From
         2. Subject
         3. Date
         4. All
         5. None
         6. Read
         7. Unread
      7. Veterans will be able to set up a new message notification based on drop down emails and notification preferences for:
         1. Each message
         2. Daily
      8. Veterans will be able to create and include a signature for messages
      9. Veterans will be able to close secure messaging
      10. Veterans will be able to opt out of secure messaging
          1. Veterans will be presented terms and conditions to opt out of secure messaging
   3. **Rewrite and design content** 
      1. Content audit of existing secure messaging content
      2. Document new content required / existing content for rewrite in plain language
      3. Conduct content concurrence with content SMEs
      4. Deploy content sunsetting (retiring legacy content on VA.gov) strategy as needed prior to / following launch
      5. Develop content update process for ongoing use by a select group of VA content SMEs
   4. **Pre-Launch Activities**
      1. Complete the pre-launch checklist.
   5. **Deploy / Change Management and Communications**

Product team members and other internal VA stakeholders will be required to support change management and communication activities as directed by the VA Business Owner and in collaboration with VBA Web Communication Office leads and the Office of the Secretary.

Additionally, they will be required to assist with pre-launch activities defined in the original charter in addition to any specific communications required for secure messaging (e.g., provider communications, field communications, call center support, training, etc.)

# Timeline

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| *Ref* | Tasks | Aug | Sept | Oct | Nov | Dec |
| *A* | vets.gov account logon |  |  |  |  |  |
| *B* | Discovery |  |  |  |  |  |
| *C* | Design and develop secure messaging |  |  |  |  |  |
| *D* | Integration & testing |  |  |  |  |  |
| *E* | Pre-launch preparation & deploy |  |  |  |  |  |
| *F* | Operations & maintenance |  |  |  |  |  |

# Additional Assumptions – Specific to Secure Messaging

# Note: all assumptions in signed charter apply.

We anticipate that improving the frontend design and access to secure messaging will increase usage / traffic and may exacerbate current challenges and technical issues with ageing VA systems on the backend. Please plan accordingly to support increased traffic to your systems, increased online applications received, etc. Please keep in mind if you have any manual workarounds happening on your back end systems, increased traffic will impact the level of effort required to continue those workarounds.

* Need to coordinate communications and change management to providers if any changes.
* Need to understand migration strategy: will users continue to use existing secure messaging and vets.gov secure messaging.
* Will secure messaging be “authenticated” or “unauthenticated” (these are VA terms that I do not understand)
* Is the secure messaging solution we are deploying here going to be the vets.gov overall secure messaging solution for other products as well. (same issue w/ chat—need to standardize on this so we don’t become VA.gov w/ multiple versions and tools for these things?)
* Need to coordinate call center support
  + Which call center currently supports SM? Need to coordinate w/ HRC (Sheila).