

- Use of SM to support research related communication. This is an item that we have been pursuing and it will replace snail mail communication for Veterans enrolled in a study and their study team. ORD is anxious to proceed but has some needs. I am re-convening a call for the group we've been working with on this for next week and can provide an update. It would be very helpful to discuss what (if any) modifications may be needed, in addition to policy (e.g. triage team naming conventions). Strong potential to increase use of SM
- Caregiver/Delegate use of SM—implies enhancements
- Policy that makes SM not visible to end user after 1 year (if my email client did that I would not use it)
- Veterans want to be able to SM with “All of their providers”