

VIRTRU PRO

COMMUNITY PROVIDER RESOURCE

APRIL 2017

VA is leveraging technology to make it easier for community providers to work with VA. Virtru Pro is one technology VA is implementing to allow community providers and VA to better serve Veterans, together.

What is Virtru Pro?

- Virtru Pro is an encrypted e-mail technology. It provides VA a secure method of exchanging information with you, the community provider.

How Will it Impact Me?

- Virtru Pro means VA can communicate with you more over email. In practice, you can expect to receive authorizations, referrals, appointment confirmations, and requests for patient health records over email. VA will no longer need to fax personal health information for Veterans, but will be able to both send and receive this information securely over email.

How Will I Know VA is Sending a Secure Email?

- When VA sends a secure message through Virtru Pro not only will it originate from a VA email account, but will include a personalized message noting the VA Medical Center where the staff member works, and a phone number to contact in case you have any questions. Call this number in case you have questions, including trouble opening the email or downloading the attached documentation.
- VA will also use standardized subject lines to make it easier to understand and categorize the information you are receiving:
 - For Initial Authorizations : [VAMC] [Specialty Type] Consult for [First Initial of Last Name, Last Four Digits SSN]
 - For Referral to Provider: [VAMC] Referral Letter for [First Initial of Last Name, Last Four Digits SSN]
 - For Patient Health Record: [VAMC] Patient Health Records for [First Initial of Last Name, Last Four Digits SSN]
 - For Request for Patient Health Records from Provider: [VAMC] Patient Health Record Request for [First Initial of Last Name, Last Four Digits SSN]
 - For Appointment Confirmation Requests: [VAMC] Appt Confirmation Request for [First Initial of Last Name, Last Four Digits SSN]
- See screenshots below for what it will look like when VA sends you a secure email using Virtru Pro.

Is There Anything I Need to Do to Set-up Virtru Pro?

- The great thing about Virtru Pro is you don't have to download anything to be able to receive secure messages from VA. You will receive these secure messages in the same way you receive other emails.
- To use Virtru Pro to receive and reply to secure emails from VA, you just have to follow a couple of steps to authenticate that you are the correct recipient. When you receive an email click "Unlock Message", which will launch the "Secure Reader" in an internet browser.
- Follow the prompts in the "Secure Reader" to decrypt. You must provide an email address and will receive another email to verify your identity. If you choose the "Remember Me" option, you will not have



to authenticate again for 30 days. Using Virtru Pro this way means you can only respond to secure emails, not initiate them to send to VA.

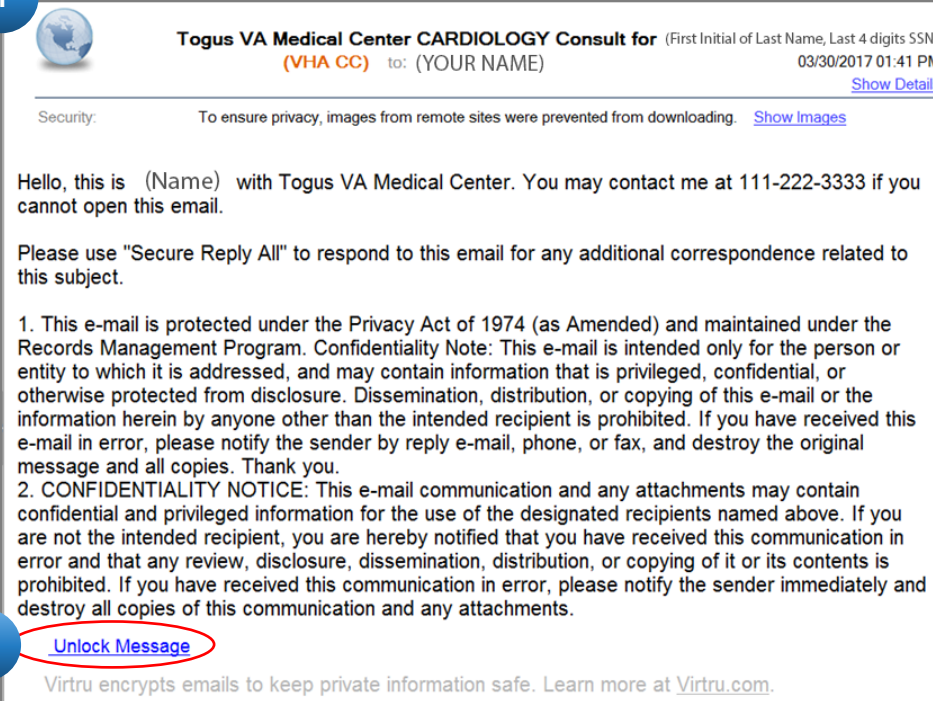
- There are other ways to use Virtru Pro too, including downloading a free trial and purchasing the product. These are neither required, nor necessary to receive and respond to secure email messages from VA.
- **Note: When you respond back to a secure email, please always choose “secure reply all” from the options. Additionally, if you don’t receive a confirmation that your “secure reply all” was received, do not hesitate to reach out to the local VA facility using the contact number provided in each secure email.**

Where Can I Find More Information?

- More information can be found on the Virtru Pro website, virtru.com. Resources include a short video responding to FAQs on Virtru Pro [here](#) and a short video on how to read and reply to messages sent through Virtru Pro [here](#). For questions about interacting with VA through Virtru Pro please reach out to your local facility.

What Will it Look Like to Receive Emails via Virtru Pro?

1



Togus VA Medical Center CARDIOLOGY Consult for (First Initial of Last Name, Last 4 digits SSN)
(VHA CC) to: (YOUR NAME) 03/30/2017 01:41 PM
[Show Details](#)

Security: To ensure privacy, images from remote sites were prevented from downloading. [Show Images](#)

Hello, this is (Name) with Togus VA Medical Center. You may contact me at 111-222-3333 if you cannot open this email.

Please use "Secure Reply All" to respond to this email for any additional correspondence related to this subject.

1. This e-mail is protected under the Privacy Act of 1974 (as Amended) and maintained under the Records Management Program. Confidentiality Note: This e-mail is intended only for the person or entity to which it is addressed, and may contain information that is privileged, confidential, or otherwise protected from disclosure. Dissemination, distribution, or copying of this e-mail or the information herein by anyone other than the intended recipient is prohibited. If you have received this e-mail in error, please notify the sender by reply e-mail, phone, or fax, and destroy the original message and all copies. Thank you.

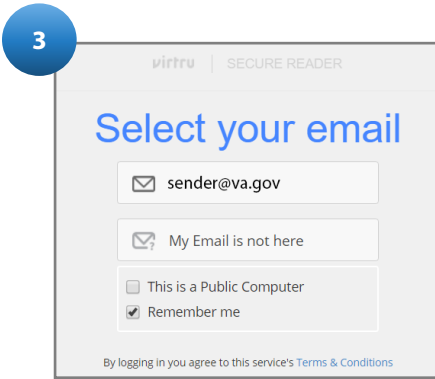
2. CONFIDENTIALITY NOTICE: This e-mail communication and any attachments may contain confidential and privileged information for the use of the designated recipients named above. If you are not the intended recipient, you are hereby notified that you have received this communication in error and that any review, disclosure, dissemination, distribution, or copying of it or its contents is prohibited. If you have received this communication in error, please notify the sender immediately and destroy all copies of this communication and any attachments.

2 [Unlock Message](#)

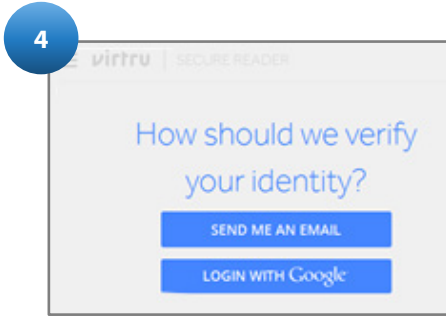
Virtru encrypts emails to keep private information safe. Learn more at Virtru.com.

1. Emails will arrive from a VA email address, and include a personalized message. This message will identify the VA facility and a phone number to contact in case of questions or trouble opening the email.
2. Click the button labeled “Unlock Message”. A new internet browser page will open.

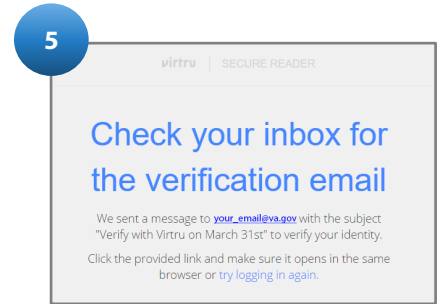




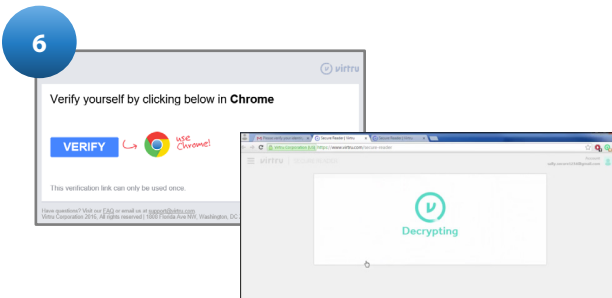
3. On the internet page, you will be asked to select your email account. If your email is not listed, click "My Email is not here" and enter your email information.



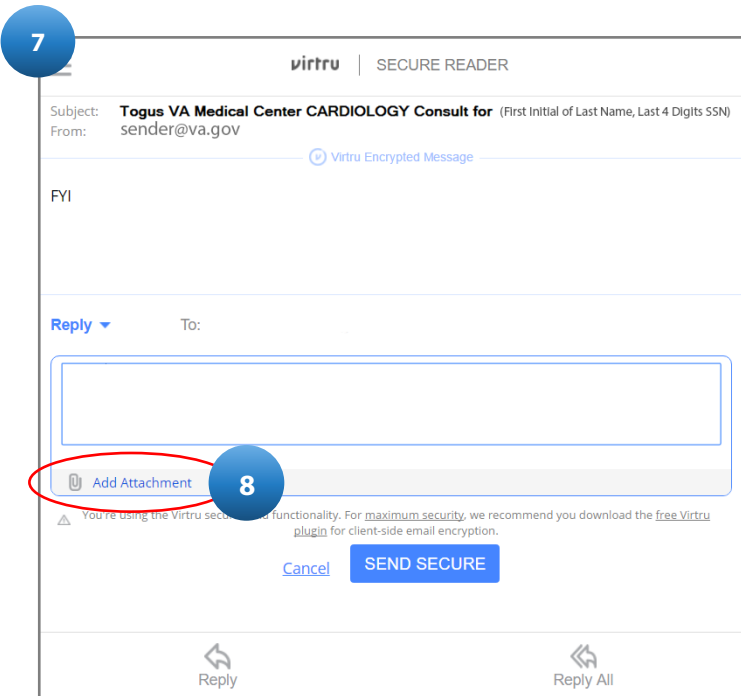
4. In order to verify your identity, you have two options. If you would rather receive an email to verify your identity, click "Send Me an Email." If you choose "Login with Google" please login with your account details and skip ahead to Step 7.



5. Once you input your email address, you will receive a message to return to your inbox for a verification email. Please note that the verification email must be opened in the same browser as the one you used to input your email address.



6. The body of the email will contain a message with information regarding the verification process. Complete the verification process by clicking the "Verify Me" button. A new tab titled "Secure Reader | Virtru" will open. Within this tab, you can now read the sender's original message displayed in Virtru's Secure Reader.



7. If you wish to respond securely to the email, you can either compose a quick secure reply at the bottom of the screen or click "Secure Reply All" at the top. **Please always "Secure Reply All" to emails sent by VA. The option can be found by clicking on the drop down arrow next to "Secure Reply"**

8. If you wish to secure reply all with an attachment, select "Add Attachment" before hitting "Send Secure".

