SigMail offers secure messaging for healthcare providers and patients

BY DR. DUNCAN ROZARIO

Over the past 25 years in surgical practice, I have had numerous patients who preferred to send an email over any other form of communication, and through all these years, my standard answer has been that email is not secure.

A lesser-known fact is that the College of Physicians and Surgeons of Ontario, the Canadian Medical Protective Association, and the Information and Privacy Commissioner of Ontario require personal health information (PHI) to be sent via secure or encrypted methods. While email is the lifeline of most businesses, we do not have modern secure virtual ways to share PHI in the healthcare industry.

In the modern era when artificial intelligence and machine learning are shaping the contours of our society, Canada's healthcare industry has been heavily reliant on older technologies. Currently, family physicians, specialists, and hospital communication teams across the Canadian healthcare sector depend largely on faxes.

In an attempt to drive change in the industry, I collaborated with Arjun Jasuja, CEO of the Sigma Group to form a core team with technology and healthcare visionaries, to ultimately create Sigma HealthTech (www.sigmahealthtech.com).

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Our first product, SigMail, is an end-to-end secure encrypted and integrated messaging, video, and scheduling platform that allows healthcare providers and medical offices to communicate with each other, and their patients, putting patients in the centre of their healthcare.

As digital transformation shapes the healthcare sector, it is imperative that healthcare visits are securely translated into virtual visits where appropriate, a change that is spearheaded by platforms like SigMail. We need to use multiple channels of interaction in an integrated fashion to ensure we use the right method for the right patient at the right time.

SigMail provides medical offices with a virtual front desk to provide secure messaging and video communication with their patients and allows them to send and receive referrals and consultations securely.

Asynchronous communication with secure messaging is up to five times more efficient than synchronous methods such as telephone or in-person visits, and provides a clear return on investment in time and resources for patient and provider. Additionally, SigMail's shared inbox model optimizes workflows and allows patient communication to be managed by the entire care team, not just physicians.

This platform enhances patient and caregiver experience, optimizes workflow and increases the efficiency of communication.

With an intuitive email-like front-end and a secure back-end, SigMail easily integrates secure messages into office Electronic Medical Records (EMR) to track patient symptoms, treatment outcomes, side effects and case histories and creates a central database by eliminating data silos.

As we start the next chapter of our growth strategy, we are also expanding to enterprise-level health information systems such as Meditech and EPIC. SigMail has been selected as a Vendor of Record for Virtual Visits Solutions by Canada Health Infoway and has met the mandatory requirements to be listed on the Virtual Visits Verification solutions website of Ontario Health.

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