FACT SHEET
DHATS
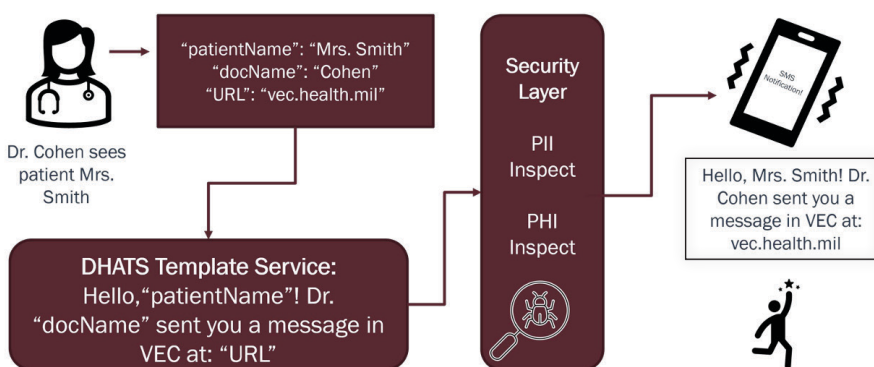## DEFENSE HEALTH AGENCY TEXTING SOLUTION

DHA | Defense Health Agency ®
SOLUTION DELIVERY DIVISION

DHATS is a Communications as a Service (CaaS) platform that offers secure text messaging (Short Message Service) and delivery services for tenant applications.

DHATS is a virtual platform that provides the DHA complete control over text messages. It is a key tool in addressing communication challenges, bridging a gap in capability for DHA systems. With the help of artificial intelligence and machine learning, DHATS has the ability to automatically detect, block, and record text messages containing sensitive data like personally identifiable information and protected health information.

Prior to DHATS, the DHA didn't have a cyber-approved enterprise system for communicating with patients via text messages which led to lower engagement rates. Research indicates that patients respond positively to text message notifications, leading to increased engagement and improved health outcomes.

Dr. Cohen sees patient Mrs. Smith

"patientName": "Mrs. Smith"
"docName": "Cohen"
"URL": "vec.health.mil"

DHATS Template Service:
Hello, "patientName"! Dr. "docName" sent you a message in VEC at: "URL"

Security Layer

PII Inspect

PHI Inspect

Hello, Mrs. Smith! Dr. Cohen sent you a message in VEC at: vec.health.mil

Key Features

▸ Ensures vetting of text messages to prevent delivery of PII/PHI content

▸ Centralizes management of phone numbers, SMS provider accounts, and compliance requirements

▸ Enables processing of thousands of texts per minute

▸ Tracks messages using advanced logging for continuous process improvement

Key Benefits

▸ DHA gains secure text notification capabilities

▸ Delivers scheduling notifications and appointment reminders to patients and notifies staff of conference room reservations

▸ Sends mass text notifications during critical security events

▸ Notifies affected users of information technology downtimes

DHATS is managed by the **Solution Delivery Division** Medical Simulation and Training Program Management Office.