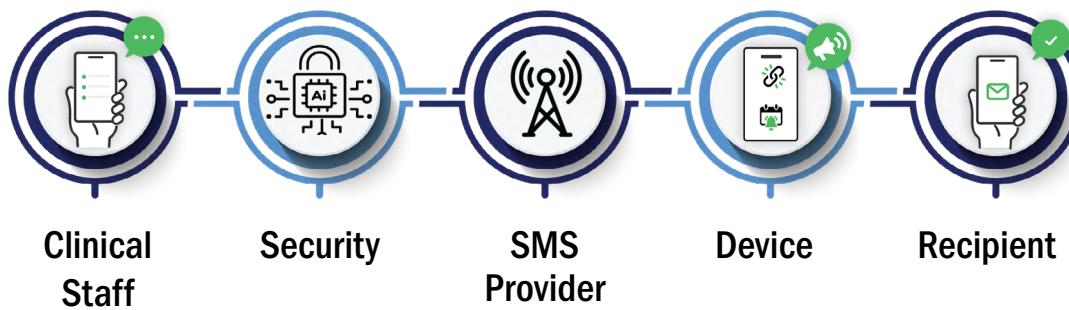


Defense Health Agency Texting Solution (DHATS) FACT SHEET

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 lets the Agency fully control text messages. It addresses communication challenges and bridges capability gaps within DHA systems. With the help of artificial intelligence and machine learning, DHATS can automatically detect, block, and record text messages containing sensitive data such as 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.



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
- Sends mass text notifications during critical security events
- Notifies affected users of system downtimes

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