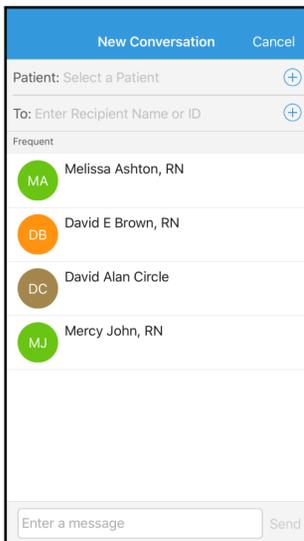


## How do I Start a Conversation?

You can have conversations with a single recipient or with a group, with the option to send general messages or to designate a conversation as being about a specific patient.

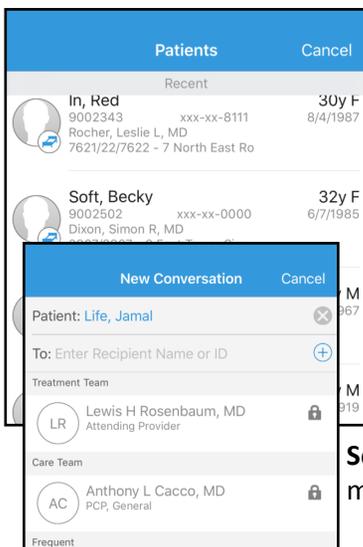
To begin a new conversation, tap the  icon.



The **New Conversation** screen includes a field to **select a patient**, **select the message recipient(s)**, choose from a list of **frequent contacts**, and **compose** the message.

## How do I Select a Patient?

From the New Conversation screen, tap the .



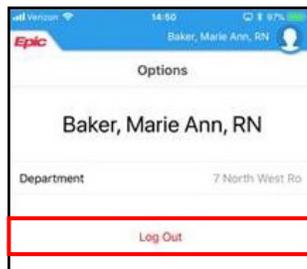
Tap to select the chosen patient.

Once selected, members of the patient's treatment team and care team display for optional inclusion in the

**Secure Chat** message.

## How do I Log Out?

Tap the Options gear at the bottom of the screen.



Tap Log Out.

## Electronic Messaging Policy

Secure Chat should only be used in non-urgent communications. Any communication that requires immediate or urgent attention cannot be communicated using Secure Chat.

**Orders for patient care may not be communicated via electronic messaging. Anything that would trigger a nurse to place an order may not be communicated via text messaging. Secure Chat does not replace the obligation to appropriately document in the medical record. Secure Chat communications will not be stored in the patient medical record.**

Communications should be clear and text should reflect language and syntax as would be used in the medical record.

If there is no response to a text for 10 minutes, it is the responsibility of the sender to contact the recipient or an alternative care provider by another means.

If a device (e.g. phone, tablet) that has an EPIC application installed, is lost or stolen, the user must **immediately** reset their password and notify the IT Security Department by submitting a high priority Help Desk Request.

For more information, view the Electronic Messaging Policy



March 2018

## Secure Chat

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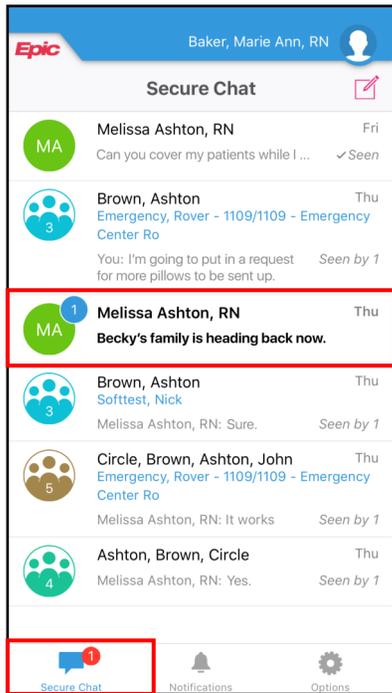
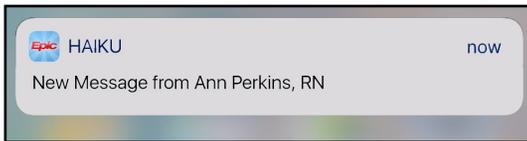
## For Haiku and Canto

## What is Secure Chat?

**Secure Chat** is an activity in **Haiku** and **Canto** that allows users to send secure instant messages within *oneChart* to communicate patient information with colleagues across the organization.

## Read and Reply to Messages

When a new **Secure Chat** message is received, a notification appears on the device. When not actively in the **Haiku** or **Canto** App but logged in, a generic message displays to protect PHI. Tap the banner notification to view and respond to the message.

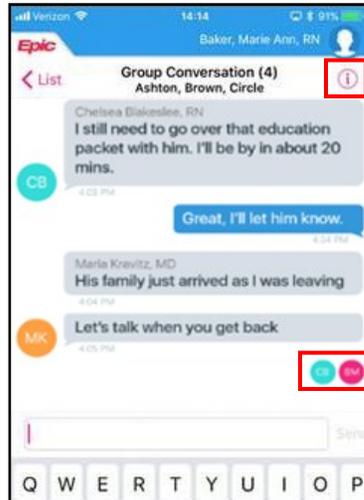


From within the App, tap **Secure Chat** icon at the bottom of the screen. A badge will indicate the number of unread messages.

The message thread will also display a badge icon to indicate the number of unread messages in that particular thread and display the most recent message in bolded text.

## Group Conversations

Group conversations allow multiple users to chat together in one conversation thread, whether it is related to a patient or a general hospital related conversation.



Each participant in the group conversation will have an icon with their initials and a color, to differentiate users and also display the read receipt below the last sent message.



Tapping the **i** icon will display **Conversation Details**, information about the group participants, including the time they last read a message in the thread.

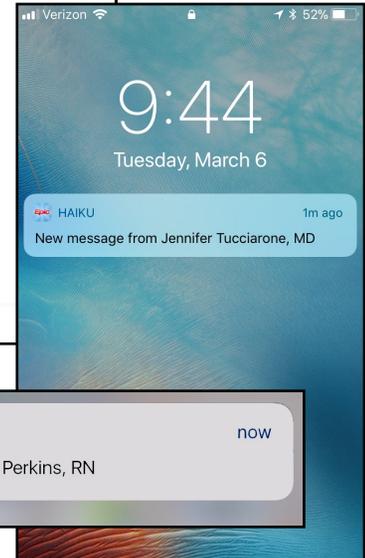
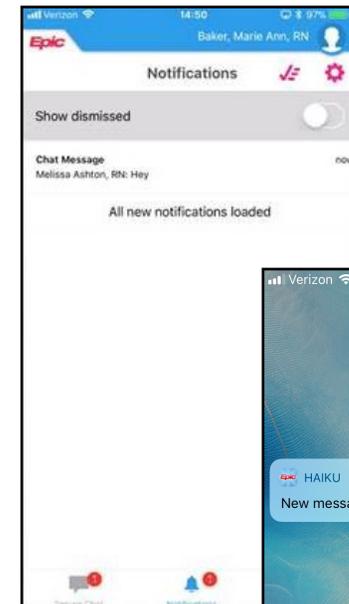
From within the conversation, tapping a message bubble will show which users have read the message.

## Notifications

In the **Notifications** activity, view dismissed notifications or notifications that were not responded to while logged into the **Haiku** and **Canto** by tapping the **Show Dismissed** slider button.

Tap the  icon to choose which notifications appear.

To turn off a particular notification, select the type and tap the slider button.



Push notifications will indicate that a new message has been received. The notification will only state the author name to protect PHI.