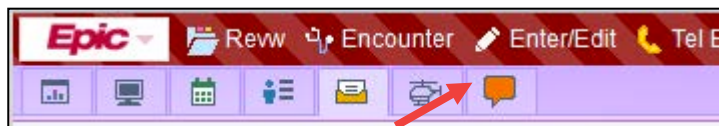


Secure Chat: Epic Desktop


Reference Guide for All Caregivers

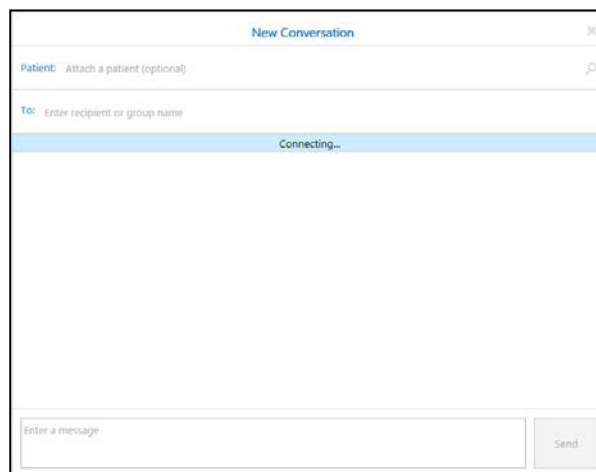
To Open Chat

In the menu bar, the Secure Chat icon appears orange when you have a new message. Click the **Secure Chat** icon to open Chat/view your message(s).



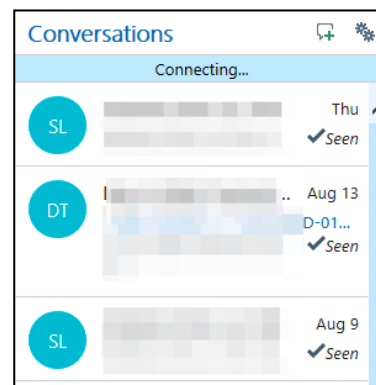
To Start a New Chat

1. Click .
2. In the Patient field, enter the **patient's name** or **medical record number** if you would like to attach their chart to the message.
3. In the To field, enter the **caregiver's last name**.
4. In the Enter a message field, type your **message** to the caregiver.
5. Click [**Send**].



Review or Continue Previous and Ongoing Conversations

At the left under Conversations, all previous conversations appear with a status. Click the conversation to review/continue.




Take Note

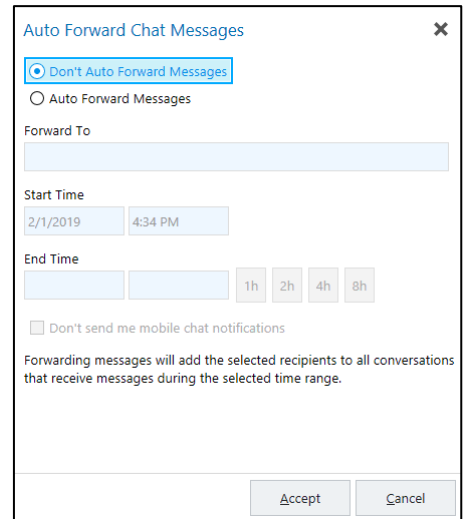
Do not use Secure Chat Messages to place orders; place all orders in the Ordering section.

Do not use Secure Chat Messages to communicate critical changes in a patient's clinical condition or for communicating critical lab or imaging results. Communicate this information via telephone or face to face.

Messages will be saved in Epic for a period of 14 days, then they are deleted.

Auto Forward Chat Messages

1. Click .
2. Complete the appropriate information.
3. Click **[Accept]**.



Auto Forward Chat Messages

Don't Auto Forward Messages

Auto Forward Messages

Forward To

Start Time

2/1/2019 4:34 PM

End Time

1h 2h 4h 8h

Don't send me mobile chat notifications

Forwarding messages will add the selected recipients to all conversations that receive messages during the selected time range.

Accept Cancel



Take Note

You can only configure auto forward of chat messages in Epic on a desktop.