
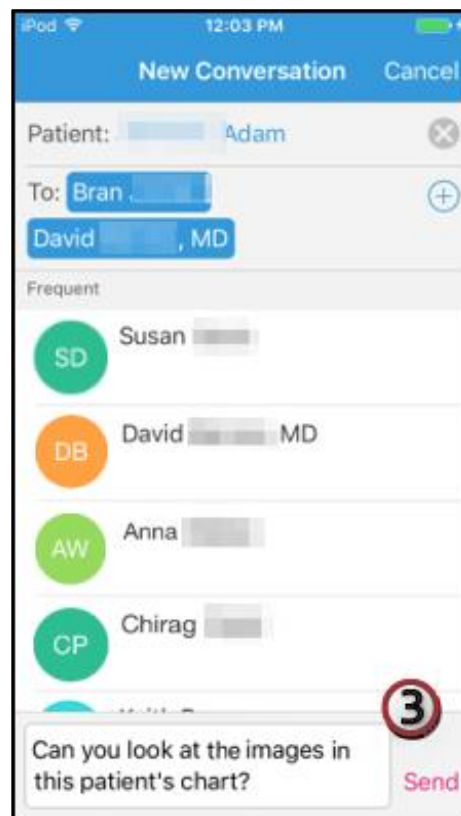


Secure Chat


Reference Guide for Providers


Start a Conversation

1. Open **Haiku**.
2. In the bottom right corner, tap **Secure Chat**.
3. In the Secure Chat activity, tap .
4. At the To field, type the recipient's name. If the recipient's name appears in gray, this indicates that they are not using Secure Chat and you cannot send them a message.
5. At the Patient field, type the **patient's name** or **medical record number** to link to the chart.
6. In the free text box, type **your message**.
7. Tap **Send**.



For Additional Message Information

1. Tap  to see a full list of users who have read the message if sent to a group.
OR
2. Once a recipient has read a message, below the date, a check mark with the word "Seen" displays.


Take Note

- You cannot place orders within the chat message; chat messages do not serve as a verbal order.
- Place all orders within the ordering section of Epic.
- Do not use Secure Chat to communicate critical changes in patient clinical conditions or to communicate critical lab or imaging results. Use direct telephone or face-to-face communication instead.
- Text messages within Secure Chat store in Epic for 14 days and are then permanently deleted.