

Secure Chat for Business Use SBAR

Situation: Secure Chat is a business tool intended for clinical communication between RWJBH patient care team members. Secure Chat is ***not intended*** for personal communication with providers, including employee family members.

Background:

- Epic offers secure instant messaging using Secure Chat, allowing members of the patient care team to communicate coordination of care.
- Secure Chat is not intended to be used by RWJBH employees to communicate with their healthcare providers about their own health status nor that of family-members.

Assessment:

- The Epic Secure Chat communication is intended for job-related responsibilities only, including treatment of patients and Healthcare operations.
- Leveraging Secure Chat for personal purposes may constitute a HIPAA or RWJBH policy violation, resulting in possible disciplinary action.

Recommendation:

- Use Epic's Secure Chat for communication with providers related to your job responsibilities ***only***.

Alternative communications for personal communication needs include:

- Accessing Epic's RWJBH MyChart Patient Portal to communicate with your provider or access your medical records directly. [Click here to request MyChart access.](#)
- Requesting Epic's MyChart proxy access to view your family member's medical records. In some instances, other patients may need to provide permission for you to gain proxy or surrogate access to Epic's RWJBH MyChart.
- If you have questions about RWJBH MyChart, please use the information below for dedicated MyChart support:
 - **Email:** MyChart-Support@rwjbh.org
 - **Phone:** 1-833-764-3570