

Secure Chat on Rover Device

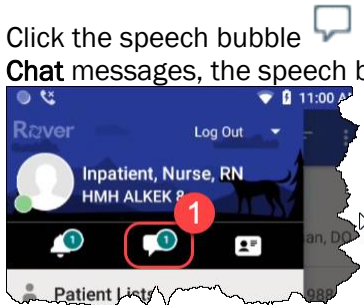
Audience: All staff using Epic

Here's how to use Secure Chat with a Houston Methodist Rover device.

Overview of Secure Chat and Reading New Messages

Communicate quickly and safely with colleagues by sending secure instant messages using **Secure Chat** on your HM Rover device. You can send general or patient-specific messages.

1. Click the speech bubble icon to open **Secure Chat** and read a new message. When you have new **Secure Chat** messages, the speech bubble icon in Rover displays the number of unread messages.



2. The next screen shows your active conversations, with newest messages at the top.
3. Any message you've read displays **Seen**.
4. Tap on a conversation to review it and reply.
5. If the conversation relates to a specific patient, the patient information appears at the top of the conversation.



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- Click the information  icon to view **Conversation Details**, showing conversation participants and when they were last active.

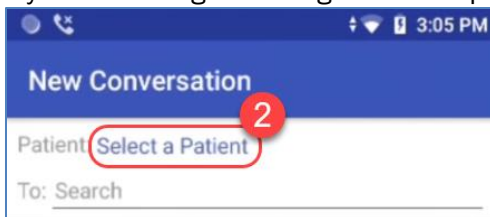


- When looking at **Conversation Details**, you can either add more people to the conversation using the **Add Participants** button, or you can remove yourself from the group using the **Leave Conversation** button.
 - You cannot remove other participants from an existing conversation. Only the individual participant may leave the conversation.
 - When you send messages to a group, everyone in the group can see them.
 - If you've already sent a message, you can't retract or delete it.



Send a Secure Message

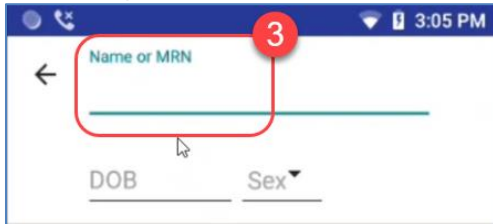
- From Secure Chat, click the **Pencil**  icon to start a new conversation.
- Attach a patient's chart to a message:**
 - If you're sending a message about a specific patient, tap **Select a Patient**.



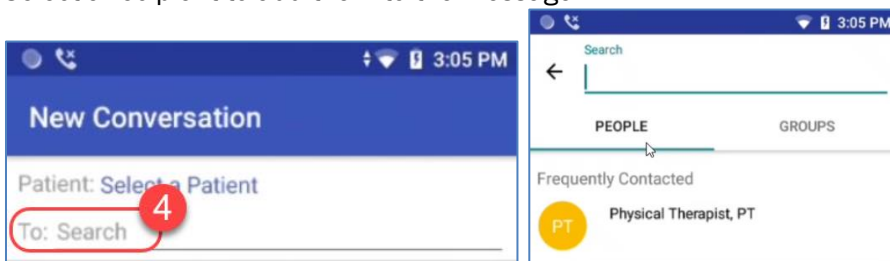
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- b. Enter the patient's name or MRN.

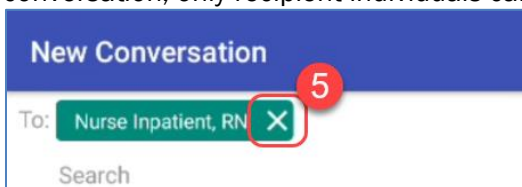


- 3. Tap in the **To** field to start entering message recipients.
 - a. You can add as many people as desired to the message.
 - b. Frequently contacted people display below.
 - c. Select a recipient to add them to the message.



- 4. To remove a recipient from a **New Conversation**, select the person's name and tap **X** next to the name.

Note: You can only edit recipients before sending a new message. When you've started a conversation, only recipient individuals can choose to leave the conversation.

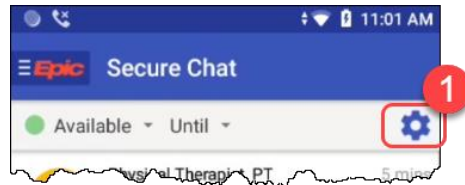


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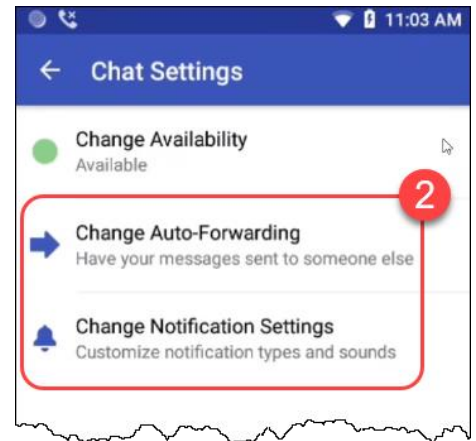
Auto-Forward Messages

If you'll be unable to respond to messages, you can forward your messages to other staff members.

1. From **Secure Chat**, click the gear icon above the list of conversations.



2. Use **Chat Settings** to set up **Auto-Forwarding** or **Change Notification Settings**.

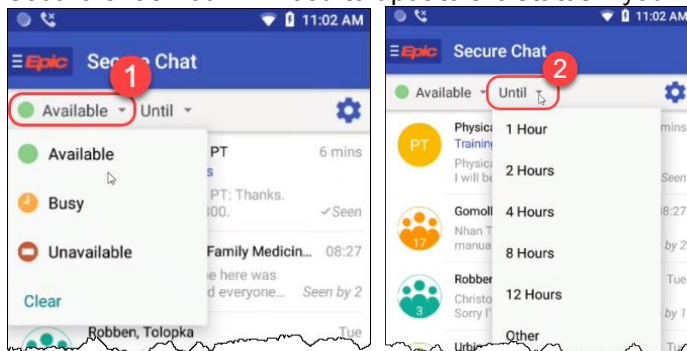


Set Availability

Let colleagues know when you're out, in surgery or otherwise unavailable by changing your status. By default, you do not have a status set. No matter your status, you'll still receive messages and push notifications that you've set up in your notification preferences.

1. From **Secure Chat**, tap **Available** to select a status (**Available**, **Busy**, **Unavailable**).
2. Tap **Until** to set how long you'll be in that status.

Note: After the specified end time, you are automatically reverted back to having no status set in Secure Chat. You will need to update the status if you want others to see your availability.



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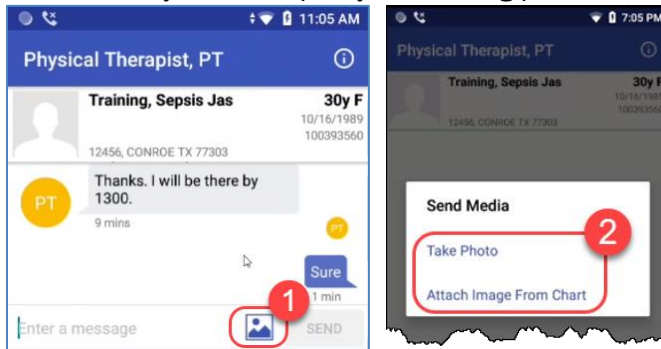


Send an Image

You can send an image as part of a Secure Chat message.

1. Attach a patient to the conversation, then click the image icon.
2. From **Send Media**, you can choose to attach an image from the chart or take a new photo.

Note: Follow your unit's policy on sending patient images.



3. If you receive an image from Epic on desktop or a WOW, you can **Add** the image from the conversation to the patient's chart. This will place it as part of the patient's permanent record.
4. You can view images sent from an Epic desktop or a WOW in **Media**.

