

Secure Chat on Haiku/Canto

Audience: Physicians using Haiku/Canto

Guides physicians on how to use Secure Chat while on Haiku/Canto.

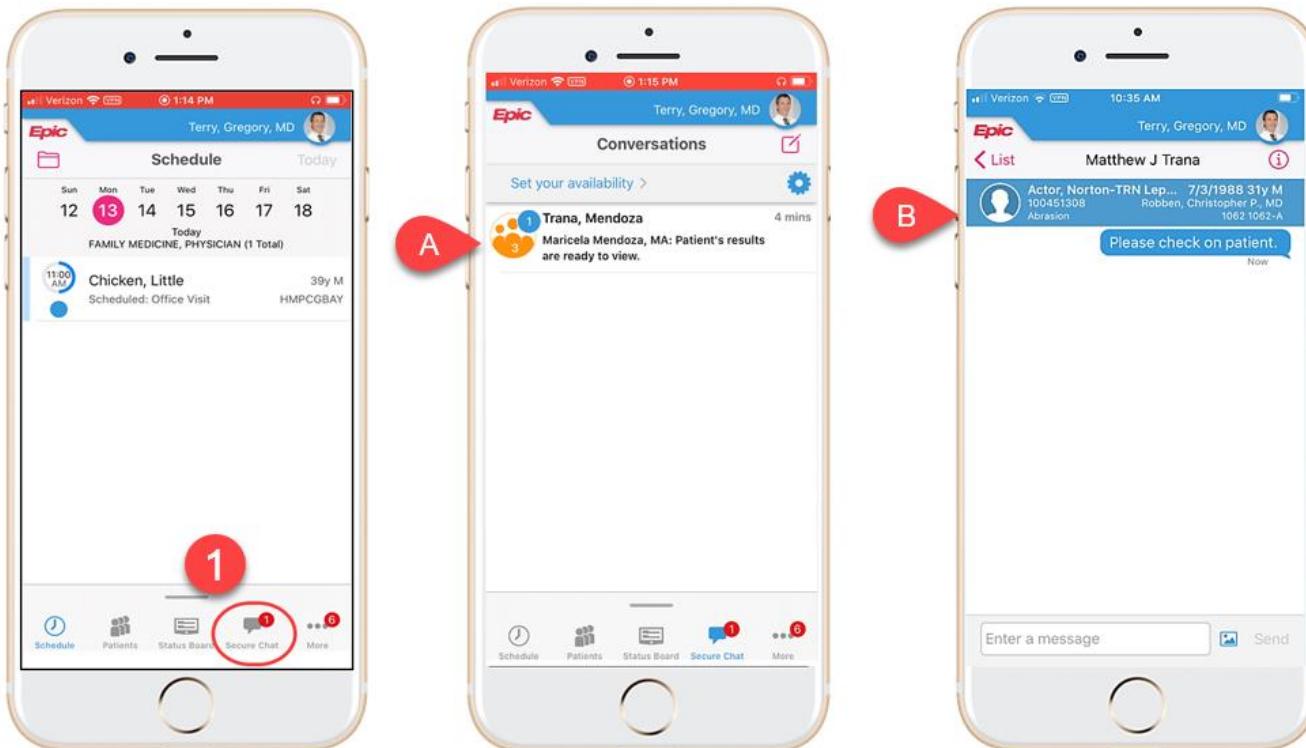
Secure Chat Overview

Communicate quickly and safely with colleagues and care teams by sending secure instant messages within Haiku/Canto using **Secure Chat**. You can send general messages or associate them with a specific patient. Messages will auto-delete 30 days after they're sent.

Review All Conversations and Start New Ones

When you receive a new **Secure Chat** message, you get a notification on your device. Tap the notification to open the conversation and type your reply in the field at the bottom of the screen.

1. Tap  to open Secure Chat and see a list of all your conversations.
 - A. The circle icon with a number indicates the number of participants in the conversation.
 - B. If a conversation is about a patient, that patient's name and, if they're admitted, their location, appear above the message.

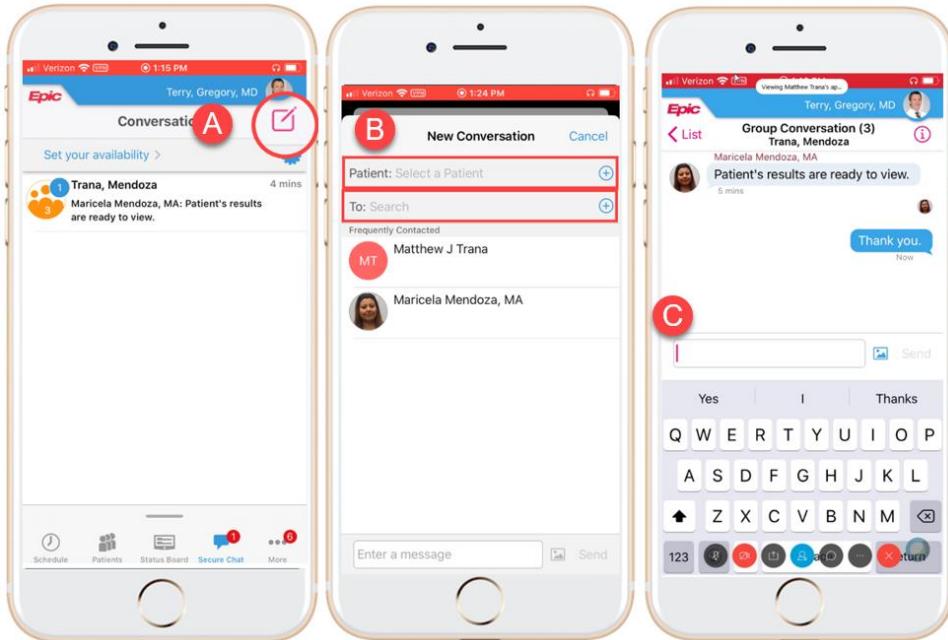


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2. To begin a new message:

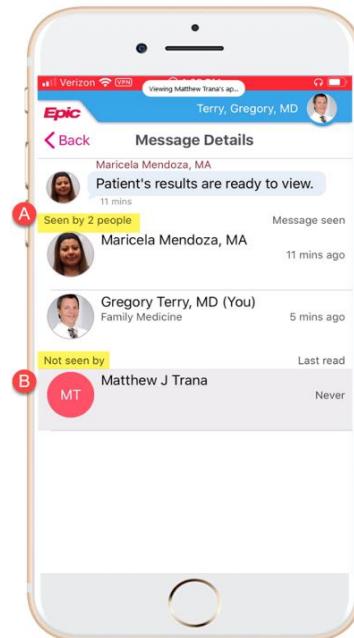
- A. Tap to start a new conversation.
- B. Select **Patient** and/or recipient(s) in the **To** field.
- C. Begin typing your message.



See Who's Read a Message

View at glance when your message:

- A. Has been seen, and by whom.
- B. Has not been seen, and by whom.



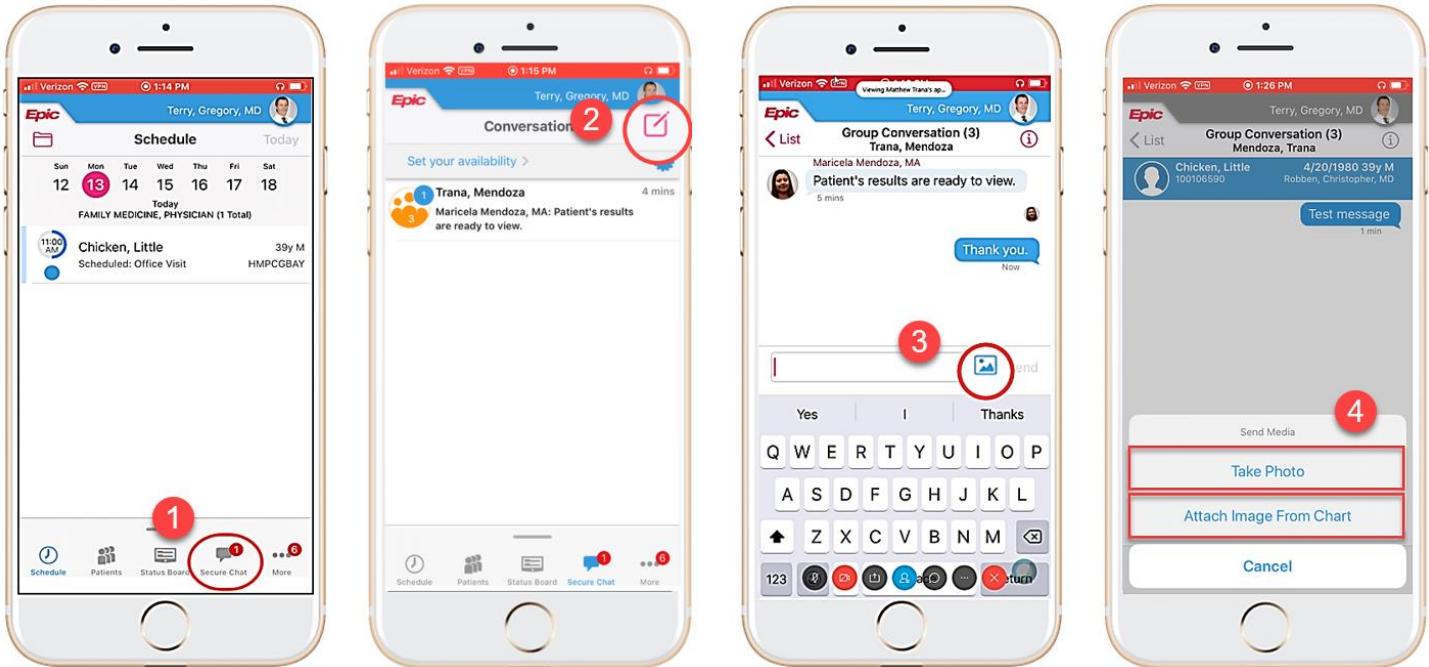
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Attach Images

Secure Chat allows you to add existing images to a chat conversation instead of having to take a new image. If you just took a new picture, that still can be included in a message to another provider.

1. Tap **Secure Chat**.
2. Start a new message or tap an existing one.
3. Tap the image icon near the message bar.
4. Choose **Take Photo** or **Attach Image From Chart**.

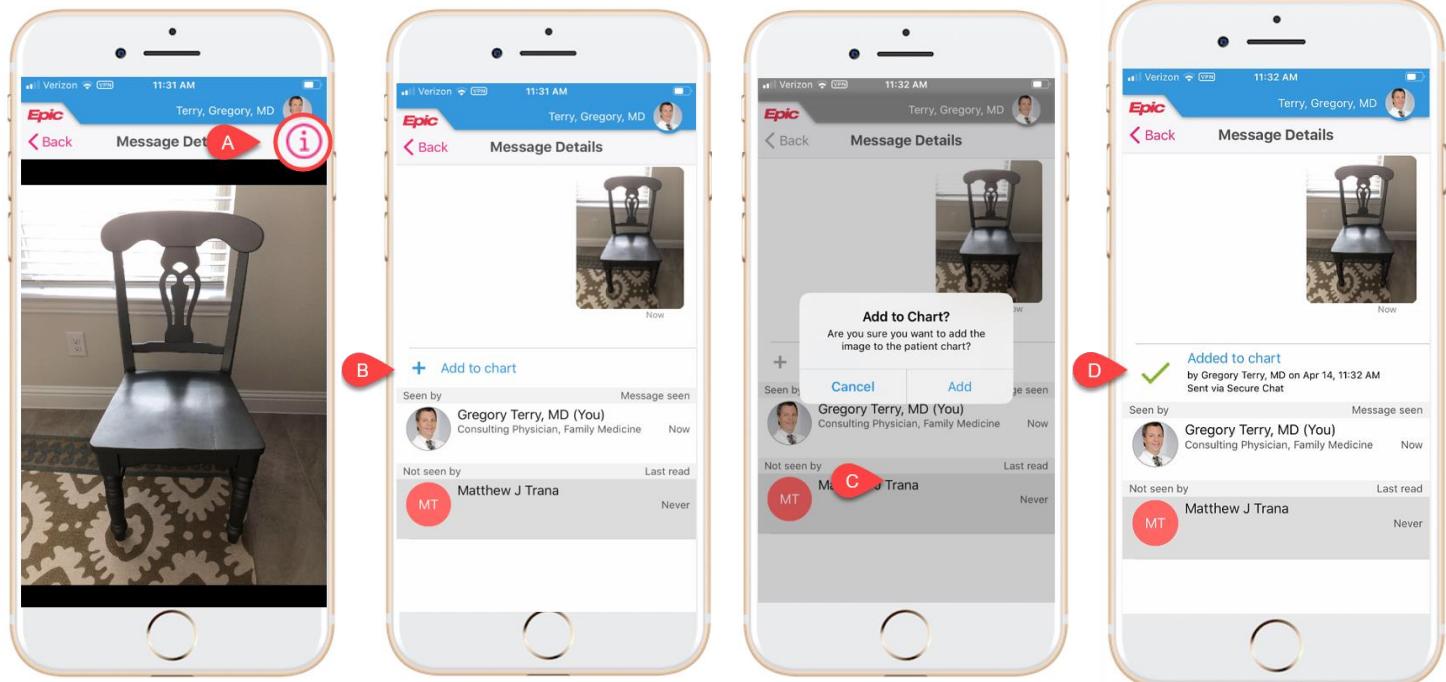


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An image taken directly in Secure Chat doesn't automatically get filed to Epic's Media Tab. If an image in a discussion should be added formally to the patient's chart, here's how.

1. Open the message.
 - A. Tap the image, tap the information icon.
 - B. Tap **Add to chart**.
 - C. Tap **Add**.
 - D. Confirmation will appear.



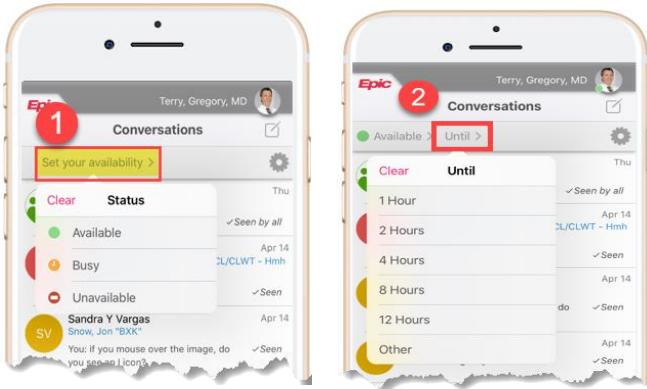
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Set Availability

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. To set your availability, tap **Set your availability** and set to **Available**, **Busy**, or **Unavailable**.
2. Tap **Until** to specify how long you will be in that status.



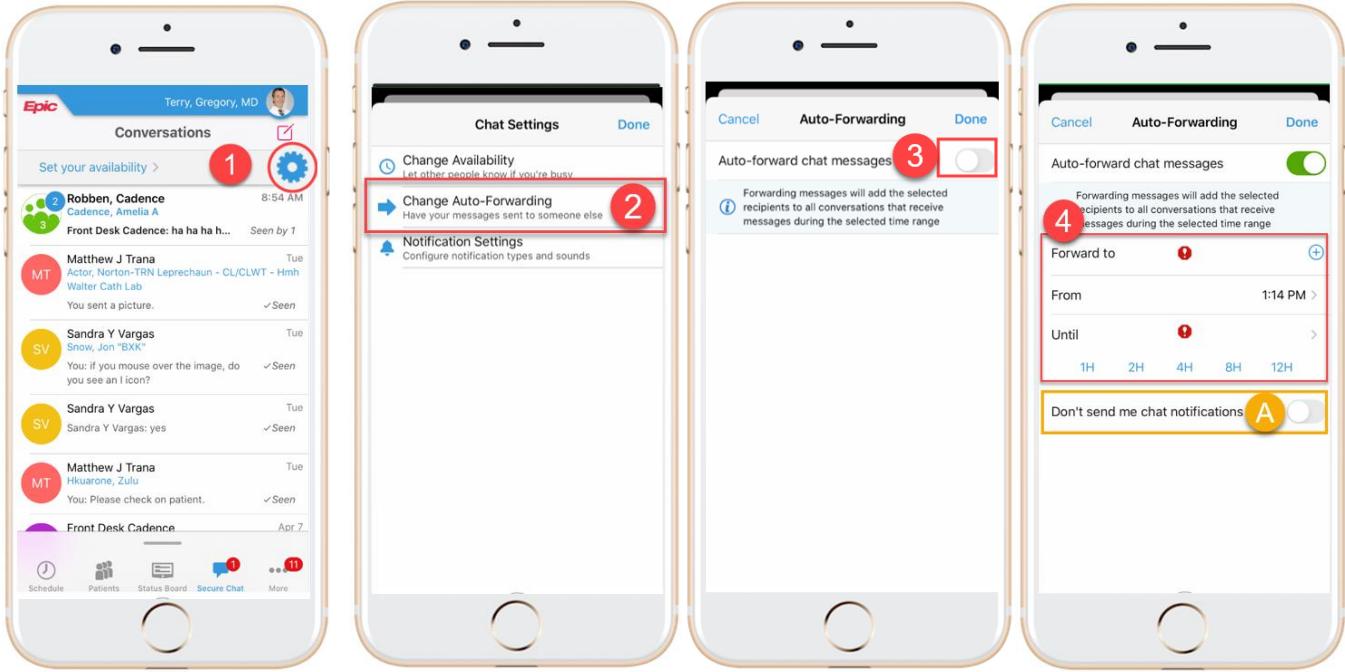
Note: After the specified end time, you automatically revert to having no status set. If you want others to see your availability, you'll need to update your status.

Auto-Forward Chat Messages

You can auto-forward messages for vacations or other times you'll be out of the office. This is especially useful if you're using Secure Chat on a personal device.

1. Tap the gear icon at the top of the **Conversations** column.
2. Tap **Change Auto-Forwarding**.
3. Tap the switch to enable **Auto-forward chat messages**.
4. Specify who will receive your messages, along with start and end times.
 - A. Tap the switch to specify whether you want to receive chat notifications.

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Secure Chat Push Notifications

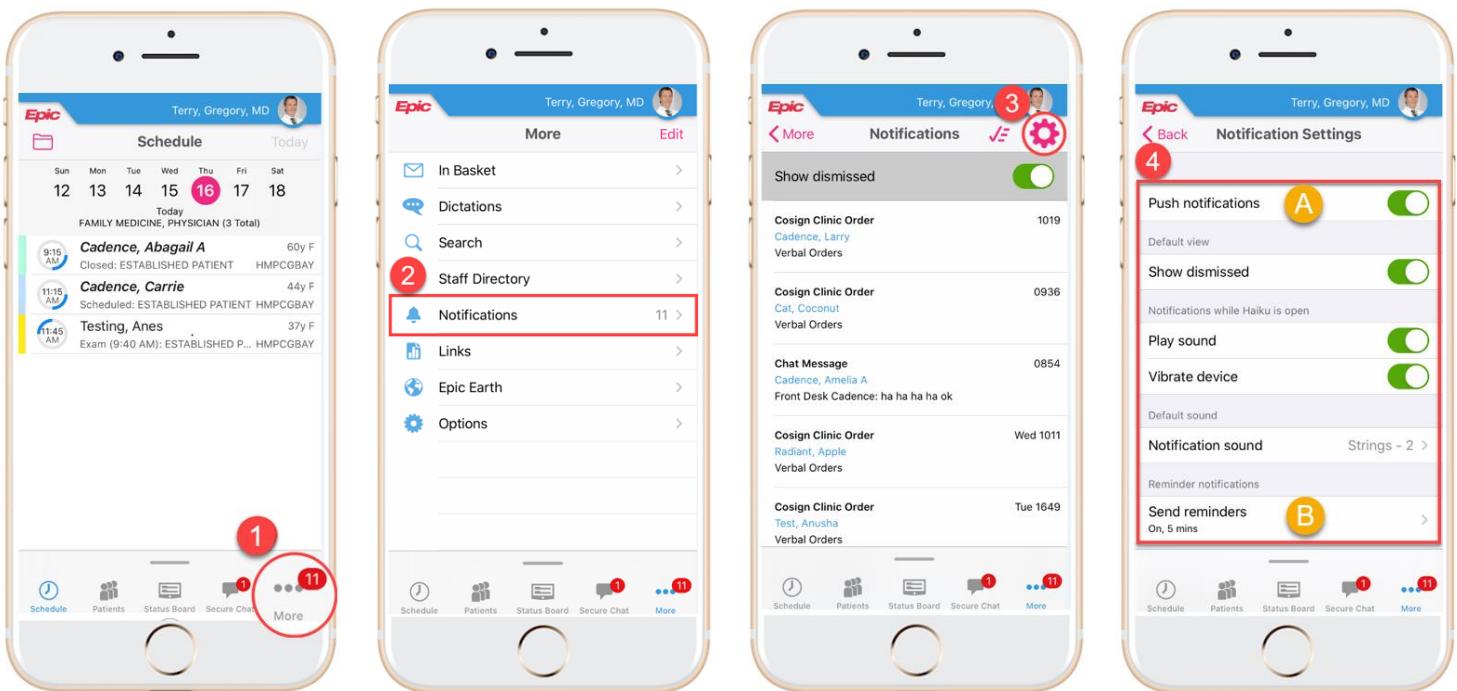
You can set up your device to receive quick notifications for key lab results.

1. Tap **More**.
2. Tap **Notifications**.
3. Tap the gear icon.
4. Modify your **Notification Settings**. Some settings to look for are:
 - A. Enable **Push notifications**.
 - B. Send **reminders**.
 - C. Change **Notification sound** (visible by scrolling down).

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D. Show banner/sound alerts for messages of your choice (visible by scrolling down)



Device Notifications

When device notifications are turned off, a yellow banner displays across the top with instructions on turning notifications on.

1. Tap the yellow banner.
2. Tap **Go to settings**.
3. Tap **Allow notifications** to turn on device notifications.

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