

IT Operational Excellence

Epic Secure Chat and Haiku for Physicians, APPs and Residents

We are excited to announce that the Secure Chat function is coming to Epic throughout the Ballad Health system as part of the Dec. 15 Epic upgrade. Secure Chat is a secure method of sending and receiving text messages, allowing providers to communicate easily and confidentially when caring for patients.

Secure Chat will be accessible to all Ballad Health clinical users, including physicians, nurses, case managers, bed planners and unit secretaries, providing additional flexibility in how the system can be used.

To make it easier to reference patient information, a patient's chart can be accessed through a message in Secure Chat by providing the recipient with a direct link to the chart, allowing them to easily view results, place orders, and document on the chart through the Epic system as usual.

Epic Secure Chat is designed to be simple and user-friendly, and it operates just like regular texting, just in Epic. Users can receive message notifications, typing indicators and read receipts. Clinical Informatics will be providing educational materials and tip sheets to all inpatient and ambulatory clinical users closer to the upgrade. Also, if you have access to the Ballad Health intranet, click **Epic** from the homepage in the top menu. From there, you can click the [Epic Secure Chat icon](#) to access additional resources including short videos introducing Secure Chat, quick start guides and Ballad Health's Secure Chat Policy.

Attached to this memo are tip sheets with information on how to download Haiku on Android and iPhone. While the Secure Chat feature will not be available until Dec. 15, we encourage physicians, APPs and residents to download Haiku now and familiarize themselves in preparation for the upgrade.

FAQ

Q. When will Epic Secure Chat go live?

A. Epic Secure Chat will go live on Dec. 15. However, providers can already download Haiku on your device to become familiar with it before the update.

Q. Who has access to Secure Chat through Haiku/Canto?

A. Only providers, APPs and residents with approved access to Epic and privileges to practice at Ballad Health will have access to Secure Chat in both Hyperspace and Haiku/Canto. This could include physicians, radiologists, anesthesiologists and pharmacists.

Q. How will other clinical staff access Secure Chat?

A. Nurses and other clinical staff will access Secure Chat through Hyperspace on a desktop or through a device owned by Ballad Health using Rover or Canto.

Q. Can other community providers who use EpicCare Link use Secure Chat?

A. To use Secure Chat, physicians, APPs and providers must have approved access to Hyperspace and privileges to practice at Ballad Health. This means providers who only have access to our electronic health record system through EpicCare Link will not be affected by this upgrade.

Q. How do I install Haiku on my device?

A. Attached are tip sheets detailing how you can find and download the correct app onto your iPhone or Android device. Canto is functionally the same app, but it is designed for tablet devices.

Q. Can I send orders via Secure Chat?

A. No, you cannot send orders via the chat function of Epic Secure Chat. However, you will be able to access a patient's chart through a link in the message. Orders must be entered directly into Epic or by using the Haiku/Canto functionality.

Q. Can this be used as an emergency communication system?

A. No, Secure Chat should never be used for any urgent or emergency messages.

Q. Will messages be recorded/stored in the system long-term?

A. Messages sent over Epic Secure Chat will automatically be deleted after 7 days. They will not be part of any legal medical record.

Q. Where can I access Secure Chat from?

A. You will be able to access Secure Chat from your mobile device via Haiku, from a tablet via Canto, from a Ballad Health-owned iPhone device via Rover, and from a desktop computer via Hyperspace.

Q. Where can I learn more?

A. If you have access to the Ballad Health intranet, click **Epic** from the homepage in the top menu. From there, you can click the [Epic Secure Chat icon](#) to access tip sheets and other resources including short videos introducing Secure Chat and explaining how to set availability. During the go-live, our Clinical Informatics team will be rounding and providing support as part of the Epic upgrade. Educational materials and tip sheets will also be provided to inpatient and ambulatory clinical users. If you have additional questions, please email Epic Training at epictraining@balladhealth.org.

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