

Epic Secure Chat/Haiku Setup

Epic Secure Chat is Methodist Le Bonheur Healthcare’s approved secure texting platform for Personal Health Information.

Haiku is a mobile app designed to improve productivity by letting physicians perform key workflows on the go. Haiku can be used with Apple iPhone® and Android smartphones.

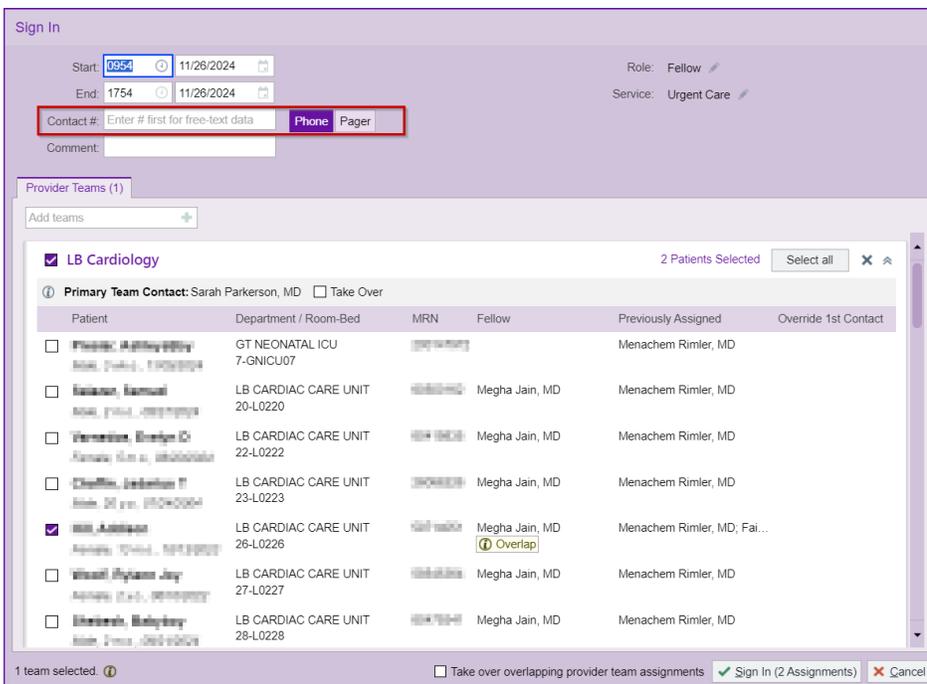
Signing into a Provider Care Team

To provide effective communication across teams while caring for your patient, it is highly recommended that you assign a **Telephone** or **Pager number** when you **sign into your shift**.

Your contact number is then displayed in the patient’s **Treatment Team** activity and is visible so your colleagues can reach you regarding your patients care.

When you log in to Epic at the start of your shift add your preferred contact number and specify if it is a **Phone** or **Pager**.

In addition, by signing into a **Provider Care Team**, you will receive messages sent to that Provider Care Team’s **Secure Chat Group**.



Sign In

Start: 0854 11/28/2024
End: 1754 11/28/2024
Role: Fellow
Service: Urgent Care

Contact #: Enter # first for free-text data **Phone** Pager
Comment:

Provider Teams (1)

Add teams +

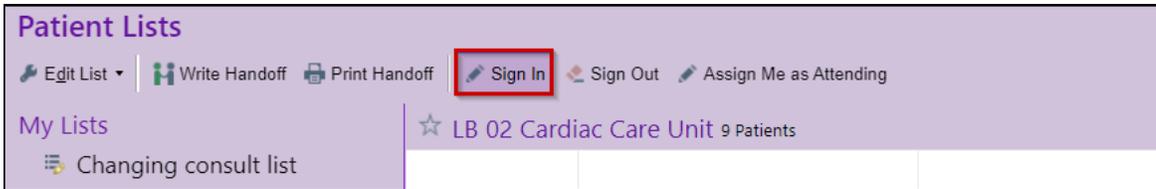
LB Cardiology 2 Patients Selected Select all

Primary Team Contact: Sarah Parkerson, MD Take Over

Patient	Department / Room-Bed	MRN	Fellow	Previously Assigned	Override 1st Contact
<input type="checkbox"/> Franco, Anthony MRN: 11020004	GT NEONATAL ICU 7-GNICU07	00744002		Menachem Rimler, MD	
<input type="checkbox"/> Kassam, Samuel MRN: 11020004	LB CARDIAC CARE UNIT 20-L0220	00800002	Megha Jain, MD	Menachem Rimler, MD	
<input type="checkbox"/> Venkatram, Eswara C MRN: 11020004	LB CARDIAC CARE UNIT 22-L0222	00810002	Megha Jain, MD	Menachem Rimler, MD	
<input type="checkbox"/> Chaffin, Jonathan T MRN: 11020004	LB CARDIAC CARE UNIT 23-L0223	00820002	Megha Jain, MD	Menachem Rimler, MD	
<input checked="" type="checkbox"/> Wu, Andrew MRN: 11020004	LB CARDIAC CARE UNIT 26-L0226	00830002	Megha Jain, MD Overlap	Menachem Rimler, MD; Fai...	
<input type="checkbox"/> Wu, Andrew MRN: 11020004	LB CARDIAC CARE UNIT 27-L0227	00840002	Megha Jain, MD	Menachem Rimler, MD	
<input type="checkbox"/> Wu, Andrew MRN: 11020004	LB CARDIAC CARE UNIT 28-L0228	00850002	Megha Jain, MD	Menachem Rimler, MD	

1 team selected. Take over overlapping provider team assignments Sign In (2 Assignments)

If you were unable to assign your contact number at the start of your shift, no problem! Simply select **Sign In** and the activity will open so you can enter your contact number.



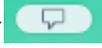
Opting into a Chat Group

With Opt-In Groups, users can manage their membership themselves and update a variety of settings on the fly, including adding and removing themselves or others from the group.

Follow these steps to adjust settings for Opt-In Groups:

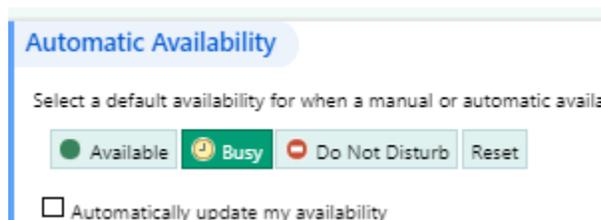
1. Click  to open the Secure Chat activity.
2. At the top of the conversation list, click  to open the group settings.
3. Review and update your groups where needed.
 - To add a group to your list of Opt-In Groups, search for and select it using the search field.
 - To remove a group from your list of Opt-In Groups, click **Manage** and then remove it.
 - To join or leave a group, click **In** or **Out**.
 - **In:** You receive new messages and notifications for this individual group. Click **Join All** to apply these settings to all of your groups.
 - **Out:** You do not receive any new messages or notifications. Click **Leave All** to apply these settings to all of your groups.
 - To review more details, including the group's description and members, click the name of a group. From here, you can add users to a group and remove them ("Opt-out").
4. Click  **Accept** to save your changes.

Opting out of Secure chat

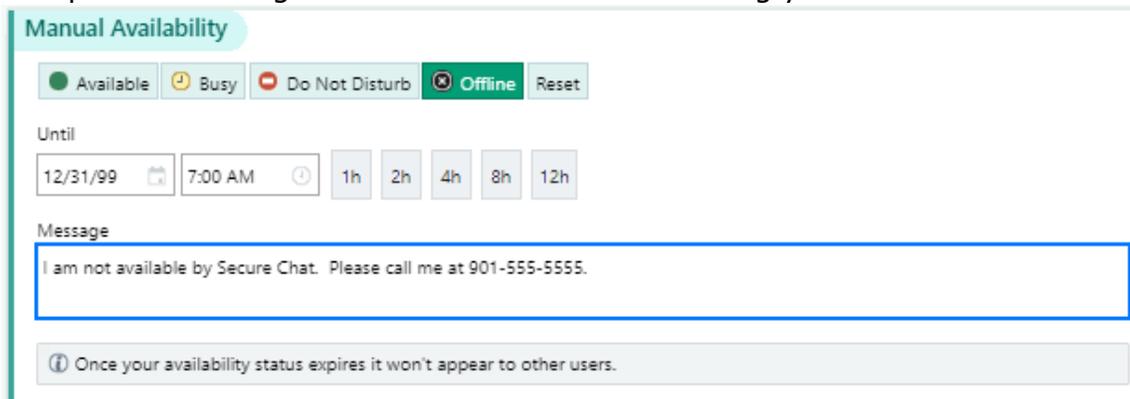
1. Go to the Secure Chat Activity by clicking on the Chat Box () in the top right of the screen
2. Click on the Three Dots, then on Settings.



3. Ensure that "Automatically update my availability" is unchecked.



4. Change Manual Availability to "Offline".
5. Set an Until date in the distant future.
6. Complete a message with instructions for contacting you when on service.



Haiku/Canto

1. **Download** Haiku (Phone) or Canto (iPad):

In your device App store, or the MLHApps@Work download and install Haiku.

Apple:



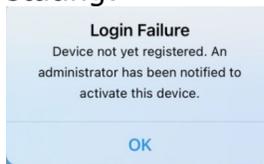
Android:



2. **Configure:** Scan the QR code below to connect your device to MLH Epic. You must click the blue link labeled for the app!



3. **Log In:** Open the app and login as you would for Epic. You must attempt this sign-in before the MLH Epic IT team can approve your access. Tap the label at the top of the login screen to connect to a different organization or instance. You will receive a pop-up stating:



If you are a Provider for MLH, and do **NOT** utilize MobileIron/Ivanti, scan the QR code below to request an exemption.



For additional information, contact the Physician Help Desk at 516-3111.