

8191091 Epic Secure Chat

Audience: Lab End Users

The information covered in this document will prepare you to execute on the following adoption points:

- User-to-user communication in Epic through Secure Chat. All users have access to Secure Chat, although not all users may choose to use it.

Topic Key Takeaways

What's new	What's changing	What stays the same
• Secure chat will be used for communication between staff members • Images can be captured using Secure Chat, useful for wound or specimen collection	• Secure chat is integrated into Epic so we will no longer be dependent on Teams	• Secure chat is HIPAA compliant • It is not part of the medical record for release of information (ROI) but is discoverable within Epic.

Key Points to Remember

- Secure Chat will largely replace MS Teams for communication on shift. Secure Chat is available in Hyperspace, Haiku, Rover, and Canto.
- Keep your Secure Chat conversations professional. The content is still discoverable.
- You may receive push notifications on your mobile device via Haiku or Rover while on shift.

Examples of Secure Chat Use

1. If there are delays in processing due to equipment malfunction or high workload, the lab can inform the relevant clinical teams via Secure Chat. This keeps everyone informed and allows for adjustments in patient care plans if needed.
2. When additional patient information is needed to proceed with a test, the lab can use Secure Chat to request this information from the care team. This ensures that the lab has all the necessary details to perform accurate testing.
3. If a specimen is received in a non-standard container or is missing collection date/time documentation, the lab technician can use Secure Chat to quickly communicate with the nursing staff to resolve the issue. This helps in reconciling missing data elements efficiently.

Common Questions

Question	Response
Will lab staff have access to Secure chat?	Yes, all lab staff will have access to Secure Chat in Epic.
Do Secure Chat messages live for eternity?	Per policy, Secure Chats are never purged. Messages are always discoverable.
How will I know if I have a Secure Chat message?	You'll receive a notification in Epic Hyperspace when you have a new message. If you use Haiku/Canto/Rover, you'll see a

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	notification on your device, just like any other push notification/message.
Can I take pictures and send them through Secure Chat?	Yes! Users can take and message pictures directly in Epic's mobile applications. Pictures are stored directly in Epic, not on the device.
Can I enter orders using Secure Chat?	No. Per Northwell's process, texting orders is prohibited through any messaging app.
If I'm logged out of Rover/Haiku/Canto, will I get a notification?	You'll see a notification upon logging into Epic on a desktop. If you're logged out of Rover, you will receive the notification on the mobile device. The preview will state you have a new message, but will not display the message without logging in.

Additional Resources

- For a more in depth, Northwell specific demonstration, view the following:
 - [Secure Chat Readiness Presentation](#)
 - [Secure Chat Recording \(30 min\)](#) (Demo: 16:19 – 28:43)
- WeLearnings for Additional Information
 - [Introduction to Secure Chat - weLearning](#)¹ (10 min)
 - [Here's How... Secure Chat - weLearning](#) (3 min)
 - [Here's How... Setting Availability in Secure Chat - weLearning](#) (2 min)

¹ For all weLearnings, go to userweb.epic.com, choose your organization, and log in with your Northwell Windows login account