

Secure Chat

Secure Chat is an activity in Haiku, Canto, and Rover that lets your users send secure instant messages in Epic's mobile apps so users can communicate with colleagues across your organization.

Versatile Messaging Options

Secure Chat lets users have conversations with a single recipient or with a group of colleagues, with the option to send general messages or to designate a conversation as being about a specific patient.

Easy to Use

Because Secure Chat works like other common instant messaging apps, the look and feel of the workflow will be familiar to most users. Notifications let users know when they have a new message even if they aren't logged in to the app, and read receipts make it easy to keep track of who has read each message.

On the Record

You can configure Secure Chat so that messages are included in the legal medical record (LMR). By default, messages sent using Secure Chat aren't included in the LMR, but they are stored in the database and might be legally discoverable.

Frequently Asked Questions:

What does the implementation process look like?

Secure Chat requires a separate license. Before setting up Secure Chat, you also need to implement Haiku, Canto, or Rover and set up push notifications. Note that you don't necessarily need to implement all three apps to use Secure Chat. For example, if your organization hasn't implemented Rover, you can still use Secure Chat in Haiku. Additionally, you might need to improve your Interconnect infrastructure and Wi-Fi connection to accommodate the extra traffic generated by Secure Chat.

Who can use Secure Chat?

After you've licensed and installed Secure Chat, any of your Epic users to whom you've given the proper security can access the activity in Haiku, Canto, or Rover, on both iOS and Android devices.

Can users send messages to external providers?

Yes, if your organization gives them access to Haiku or Canto.

Does Secure Chat meet Joint Commission guidelines?

In April 2016, the Joint Commission issued a statement saying that it would lift the ban on sending orders through secure text messaging platforms. In June 2016, it made a follow-up statement putting that decision on hold until it could refine its guidelines. Epic is waiting to hear more from the Joint Commission to understand whether Secure Chat meets its guidelines regarding ordering.

