

Epic Secure Chat FAQs



Audience: All Epic Secure Chat Users

All Users

The Basics

- **Is it mandatory that I use Secure Chat?**
No, Secure Chat is an additional communication tool you can use for HIPAA-compliant, secure messaging.
- **Should I use Secure Chat for urgent messaging?**
No, it's only for non-emergent communication. Continue using your usual communications channels for urgent needs.
- **Do I need Rover to use Secure Chat?**
No, if you don't have Rover, you can use Secure Chat on an HM desktop or WOW.

Users Who Have Secure Chat

- **Are all Epic users on Secure Chat?**
Most, but not all. Here's a [list of user groups using Secure Chat](#).
- **Who can I communicate with on Secure Chat?**
You can look up users by name. If someone doesn't have Secure Chat access, a pop-up message will say the person "does not have the required security to participate in chat."
- **Can I chat with my entire department or unit?**
At this time, pre-defined groups are not enabled. You can add individual names to create your own group conversation.

Contacting Physicians

- **Does Secure Chat replace Perfect Serve?**
No, continue to use Perfect Serve as you normally would. Secure Chat is just an additional communication tool.
- **Does Secure Chat replace our current method for contacting on-call physicians?**
No, continue using your current method.
- **Will I know if a physician is using Epic mobile when I am sending them a message?**
No, you can't see whether a physician is using Epic mobile. However, you can see if a physician has their availability turned on.

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Messages

- **How will I know if I have a message?**

You'll receive a notification when you have a new message. For details, click the tip sheet that applies to you.

- [Secure Chat for Haiku/Canto](#)
- [Secure Chat for Rover](#)
- [Secure Chat on HM Desktop/WOW](#)
- [Secure Chat for EVS and Patient Transport](#)

- **Where do I open Secure Chat in Hyperspace on a desktop or WOW?**

Click the speech bubble icon. For details, review this tip sheet, [Secure Chat on HM Desktop/WOW](#).

- **I don't see the Secure Chat icon on my Rover Zebra Smartphone?**

First, exit the patient's chart. When you tap the **Epic** button, the icon appears in the top banner.

- **Do I have to be logged in Epic to receive a Secure Chat message?**

No, you can still receive messages. When you log in Epic, you'll see missed messages that were sent while you were logged out. If you time out after 20 minutes, you won't see message alerts until you log back in.

- **I'm logged in Epic, but the green dot (my availability) isn't showing next to my initials when other people look me up. Can I still receive messages?**

Yes, you'll receive messages. By default, your availability is blank. You can easily set your availability status from Secure Chat. To see how, click the tip sheet that applies to you.

- [Secure Chat for Haiku/Canto](#)
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- **Can I delete the messages I send?**

No, but all messages auto-delete 30 days after they're sent.

Physicians

- **Can I enter orders in Secure Chat?**

No, but you can easily access the patient's chart through the patient banner in a conversation, then enter orders in the patient chart. *Note: At this time, orders CANNOT be entered in Haiku/Canto on Android devices.*

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- **What can I do using Epic Haiku/Canto?**
Order outpatient procedures on all mobile devices, and order inpatient medication orders and procedures on Apple devices. You also can receive mobile notifications when labs and imaging orders are available, manage meds and much more.
- **What can I do with Secure Chat?**
Send and receive patient-specific communications, access a patient's chart directly from the chat, place orders in the patient's chart (not Secure Chat), take and share images and set up your notification preferences.
- **Do I need to have Epic mobile to use it?**
No, Secure Chat is available for all physicians, advanced practice providers and residents in Epic Hyperspace (desktop) and mobile solutions: Epic Haiku (phone)/Canto (iPad).
- **How can I access Haiku/Canto on my personal device?**
Contact the IT Help Desk at 832.667.5555 to have Haiku/Canto added to your device.
- **Does Secure Chat replace Perfect Serve?**
No, continue to use Perfect Serve as you normally would. Secure Chat is just an additional communication tool.