

Secure Chat

HIPAA-Safe Text Messaging in Epic

Communicate Quickly and Safely, Directly Within Epic

Secure Chat is available in Epic to improve communication and collaboration among providers, clinicians and staff.

Through Secure Chat, most Epic users can securely text each other for **non-urgent** communications through their desktop, WOW or Epic mobile apps like Haiku, Canto and Rover.

Secure Chat is an additional tool you can use for HIPAA-compliant, secure messaging. It isn't mandatory and doesn't replace current methods for contacting on-call physicians, including PerfectServe.



With Secure Chat you can:

- Quickly communicate with providers, nurses, clinicians and other staff about a patient – one-on-one or as a group.
- Open a patient's chart directly from a Secure Chat message. **Note:** Orders can't be placed through Secure Chat. Providers can launch a patient's chart through Secure Chat and place orders through Haiku/Canto.
- Receive notifications when you get a new message.
- Set your availability status and auto-forward messages to others.
- Take pictures or share existing images, then easily send through a chat conversation and attach to the patient's chart.

Caution for urgent messages:

- Secure Chat should only be used for **non-urgent** communication related to daily work activities.
- For urgent patient issues, use normal methods to reach on-call or covering physicians, including pagers, answering services, resident services or after-hours contacts. If used inappropriately, Secure Chat can delay essential patient care and lead to safety incidents.
- Physicians without Epic mobile tools (Haiku/Canto) will only receive messages on a workstation.

For more information, visit it.houstonmethodist.org/securechat.