

Secure Chat Overview – April 23 Epic Update

Audience: All Epic users (including physicians, nurses, front desk, etc.)

This guide showcases changes to **Secure Chat** with the April 23 Epic Update.

React to Messages with Emojis

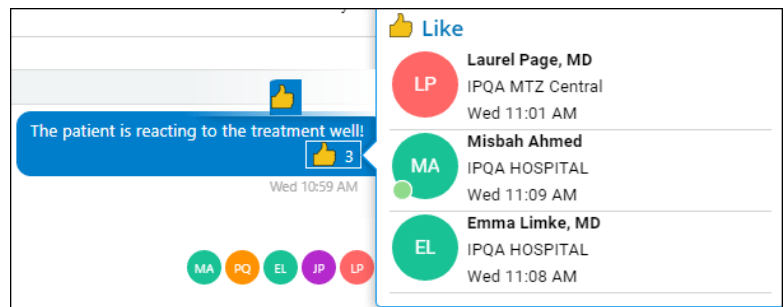
Key Benefits:

- More Efficient

Description:

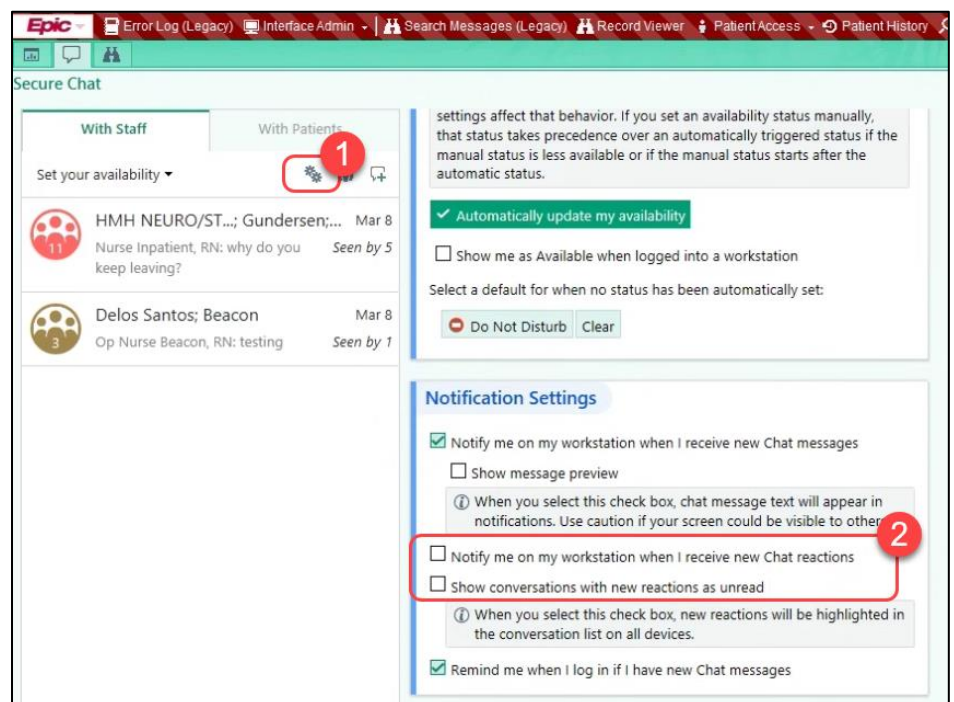
To make it easier for you to convey reactions to messages without having to send a separate message, use the **Like** emoji to react to messages.

- To use the **Like emoji**, hover the cursor over the message in Epic on a workstation or tap and hold the message on your mobile device.



Reaction notifications are disabled by default. To enable from your desktop:

1. Click the **setting** icon.
2. In **Notification Settings**, check the boxes of your preferred notifications.



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Chat Conversation Updates Notification Setting Removed

Key Benefits:

- Improved communication

Description:

You'll no longer receive notifications when other users join or leave a conversation, and the **Chat Conversation Updates** notification type has been removed from **Notification Settings**.

Receive a Notification After Being Added to a Conversation

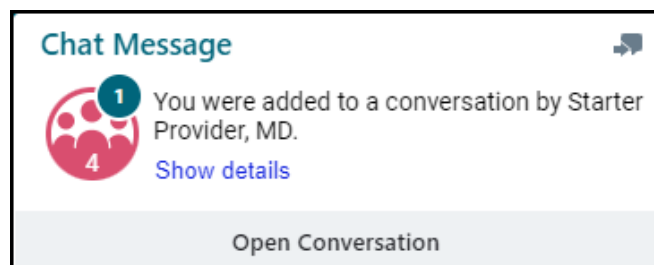
Key Benefits:

- Improved Communication

Description:

Receive a notification in both Epic on a workstation and Rover when you are manually added to a **Secure Chat** conversation.

- Only the person that is added to the conversation receives this notification.



Continue Communicating About Patient Care

Key Benefits:

- Improved communication

Description:

Use your mobile device with Haiku, Canto or Rover to keep things moving during planned system downtimes. You can now access certain important workflows during downtimes, like receiving alert push notifications or sending messages in **Secure Chat**.

