

Haiku and Secure Chat Quick Tips

Tip I: Capture Images

A picture is worth a thousand words. One advantage of using a mobile device for quick documentation is the ease in which one can add images. After capturing new clinical media, images can be quickly added to chat with staff, or referenced by others in the Media tab in the patient's chart.

1. Tap the patient photo/circle in the top left of your device.
2. Choose **Capture Clinical Media**.
3. Tap **Use Photo**
4. Add a description or annotate.
5. Add more media or tap **Save**.

After annotating the image, you can find this in the patient's chart in Hyperspace under the Media tab in Chart Review. You can also use Chart Search to look for your annotation and your image will show as a found item.

Tip II: Customize Your Activities

When logging into Haiku, a menu appears on the bottom of the screen. This quick access menu should be tailored to fit your needs. You can personalize this workspace to add your most frequently used activities.

1. Tap **More**.
2. Tap **Edit**.
3. Drag and drop your most used activities into your activity menu.

Tip III: Orders

Orders in Haiku can leverage your existing preference lists that you use regularly in Hyperspace. Not only can you place new orders (in both the Inpatient and Outpatient context), it's also simple to reorder/discontinue existing current medications just as you would in Hyperspace as well. In the Emergency Department, Haiku will also let you leverage chief complaint driven Quick Lists.

1. Select a Patient from your Schedule.
2. Navigate to the Orders Icon.
3. Reorder existing medications or tap the + to place a new order.
4. Search for new orders or filter against your favorites.
5. Select the orders to add to your cart.
6. Tap **Done**.
7. Tap the Order icon in the top right.
8. Tap **Pend** or **Sign**.

Tip IV: Add Favorites in the Staff Directory

Having a short list of favorite staff can speed up initiating Secure Chat messages and making direct phone calls. You can create favorites for your staff in the Staff Directory menu from the More button.

1. Tap More.
2. Tap Staff Directory.
3. Search for appropriate individuals or Groups
4. Favorite them with the star icon.

Tip V: Secure Chat: Attach Images

With Secure Chat you are able to add existing media images to a chat conversation instead of having to take a new image. If you just took a new picture, that can still be included in a message to another provider.


1. Tap **Secure Chat**.
2. Initiate a new message or tap an existing one.
3. Tap the image icon near the message bar.
4. Choose to **Take Photo** or **Attach Image From Chart**.

An image that is taken directly with in Secure Chat does not automatically get filed to the Media Tab in Hyperspace. If a particular image in a discussion should be added formally to the patient's chart you can complete the following steps:

5. Open the message.
6. Tap the image.
7. Tap the information icon.
8. Tap **Add to chart**.
9. Confirm by tapping **Add**.

Tip VI: Secure Chat: Push Notifications

Receiving quick notifications on key lab results is configurable within your device.

1. Tap More.
2. Tap Notifications.
3. Tap the gear icon: 
4. Modify your Notification Settings. Some settings to look for are:
 - a. Enable Push notifications
 - b. Set Reminder notifications
 - c. Changes Notification sound
 - d. Show banner/sound alerts for messages of your choice

Tip VII: Secure Chat: Care Team Groups

Secure Chat automatically suggests Treatment Team and Care Team members as recipients for your message regarding a patient. It is possible to filter to other defined Groups as well, so that you can send a quick message to whoever is signed in to a given provider Care Team at that time. When a user signs out they will no longer receive new messages to that provider Care Team.

1. After initiating a new conversation, click in the To: field.
2. Select Groups.
3. Type in the name of the Care Team you are interested in messaging.

Tip VIII: Secure Chat: Auto Forward Chat Messages

It's also possible to configure an Auto Forward Chat contact for vacations or outages.

1. Click the gears icon at the top of the Conversations column.
2. Select Change Auto-Forwarding.
3. Specify the appropriate recipient along with start and end times.
4. Select whether or not you want to have mobile chat notifications sent to your device.
5. Click Accept.