



Secure Chat: Non-Provider FAQ's

What is Secure Chat and how should I use it?

- Secure Chat is meant to convey brief, non-emergent information to other clinicians.
- Secure Chat must not be used for critical information.
- Secure Chat is not a substitute for clinical decision making, official documentation, or placing orders.
- Messages sent by Secure Chat are for communication and care team collaboration.
- If you have not heard back from the person you are trying to reach, try another communication method.
- Note: Use of non-secure messaging tools, such as SMS and iMessage, for any patient related communication containing PHI is strictly prohibited.

Where can I find the MHS Policy regarding Secure Chat?

Click [here](#) to read more on MHS Policy regarding Secure Chat.

Which users have access to Secure Chat functionality?

All inpatient clinical users will have access to Secure Chat, starting **8/16/2021**. You can send Secure Chat messages to any MHS user who have access to Secure Chat. Refer to [Roles Impacted by Secure Chat](#) for more details.

Is Secure Chat part of the Legal Medical Record?

Secure chat messages (via Hyperspace or mobile apps) are **not** part of the legal medical record.

Do Secure Chat messages live for entirety?

Per policy, all Secure Chat messages are purged after **14 days**. Once purged, the messages are non-retrievable.

Can I send messages about a patient to providers?

Yes, you can send patient-specific messages to providers or treatment team members from [Secure Chat activity](#) and [Storyboard](#).

Can I accept orders from providers using Secure Chat?

No. Refer to [MHS Secure Chat Policy](#) for more details.

Can I send or receive clinical images in Secure Chat?

No. Refer to [Wound Photography policy](#) for more details.

If I add someone to a conversation will they be able to see all the conversation?

Yes, new participants added to an existing conversation can view the entire conversation, including any prior messages that were sent.

How will I know if the person I sent the message to received it and read it?

The "Conversation Details" section shows when the message was last read by each recipient.

Can I turn off notifications?

Yes, you can choose to receive [Notifications](#) when you get new Secure Chat messages, or turn off notifications entirely.

What will happen to my secure chat messages when I am unavailable or out of the office?

You have the ability to update your [Availability Status](#) and/or also set [Auto-forwarding of messages](#) to another clinician if you're going to be unable to respond to messages for a certain period of time.

Is Secure Chat available in Rover?

Yes. Users who have access to MHS provided iPhone devices can use [Rover for Secure Chat](#).

Who do I contact for Secure Chat questions?

Contact the IS Helpdesk @ (214) 947-1999 or email them at servicedesk@mhd.com.