Secure Chat: 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 to 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.

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?

Yes, you can contact other providers or patient's treatment team members from Secure Chat activity and Storyboard.

Can I place orders using Secure Chat?

No. Refer to MHS Policy for more details.

Is Secure Chat available in Haiku/Canto?

Yes. Refer to Secure Chat in Haiku to learn more.

Can I send clinical images using Secure Chat?

Yes. However, per policy the images in Secure Chat are not part of the patient's legal medical record by default. If the images are intended to be used for clinical decision making, then it will need to be manually uploaded to the patient's chart. Once added, the images are accessible in the "Media" tab. Refer to tip sheet 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 for specific message types, 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 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, in both Hyperspace and Haiku.

Who do I contact for Secure Chat questions?

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

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