

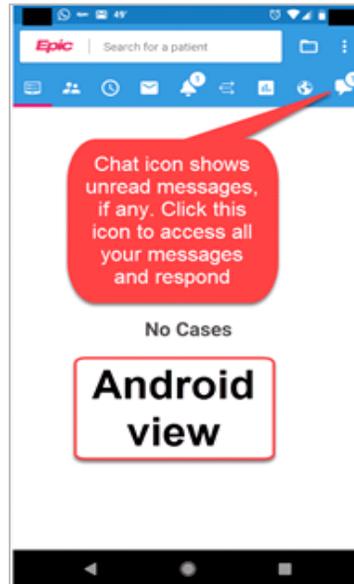
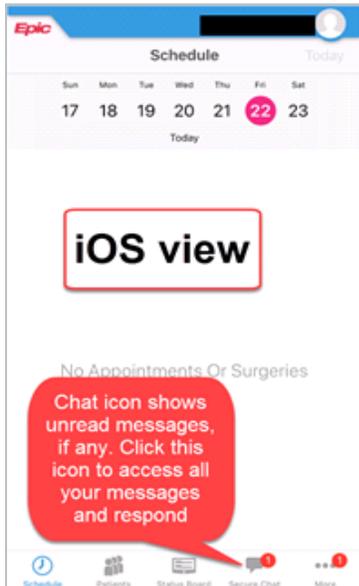


Secure Chat in Haiku

Communicate quickly and safely in real time with other clinicians via **Haiku**, **Canto** or **Hyperspace** by sending secure instant messages.

Using Secure Chat

To access the **Secure Chat** functionality in Haiku, tap on  icon:

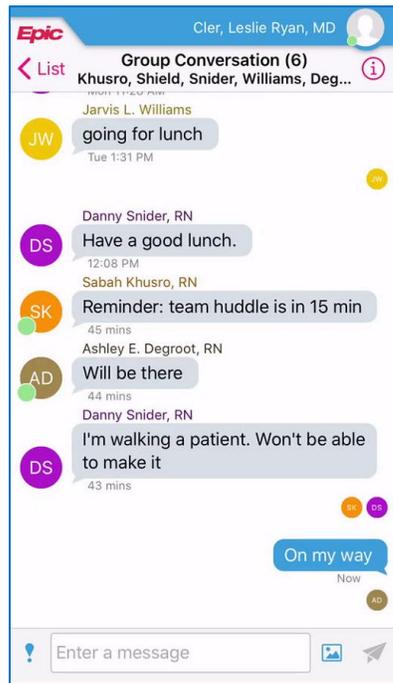
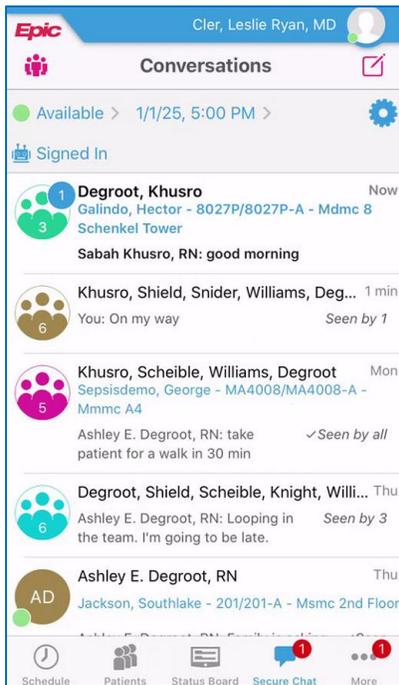


Sending, Reading, and Replying to Messages

- Within **Secure Chat** activity, existing conversations appears, with the newest messages at the top.
- The number inside the conversation circle  indicates the number of participants of the group chat.
- Messages you have read have  **Seen** below the date that it was opened.
- To send a **new message**, tap , select your **recipient(s)**, **type** your message and **Send**.
- You can send messages to multiple users. **Frequently Contacted** members appear automatically.
- You can send patient-specific messages by tapping  **Attach Patient**. The **patient's name** and **location** appears above the message.
- You can send **images** via Secure Chat by tapping on  icon.

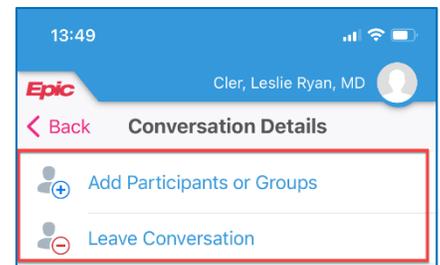
 **Note:** Secure chat images are not part of the patient's legal medical record by default. The images will need to be manually added if they are intended to be used for clinical decision making. Refer to [tip sheet](#).

- The  **colored icons with user's initials** next to each message indicate the participant of the message.
- When the recipient reads your message, a small **green circle**  appears below the user's initials.
- Tapping on individual **message bubble** allows you to see which recipients have read the message.
- You can see when others are typing a message.
- The **Conversation Details** shows conversation participants and when they were last active.
- When you receive a **new** Secure Chat message, you get a **notification** on your device, along with a notification sound. Tap the notification to open the conversation.
- Unread messages will appear in **bold**, with the **number of unread messages in a bubble** .

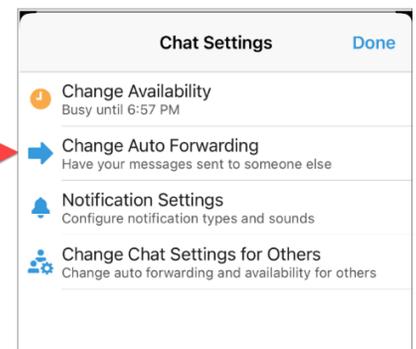
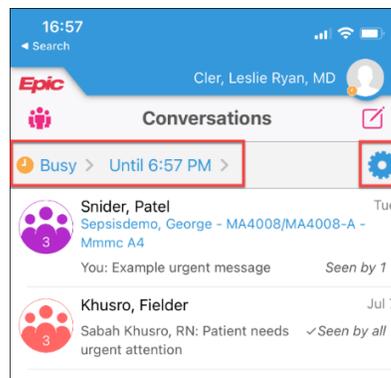


Additional Secure Chat Features

- After a conversation has started, you can **add more participants**. New participants added can view the entire conversation, including any prior messages that were sent.
- Alternatively, you can leave a conversation as well.



- 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 unavailable or unable to respond to messages for a certain period of time.
- You can also adjust your **Notification settings**, or turn off notifications entirely.



Important information about Secure Chat:

- Secure chat messages are **not** part of the legal medical record.
- Per MHS policy, all Secure Chat messages are purged after **14 days**.
- Orders **cannot** be placed via Secure Chat.
- Review [MHS Secure Chat Policy](#) for more details.