











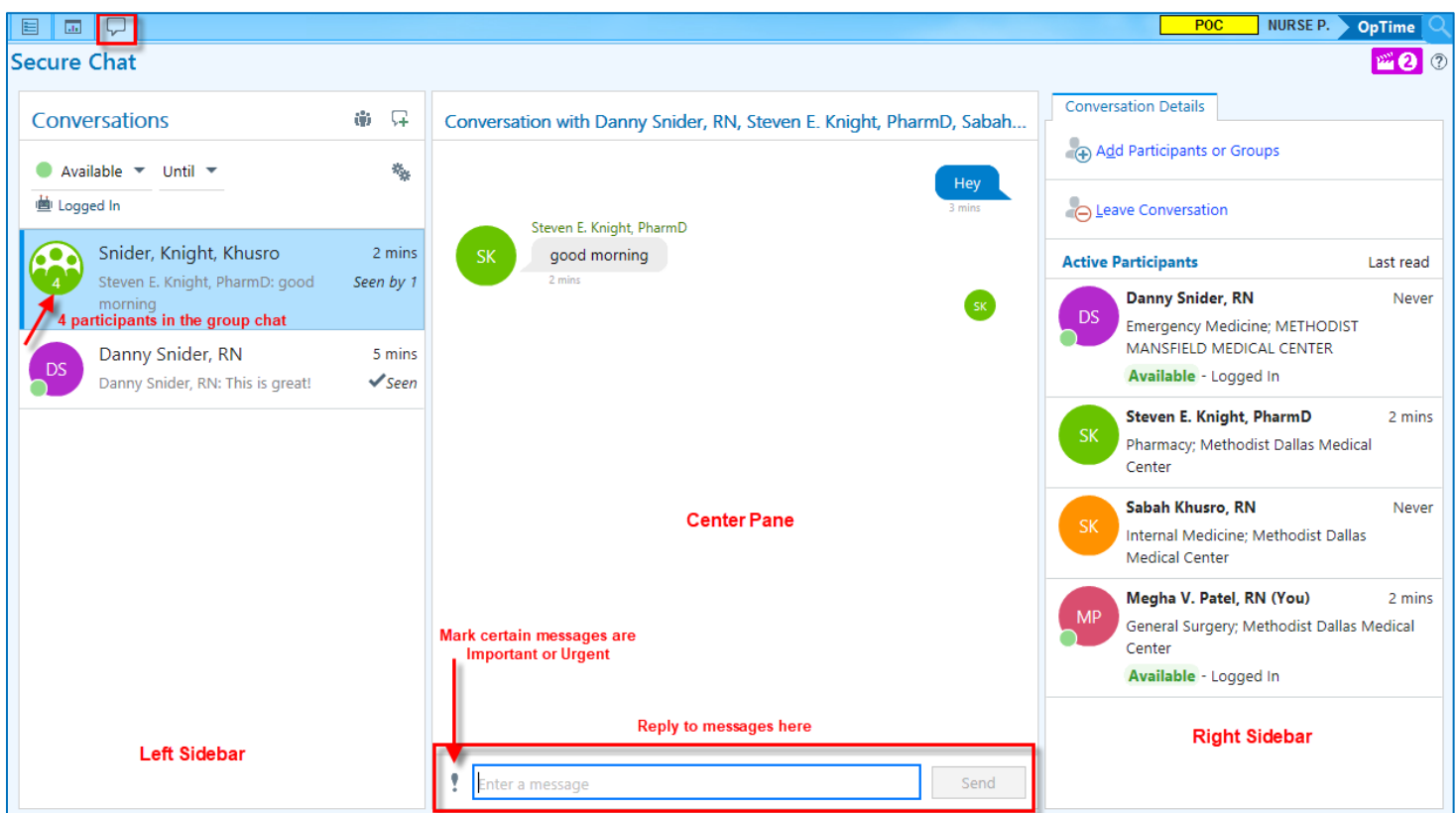
# Secure Chat in Hyperspace

Communicate quickly and safely in real time with other clinicians by sending secure instant messages within Hyperspace, using Secure Chat. You can send general messages or associate them with a specific patient.

## Using Secure Chat

The **Secure Chat** tab (  ) is available on your workspace tabs.

- In the **left sidebar**, your list of active 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.
- In the **center pane**, the selected conversation appears. The  **colored icons with user's initials** next to each message indicate the participant of the message.
- When the recipient has read your message, a small **green circle**  appears below the user's initials.
- Clicking on  next to a **message bubble** allows you to see which recipients have read the message.
- You can see when others are typing a message.
- In the **right sidebar**, you can view **Conversation Details**, which shows conversation participants and when they were last active.
- You can add participants to an existing conversation, or leave the conversation.
- The  icon in the workspace tab changes **orange** color (  ) to indicate that you have a new message when you're working in another activity.
- Unread messages will appear in **bold**, with the **number of unread messages in a bubble**  .



**Secure Chat**

**Conversations**

- Available ▾ Until ▾
- Logged In
- Snider, Knight, Khusro 2 mins  
Steven E. Knight, PharmD: good morning  
4 participants in the group chat
- Danny Snider, RN 5 mins  
Danny Snider, RN: This is great! ✓ Seen

**Conversation with Danny Snider, RN, Steven E. Knight, PharmD, Sabah...**

Hey 3 mins

SK Steven E. Knight, PharmD  
good morning 2 mins

SK

**Center Pane**

**Conversation Details**

- Add Participants or Groups
- Leave Conversation
- Active Participants** Last read
- DS Danny Snider, RN Never  
Emergency Medicine; METHODIST MANSFIELD MEDICAL CENTER  
Available - Logged In
- SK Steven E. Knight, PharmD 2 mins  
Pharmacy; Methodist Dallas Medical Center
- SK Sabah Khusro, RN Never  
Internal Medicine; Methodist Dallas Medical Center
- MP Megha V. Patel, RN (You) 2 mins  
General Surgery; Methodist Dallas Medical Center  
Available - Logged In




**Right Sidebar**

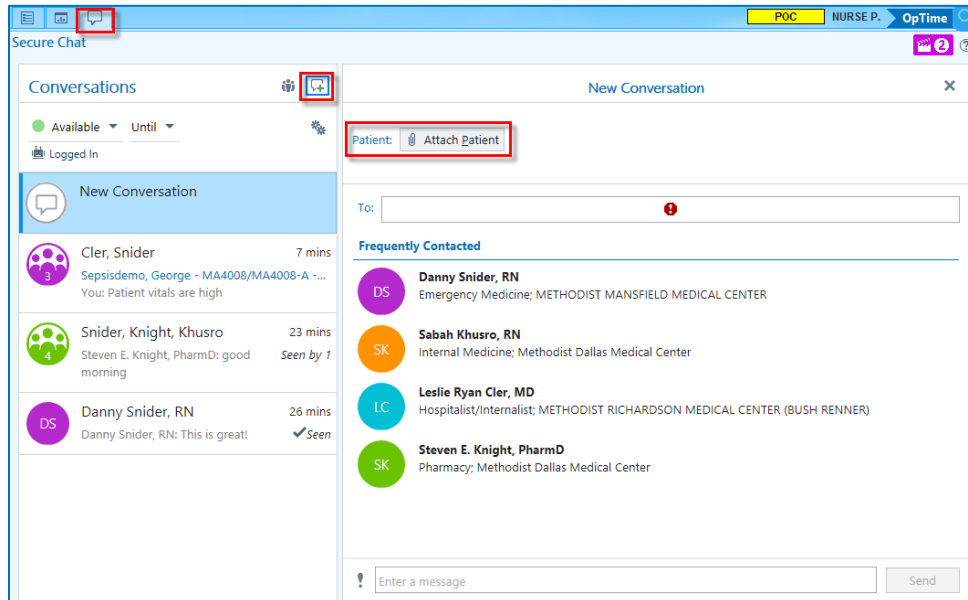
Mark certain messages are Important or Urgent

Reply to messages here

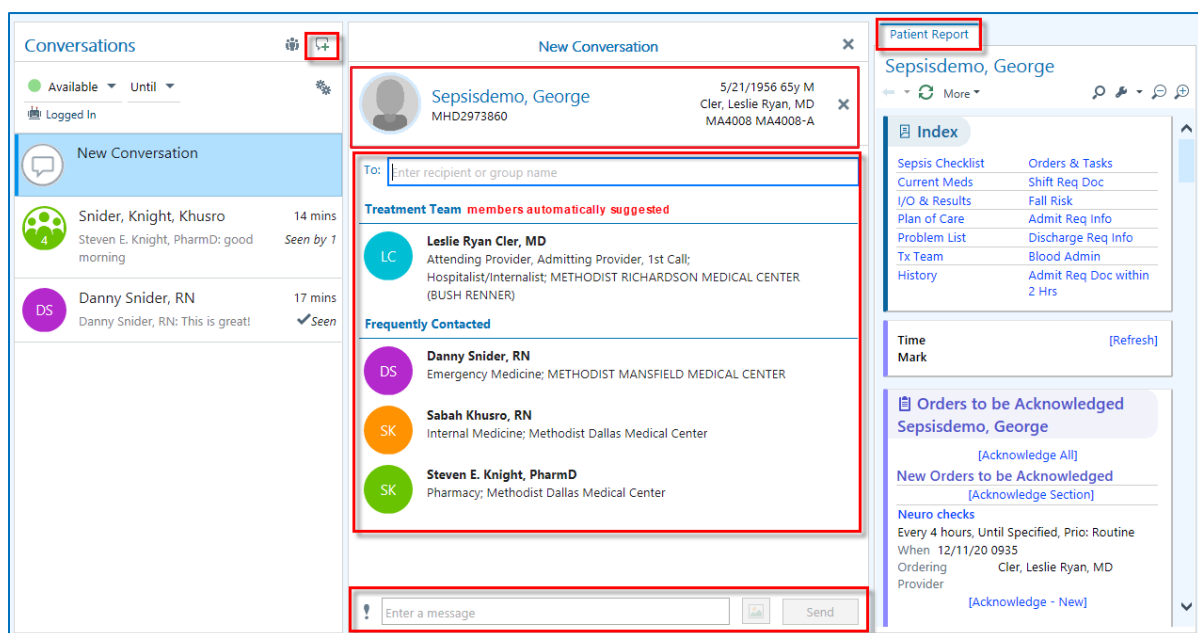
! Enter a message Send

## Send a Secure Message

1. On the workspace tabs, click  to open **Secure Chat** activity, then click  to start a new conversation.
2. To send a message about a specific patient, click  **Attach Patient** and enter the patient's name in the **Patient** field. A **Patient Report** appears on the right sidebar.




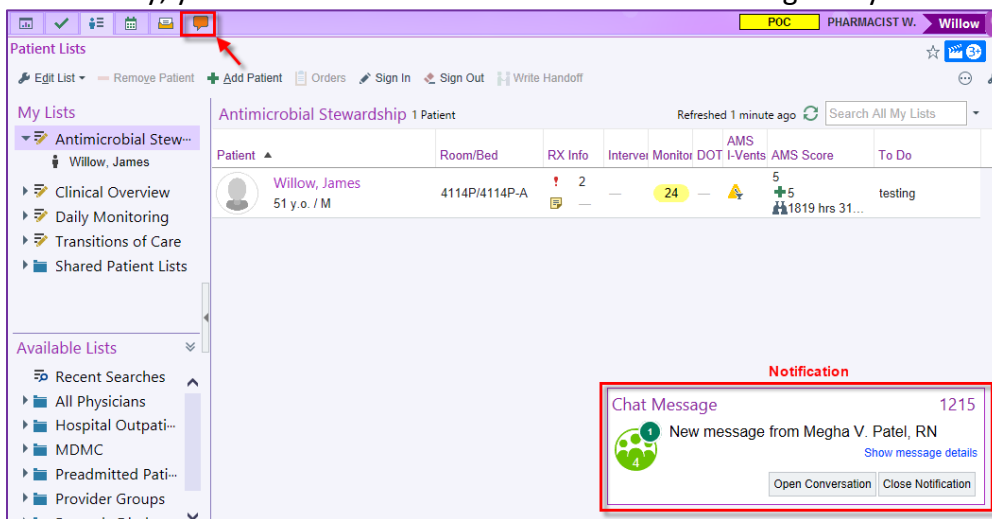
3. Enter the name of the **User(s)** you want to send the message to in the **To:** field.
  - **Frequently Contacted** members appear automatically. Select recipient(s) to add them to the message.
  - When you click in the **To:** field, members of the patient's care team are automatically suggested. Select recipient(s) to add them to the message.
  - You can add as many people as you need to in this field.
4. **Enter your message** in the field at the bottom and press **Enter**.




Attaching a patient allows you and your colleagues to quickly jump to the chart and easily view results, place orders or complete documentation.

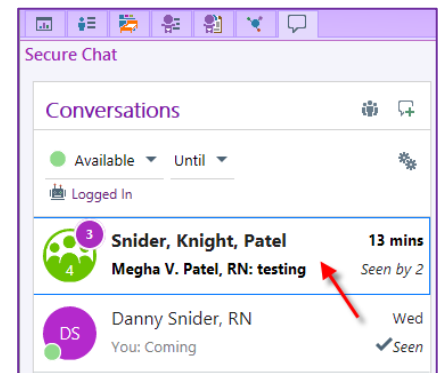
## Recipient receives Notification



The **message bubble** on the workspace tab turns **orange** when you have a new Secure Chat message . Additionally, you will receive a **notification** on the bottom right of your screen.

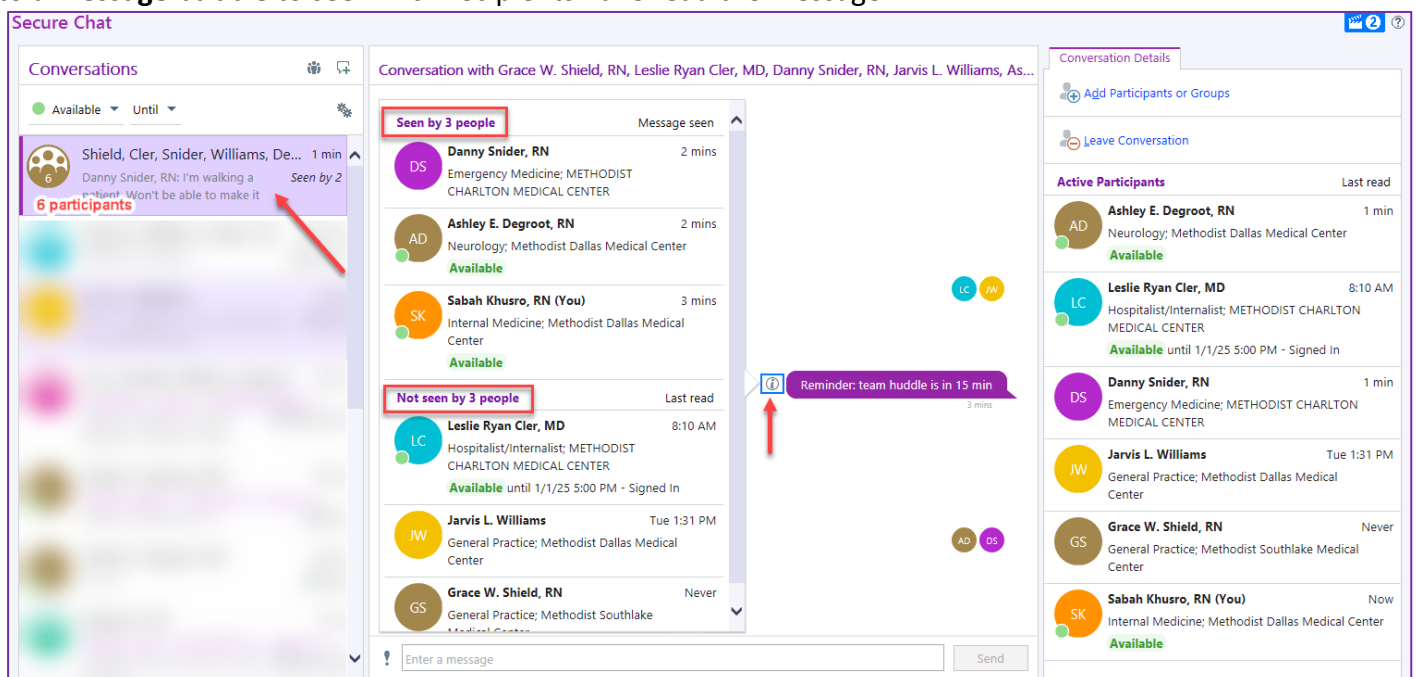


## Read New Messages


Within Secure Chat, unread messages will appear in **bold**, with the **number of unread messages in a bubble** .



To **read** the message, click  and select the **conversation** from the left sidebar. You can also click on  next to a **message bubble** to see which recipients have read the message.

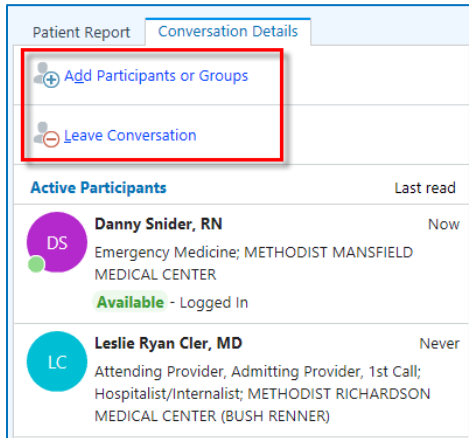


# Add Additional People to a Message


After a conversation has already started, add additional people to it by clicking  **Add Participants or Groups** under **Conversation Details**.




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





Patient Report Conversation Details

 Add Participants or Groups

 Leave Conversation

**Active Participants** Last read

 **Danny Snider, RN** Now  
Emergency Medicine; METHODIST MANSFIELD MEDICAL CENTER  
**Available** - Logged In

 **Leslie Ryan Cler, MD** Never  
Attending Provider, Admitting Provider, 1st Call; Hospitalist/Internalist; METHODIST RICHARDSON MEDICAL CENTER (BUSH RENNER)



*If you no longer want to be part of a conversation, click  **Leave Conversation**.*



## Important information about Secure Chat:

- Secure chat messages are **not** part of the legal medical record.
- Per policy, all Secure Chat messages are purged after **14 days**.
- Orders **cannot** be placed via Secure Chat.
- Review [MHS Policy](#) for more guidelines on the usage of Secure Chat.
- Non-Providers cannot send or receive images in Secure Chat. Review [policy](#) here.
- Learn about [Additional Features](#) in Secure Chat Hyperspace.