



Secure Chat in Rover

Communicate quickly and safely in real time with other clinicians via **Rover** or **Hyperspace** by sending secure instant messages. You can send general messages or associate them with a specific patient.

Using Secure Chat

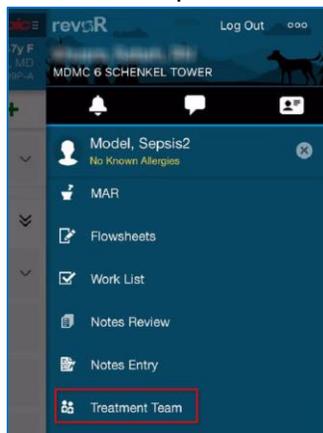
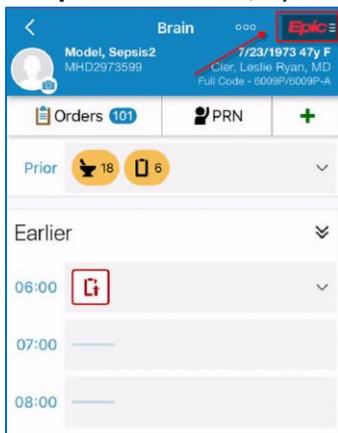
- Within **Secure Chat** activity, existing conversations appears, with the newest messages at the top.
- The number inside the conversation circle  indicates the number of participants of the group chat.
- Messages you have read have  **Seen** below the date that it was opened.
- The  **colored icons 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.
- 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.
- You can add participants to an existing conversation, or leave the conversation.
- 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** .

Send a Secure Message

Create a Secure Chat Conversation about a Specific Patient

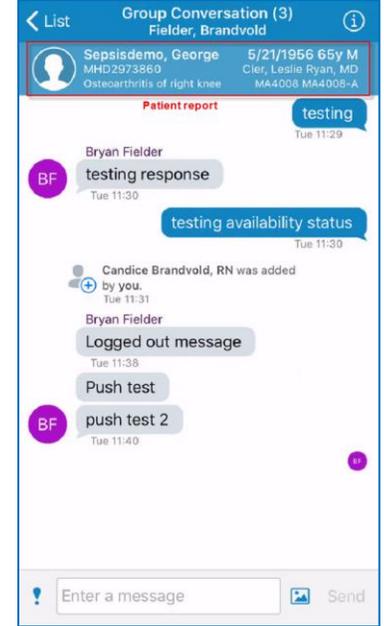
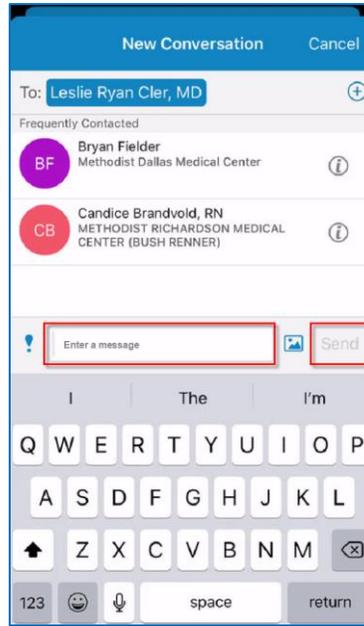
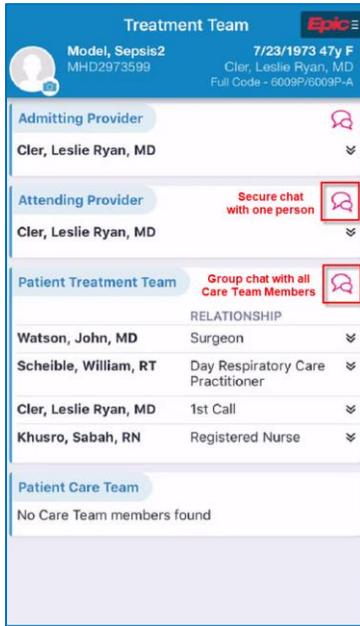
You can use Secure Chat to contact one or all patient's Care Team members.

1. In a **patient's chart**, open the **Epic**  menu and tap **Treatment Team**.



2. Tap  to start a secure chat.
 - To chat with all members of the care team who have Secure Chat, tap  at the **header** of the section to start a chat with all those members of the care team.
 - To chat with one person, tap  next to their **name**.
3. **Enter the message** and tap **Send**.

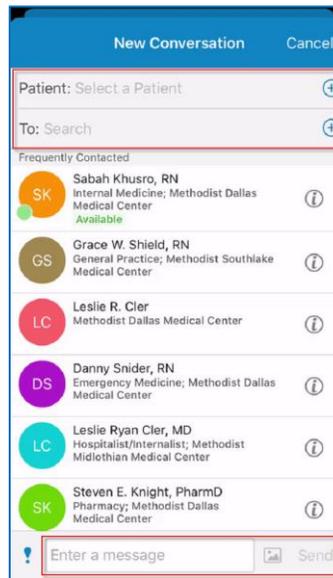
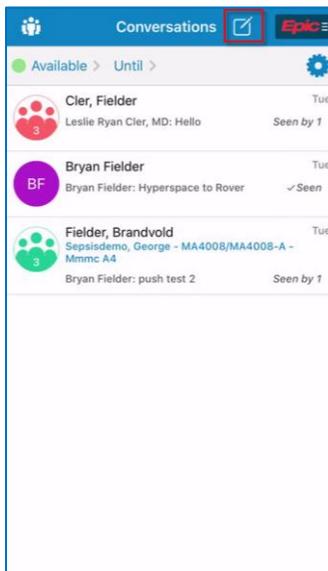
4. **Patient name** appears on the top of the screen. Attaching a patient allows you and your colleagues to quickly jump to the chart and easily view results, place orders or complete documentation.



Create a Secure Chat Conversation without an Associated Patient

You can start Secure Chat messages that aren't about a specific patient.

1. Open the **Epic** menu and tap **Secure Chat**.
2. Tap  on the header to start a conversation.
3. **Search and Select** one or more conversation recipients. **Frequently Contacted** members appear automatically.
 - Select a **patient**, if needed.
4. **Enter the message** and tap **Send**.



Another way to find the person you need to talk to is using the **Staff Directory**.



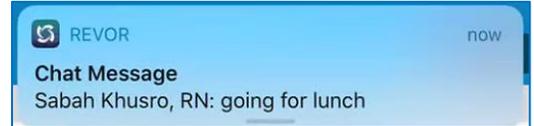
Recipient receives Notifications

If the Rover app is open and you have an **unread notification**, a **purple circle** appears on the .



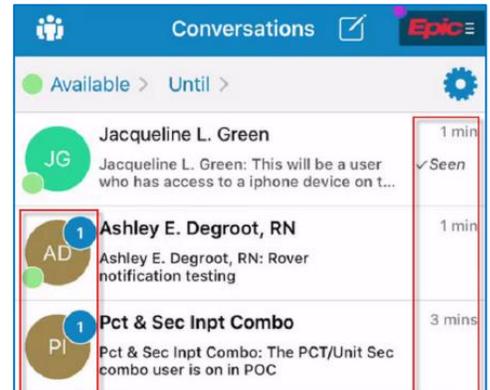
If you aren't logged in to Rover and you receive a notification, tapping on the notification brings you to the login screen. When you've logged in, the relevant chat message opens.

Additionally, you will get notifications on the top of your screen along with a notification sound. Tapping on the notification will open the relevant chat message.



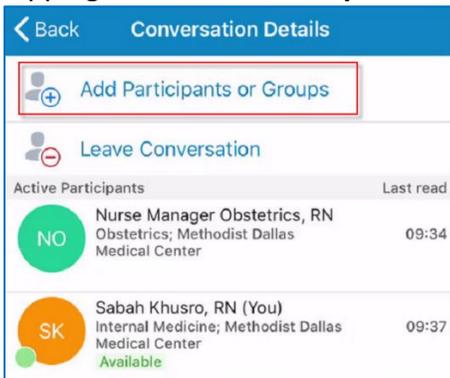
Read New Messages

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



Add Additional People to a Message

After a conversation has already started, add additional people to it by tapping on  on the header and then tapping on  **Add Participants or Groups**.



- *Once you add a new participant, they will only be able to see messages from the time they were added to the conversation.*
- *If you no longer want to be part of a conversation, tap on  **Leave Conversation**.*



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.*
- *Non-Providers cannot send or receive images in Secure Chat. Review [policy](#) here.*
- *Learn about [Additional Features](#) in Secure Chat Rover.*