

Application : All

Affected Role: All

Revision Date: 12/1/2022

Epic Version: May 2022

Secure Chat is available for everyone with Epic access (Hyperspace). This feature will replace Halo and Voalte for secure messaging. * After the TogetherCare go-live, Halo will be retired. For Secure Chat access from a mobile device, Haiku, a mobile phone app, will be used.

Haiku is an application that provides users with access to many additional features found in the desktop version of Epic, Hyperspace. Features available on Haiku vary by role and are described below:

- **Employed and privileged providers:** Credentialed inpatient, outpatient, emergency and resident providers who chart on patients within Epic Hyperspace will have full access to Haiku. This includes Schedule, Patient Lists, Secure Chat, In Basket, Patient Chart access, Results Review, Notes Entry, Ordering, E-Prescribing, and Media Capture.
- **EpicCare Link Providers:** Independent/partner providers will have access to Secure Chat only.
- **Outpatient nurses/medical assistants:** Outpatient clinical colleagues will have access to Schedule, Patient Lists, Secure Chat, Patient Chart access, Notes Review, Media Capture, and Medication Review.
- **Medical students:** Medical students will have access to Schedule, Patient Lists, Secure Chat, Patient Chart, Notes Review, Media Capture, and Medication Review.
- **All other users:** All other Halo users will have access to Secure Chat only.

Downloading Haiku

1. From your mobile device, Type in tinyurl.com/TCApps2
 - -OR-

Scan the QR code below using your phone's camera :



2. Click the appropriate button for your phone type. If the link does not open, hold down to copy and paste the URL into browser.
 - Please **note:** The tablet app Canto is only available for the employed and privileged providers

3. After installation, open the app - the end user license agreement must be reviewed and agreed to in order to continue.
4. Click the appropriate button in Step 2 on the page to configure the app for the TogetherCare instance of Epic.
5. Enter your Trinity ID to log in.



Secure messaging is not for urgent communication.

Further Resources

Peruse the Quick Start Guides below for more detailed information on Haiku and Secure Chat.

[Haiku for Android Users.pdf](#)

[Haiku for iOS Users.pdf](#)

[Haiku Lite \(Secure Chat Only\) for Android Users.pdf](#)

[Haiku Lite \(Secure Chat Only\) for iOS Users.pdf](#)

[TC_Inpatient Orders_Secure Chat Quick Start Guide](#)

[TC_Orders_Secure Chat/Haiku Etiquette](#)