



How to “Secure-ly Chat” in Haiku

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March 17, 2023

How to Turn Up the Volume

- These are Device Settings:

- Just like for any other app, go to Settings and adjust as appropriate:

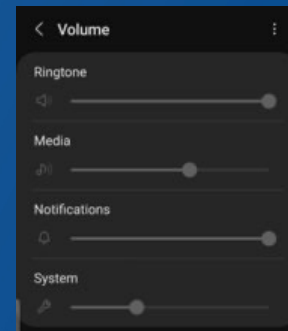
- On an **iPhone** => Sounds & Haptics

- Maximize Ringtone and Alert Volume
- Enable “Change with Buttons” to control alert volume
- Phone on, not silenced, and not set to Do Not Disturb



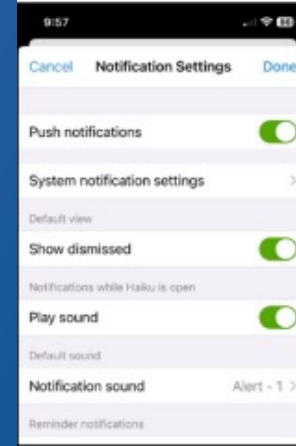
- On an **Android** => Sound & Vibration

- Maximize Ringtone and Alert Volume
- Phone on, not silenced, and not set to Do Not Disturb





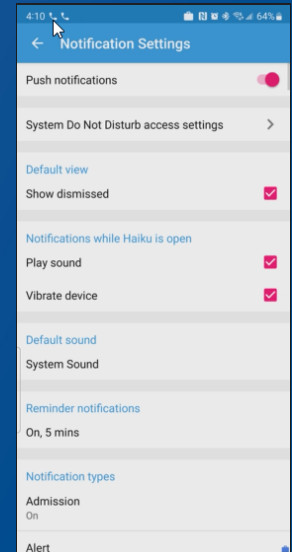
Notification Settings & Do Not Disturb

- Open the “Epic” app and log into Haiku
- On an **iPhone**:
 - Tap Notifications and ensure that all buttons are toggled to **GREEN**





- On an **Android**:

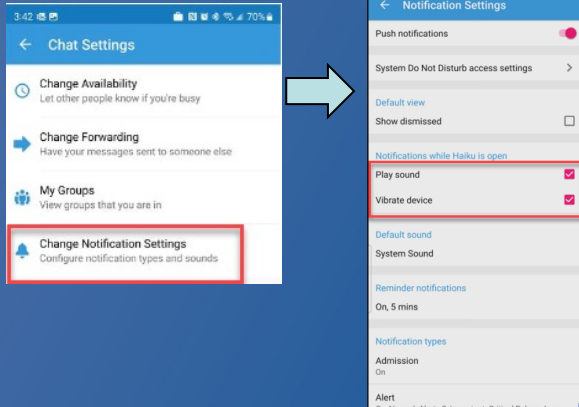
- Go to Secure Chat 
- Tap  and select “Change Notification Settings”
- Toggle Push notifications ON to **PINK**
- Select how to be notified when Haiku is open (Sound and/or Vibration)
- Tap to edit the Default sound if desired
- Tap “Reminder notifications,” toggle on “Send notification reminders,” select a sound and set a time interval for reminders.



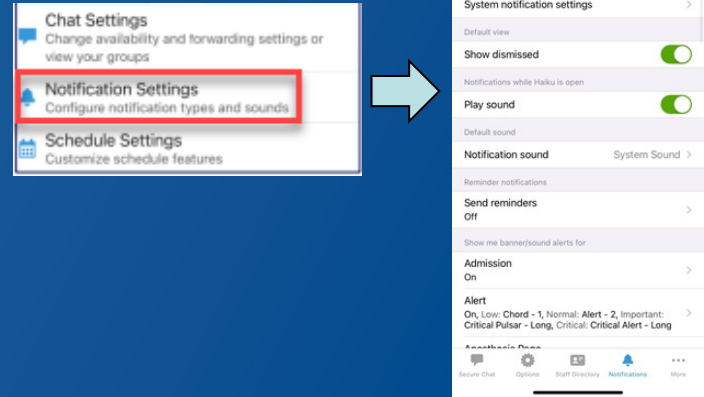
Notification Settings & Do Not Disturb

- Secure Chat Notifications:
 - Tap the "Epic" app on your Home Screen and log into Haiku
 - In Secure Chat, tap  or  top right
 - Tap Notification Settings
 - Set Play Sound, Vibrate Device, Notification Sound, & Send Reminders to adjust time and sound

Android:



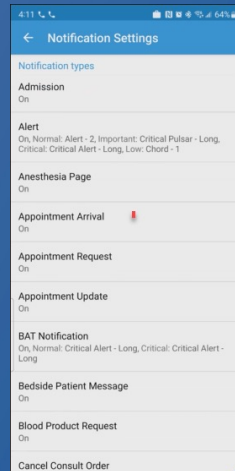
iPhone:



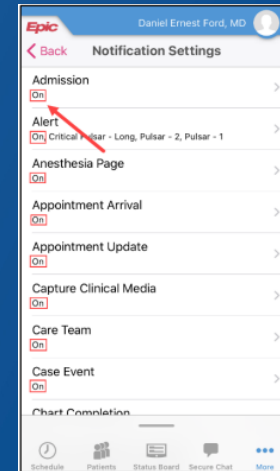
Selecting Specific Notifications

- Within the Notification Settings screen (iPhone or Android), scroll down to Notification Types
- For each notification type [Admission, Alert, Appointment, Case, etc.]:
 - Toggle notification ON or OFF
 - Select a default sound

Android:



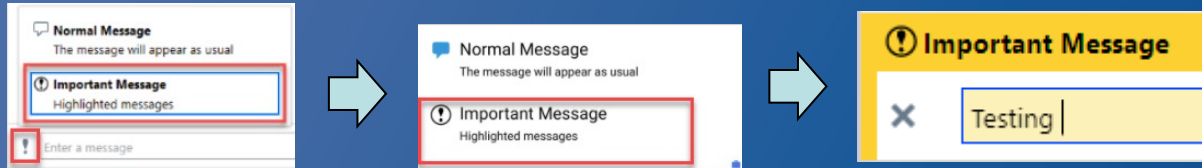
iPhone:





How to Send an Urgent Message

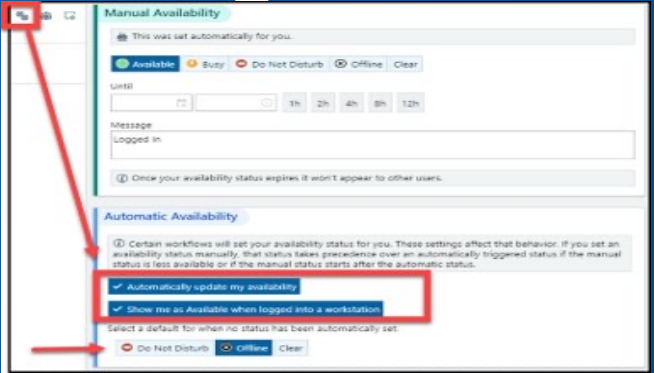
- Urgent and Important are interchangeable terms
- Tap the exclamation point (!) to the left of the message field to mark time sensitive messages as important
- A yellow bar displays with “! Important Message”

Android and iPhone:

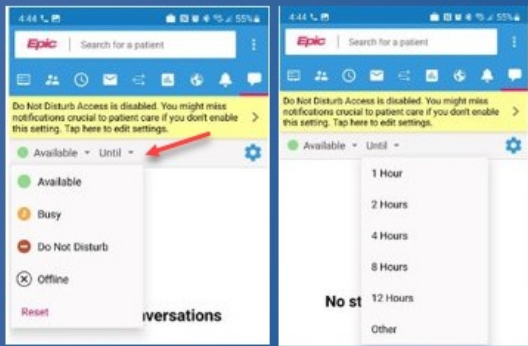


How to Only Receive Urgent Messages

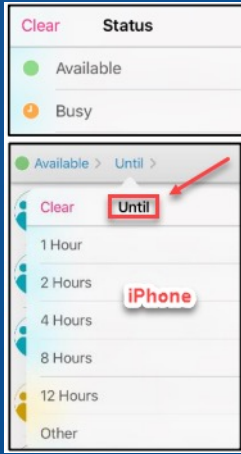
- For both iPhone & Android:
 - Set your Secure Chat  status to Do Not Disturb in Haiku 
 - Set the Do Not Disturb expiration by using “Until” by tapping an available timeframe, or sign-out manually



Android view:



iPhone view:




- Only Urgent/Important priority notifications are received when “Do Not Disturb” is selected.

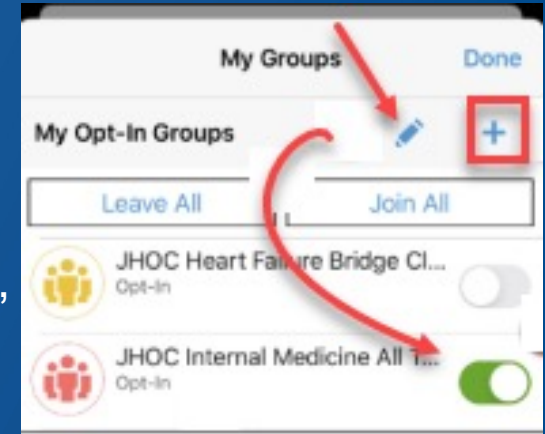
How to Only Receive Urgent Messages

- Ensure that you sign into your department or group (Treatment team) to receive alarms / alerts on mobile devices


iPhone: Tap the  icon in the Conversations section to search groups

Android: Tap the  icon and select “My Groups” [same icon as iPhone, but it is blue]

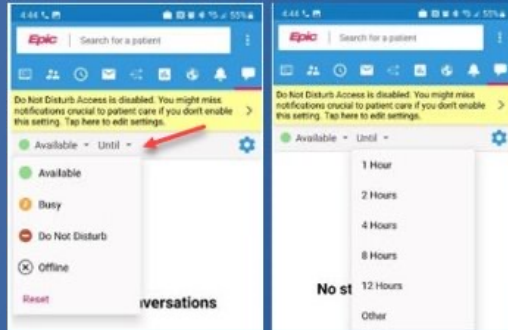
- Toggle the button on to opt-in (**green** on iPhone, **pink** on Android)
- Tap the pencil to remove the group => tap X, then tap Done
- Urgent/Important priority notifications look like this:



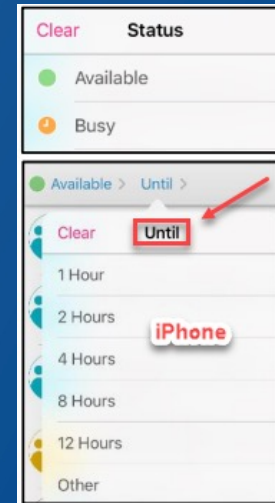
Offline

- Tap the  in the Conversation section and select “Set your availability.”
 - Select “Offline”
 - Tap “Until” to enter how long you will be away

Android:




iPhone:



- Setting an ‘Out of Contact’ in your In Basket will set a default Secure Chat availability status of **Offline** on iPhone and Android devices

How to Set Do Not Disturb

- Set your availability by clicking the  in the Conversation section (**Android & iPhone**)
 - Tap the Do Not Disturb under “Set your availability”
 - Users will only receive Urgent/Important notifications
 - Toggle ‘Show Dismissed’ to ON to review dismissed notifications
 - NOTE: (Certain workflows automatically set your status for you)
 - A default status is not recommended for Ambulatory providers while in Do Not Disturb mode
 - A default status of **Offline** is recommended for inpatient providers who perform shift-based work AND sign-in or work at the same workstation or users will continue to receive Urgent notifications
 - User status settings take precedence over automatic status if newer and busier
 - » e.g. Inpatient Sign In & Inpatient On Call defaults to ‘Available’ automatically