



Secure Chat Quick Start Guide

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Overview of Secure Chat

Communicate quickly and safely with colleagues by sending secure instant messages within Hyperspace or your mobile device using Secure Chat.

You can send general messages or associate them with a specific patient.

<Add your organization's policy on if Secure Chat messages are part of the legal medical record.>

To open Secure Chat, click .

- In the left sidebar, your list of active conversations appears, with the newest messages appearing at the top.
 - Messages you have read have  *Seen* below the date that it was opened.
- In the center pane, the selected conversation appears. You can tell that someone has read your message when the small colored circle with the user's initials appears below it.
- In the right sidebar, you can view Conversation Details, which shows conversation participants and when they were last active. You can add participants to the conversation, or leave the conversation. If the highlighted conversation is about a specific patient, a report about that patient also appears.
- The  icon in the workspace tab changes color () to indicate that you have a new message when you're working in another activity.

Send a secure message

1. Click  to open the Secure Chat activity, then click .
2. If you're sending a message about a specific patient, click  **Attach Patient**, and enter the patient's name in the **Patient** field.
3. Enter the name of the user or group you want to send the message to in the **To:** field.
 - When you click in the **To:** field, members of the patient's care team are automatically suggested. Click a recipient to add them to the message.

- If you're sending the message to a group, select the Group tab that appears once you start entering information in the **To:** field.

4. Enter your message in the field at the bottom and press **Enter**.

Add additional people to a message

When creating a message, you can add as many people as you need to the **To:** field.

After a conversation has already started, add additional people to it by clicking  **Add Participants**.



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

Read new messages

The speech bubble on the Secure Chat home workspace tab is filled in when you have a new Secure Chat message: .

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

To read the message:

1. Click .
2. Select the conversation from the left.

Set messages to auto-forward

If you're going to be unable to respond to messages for a period of time, you can have your messages forward to other users.

1. In the Secure Chat activity, click  above the list of conversations.
2. Select **Auto Forward Messages**.
3. In the **Forward To**, enter the user who should receive the messages.
4. Use the **From** and **Until** fields to control when auto-forwarding will begin and end.
5. Click **Accept**.

Set availability

Let colleagues know when you're out, in surgery, or otherwise unavailable by changing your status in Secure Chat.

1. Click **Set your availability**.
2. Select the appropriate option (**Available**, **Busy**, **Unavailable**).
3. Click **Until** to set how long you'll be in that status.
4. Click  and enter an away message in the **Message** field.

Send an image via Secure Chat

You can send an image from the patient's chart as part of a secure chat message.

1. In the conversation, click . A list of images within the patient's chart appears.
2. Find the image you want to include, select it, and click **Send**.

Send an image from your phone

From a Secure Chat message on your mobile device:

1. Press . A Send Media pop-up appears with options to either take a new photo or attach an existing image.
2. To send a new photo from your phone, tap **Take Photo**.
 - a. Capture the image.
 - b. Press **Send**.
3. To attach an image from the chart tap Attach Image From Chart
 - a. Tap the image
 - b. Tap .
 - c. Tap **Add to Chart**.