

# Epic Secure Chat

For consults and communications at SCVMC

# New workflow for communication at SCVMC

- We are working on decreasing the amount of text pages and transitioning to using a HIPAA compliant text-messaging app build into Epic
- The work flow is simple and should be familiar to anyone who have used a smartphone or a computer-based messaging app.
  1. Use the on-call finder to find the service/individual
  2. Use secure chat to send a text message to that individual

# IMPORTANT:

Do NOT use for emergent consultation.

This includes but may not be limited to:

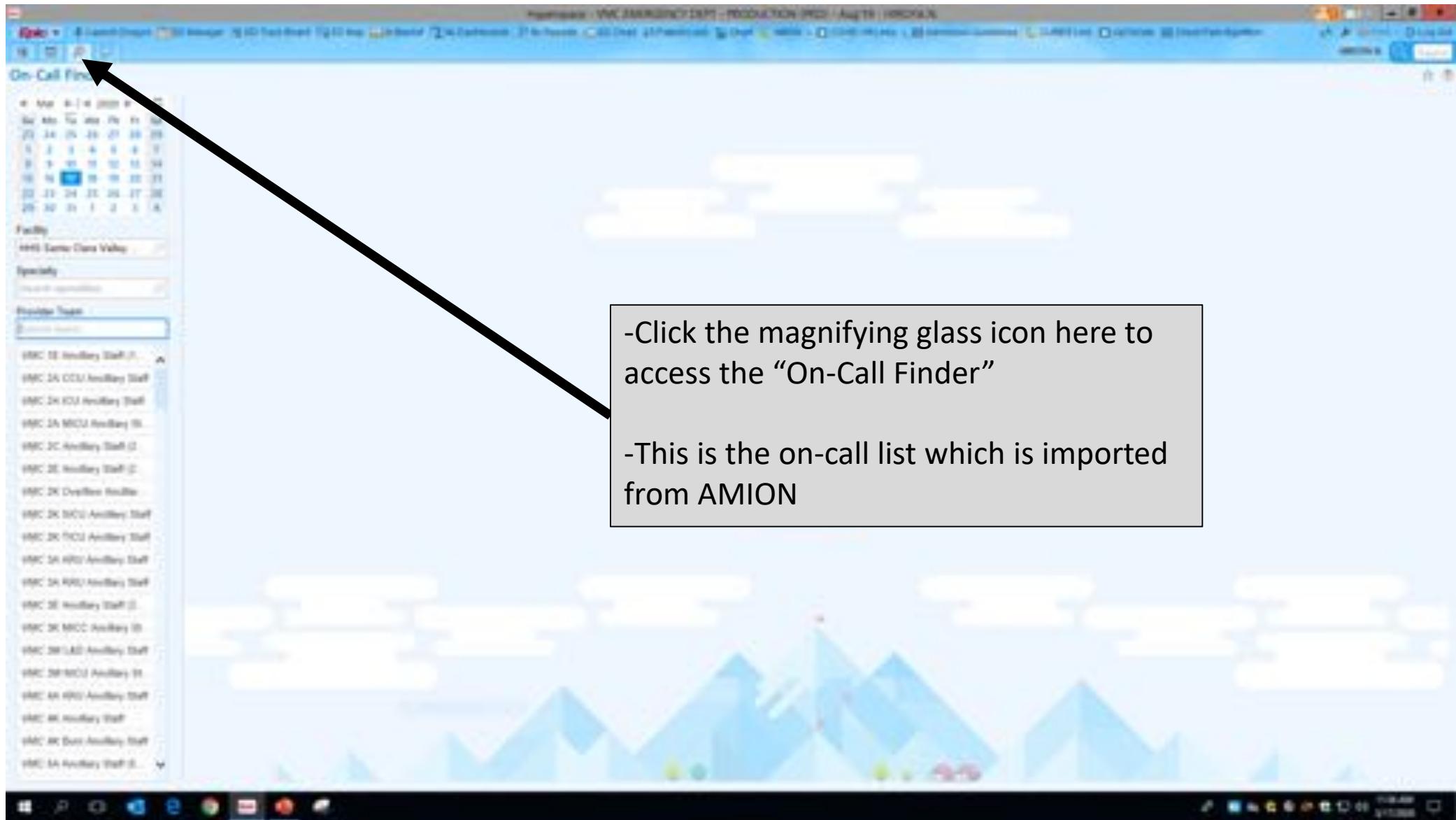
- STEMI
- Stroke
- Trauma activation
- Any person who is rapidly decompensating where the consulting service needs to be involved in a timely manner (e.g. difficult airway, aortic emergency, limb threat, etc)

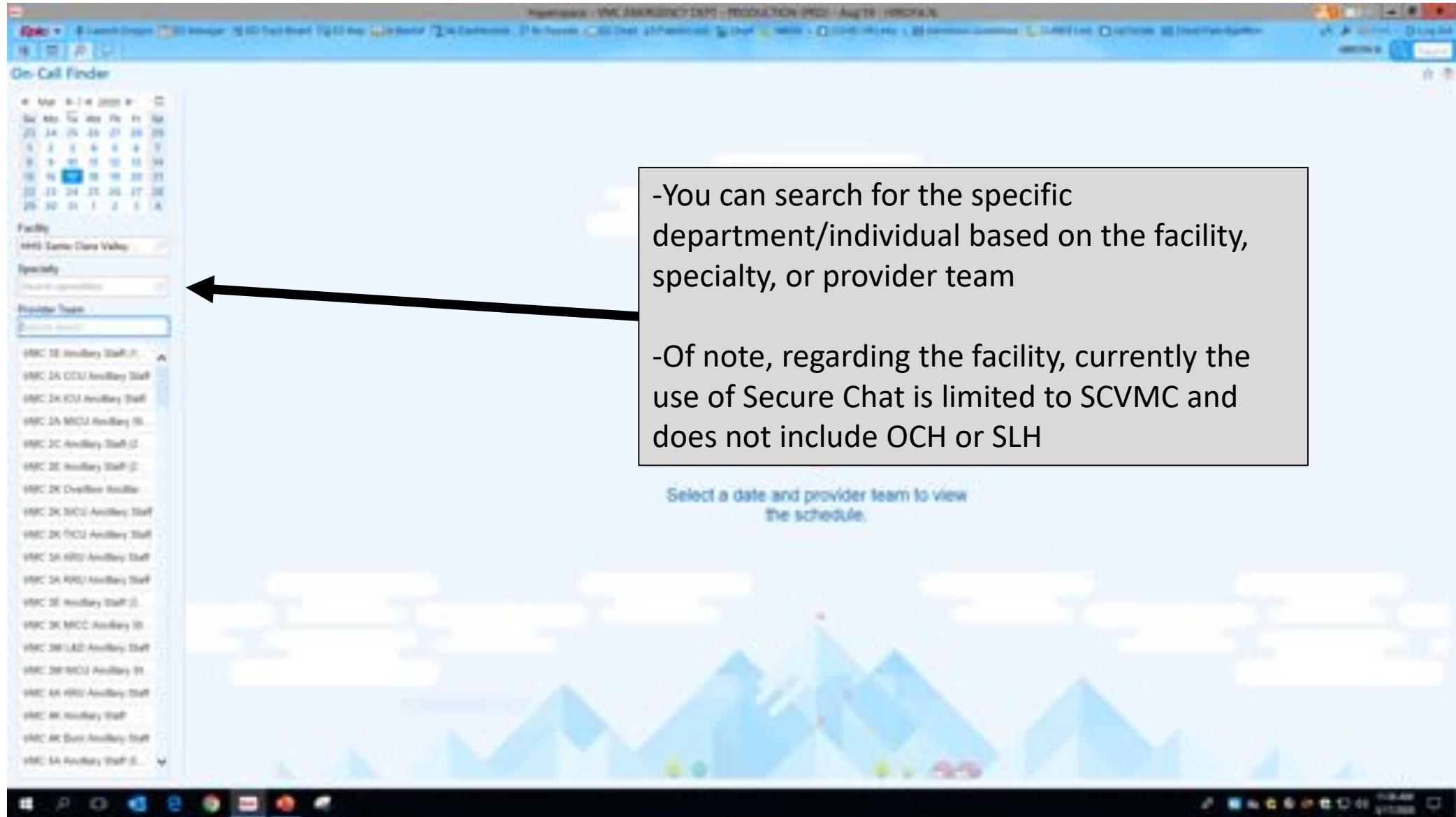
# IMPORTANT:

Please limit personal messages on Secure Chat.

By filling up your inbox with messages unrelated to patient care, you may be creating unnecessary difficulty to keep up with multiple ongoing conversations, and this may create unnecessary patient safety concern.

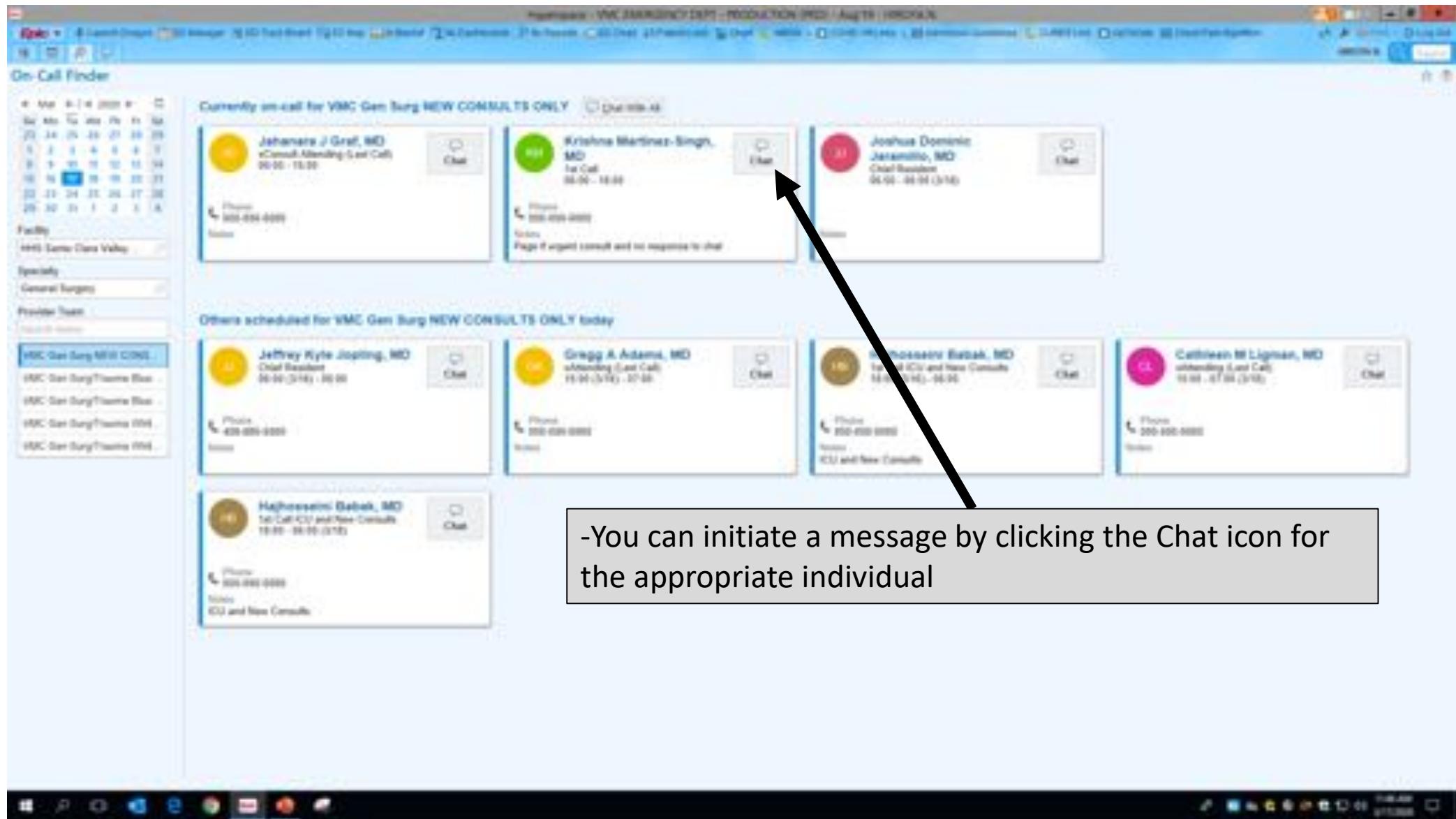
# On-Call Finder



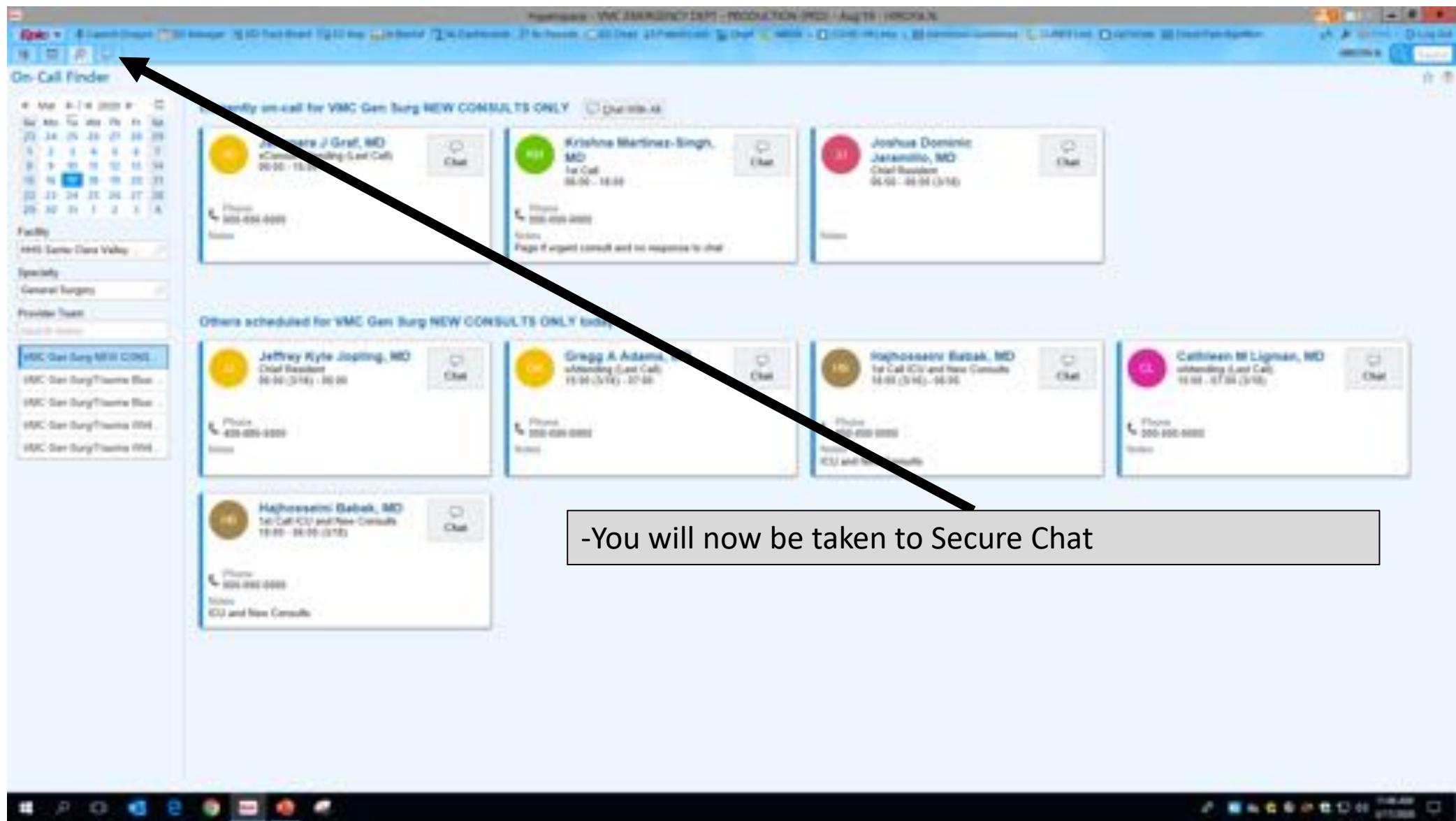


- You can search for the specific department/individual based on the facility, specialty, or provider team

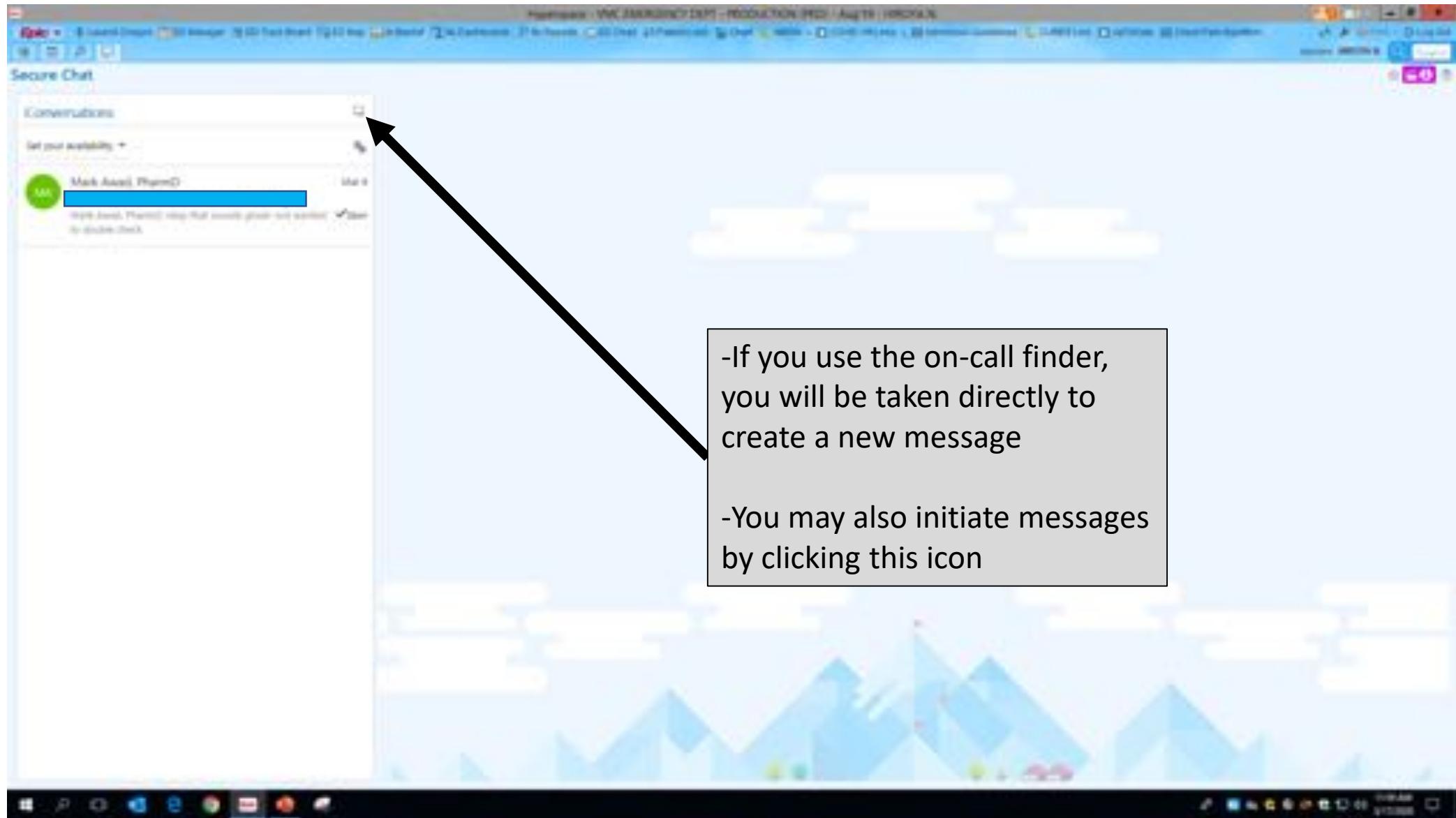
-Of note, regarding the facility, currently the use of Secure Chat is limited to SCVMC and does not include OCH or SLH

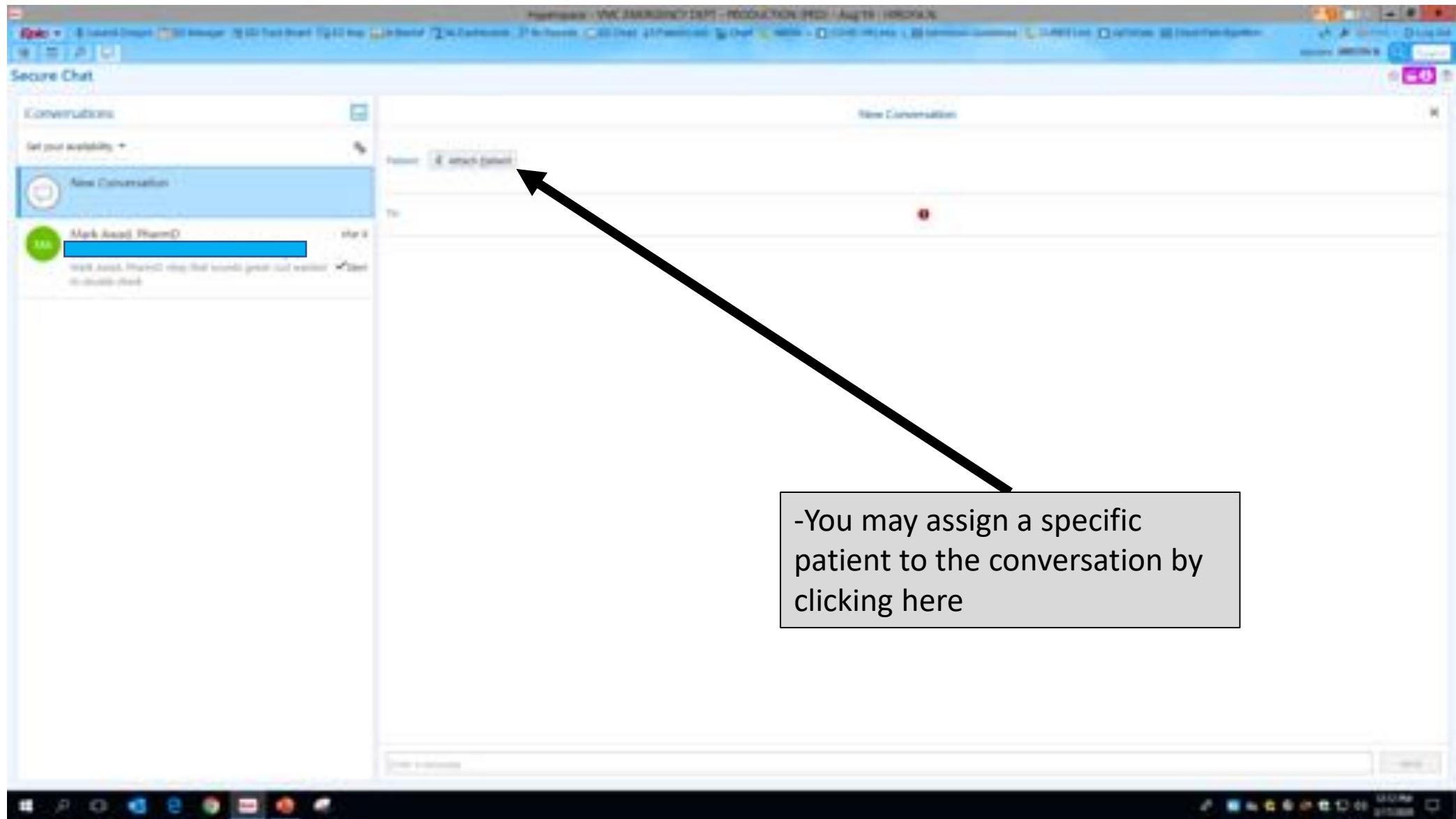


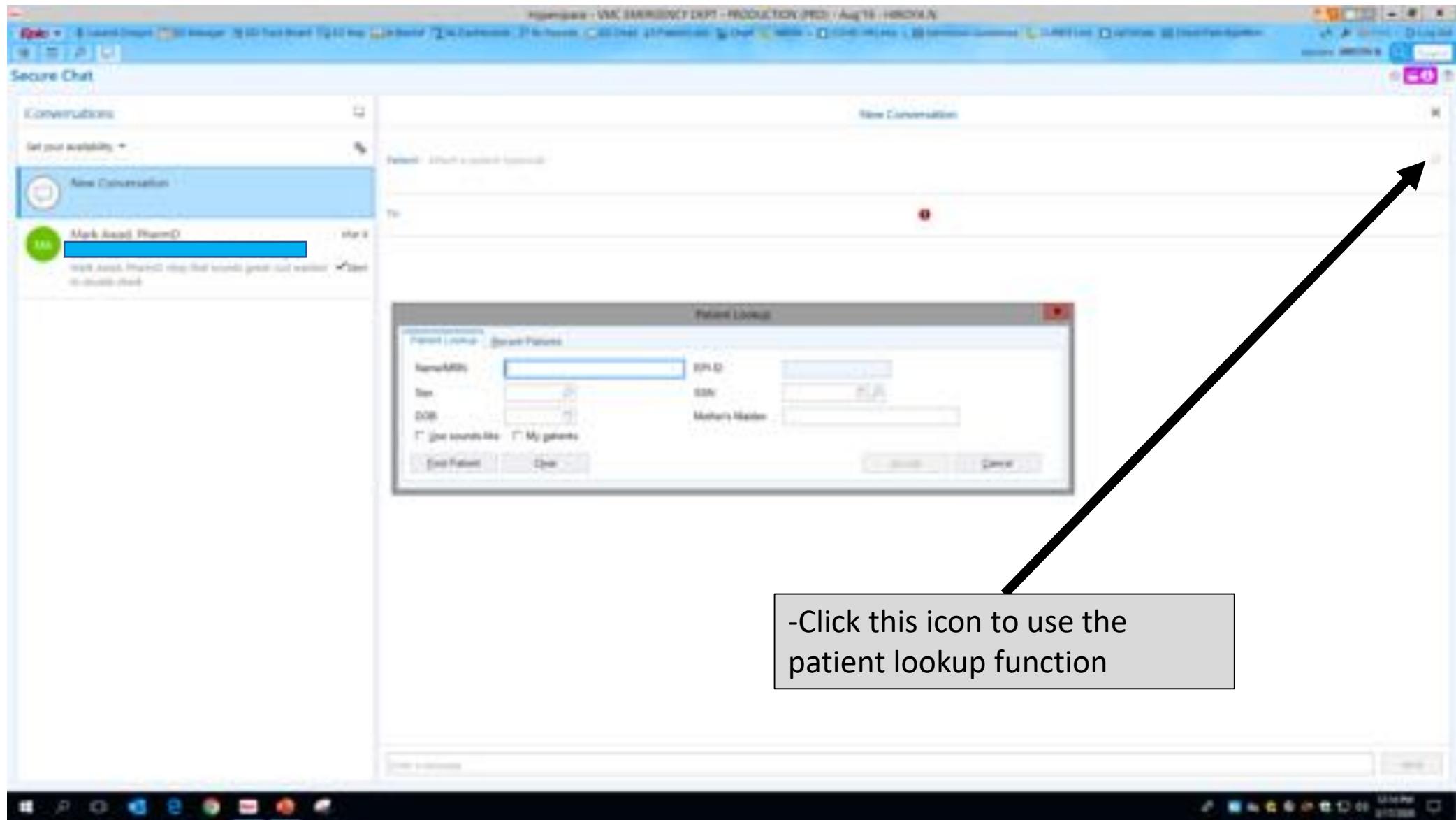
-You can initiate a message by clicking the Chat icon for the appropriate individual

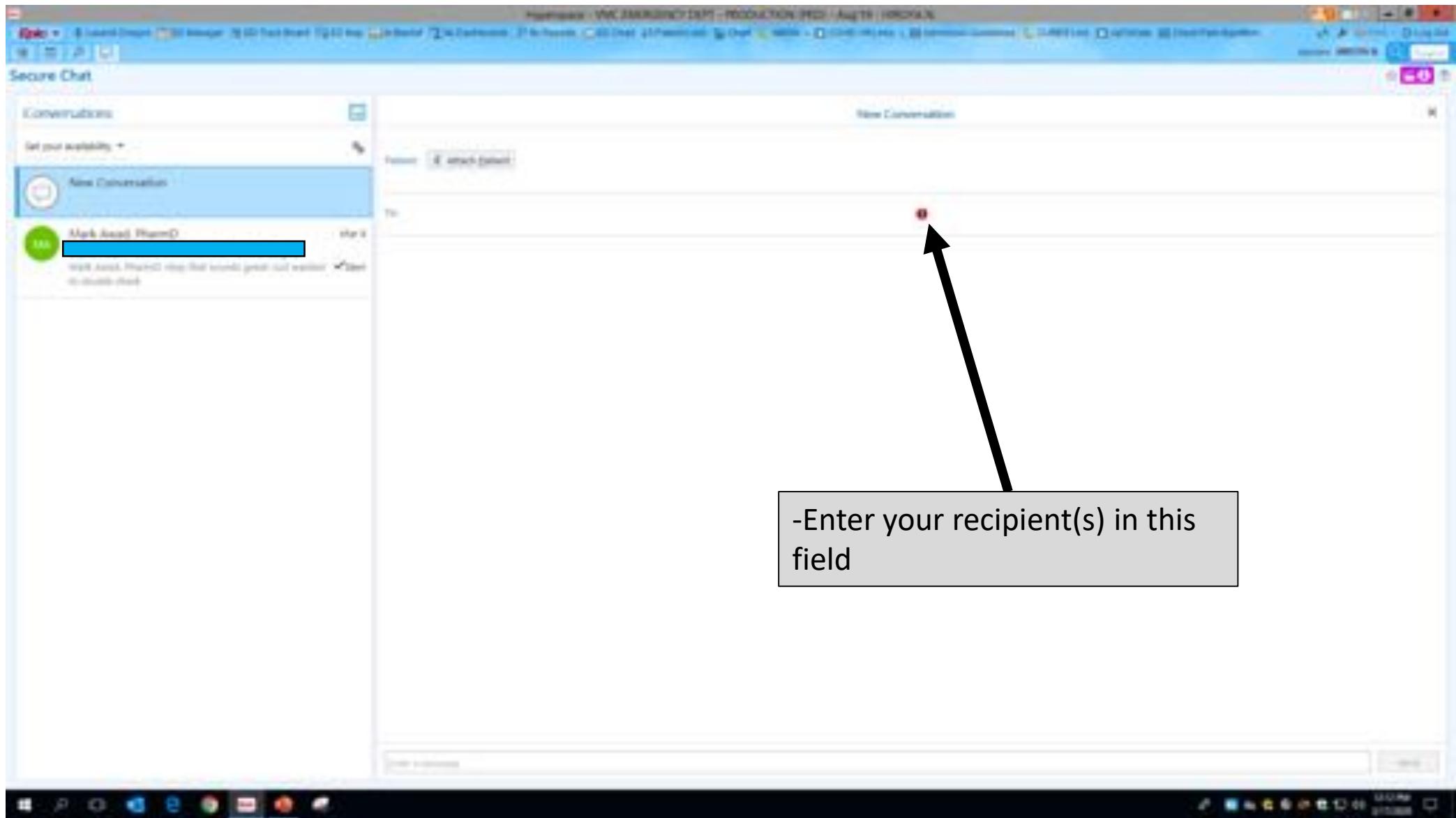


# Secure Chat: Messaging

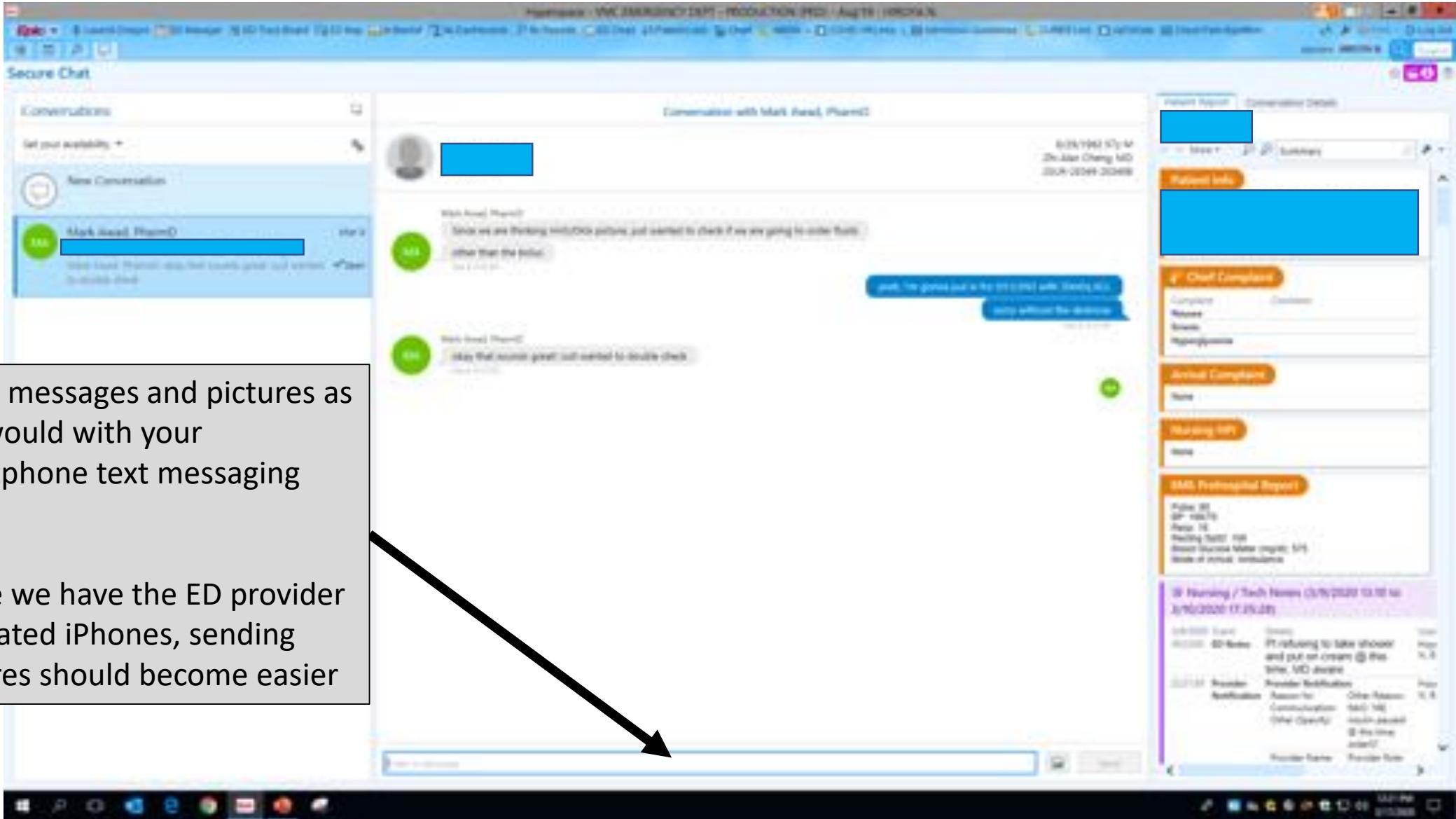


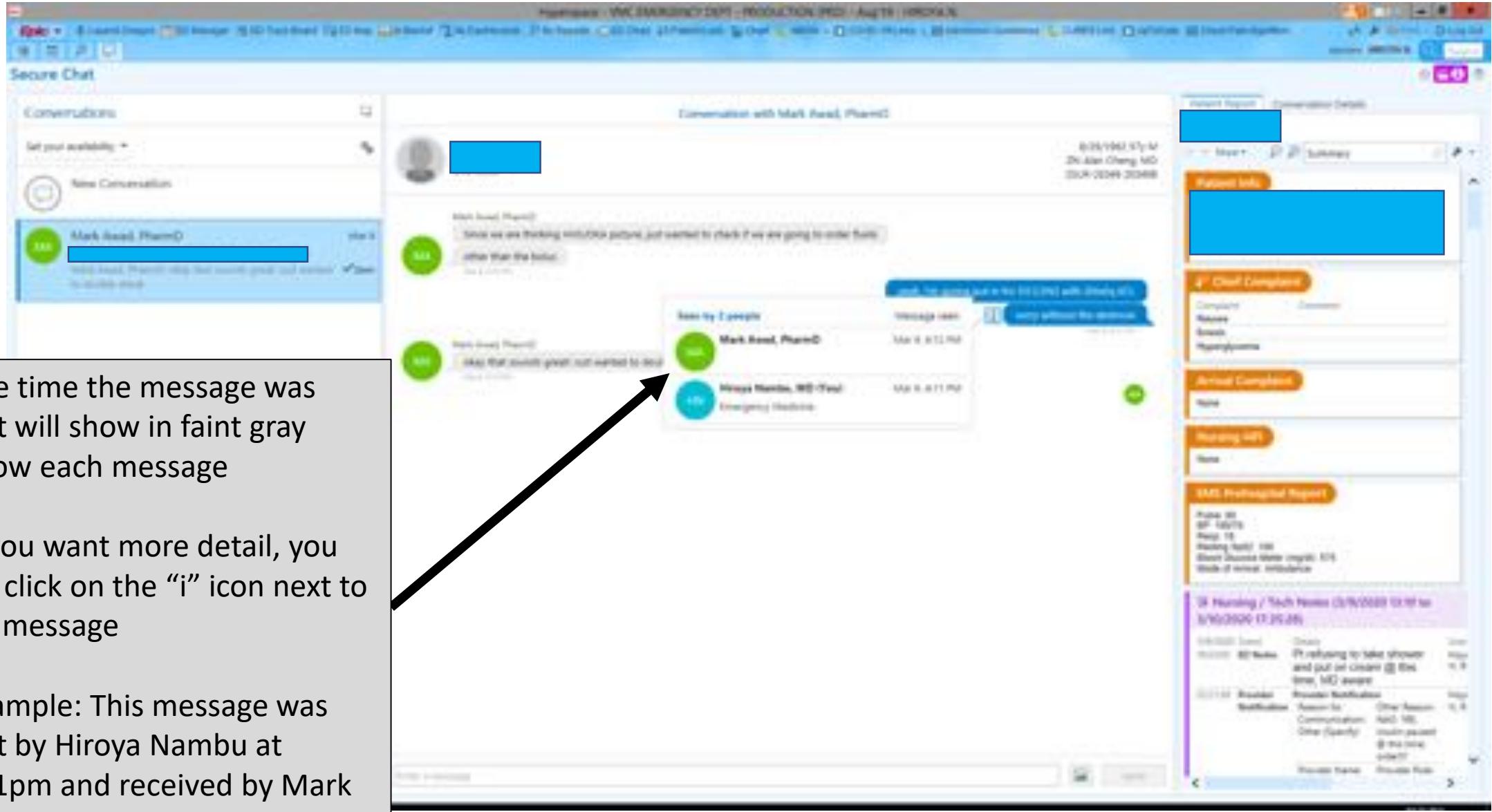






- Send messages and pictures as you would with your smartphone text messaging app
- Once we have the ED provider dedicated iPhones, sending pictures should become easier





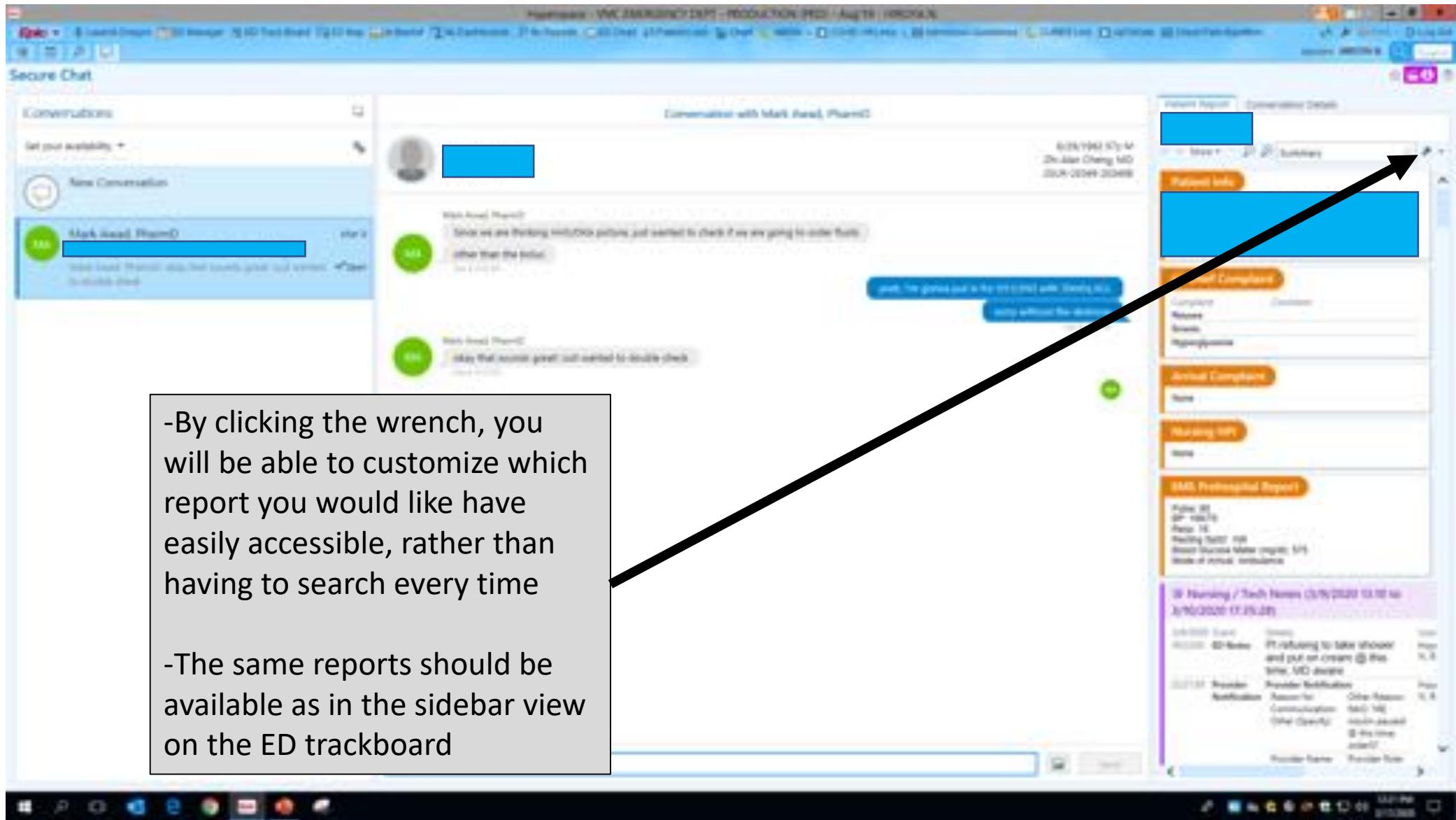
-The time the message was sent will show in faint gray below each message

-If you want more detail, you can click on the “i” icon next to the message

-Example: This message was sent by Hiroya Nambu at 4:11pm and received by Mark Awad at 4:12pm.

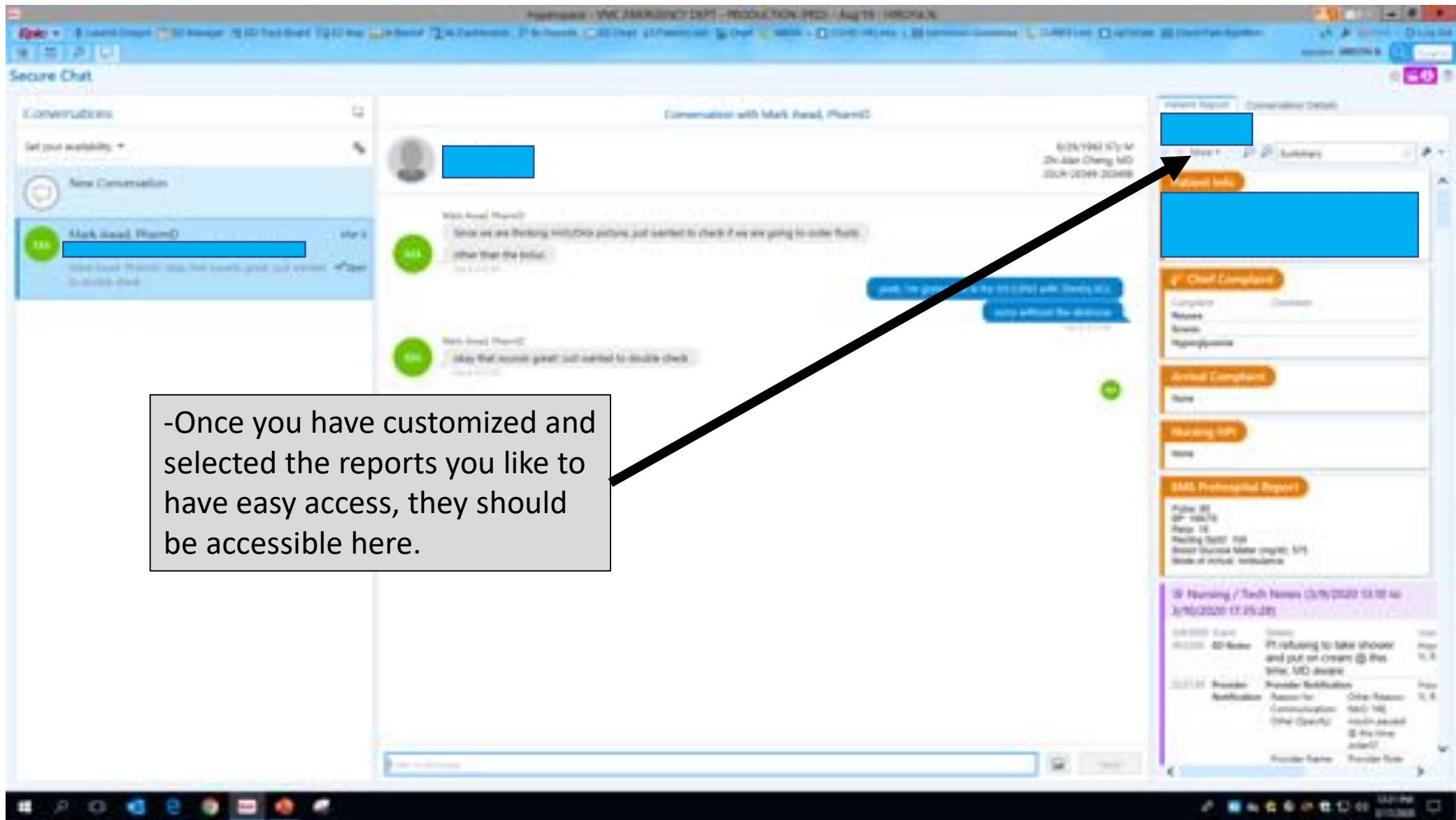
The screenshot shows a computer interface for a secure communication system. On the left, a sidebar titled 'Secure Chat' lists 'Conversations' and 'Get your availability'. A 'New Conversation' section shows a message from 'Mark Avard, PharmD' with a blue redacted message body. The main area is titled 'Conversation with Mark Avard, PharmD' and shows a message from 'Mark Avard, PharmD' asking about a patient's condition. A large black arrow points from a text box in the foreground to the 'Conversation Details' section on the right. This section includes a 'Patient Report' tab, a 'Conversation Details' tab, and a 'Chat Log' tab. The 'Chat Log' tab is active and displays a message from 'Mark Avard, PharmD' about a patient's condition. The 'Conversation Details' tab shows a 'Chat Log' section with a message from 'Mark Avard, PharmD' and a 'Patient Report' section with a redacted report body. The bottom of the screen shows a taskbar with various icons.

-You can have access to some patient information in the report section

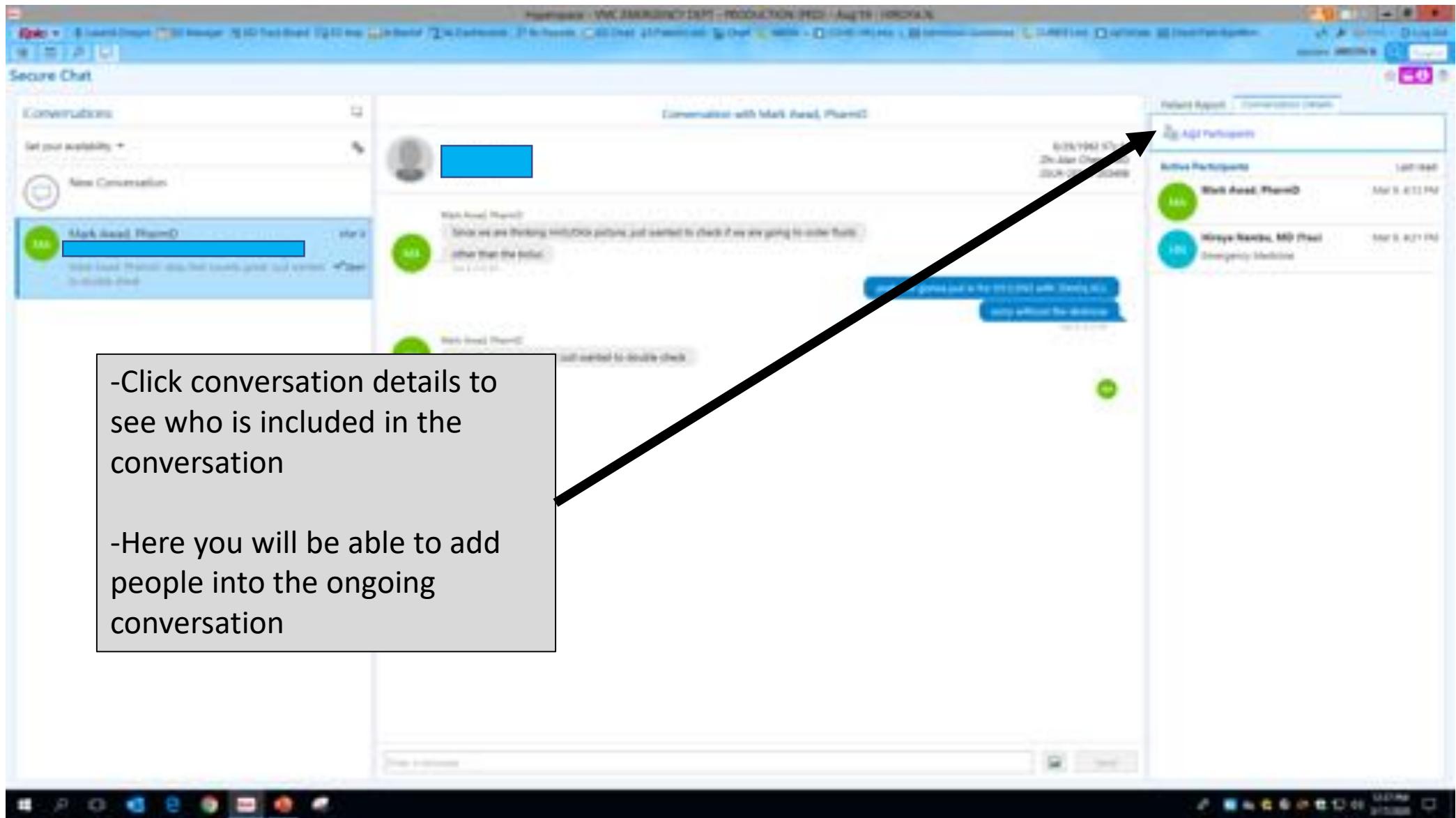


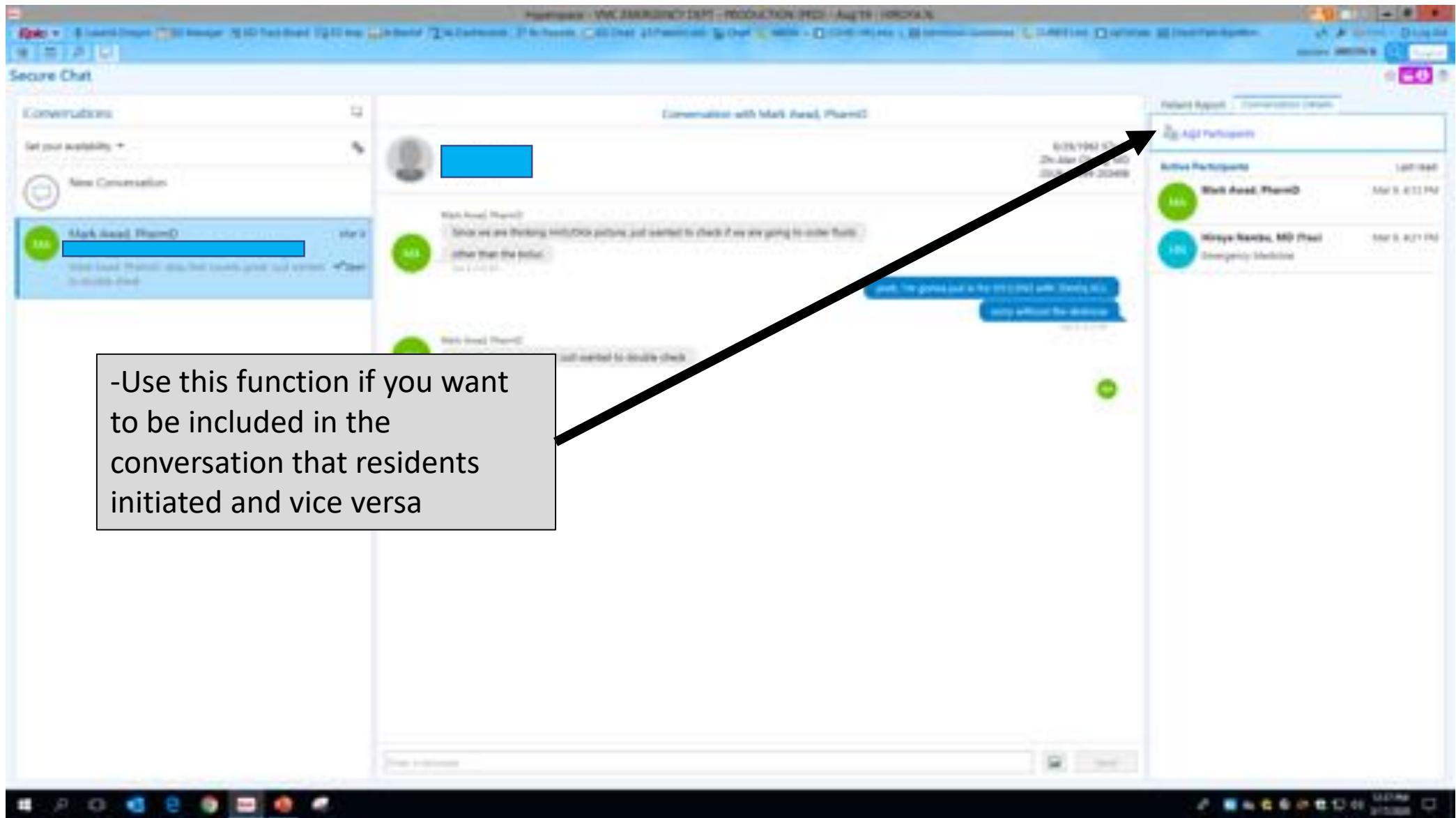
-As a reference, these are the reports I am referring to that you should be able to add.

-There are more available if you use the search function just to the right of it. You may pleasantly find reports that may be useful for you.

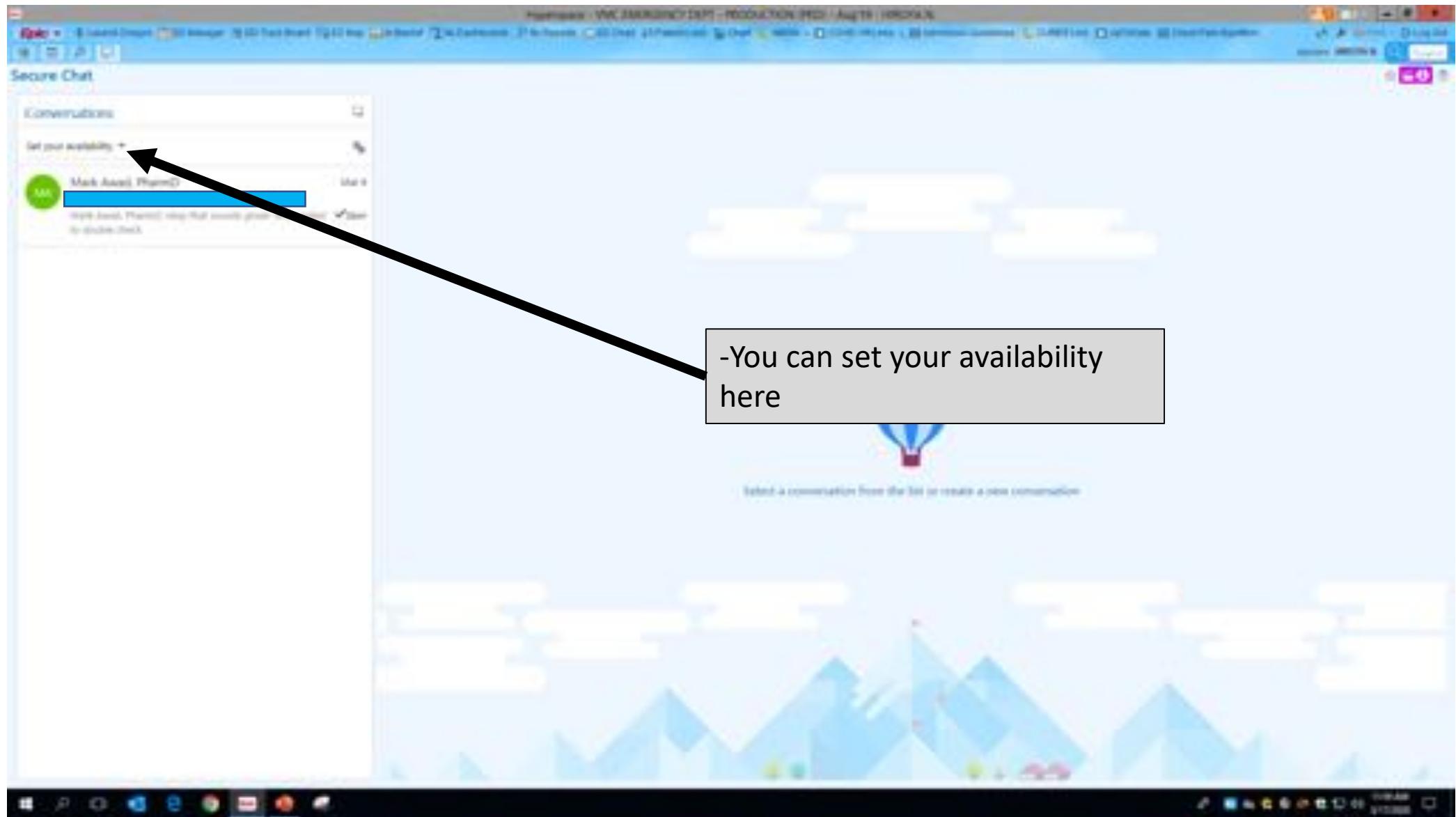


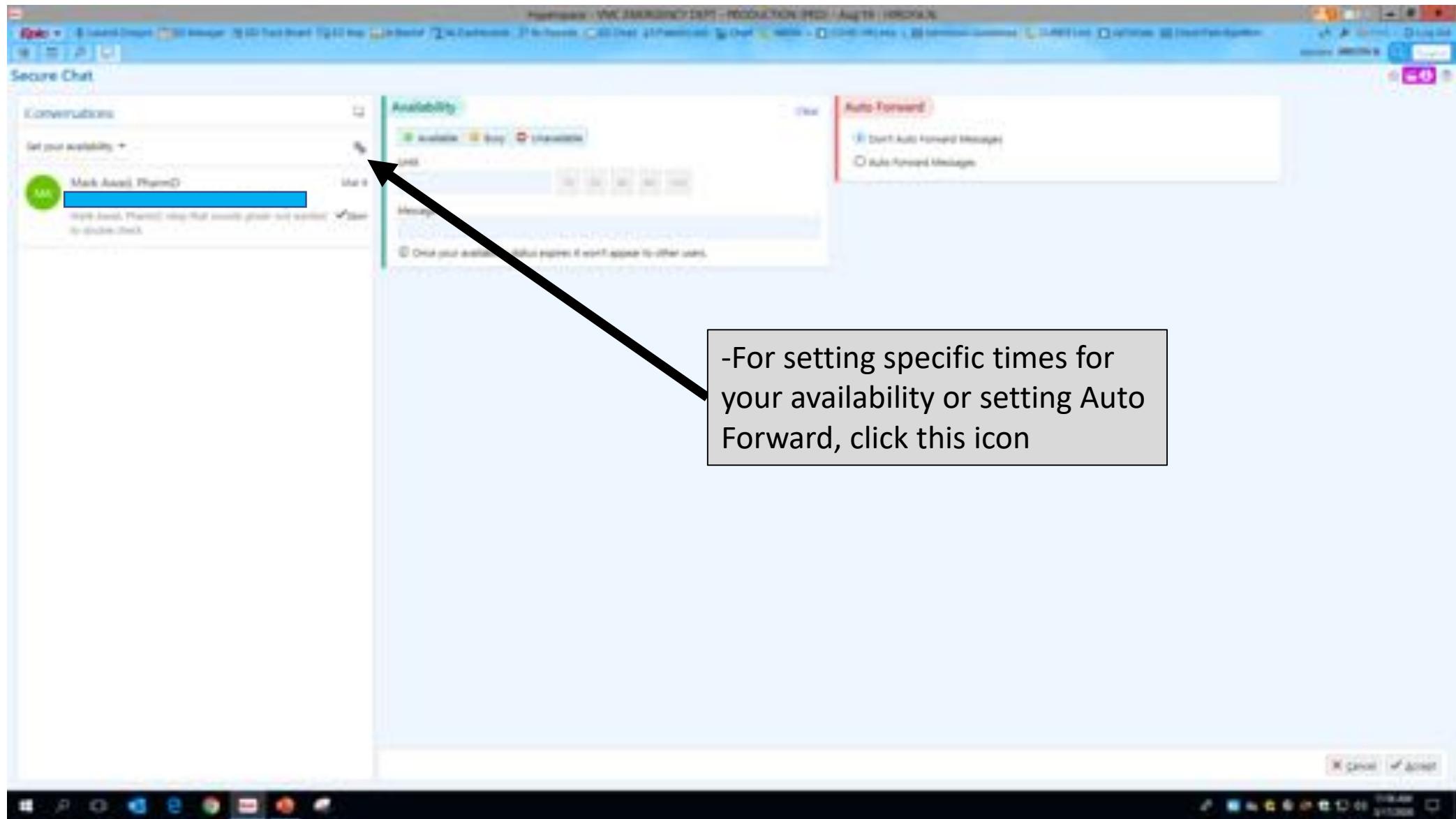
-Once you have customized and selected the reports you like to have easy access, they should be accessible here.

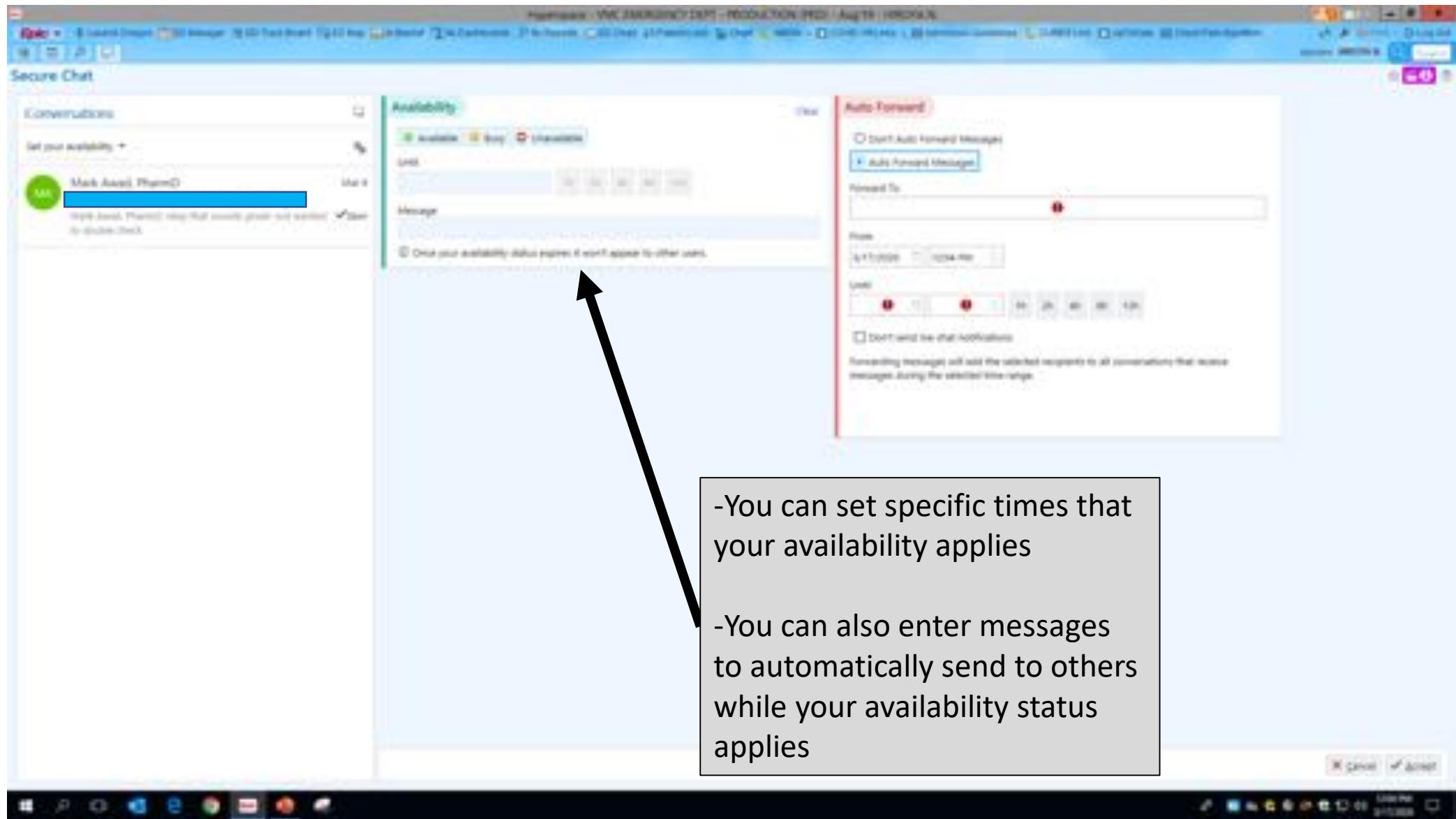


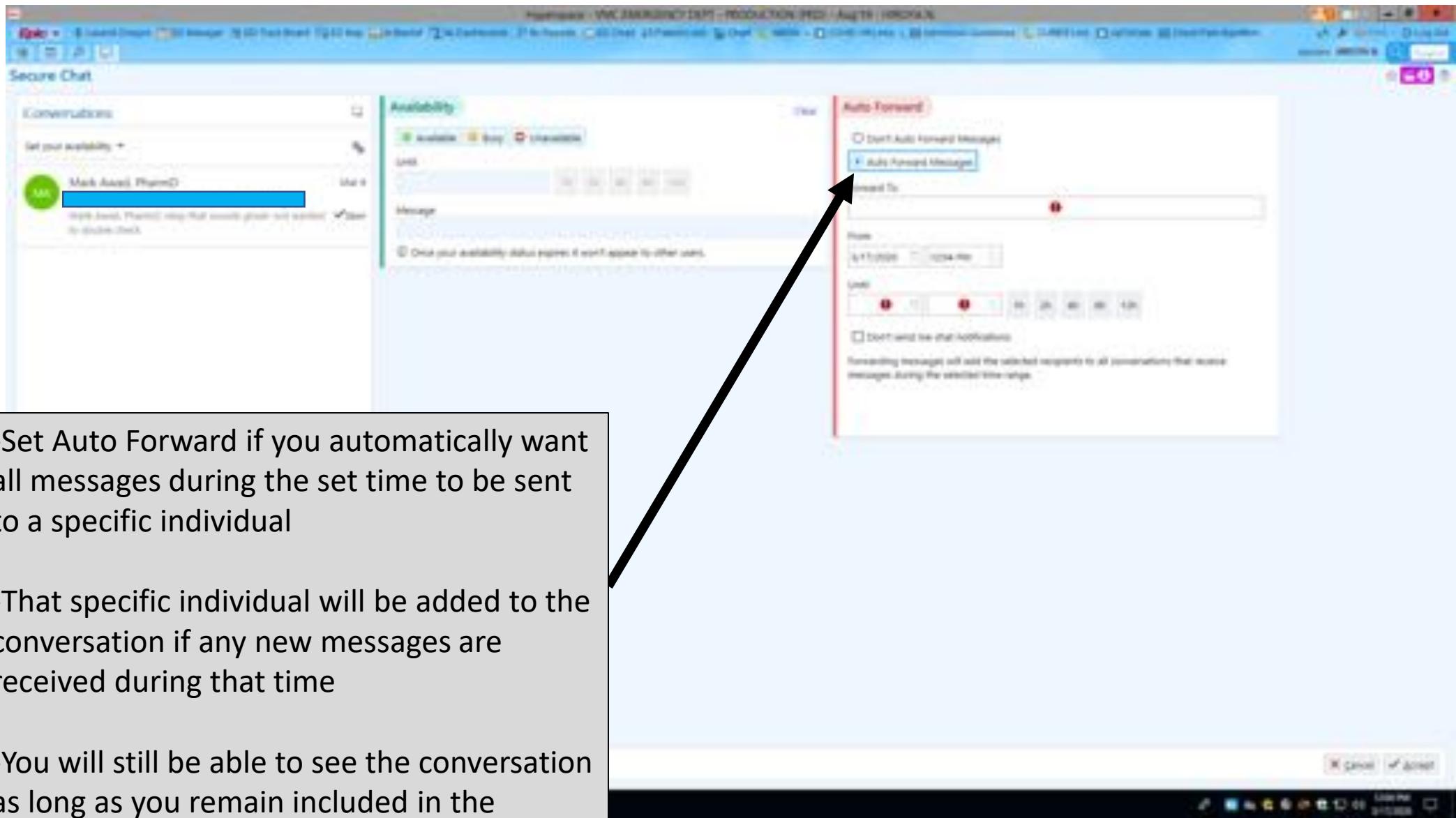


# Secure Chat: Availability and Auto Forward









- Set Auto Forward if you automatically want all messages during the set time to be sent to a specific individual
- That specific individual will be added to the conversation if any new messages are received during that time
- You will still be able to see the conversation as long as you remain included in the conversation

# Shift Change and Residents

# Signing out conversations

- There are 2 ways to deal with signing out ongoing conversations.
  1. Adding the oncoming provider to ongoing conversations (Slides 21-22)
    - Advantage: Immediate access to the conversation for the oncoming provider
    - Disadvantage: Must manually add for each conversation
  2. Auto forward (Slide 27)
    - Advantage: Relatively automated
    - Disadvantage: The oncoming provider will not be added and have access to the conversation unless a new message is received within that conversation after autoforwarding has been set.

# Signing out conversations

- For now, please be flexible. Hopefully, as we become more familiar, we can standardize the sign out process.
- **My current recommendations are:**
  - **Add the oncoming provider manually for any important/urgent ongoing conversations**
  - **For all other conversations, set auto forward to the oncoming provider before you leave your shift**

# ED residents and rotating interns:

- Residents should be encouraged to add the attending into the conversations in order to minimize delays in communication/care.
- Residents should be able to do this easier by setting auto forward to the respective attending at the beginning of the shift.
- Please check and make sure that the resident do not have any unknown pending conversations before they leave the shift.

# Summary

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- Use Secure Chat for routine communication with other departments.
- Do NOT use for time sensitive emergencies.
- Please remind each other and residents of any pending conversations at time of shift change.

# Summary

- All services **except for anesthesia** should be available via Secure Chat.
- If you have any difficulty contacting the individual, use AMION and/or escalate your conversation to the appropriate person (attendings, CMAO, etc).
- Please notify me if you find any service who is refusing to use Secure Chat.

# Summary

- Please contact me with any questions or suggestions.
- Your input will be valuable to standardize the use of this system in the ED.