Haiku for Carelink Providers

1. Getting Started
   - Set up
   - Log in
   - What is an activity?
   - Log out

2. Find Patients

3. Review Patient Information
   - Review Patient Summary
   - Review past encounters

4. Review Results
   - Review a patient's critical or abnormal results
   - View a graph of results
   - Focus on one type of result
   - Focus on one result value

5. Notes
   - Note Filters

6. Contact Care Team Members
   - Contact care team members

7. Secure Chat

8. Tips and Reminders
1. Getting Started

Welcome to Haiku, Epic’s mobile app for use with the Apple iPhone or Android-based smartphones.

Set up

1. Download the Epic Haiku app from your device’s app store:

2. After the download is complete, you will need to install an *NCH-specific Haiku profile* in order for the application to connect NCH’s Epic system. The profile can be downloaded onto your phone and installed using this link: [NCH Haiku Profile](epichaiku://handheld/conf/FrasqiVmb%2fQXhLLGQv8BhOVjI8wbp%2bAr%2bMSCPxTVnrgKojltwugUsYO87sWkJZ9UZ7uPCUALGJ7ipK0Jl7Q%3d%3d)

*Note:* The above link must be clicked on your phone and the Haiku must not be running, even in the background. If Haiku has been opened previously, be sure to close/quit Haiku before proceeding.

3. To install the profile, click the link from this document, your email, or a text message. Alternatively, you can copy the full link above and paste it directly into your phone’s web browser. Your browser will ask permission to open Haiku, which will then install the profile.

*Note:* Some default web browsers may have difficulty processing the link. The Firefox app seems to be the most reliable alternative in that case. If necessary, download Firefox on your phone and copy/paste the full link into Firefox instead.
4. If the profile installation is successful, you should see the Haiku login screen with the correct configuration shown at the top. If “No Configuration” is shown, quit Haiku and follow the steps again.

Correctly Installed

![Correctly Installed Image]

Not Correctly Installed

![Not Correctly Installed Image]

!! If you continue to have difficulty installing the profile, contact the NCH Support Center for assistance at (614) 355-3750.

Log in

1. On your device, tap the Haiku icon.
2. Enter your user ID and password in the login fields.
What is an activity?

Each activity supports a specific task, such as reviewing the chart. You can access activities from the tabs on the bottom of the screen or by tapping a patient's name from the schedule or patient list.

Log out

When you leave Haiku to go to your device home screen or switch to another app, Haiku continues to run in the background. For security reasons, Haiku automatically logs you out after 20 minutes of inactivity. However, you can also log out yourself if you know you won't need to use the app for a while.

1. Tap \(\text{Menu} \) and then Options.
2. Tap Logout.
2. Find Patients

1. Tap the search activity at the bottom of the screen.

2. Type the patient name into the Search All Patients field, or select a patient from the recent list.
3. Review Patient Information

Review Patient Summary

You can see an overview of the patient's current medical information from the Patient Summary activity, which appears when you open a patient's chart. This includes medications, allergies, and the problem list. Patient demographics are located at the bottom of the Summary.

![Patient Summary Image]

In the Current Medications section, you may see these icons:

- Long-term medication
- Patient-reported medication
- Inpatient Medication
- Outpatient Medication
Review past encounters

Click to open the Encounters activity. From the Encounters activity, you can review information about previous encounters, such as a reason for the visit or admission, visit diagnoses, etc. Progress notes are included in the report, as well as vitals. You can review the current orders in the Order Summary section.

Tap an encounter to review it.

Other available encounter types includes: Office and Nurse Only Outpatient Visits, Emergency Department and Urgent Care Encounters, Hospital Admissions, Telephone and Documentation Encounters, Nurse Triage, etc.
4. Review Results

You can view a patient's test results from the past 24 months in the Results activity.

After you open the patient's chart, tap \( \text{} \) to see a list of recent results for the patient. Tap a result to see details.

- For lab tests, a table of lab results appears. Swipe left to see past values for the same lab. You can tap \( \text{} \) to see the report view.
- For imaging or EKG results, a narrative report appears.

Tap and hold on a result to see the reference range for that component:

![Table of Lab Results]

**Review a patient's critical or abnormal results**

An icon appears in the patient list for patients with any new results. These same icons appear in the Results activity.

<table>
<thead>
<tr>
<th></th>
<th>Abnormal result</th>
<th>Critical result</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
View a graph of results

Review discrete lab results in a graph. While reviewing a table in the Results activity, turn your device horizontally.

Each result component appears on the graph in a unique color. To help you match the line color to a particular result component, a key appears at the top of the graph.

Focus on one type of result

Tap the colored circle on the left side of the screen that corresponds to that component's color. The line that represents that component appears brighter than the other lines. Slide your finger up and down in order to choose the component you want to bring to the front of the graph.

Focus on one result value

Each white data point on the graph represents a specific result value for a component. Tap and hold near a data point to view more information about that value, including the actual result value, the reference range, the result date, and the result time.
5. Notes

You can view notes and letters in Haiku. The Notes activity shows you recent encounter notes in one location, so you don't need to open every encounter.

Tap 📝 to see a list of encounter notes. From the list, tap a note you want to review. Tap ← in the upper-left corner to return to the list of notes.

Note Filters

To filter the notes you see in the activity, tap 📜 and choose a filter category.

For example, you might filter by note type and show only progress notes. Tap Done to apply the filters you've selected.
6. Contact Care Team Members

You might need to identify who is caring for a particular patient or contact that individual. To see providers currently associated with that patient’s admission or longitudinal outpatient care, tap the icon.

Contact care team members

1. Tap 📞 to place a call to the care team member directly from your iPhone.
2. Tap 🗺️ to open a map of the care team member's clinic location.
3. Tap 📭 to send a secure chat message to the care team member.
4. Tap 📩 next to Patient Treatment Team to send a secure chat message to the entire care team.

If you want to use the dialing features in Haiku and do not want your phone number exposed, you can use the Doximity Dialer application. Download Doximity to your phone and set Haiku to use that instead of the native phone app (available in Settings for the Haiku app on your phone).
7. Secure Chat

Open the Secure Chat Activity:

From toolbar:
- Click the Secure Chat icon on the toolbar at the bottom of the screen.

From a patient’s Care Team list:
- Click the icon to view a patient’s care team.
- A speech bubble appears next to the name if they are available for chat.

Start a Conversation:

1. In the Secure Chat activity, tap .

2. Select one or more recipients by:
   
   A. Selecting one of your frequent contacts.
   B. Search for another recipient from the user directory.
      - Hint: To quickly find a recipient, type a few letters of their last name, a comma, then a few letters of their first name
   C. Note: You cannot send a message to a recipient whose name is grayed out with a lock symbol. This means they do not have access to the Secure Chat messaging feature.
3. To attach a patient chart to the message (optional):
   - Click plus sign [+] in Patient row.
   - Select a recent patient or search for a new one.
     
     ○ Hint: To quickly find a patient, type a few letters of their last name, a comma, then a few letters of their first name.

     ○ The patient’s treatment team members appear automatically when a chart is attached.

4. Enter the text of your message and click send.
   - New! You can also send photos using Secure Chat using the image icon next to the Send button (not visible in this screenshot).
   - HIPAA Notes
     ○ The images taken by the camera are not saved to your phone.
     ○ Copy/paste function are not available.
     ○ Your phone’s native voice assistant (e.g., Siri) may be available from the keyboard, but its use is not recommended.

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**Read and Reply to Messages:**

1. When a new Secure Chat message arrives, you receive a notification on your device. Tap the notification to open the conversation and type your reply in the field at the bottom of the screen.

2. You can see a list of all your conversations in the Secure Chat activity.

3. The bubbles next to each message indicate who is participating in the conversation by way of their initials.

4. If a patient’s chart is attached to the conversation a patient header appears at the top. Clicking on the header opens the patient’s chart.
See who has read a message:

1. Bubbles with initials appear underneath the message to indicate who has read the message.

2. Tap a specific message bubble to see which recipients have seen the message and when.

Leaving a Conversation:

1. Open the message and click the Conversation Details icon in the upper hand right corner.

2. Click Leave Conversation.

Deleting Messages:

There is no need to delete messages. Messages will continue to appear until they are automatically and permanently removed by the system after several days.
8. Tips and Reminders

Initial Configuration and Personalization

- If you haven’t already, consider enabling the fingerprint or facial recognition feature on your phone (TouchID, FaceID, etc.) so you can quickly log into Haiku instead of having to enter your NCH credentials every time.
- Turn on notifications for Haiku in your phone settings. Be sure to enable sounds and banners, select an appropriate sound for push notifications so you don’t miss any, and allow Haiku to notify you when your phone is locked.
- You can customize which four features are present on the main app toolbar (at the bottom) rather than having to access often-used features from the More (…) menu to the right. Click the “Edit” button at the top of the More activity to drag your favorite activity icons to the main toolbar and rearrange as desired.

- By default, Haiku opens patient charts to the Summary activity. You can select a different default activity to start on (encounters, results, notes, care team, etc.) from the Haiku settings found in the Settings app on your phone (not in the Options menu in the Haiku app itself).
- If you want to use the Doximity dialer to mask your cell phone number when calling from Haiku, you can select Doximity in the “Place Calls Using” Haiku setting found in the Settings app on your phone (not in the Options menu in the Haiku app itself).

Usage and Cautions

- Your Haiku credentials (username and password) are the same as your use to log into Carelink. If your Carelink account is disabled for any reason, your Haiku access will be disabled as well.
- In order to receive Secure Chat messages, you must have logged into Haiku (not just Carelink) within the preceding 30 days.
- You cannot send or receive Community Messages in your Haiku inbasket, nor receive result notifications configured through Carelink trigger notifications in Haiku.
- Patient/family demographic, pharmacy, medication, allergy, weight, and all other clinical information in Haiku is only as good as the most recent information NCH has on file for the patient.
- Haiku only displays a subset of recent encounters, notes, and results for the patient. Continue to use Carelink for access to the patient’s complete NCH medical record.