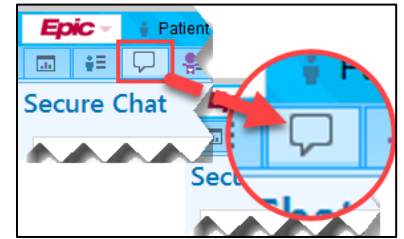


Chat Securely in Hyperspace

Chat securely with your colleagues in Epic Hyperspace. **Effective Wednesday February 12, 2020, Secure Chat** is available for most Epic users at SUNY Upstate Medical University. **NOTE:** *Epic users with view- or read-only access do not have Secure Chat.*

Access Secure Chat

- **Secure Chat** is available as a **Startup activity tab** at the upper left corner below the Epic button. Look for the **chat bubble icon**.



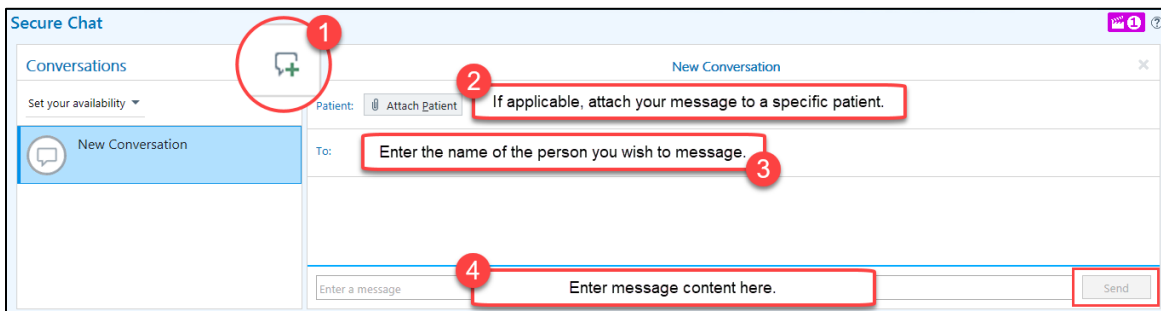
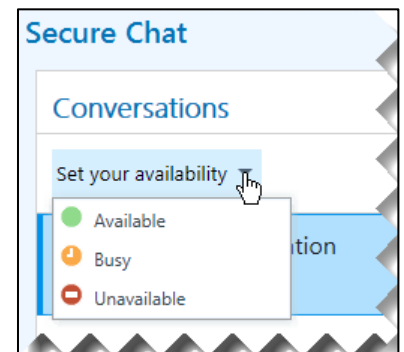
Set your Availability Status

Three status options are available in Secure Chat. As needed, users can set an end time for a particular status and indicate a custom message. See Page 3 of this tip sheet for more details on this advanced feature.

- **Available**
 - Other users will see that you are available, and you will receive messages.
- **Busy**
 - Other users will see that you are busy, but you will still receive messages.
- **Unavailable**
 - Other users will see that you are unavailable, but you will still receive messages.

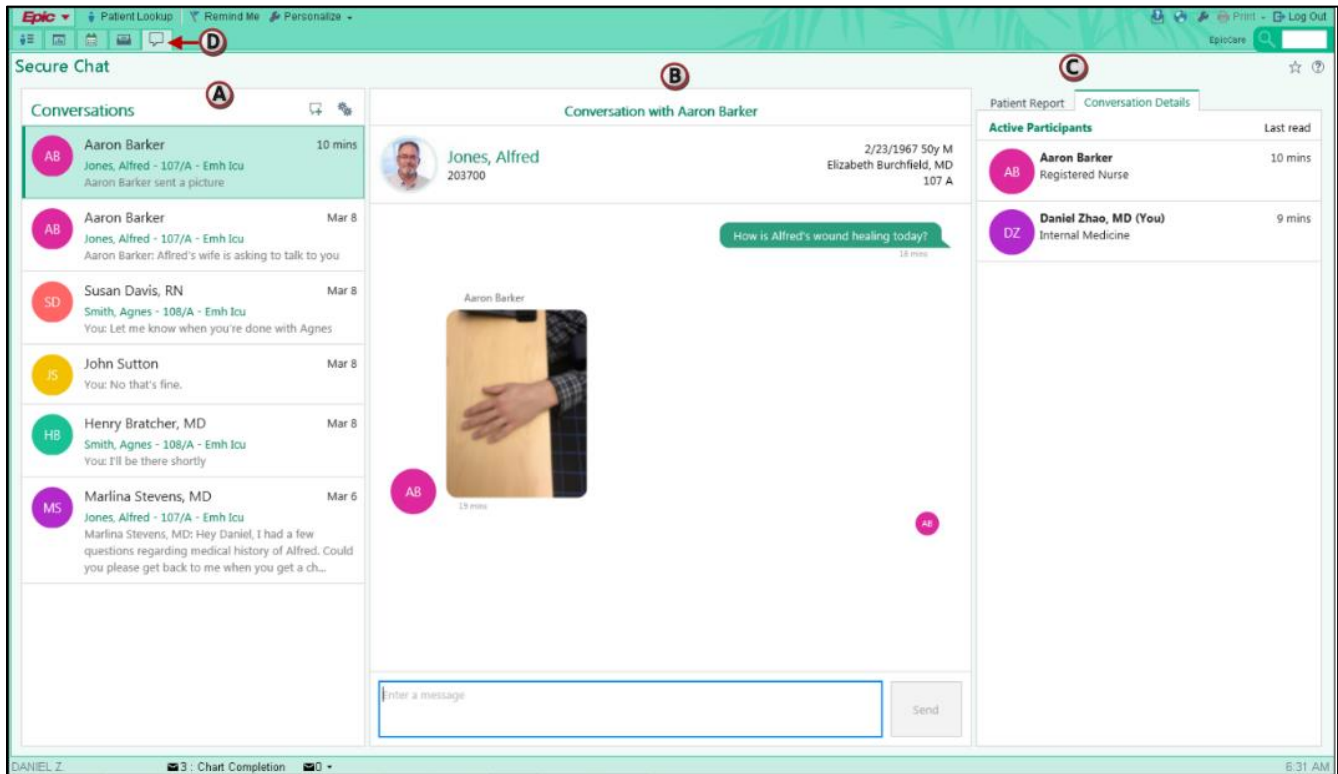
Start a New Conversation

1. In the Conversations sidebar (left), click the **chat bubble + icon**.
2. If applicable, use the **Attach Patient button** to send a message related to a specific patient.
 - **Note:** *One can only attach a patient to a conversation at the time the conversation is initiated. A patient cannot be attached once a conversation has started.*
3. In the **To** field, enter the **first and last name** of the Upstate employee to whom you wish to send a message. *Frequently contacted users are automatically suggested.*
4. Enter message content in the **Enter a message** field, then click **Send**.



Take a Quick Tour of Secure Chat and its Features

- In the left sidebar, your list of **active conversations** appears.
- In the center pane, the **highlighted conversation** appears. You can tell that someone has read your message when the small colored circle appears below it.
- In the right sidebar, you can view the **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 **Chat icon in the workspace tab changes color to indicate that you have a new message** when you're working in another activity, so you know when you get a response.

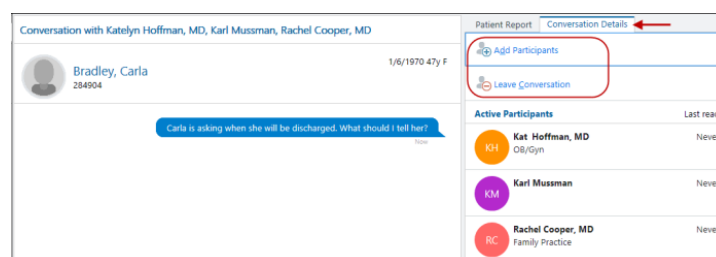


Chat History

Chat messages will automatically purge after 3 days and will not be archived. Chat messages will not be included in the legal medical record.



Get the Right People in the Conversation

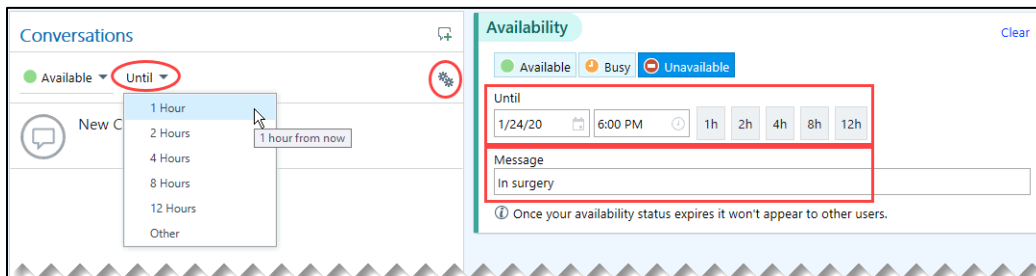
In the right sidebar, click **Add Participants** to add someone to an ongoing conversation, or **Leave Conversation** if you no longer need to be involved.



Set a Status End Time and Custom Message

In the header of the Conversations list, click the  icon to set a custom message.

- Upon selecting a status, an Until drop-down menu appears with quick options for lengths of time (i.e., 1 Hour, 2 Hours). If Other is selected, the Availability section displays where a specific time can be entered.
- Through the  icon, in the Availability section, a specific end date / time can be entered in the Until fields, or quick buttons are available.
- Through the  icon, a custom message can be written to accompany a user's availability status.



Auto-Forward Your Messages

In the header of the Conversations list, click the  icon to Auto Forward your chat messages.

- Select **Auto Forward Messages**.
- **Enter recipient(s)**. Specify to whom you want your messages sent (in addition to you) and for how long. This is especially useful when you're going to be out of the office on vacation or at a conference, or even in a lengthy surgery.
- Select the **Don't send me chat notifications** check box if you don't want to receive push notifications on your phone.

