



Haiku for iOS Users Quick Start Guide




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Getting Started

Welcome to Haiku, Epic's mobile app for iPhones and iPod Touch.

Download Haiku

On your device, tap  to open the App Store and search for "Epic Haiku". Next to the Epic Haiku app in the search results, tap  and then tap . When prompted, enter the password for your Apple ID.

Log in

On your device, tap the app's icon and enter your user ID and password in the login fields. Tap the label at the top of the login screen to connect to a different organization or instance.



If you forget your Epic user ID or password, call the Help Desk at 716-828-3600.



Tap and hold an item on the screen to see a tooltip with more information on patients, appointments, In Basket messages, and more.


What is an activity?

Each activity supports a specific task, such as reviewing the chart or e-prescribing medications. 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.




Tap and drag the activity bar at the bottom of the screen to the left to see more activities.




Log out


When you leave Haiku, the app continues to run in the background. For security reasons, Haiku automatically logs you out after 10 minutes of inactivity. However, you can also manually log out. To do so, tap , **Options**, and then **Logout**.

Find Your Patients


Find admitted patients


Tap  to open your default patient list or all patient list folders if you don't have a default list. With a default list, you don't have to pick one from your folder each time you open the activity. You can set up a default list back in Hyperspace by right-clicking the list and clicking Default List. You can tap **Back** to open a different patient list. The following icons indicate that a patient has new information to review.

-  indicates new abnormal results.
-  indicates new critical results.
-  indicates new notes.

To edit a patient list, open the list and tap **Edit**. To remove a patient from the list, tap the  icon and then tap **Remove**. To add a patient, tap the **+** button, search for a patient, and then select the patient. When you are finished editing the patient list, tap **Done**.




Find clinical appointments and surgical cases

Tap  to open your schedule. Select a date on the calendar view to see your schedule for that day.

To see schedules for other groups, departments, or colleagues, tap .

If you're a surgeon and your cases are scheduled in Epic, they also appear on your schedule.


The schedule shows each patient's age and sex, as well the appointment type. The ring icons that appear around the appointment time indicate the appointment's time and length. For example:

- Previous appointment (yellow), 15 minutes 
- Current appointment (green), 15 minutes 
- Future appointment (blue), 15 minutes 

Surgical cases appear like this: 

Since we use dots to mark appointments on your schedule, you can see the dot color as a bar on the left side in Haiku as well.

Find other patients

To find a patient who isn't on your patient list or schedule, tap  and **Search** to open the Patient Search activity. Then search as you normally do in Hyperspace, using the patient's name or MRN, as well as sex or date of birth, and the results appear with more patient details, such as address.

If you select a patient from a search, any documentation you do in Haiku is linked to the most recent available encounter. If Haiku can't find a recent encounter for the patient, a new encounter is created to store your documentation.

Manage In Basket Messages

In the In Basket activity, you can read and respond to many types of messages, including:



- Results
- Rx Request
- Staff Message
- CRM (Customer Relationship Management)
- Cosign - Clinic Orders
- Pt MedAdv Rq (Patient Medical Advice Request)
- Patient Call
- Dictate Later
- Chart Completion (Cosign Notes and Cosign Orders only)





You can also create new Staff Messages.

The In Basket folder appears with the number of unread messages. The number is red if any of the unread messages are high priority. If you don't have any unread messages, no number appears. If you don't have any messages in that folder at all, the folder is gray.

Prioritize messages




The following icons appear next to messages in a folder to help you prioritize them:

	High priority
	Low priority

	Unread message
	Pended message In Hyperspace, you can mark messages that you want to remain in your In Basket as pended.
	Overdue message In Hyperspace, when sending a message, the sender can include an action, such as "Call patient". The action can also be flagged with a due date and time. If that due date and time has passed, the message appears as overdue in Hyperspace and the app.
	You are responsible for the message. Messages with responsibility help recipients track whether someone has started working on a task. Only the person who has responsibility for a message can mark it as done.

Swipe left on an In Basket message and tap **Defer** to remove the message from your mobile In Basket. Messages you defer appear in your Hyperspace In Basket, but are hidden from your mobile In Basket.

Work with Staff Messages








- To create a new Staff Message, tap  from the In Basket activity.
- Write your message and, optionally, add the following flags to your message before sending it:
 -  flags the recipient to call you.
 -  flags the message as high priority.
- Tap **Send** to send the message.

When you receive a Staff Message, tap  to reply or forward the message.


Review results

Tap a result to open it.

The following icons can appear next to Results messages:

 and 	The patient has abnormal results. After you read the message, the icon becomes round.
 and 	The patient has critical results. After you read the message, the icon becomes round.
	The patient had a previously abnormal result for this order.
	The green circle indicates that all the patient's orders have been resulted. A number indicates the total number of resulted orders that you haven't yet reviewed.
	Not all orders for this patient have been resulted. A number indicates the total number of orders that have been resulted that you haven't yet reviewed.

Release results to MyChart



1. In a Results message, tap **RsIt Release**.
2. Select the results you want to release.
3. To add a comment for the patient, tap .
4. On the Results Release screen, tap **Accept** to release the results to MyChart.

Send a reminder to follow up on a result

If you see a result in a Results message that you want to investigate further, you can send yourself a reminder to do so. The reminder is sent as a Patient Reminder message with the original Results message attached to it. Note that you can only access the reminder message in your Hyperspace In Basket.

1. In a Results message, tap .
2. Enter any additional text you want to add and tap **Send** to send the reminder to yourself.

Create a result note

1. In a Results message, tap . For some messages, you might need to tap  and **RsIt Note**.
2. At the top of the screen, a box shows how many results are currently selected. Tap the box.
3. Select one or more orders and then tap **Result Note** to return to the Result Note screen.
4. Tap the middle box and enter a note for the result.
5. Tap **Route** and search for a recipient. Select one or more recipients and tap **Result Note** to return to the Result Note screen.
6. If you want to mark the note as Important, select the **Important** option.
7. If you want to file your note as a QuickNote, select the **Also File as Quick Note** option.
8. Tap **Send** to send the note.

Refill prescriptions

1. In an Rx Request message, tap a pending medication to review the order details. Tap **Rx Request** to return to the message.
 - If you need to review the full chart, tap the patient's name.
2. Act on the request:
 - Tap **Edit** to selectively approve and refuse pending medications or edit the order details. Tap a medication to edit the order details and, when you are finished, tap **Accept**.
 - Tap **Approve** to approve all pending medications.
 - Tap **Refuse** twice to refuse all pending medications. Select a reason for refusal for each medication and tap **Accept**.
3. To change pharmacies or split up prescriptions between multiple pharmacies, tap **Associate Pharmacies**.
4. Tap **Sign** to sign any approved refill requests. If you have addressed all the requests in the message, it is removed from your In Basket.
 - If you aren't ready to close the encounter, toggle **Close encounter** off.
5. Tap **Accept**.



You can also swipe up on the **Patient Info** tab to see more about the patient.

Cosign clinic orders

1. In a Cosign - Clinic Orders message, tap an order to review the order details.
 - If you need to review the full chart, tap the patient's name.
2. Act on the request to complete the message and remove it from your In Basket:
 - Tap **Sign** to cosign the orders.
 - Tap **Decline** to decline to provide your cosignature.
 - Tap to sign or decline individual orders in a single message.

Address Chart Completion tasks

You can act on the following Chart Completion messages in Haiku or Canto:

- In a Cosign Note message, tap **Sign** to either sign or attest the note. If you need to attest the note, a field appears to enter your part with the keyboard or speech-to-text.
- In a Cosign Order message for inpatient orders, tap **Sign** or **Decline** to take the same action for all orders, or tap **Select** to choose which ones you want to sign.

You can review other types of deficiencies but not act on them. To clear a message that you can't complete right now, tap **Defer to Workstation**.

Respond to patient advice requests

1. In a Patient Medical Advice Request message, tap **View** to see any attachments.
 - If you need to review the full chart, tap the patient's name.
2. Act on the request:
 - Tap to reply to the patient by email.
 - Tap to forward the message to another provider.
 - Tap to call the patient.
 - Tap **Done** to remove the message from your In Basket.
 - Tap to mark the message as New or defer it to read later.

Review Patient Information

Review a snapshot of medical information

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.

The Current Medications section shows all the patient's outpatient and hospital medications. The following icons appear in this section:

	Long-term medication
	Patient-reported medication

Review past encounters

From the Encounters activity, you can review information about previous encounters. Tap an encounter to review it.

Review documents from outside organizations

From a patient's chart, tap  to open the CE Reports activity.

- Tap **Summaries** to review a patient's clinical summary.
- Tap **Documents** to review a patient's clinical documents.



Documents listed in black text are available to view, while documents listed in gray text must be requested from Hyperspace before you can view them.

Mark information as reviewed

In the Patient Summary activity, tap **Mark as Reviewed** to record that you've reviewed the patient information.

Capture and Review Patient Photos and Media


Update a patient's photo

1. In the patient's chart, tap the patient photo or camera icon in the upper-left corner of the screen.
2. Tap **Update ID Photo** and use the camera on your device to take a picture.
3. Tap **Use Photo** to save the photo to the Demographics activity in the chart.

Capture clinical images

1. In the Media Capture activity, tap **Capture Clinical Image** and use the camera on your device to take a picture.
2. Tap **Use Photo**, select a document type, such as Annotation, and enter a description.
3. Tap **Save** and enter a comment and document type to save the media to the chart. You can review media captures in the Media Manager or the Chart Review activity in Hyperspace.

Review clinical images and media


1. In the patient's chart, tap .
2. Scroll through the list of media files or, to find a specific media file, search using information such as:
 - Document type
 - The user who imported the file
 - Keywords from the image's description
 - The date the file was imported

3. Tap a photo or document to see a full-screen view, where you can zoom in and out or pan around the image.

Review Results

Review results

After you open the patient's chart, tap  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  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.

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.

	Abnormal result
	Critical result

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.

View and Create Notes and Letters



Tap  to see a list of encounter notes. From the list, tap a note you want to review.

Use filters to narrow down the list of notes

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.

Create a new note or letter

Notes and letters you create are automatically associated with an encounter in the patient's chart.

1. Tap **New Note** to create a new note or letter. The encounter associated with the note appears in a gray banner beneath the patient header.
2. Enter text or tap the microphone to use Nuance speech-to-text. If you use Nuance, tap the menu button to see more text options.
3. Tap  to edit the note's details.
 - Tap **Note Type** and choose Progress Note, H&P, or Letter.
 - Tap **Service** to change the service.
 - Tap **Time of Service** to change the time and date.
4. Tap **Sign at Close Enc.** or tap  to pend or sign the note. Pended notes appear in the Notes Entry activity, where you can edit them later. Signed notes are filed to the chart. Note that you can't use Haiku to edit pended notes that were created in Hyperspace.


View Information in a Push Notification

Open an activity from a push notification


When you're already logged in to Haiku, you can open an activity directly from a notification.

Simply tap the notification to open the related activity. For example, a critical result notification opens the related message in the In Basket activity.


Review recent notifications

1. Tap **More** at the bottom of the screen.
2. Tap  **Notifications** to open the Notifications activity.

Choose which push notifications appear

1. In the Notifications activity, tap .
2. To turn off a certain type of notification, slide the button next to that notification type to the left. For example, to turn off push notifications for staff messages, slide the button next to "Staff messages" to the left. When you turn off a notification type, the notification still appears in the Notifications activity, but no alert or banner appears when you receive the notification.
3. To turn off all push notifications, slide the button next to "Push notifications" to the left. This setting overrides any individual notification settings.

Write Orders

To begin, tap  to open the Orders activity.







A list of active orders appears. In outpatient visits, the list shows medications. If the patient is admitted or in the ED, it shows both medications and procedures. If you use a Quick List, tap the list title to switch between active orders and your Quick List.

You can write most outpatient and inpatient orders from Haiku, but note these limitations:


- You can't e-prescribe controlled medications.
- For non-medication orders and inpatient orders, you can only edit indications of use and answer questions.
- You can't manage your preference list.

*If you can't sign an order because details are missing, tap **Pend** or **Save Work** and finish entering the order from a workstation.*

Write new orders


1. To enter an order in Haiku:
 - Search for an order or browse your preference list by tapping .
 - Tap  to write a new order for one of the patient's current orders.
2. Tap the orders you want to select and tap **Done**.
3. To review and sign, tap . In the list of selected orders:
 - To print or call in a medication that can't be e-prescribed, select the appropriate **Class** in the order details. You'll see a list of orders to call in to the pharmacy after you sign.
 - To get a notification when results for an inpatient lab are ready, tap .
 - To change pharmacies for a prescription, tap the pharmacy name. You can split prescriptions between multiple pharmacies if needed.
4. To verify the patient's coverage information or associated an order with a diagnosis, tap .
5. If you select the wrong order or change your mind, swipe left on an order and tap .
6. Tap **Sign**.
7. If you entered any call-in medications, a window appears with a list of orders to phone in.

Document a patient-reported medication

1. Tap  to enter a new order.
2. Tap **Add Patient-Reported**.
3. Search for the medication you want to add.
4. Enter details as needed and tap **Add**.

Document Professional Charges



File a new charge

1. In a patient's chart, tap  to open the charge calendar.
2. Select a date for which to file charges and tap **Add**.
3. On the **Add Charges** screen, select a charge.
4. To use the same details for all the charges you add in this session, tap **Edit Defaults**. Tap **Done** to select the charge.
5. Tap each charge to add associated diagnoses and enter comments.
 - You can select a diagnosis from the patient's problem list, a list of recently used diagnoses, or a database search that includes your preference list.
 - The primary diagnosis has a small blue diamond next to it.
6. Swipe a charge to the left and tap **Remove** to delete it.
7. Tap **File** to file the charges. If any charges are missing details, you can complete them before filing.



You can leave the activity at any point to pend the charges you're working on. A reminder to finish the charges is sent to your in Basket. Pended charges that you enter in Haiku or Canto are filed automatically 30 days after the service date, even if there are errors.



Copy a charge

1. In a patient's chart, tap  to open the charge calendar.
2. Select a date for which to file charges and tap **Add**.
3. Tap  and select a charge from the list.
4. Tap **Done**. If you need to make small changes, tap to edit the charge.
5. Tap **File** to file the charge.

Contact Care Team Members

Tap  to see other providers who work with the patient.

Contact previous care team members


1. Tap  to place a call to the care team member directly from your iPhone. (The phone also appears if you are using an iPod touch, but the button is not active.)
2. Tap  to open a map of the care team member's clinic location.



Note that your phone number will appear on calls you make from your iPhone. The application cannot mask your number.

Conduct a Video Visit

Connect with colleagues

1. Open a patient's chart to the same encounter as the colleague with whom you want to connect and then tap  to open the Telehealth activity.
2. If you are the first one to join the call, tap **Start Video Call** to begin the video visit. If your colleague has already joined the call, tap **Join Video Call**.



While you're conducting a video visit, the Telehealth activity takes up the full screen and you can't access other activities in Haiku.

Connect with patients

1. Open the patient's chart and tap  to open the Telehealth activity.
2. If you are the first one to join the call, tap **Start Video Call** to begin the video visit. If the patient has already joined the call, tap **Join Video Call**.



To take a screenshot during a video visit, tap . The screenshot is saved to the patient's chart.



Message Colleagues with Secure Chat

Secure chat is intended for use with all of our affiliated and employed providers, including staff, to care for our patients.

Read and reply to new messages

When you receive a new Secure Chat message, you get 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.

Review all conversations and start new ones

1. Tap  to open the Secure Chat activity and see a list of all your conversations.
 - The icons next to each message indicate who is participating in the conversation.
 - If a conversation is about a patient, that patient's name and, if they're admitted, their location, appear above the message.
2. Tap  to start a new conversation.

See who has read a message

Tap a message bubble to see the full list of users who have read it.