

# Haiku for iOS Quick Start Guide\_EpicV17

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Welcome to Haiku, Epic's mobile app for the iPhone and iPod Touch. While you can install it on an iPad, we recommend Canto for the iPad.

Please go to the [Appendix](#) to install and configure Haiku.

## Log in

On your device, tap the app's icon and enter your user ID and password in the login fields.



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 20 minutes of inactivity. However, you can also manually log out. To do so, tap , **Options**, and then **Logout**.

## 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.

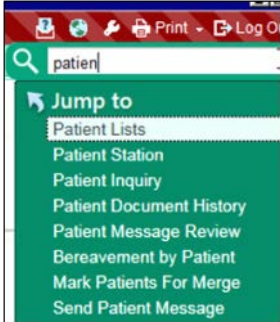
-  indicates new abnormal results.
-  indicates new critical results.
-  indicates new notes.

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**.

## How to default patient lists for Haiku/Canto:

1. Log into Hyperspace

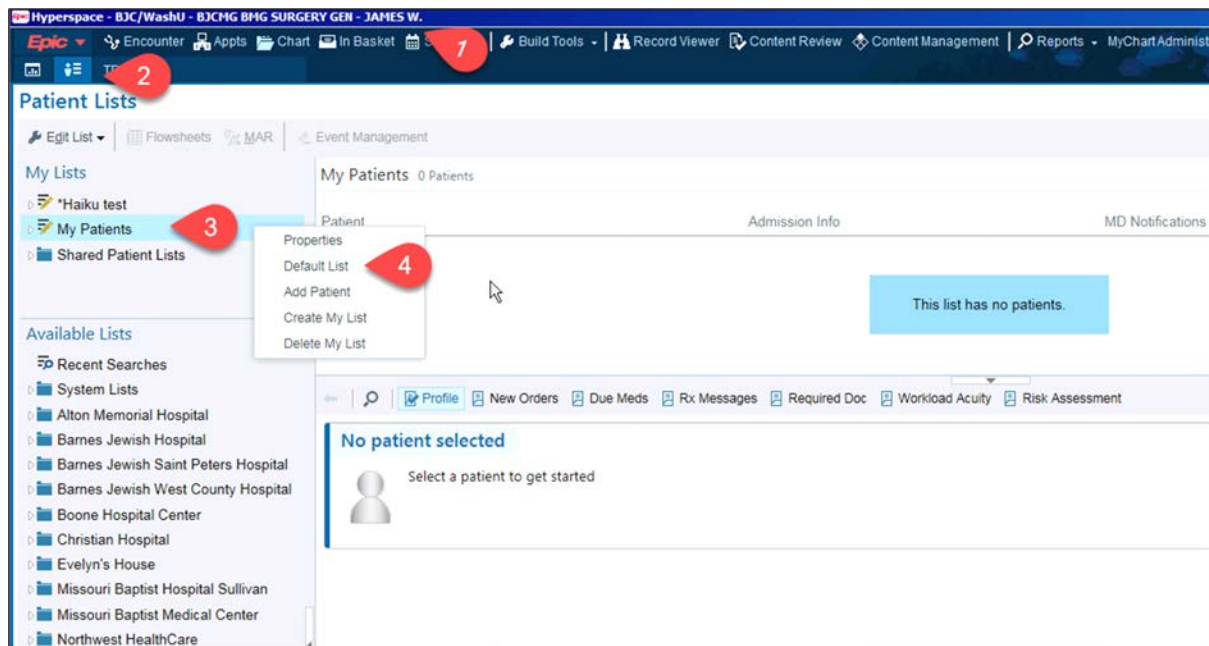
2. Click on Patient list navigator  (or use Chart Search to find "Patient List")



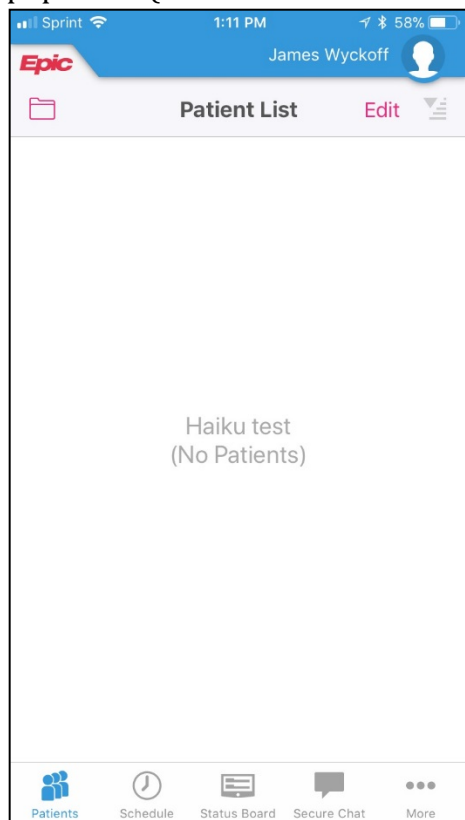
3. Right mouse click on patient list that you want to be default

4. Click **Default List**


5. Screen shot of all of the steps:



6. After logging back into Haiku/Canto the patient list that you choose for your default should auto populate. (in the screen shot below I created a new patient list my list doesn't contain any patients):



## 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.

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:



If your organization uses dots to mark appointments on your schedule, you can see the dot color as a bar on the left side.

## 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.

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 MedAdvc Rq (Patient Medical Advice Request)
- Patient Call

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

1. To create a new Staff Message, tap  from the In Basket activity.
2. 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.







3. 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 **Rslt 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 **Rslt 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. 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.
4. Tap **Accept**.

## 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.





## 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 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.

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

	Long-term medication
	Patient-reported medication
	Inpatient medication
	Outpatient 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.


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


## Pull Images into your notes from your desktop/laptop.


You may use Haiku/Canto to easily add pictures to your patient's record. You can access them when writing notes from your desktop or laptop

1. From your Notes Activity, click on the **Insert Image** icon. *The Image Selector window displays.*
2. Choose either images from **This Encounter** or **All Images**. *A list of images displays.*
3. **Select** the image or images you want to insert into your note. *A preview of the each image displays.*
4. Click **Accept** to insert the image into your note. *The images are in your note.*



## 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.





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 button to use speech-to-text
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.

## 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.




Note that you can only order medications, not procedures. Tap  to open E-Prescribing.



Although the E-Prescribing activity allows you to e-prescribe most outpatient medications, there are some limitations, especially for more complex medications, such as controlled medications. All of these limitations are by design to help ensure appropriate and safe use of the application to e-prescribe medications.

## Review medication information

The **Active Meds** tab displays an accurate and complete list of the patient's current prescriptions, including medications that cannot be e-prescribed or called in (indicated with .

- Tap or swipe up on the allergies information bar to review the patient's allergies.
- This list doesn't contain Inpatient medications. They appear only in the patient summary.

## Document a patient-reported medication




The **Pt Reported** tab allows you to add patient-reported medications to the patient's list of active medications. On the Pt Reported tab, search for a medication, enter details about it, and tap **Add**.

## Search for a medication

The **Preference** and **Search** tabs allow you to look for medications that can be e-prescribed or called in with Haiku.

If the medication you want isn't in your preference list, tap the **Search** tab to begin searching. Medications included in Haiku and your other preference lists are elevated in the search results.

The following icons appear on both tabs:

	Medications that must be called in
	Medications that the system has added to your preference list
	Medications you have added to your preference list

When a patient is admitted, the **Preference** and **Search** tabs become inactive, and you cannot e-prescribe medications for the patient.



Use Hyperspace to manage your preference list.

## Write a prescription

1. On the **Active Meds** tab, review any current prescriptions or facility-administered medications and tap or drag the allergies information bar to review allergy information.
2. Optionally, tap **Rx Benefits** to verify the patient's benefit information.

3. Tap **Preference** to use the Preference tab to find a medication. You can also search for a medication using the **Search** tab.

4. Select a medication and tap to select individual fields.
5. When you are finished filling out the medication details, tap **Next**. Medication warnings might appear just as they do in Hyperspace.
6. If necessary, you can bypass yellow alerts by tapping **Override** or **Accept**.
7. You must go back and make changes to address red alerts.
8. The Summary screen appears. If necessary, tap the pharmacy at the bottom of the screen to edit it.
9. Tap **Sign** and, if required, enter your password and tap **Done**.




For call-in medications, follow the steps above until you get to the Summary screen. Then, call in the medication and tap **Done**. The Active Meds tab appears and now includes the medication you called in.

## Associate a diagnosis with an order

Tap **Associate Dx** on the medication summary screen to open the Diagnosis Association grid and select the appropriate diagnosis.

Haiku provides a dictation activity for you to record and file dictations to your server, from which they can later be transcribed. The note is then entered in the patient's chart for you to read in Haiku or Hyperspace.

## Record a new dictation



From the patient's chart, tap .

1. Start a new dictation by tapping the red record button. A graph indicates the volume of your voice as you record.
2. Tap **Pend** to save the dictation.
  - Tap **OK** to return to the recording screen in the patient's chart.
  - Tap **Manage** to go to the Dictations activity.




If you access another activity while recording, the dictation pauses. When you return to the recording screen, you can continue your dictation where you left off.

## Open pended dictations

1. From the home screen, tap . (You might need to tap  to see this button.)
2. Tap the dictation you want to open.

## Edit a dictation

If you are interrupted while recording a dictation or want to re-record some information, you can edit the dictation.

1. Open the dictation you want to edit and tap and hold one of the  icons in the upper corners of the recording.
2. Slide the line to the section you want to trim. The section to be removed appears darkgreen.
3. Tap **Trim** to remove the dark green section from the recording.




Note that you cannot edit filed dictations.

## File or delete a dictation

1. Select the radio button next to any dictations you want to delete or send.
2. Tap **Delete** or **Send**. Alternatively, tap **Send All** to send all pended dictations. The word Sent appears beside a dictation when it has been successfully filed.


## 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 **New Charge**.
3. On the Procedure screen, select a charge and any associated modifiers. When you're done, tap **Next**.
  - E/M charges appear automatically. To select a different type of charge, tap **Other**. You can then search for the procedure you want.
4. On the Diagnoses screen, add associated diagnoses and then tap **Next**.
  - 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.
  - As you select diagnoses, a tab appears to show you the diagnoses you've chosen. The primary diagnosis has a small blue diamond next to it.
5. On the Additional screen, add relevant details like the charge's bill area, referring provider, or comments. Most values are automatically filled in, but you can update them if you need to.
6. When you're finished adding details, tap **Review**. Review the charges you've entered and tap **Edit** to modify any details about a charge.
7. Tap **File** to file the charges.







At any point during charge entry for a new charge, you can tap **Pend** to pend the charge you're working on. To return to it, access the calendar view and tap **Edit** in the charge you want to modify.

## Copy a charge

1. In a patient's chart, tap  to open the charge calendar and select a date for which to file charges.
2. Tap **Copy Previous** and select a charge from the list. If you need to make small changes, you can do so from the Summary screen.
3. Tap **File** to file the charge.


## Review past charges

If the selected patient has past charges in the system, the calendar shows one of the following icons on the date the charge was entered:



	Indicates a pended charge entered by you
	Indicates a completed charge entered by you
	Indicates a charge entered by another provider
	Green line indicates the patient was admitted on that day

If more than one of a particular type of charge exists on a given day, the number of charges appears above the

icon.

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.

## 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**.



## 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.



## 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.

# Appendix

## Download Haiku

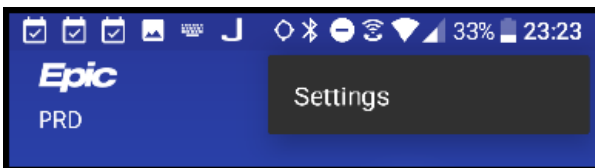
On your device, tap  to open the App Store and search for "Epic Haiku". Next to the Epic Haiku app in the search results, tap  and then tap . When prompted, enter the password for your Apple ID.

## Enrollment

1. Tap on **No environment configured.**



2. Tap **Identifier**. Hide the keyboard if necessary.



3. Tap **Copy**. *The Install Identifier is copied.*



4. Open a browser to <https://mobileenroll.bjc.org> *The Mobile Self-Enrollment login screen displays.*
5. **Log in** with your BJC or WUSTL key credentials. *The Install ID page displays.*

Please enter your network username/password.

User Name:

Password:

Login Domain:

6. **Paste the Install ID** and verify the device ownership and type. Click **Submit**. *You are prompted to Auto-Configure your device.*

[Manage Shared Devices](#)

Install ID: [What's This?](#)

Name:

Device Ownership:

Device Type:

7. Select the **Production** Server to complete configuration.

