Secure Chat Messaging - within Hyperspace

Communicate quickly and safely with colleagues across your organization by sending secure instant messages in Hyperspace. This secure method of communication regarding patients is HIPAA compliant and should be the ONLY way text messages are sent. The use of personal cell phones to send information regarding patients is NOT HIPAA compliant, and are NOT to be used at all. Secure Chat conversations will NOT be a permanent part of the patient chart, but all text conversations are discoverable. This is NOT to replace phone calls for urgent needs, or the documentation of a provider communication.

TJC does NOT accept text messages at a valid order mode to receive orders. Providers should open patient chart from the message and enter orders.

Start a Conversation:

Starting a New Conversation

1. Move to Secure Chat activity
2. Click icon to start a new conversation
3. Enter Patient name
   a. Using the look up will open a Patient Search window
   b. Patient name is optional. If this text is directly related to a patient, enter a name. This allow provider to directly open patient chart to enter orders as needed.
4. Select provider from Treatment or Care Team
   a. Can add any other staff that will need to be involved with this conversation.
   b. Once the text is sent, you will NOT be able to add anyone else to the conversation.
5. Move to bottom of screen and enter text
6. Send

Overview of Secure Chat Screen:

1. **Orange speech bubble** indicates you have a new Secure Chat message

2. **Left Pane:**
   a. Holds all of YOUR conversations
   b. Click on a conversation to read responses or respond to secure chat
   c. Once you select a patient the speech bubble is no longer orange

3. **Center Pane:**
   a. Once a conversation selected, read or respond to texts.
   b. Can open a patient chart by clicking on Patient name at top

4. **Right Pane:**
   a. Patients Index report
   b. Other reports are available to review, but unable to wrench in
Healing, Jerry
9/18/02

Jerry has got increased shortness of breath. LS are distended in bases and O2 sat is 94% on 4L. He's copious, +1 LE edema noted, which is better than yesterday.

Gordon H Baustian, MD
8/8/1980 37'y M
Gordon H Baustian, MD
9/12 9112-1

I have ordered albuterol neb G 4 PRN
4 min

Mass call RT and get him started on this now and I will be rounding on him in the next couple hours.

3 min