Haiku Quick Start Guide for Android

Getting Started

Welcome to Haiku, Epic's mobile app.

Mobile devices should be up to date, mobile client version 9.3 or later is required. This version of Haiku requires Android 6.0 or later.

Download Haiku

Please follow the instructions on the following tip sheet in order to download the Aspirus mobile app store.

BYOD Enrollment for Android.pdf

Then, please follow the instructions on the following tip sheet in order to download the Haiku app.

Log in

1. On your device, tap .
2. Enter your user ID and password in the login fields.

> **!** If you forget your Epic user ID or password, Please call the Aspirus Service Desk at 715-847-2300.

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

Log out

When you leave Haiku, the app continues to run in the background. For security reasons, Haiku automatically logs you out after 30 minutes of inactivity. However, you can also manually log out.

1. Tap ⬚ (More) and then **Options**.
2. Tap **Logout**.

What is an Activity?

Each Activity supports a specific task, such as reviewing the chart or e-prescribing non controlled substance medications. You can access startup activities when you open Haiku, and you can access chart activities from the springboard, which appears when you first open a chart or when you tap Back from any chart activity.
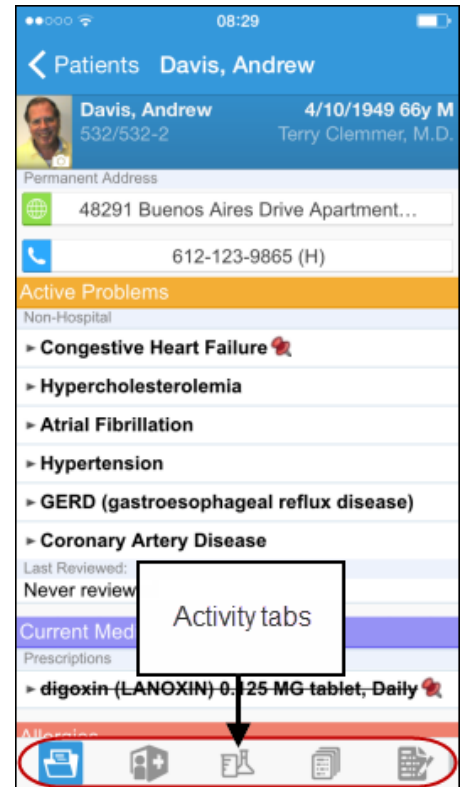
ⓘ Tap and drag the activity bar at the bottom of the screen to the left to see more Activities.

Find Your Patients

You can find hospital, clinic, and surgery patients in Haiku. The tool you use to find the patient depends on where the patient is located, as described in the following topics. After you find the patient, tap the patient's name to open the chart.

Find admitted patients

Tap ![icon] to open your default patient list or all patient list folders if you don't have a default list set up in Epic Hyperspace. 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 in Hyperspace by right-clicking the list and clicking **Default List**. You can tap ![icon] to open a different patient list. The following icons indicate that a patient has new information to review.

![icon]	Indicates new abnormal results.
![icon]	Indicates new critical results.
![icon]	Indicates new notes.

Find clinical appointments and surgical cases

Tap ![icon] (Android) 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 colleauges, tap ![icon].

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.
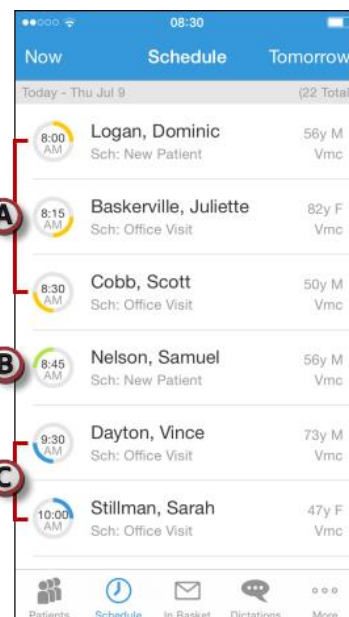
For example:

A. Previous appointment (yellow), 15 minutes
B. Current appointment (green), 15 minutes
C. Future appointment (blue), 15 minutes

Find other patients

To find a patient who isn't on your patient list or schedule, tap ![icon] 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. The results appear with more patient details, such as address. Tap the Menu button or ![icon] to sort results.

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.

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. This includes medications, allergies, and the problem list. In the **Current Medications** section, you may see any of these icons:

📌	Long-term medication
💬	Patient-reported medication
🛏	Inpatient medication
🏠	Outpatient medication

Mark information as reviewed

You can mark allergies, active problems, and medications as reviewed while viewing from the patient summary in Haiku.

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

Review past encounters

Tap **Encounters** to review information about previous encounters, such as a reason for the visit or admission and visit diagnoses or problems. Progress notes are included in the report, as well as vitals. You can review the orders placed during the encounter in the Order Summary section.

Tap an encounter to review it.

Review documents from outside organizations

If your patient has associated documents from outside organizations, you can review them in the **Care Everywhere (CE) Reports** activity. The activity shows clinical and encounter summaries already requested from other organizations.

From a patient's chart, tap **Care Everywhere**.

- Tap **Summaries** to review a patient's clinical summary.
- Tap **Documents** to review a patient's clinical documents.
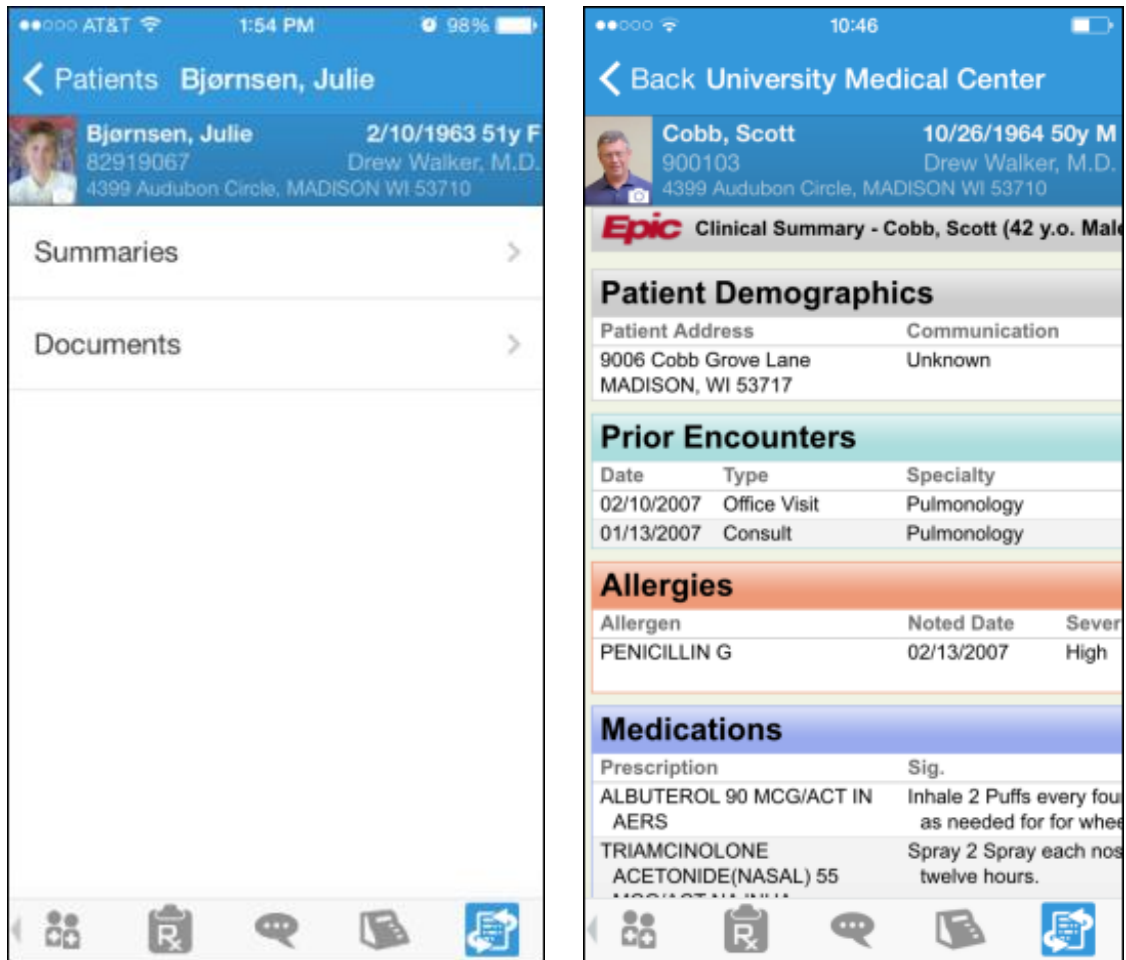
> (i) Documents listed in black text are available to view, while documents listed in gray text must be requested from Hyperspace before you can view them.

Capture and Review Patient Photos and Media

Get the whole picture of a patient's health with Image Review in the new Media Viewer Activity. With this new activity, you can view the image without having to return to a workstation.

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 improted 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.
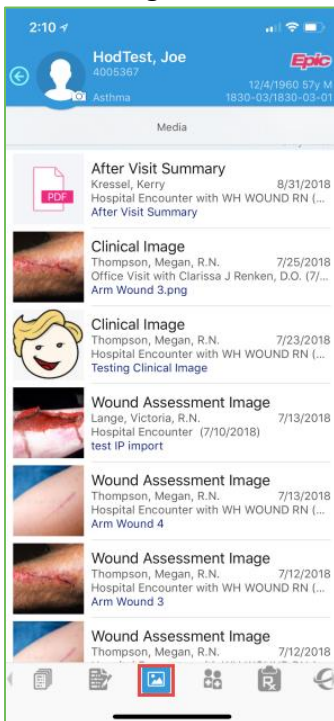
Capture clinical images

1. In the Media Catpure 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 Clinical Image, 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.

Push Notifications

Push notifications are the new paging

By enabling push notifications using Haiku, you will receive a notification on your mobile device so you can see a full message without the need for a workstation. Users are able to toggle notifications on or off in the User Preferences menu in Haiku's Notifications activity to manage notifications.
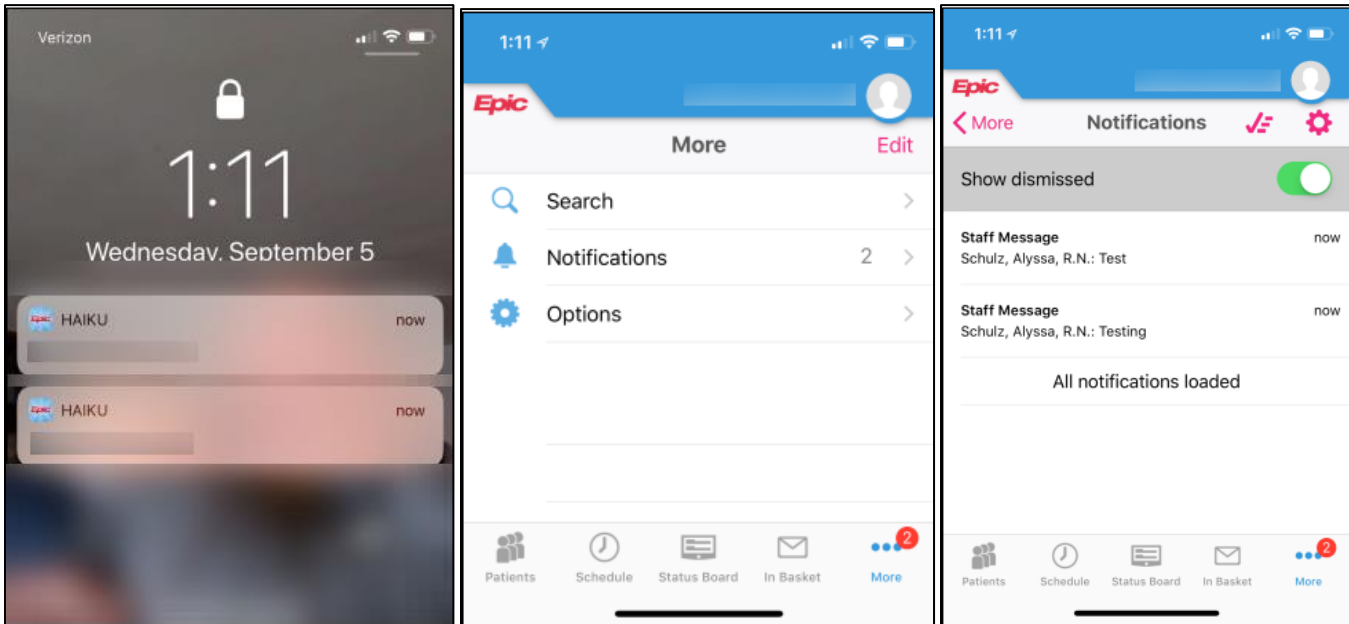
How to enable and modify push notification settings

In order to modify push notification settings:
1) Tap **More**

2) Tap **Notifications**
4) Slide the **Show dismissed** button to the right so it turns on – this will allow you to still see your notifications if one is accidentally dismissed
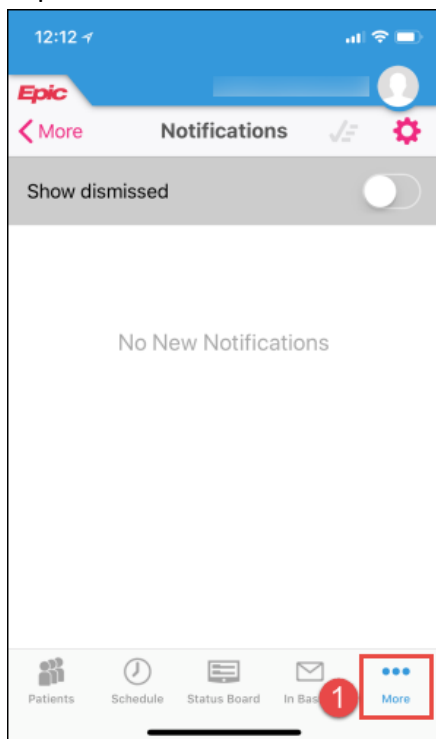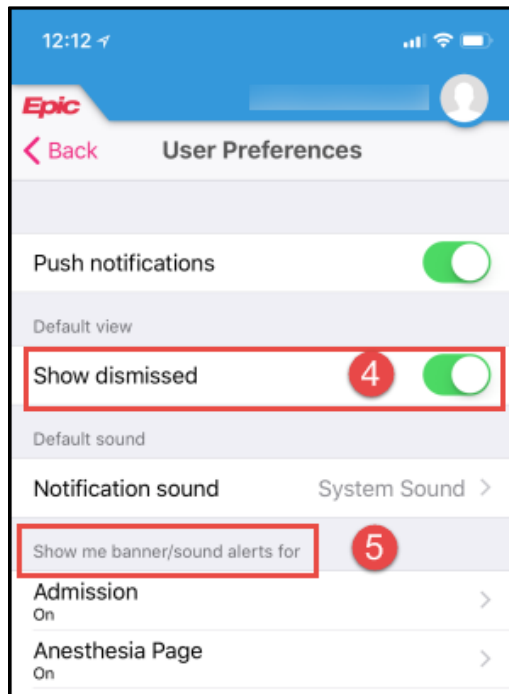5) Turn notifications on or off under **Show me banner/sound alerts for.** This area is specific to the notifications you want based on the different types available, such as staff messages or result.

Push notifications for lab/imaging results and consult orders

Physicians who use Haiku regularly will have the bell icon available in Hyperspace for unsigned lab, imaging, and consult orders. By clicking the bell icon, you subscribe to the order but also receive notifications for any orders created by the original order. For example, if you subscribe to receive notifications for a standing CBC order, you receive notifications about each daily result.

NOTE: You must have logged in to the mobile application in the past 45 days to see the icon.
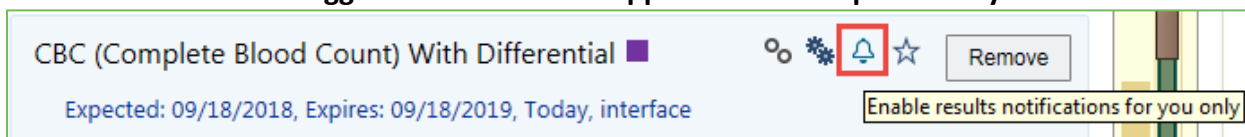
More information in result notifications

Result push notifications now show more information by default, helping you decide with a single glance how urgently you need to act on a given result. The result notification now indicates whether the result is abnormal or critical. It also contains the patient's age and sex so you can more easily gauge the context of the result.
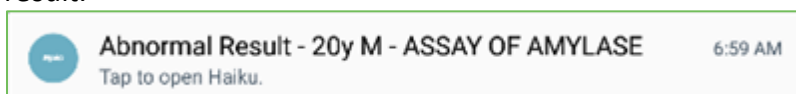
Manage In Basket Messages

In the **In Basket** activity, you can read and respond to many types of messages, including:
- Cosign-Clinic Orders
- Patient Calls
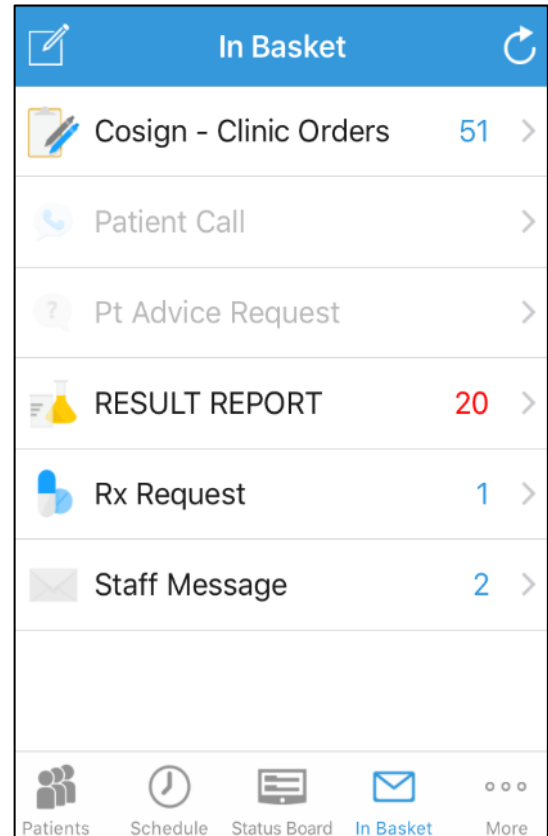- Patient Medical Advice Request
- Result Report
- Rx Request
- Staff Message

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.

	In Basket	↻
Cosign - Clinic Orders	51	›
Patient Call		›
Pt Advice Request		›
RESULT REPORT	20	›
Rx Request	1	›
Staff Message	2	›

Patients Schedule Status Board In Basket More

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 In Basket when you open it in Hyperspace, but are hidden from your mobile In Basket.

Work with staff messages

1. To create a new Staff Message, tap [icon] from the In Basket activity.
2. Tap **Compose Staff Message**.
3. Write your message.
4. Optionally, add the following flags to your message before sending it:

[phone icon]	Flags the recipient to call you.
[! icon]	Flags the message as high priority.

5. Tap [icon] to send the message.

When you receive a Staff Message, tap [icon] to **Reply** or **Forward** the message or tap the [flag icon] to mark as **Unread** or **Defer to Workstation**.

Review results

After you open the patient's chart, tap **Results** 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 **Report** to see the Report View. For imaging or EKG results, a narrative report appears.

[info icon]	Tap and hold on a result to see the reference range for that component.

Release results to MyChart

You can release results to patients through MyChart like you can in Hyperspace.

1. In a Results message, tap [icon].
2. Select the results you want to release.
3. To add a comment for the patient, tap [icon] and type your comment. Tap **Release**.

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 [icon].
2. Enter any additional text you want to add and tap [icon] to send the reminder to yourself.

Create a result note

From a Results message, you can send a result note to another clinician or file more information about a result as a QuickNote.

1. In a Results message, tap .
2. Tap Route To and search for a recipient. Select one or more recipients.
3. Tap Compose note to enter a note for the result and then select orders at the bottom of the screen to attach to the Result Note.
4. Optionally, mark the note as Important by selecting the Important check box. If you want to file your note as a QuickNote, select the box next to the Also File as QuickNote option.
5. Tap to send the note. If you selected the QuickNote option, the note is also filed as a QuickNote.

Refill prescriptions

1. In an Rx Request message, tap a pending medication to review the order details. Tap the **Back** button to return to the message.

   o If you need to review the full chart, tap the patient's name.

2. Act on the request:

   o Tap **Edit** to selectively approve and refuse pending medications or edit the order details.

   Tap to edit the order details for a medication and, when you are finished, tap **Accept**.
   o Tap **Approve** to approve all pending medications.
   o Tap **Refuse** 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.
4. Select **Close encounter** if desired and tap **Accept**.

Cosign clinic orders

You can cosign orders through **Cosign - Clinic Orders** In Basket messages.

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. If declining, a decline reason is needed.

Respond to patient advice requests

You can respond to medical advice questions through **Patient Medical Advice** (Pt Advice Request) messages.

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 indicate that you have responded by calling the patient. The message is removed from your In Basket.
   • Tap to see other options, like **No Action**.

Send the patient a new MyAspirus message

You can now compose a new MyAspirus message from Haiku with a patient who has an active MyChart account or proxy.

1. Initiate a message from a patient's chart by going to the Summary activity.
2. Tap **Send MyAspirus message** below the patient's address.
3. Compose your message.
4. Tap Send.

OR

1. From the In Basket activity, tap .
2. Tap **Compose Patient Message**.
3. Search for your patient or select your patient from the recent patient list.
4. Compose your message.
5. Tap Send.

Review Results

Tap **Result Report** from In Basket to review results messages. 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.
2	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.
4	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.

Tap a result to see the details.

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

From the springboard, tap **Notes** to view and create notes and letters. The Notes activity shows you all of a patient's encounter notes in one location. Tap 📄 to see a list of encounter notes. From the list, tap a note you want to review. Tap the patient's name in the upper-left corner to return to the list. You can also review notes you have started or edited from your workstation. These notes appear as read-only in the **Notes Entry** Activity.

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 so you can find them later.

1. Tap 🔷 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.
   - Tap ⋮ **> Note Info** to edit the note details such as Note Type.
3. Tap **Sign on Sign Visit** or tap ⋮ to Sign or Pend you note. You can edit pended notes later from the Notes activity. Signed notes are filed to the chart. Note that you can't use Haiku to edit pended notes that were created in Hyperspace.
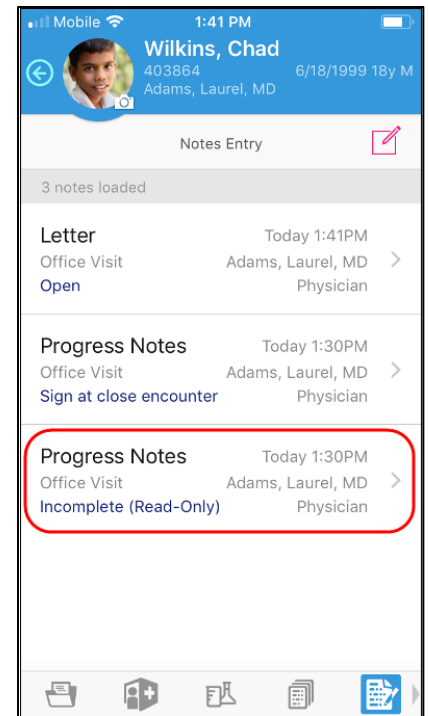
Write Orders/E-Prescribe Medications

To begin, tap **Medications** to open E-Prescribing

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. Note that you can only order medications, not procedures.

> ❗ 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.

Review medication information

The **Active Meds** tab shows a list of the patient's current current outpatient prescriptions.
- Tap the allergies information bar to review the patient's allergies.
- Inpatient medications appear only in the patient summary.

Search for a medication

Tap ⊞ to see your Haiku preference list and open search to find medications that aren't in your preference list. Medications included in Haiku and other preference lists are elevated in the search results.

The following icons appear in the search results:

☎	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. In the E-Prescribing activity, review any current prescriptions or facility-administered medications and tap the allergies information bar to review allergy information.
2. Tap to search for a medication. Matching medications on your preference list appear at the top of the search results.
3. Select a medication and tap each field to enter specific order information. When you are finished filling out the medication details, tap **Accept**.
   - To print or call in an order that can't be e-prescribed, select the appropriate **Class** in the medication details. You'll see a list of orders to call in to the pharmacy after you sign.
   - If you see any medication warnings, you can bypass yellow alerts by tapping **Override** or **Accept**. You must go back and make changes to address red alerts.
4. The Summary screen appears. If necessary, tap to edit the pharmacy listed at the bottom of the screen.
5. Tap **Sign**. If required, authenticate with your password or fingerprint and tap **Done**.
6. If you entered a call-in medication, the **Call-In Medications** form appears. Call the pharmacy and tap **Done** to indicate you have phoned the orders in.

> Tap to verify the patient's benefit information or choose the pharmacy for your orders.

Critical dose warnings

By default, the critical single dose threshold is set to 500%. So, for example, if the recommended maximum single dose is 5mg, a critical dose warning appears for any dose greater than or equal to 30mg.

If you receive this Critical Dose Warning, and this IS the correct order/dose that you want to order, please login to a workstation to Override the warning (this cannot be done in Haiku).

Contact Care Team Members

From the springboard, tap Care Team 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 device. Note that Haiku can't mask your phone number, so it will appear on calls you make from your device.
2. Tap to open a map of the care team member's clinic location.

Conduct a Video Visit

Start a scheduled video visit

1. In Haiku, go to your schedule and tap the patient's video visit.
2. Go to the Telemedicin activity to launch the video visit.