



Hackensack
Meridian Health

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Owner:	<i>Miriam McNicholas: Clinical Policy Administrator</i>
Policy Area:	<i>Patient Care-ENTERPRISE</i>
Applies To:	
Applicability:	<i>Hackensack Meridian Health Network</i>

Utilizing EPIC Secure Chat

Operational Definitions

EPIC Secure Chat Messaging :native Epic functionality which allows clinicians to message securely and in a HIPAA compliant manner from within both the Epic desktop and mobile applications. Allows for Patient centric chats with Treatment team members. Allows for push notification of consults if Epic's mobile app (Haiku) is installed. Allows for forwarding of messages and ability to set Away/Busy status.

Maestro: third party application contracted by Hackensack Meridian Health to perform HIPPA compliant secure text messaging.

Purpose:

HackensackMeridian Health (HMH) recognize our responsibility to protect individually identifiable health information, in electronic form, under the regulations implementing HIPAA, other federal and state laws protecting the confidentiality of personal information, and under general, professional ethics. This policy provides guidance for the the use of Secure Messaging. All personnel of HMH who utilize EPIC Secure Chat must comply with this policy.

Scope:

All HMH physicians, licensed independent providers (LIP), and team members who utilize Secure Chat Messaging through any HMH facility.

Policy:

Secure Chat Messaging is meant to convey brief, non-emergent information between members of the health care team. Secure chat messaging is not a substitute for clinical decision making, official documentation, or orders in the electronic health record. Epic Secure Chat Messages are not part of the legal medical record; however, they may be discoverable. Secure chat messaging is not to be used for time sensitive, critical information or to relay critical values. ***Use of non-secure messaging tools, such as SMS and iMessage, for any patient related communication containing Personal Health Information (PHI) is prohibited.***

Guidelines:

1. Mobile devices lost, stolen or replaced with any HMH applications installed must be immediately reported to

the IT Help Desk and follow processes outlined in : [HIPAA Security Rule Mobile Device Security Policy](#) and the [HIPAA Security Rule Media and Device Security Policy](#).

2. Messaging orders is prohibited.

3. Notification for initial physician consults can be completed via Secure Chat/Push Notifications as long as the provider enabled with Haiku. **Note: This is in addition to the already established workflow of a telephone call to the provider whether from the unit clerk or provider to provider.**

- only physicians can accept consults
- a physician doesn't need to be actively logged in, notifications are pushed

4. Time sensitive, critical information or critical values/results are **NOT** to be messaged through EPIC Secure Chat.

5. HMH prohibits users from taking screen shots or any replications of texts or images sent via Epic Secure Chat Messaging on the individual's device (e.g., cannot take photographs of the secure message transmissions with another phone).

6. Misuse of text messaging tools may result in limitation of access to these tools and/or the HMH electronic health record, loss of medical privileges, reporting to licensing agencies, or other disciplinary action, up to and including termination of employment, as defined by [HMH Code of Conduct Policy](#) and the [HMH Cooperation and Discipline Policy](#)

7. All clinicians will have access to Secure Chat by default once Secure Chat is implemented in their area (i.e. Inpatient, Home Health, Ambulatory, etc.).

8. Do not assume that your message has been read by the recipient without receiving a read receipt from the recipient.

9. If you have not heard back from the person you are trying to reach in 10 minutes, you must try another form of communication other than Secure Chat to relay patient information (phone call, service notification or pager)

10. EPIC Secure Chat is not part of the legal medical record.

Reviewed By:

HMH Network Medical Governance Committee

Attachments

No Attachments

Applicability

Alert Ambulance, Bayshore Medical Center, Carrier Clinic, Extra Site 1 - was JFK Rehab, Extra Site 2 - Riverview Rehab, Extra Site 3 - Shore Rehab Institute, HMH Nursing & Rehabilitation, Hackensack Meridian Health Inc., Hackensack Meridian School of Medicine, Hackensack University Medical Center, Home Health and Hospice, JFK Medical Center, Jersey Shore University Medical Center, Legacy Meridian Health, Ocean Medical Center, Palisades Medical Center, Physician Services Division, Raritan Bay Medical Center - Old Bridge Division, Raritan

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