Haiku Quick Start Guide

Getting Started

Welcome to Haiku, Epic's mobile app for Apple iOS®.
Mobile devices should be up to date, mobile client version 9.3 or later is required. This version of Haiku requires iOS 12.0 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 iOS.pdf

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

Log in

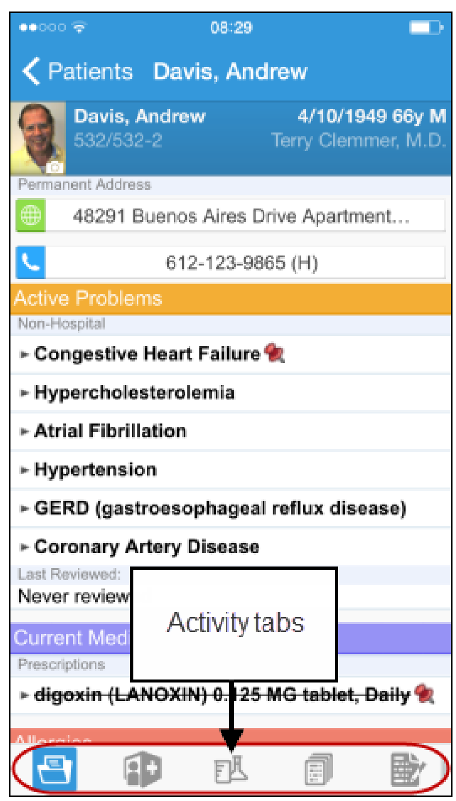
1. On your device, tap .
2. Enter your user ID and password in the login fields.

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

i	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 Activities from the tabs on the bottom of the screen or by tapping a patient's name from the schedule or patient list.

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

Find Your Patients

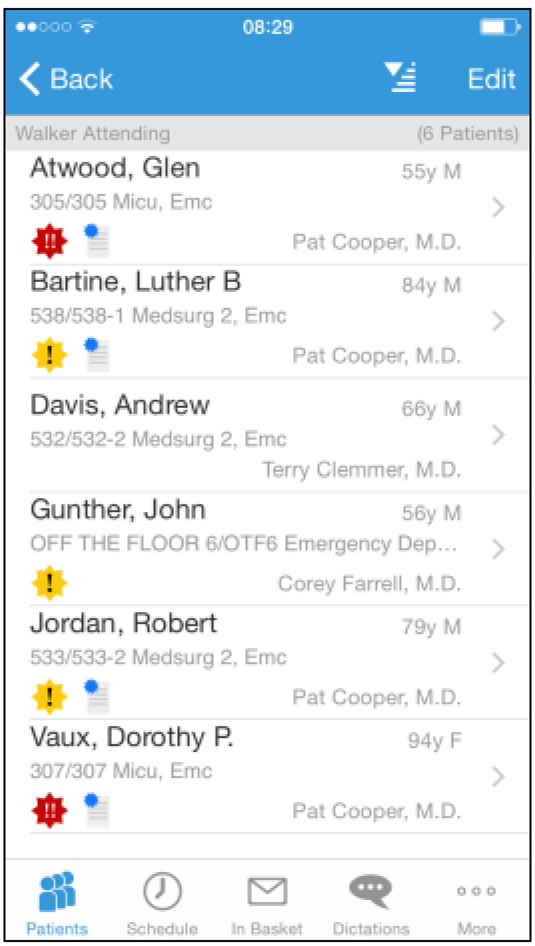
You can find hospital, clinic, and surgery patients in Haiku. The tool you use to find the patient depends on where the patient is located, as described in the following topics. After you find the patient, tap the patient's name to open the chart.

Find admitted patients

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



Find clinical appointments and surgical cases

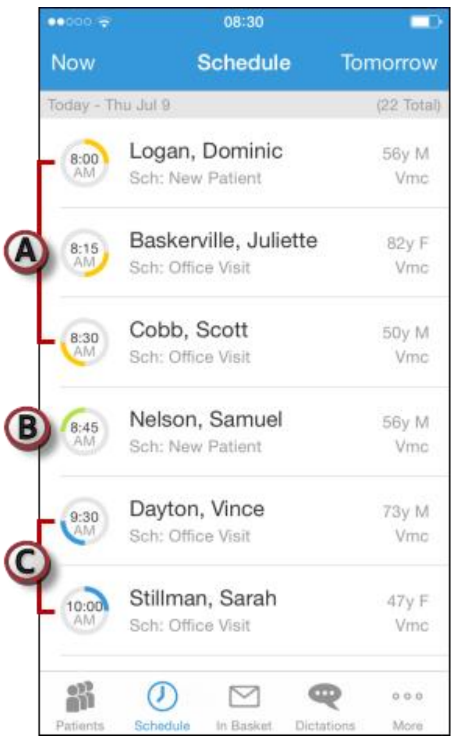
Tap to open your schedule. Select a date on the calendar view to see your schedule for that day.

To see schedules for other groups, departments, or colleauges, 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:

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



Surgical cases appear like this:

Find other patients

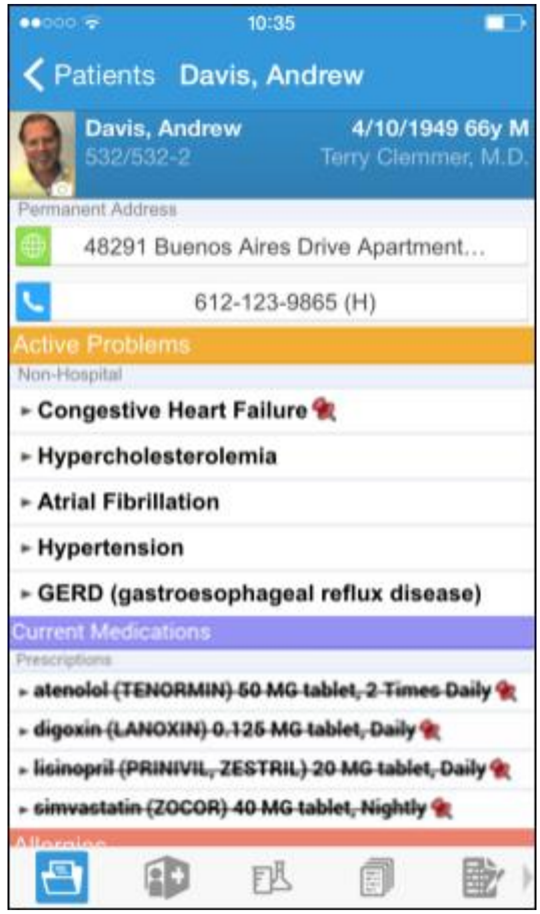
To find a patient who isn't on your patient list or schedule, tap (**More**) and **Search** to open the Patient Search activity. Then search as you normally do in Hyperspace, using the patient's name or MRN, and the results appear with more patient details, such as birth date and address.

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.

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.



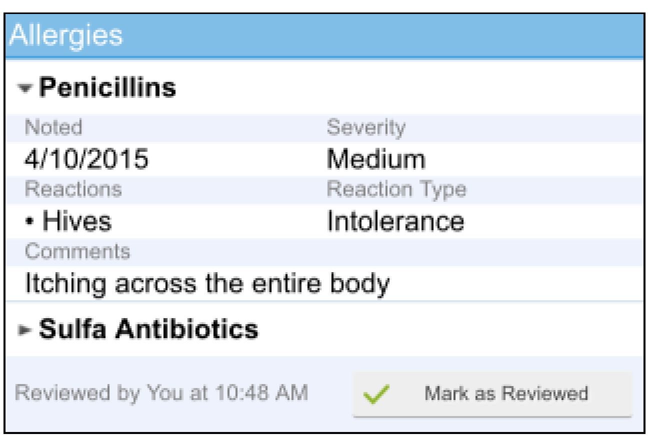
In the **Current Medications** section, you may see any of these icons:

	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.

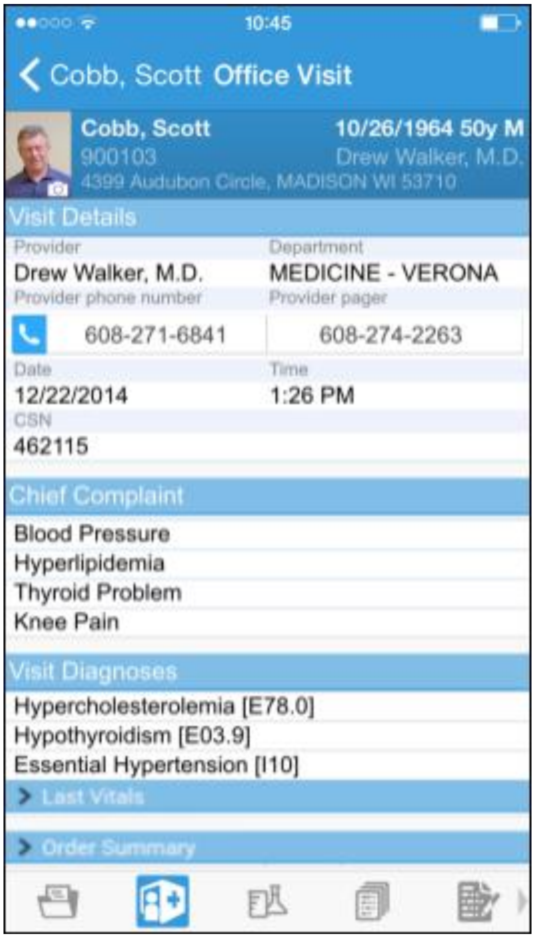
In the Patient Summary Activity, tap **Mark as Reviewed** to record that you've reviewed the patient information.



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.

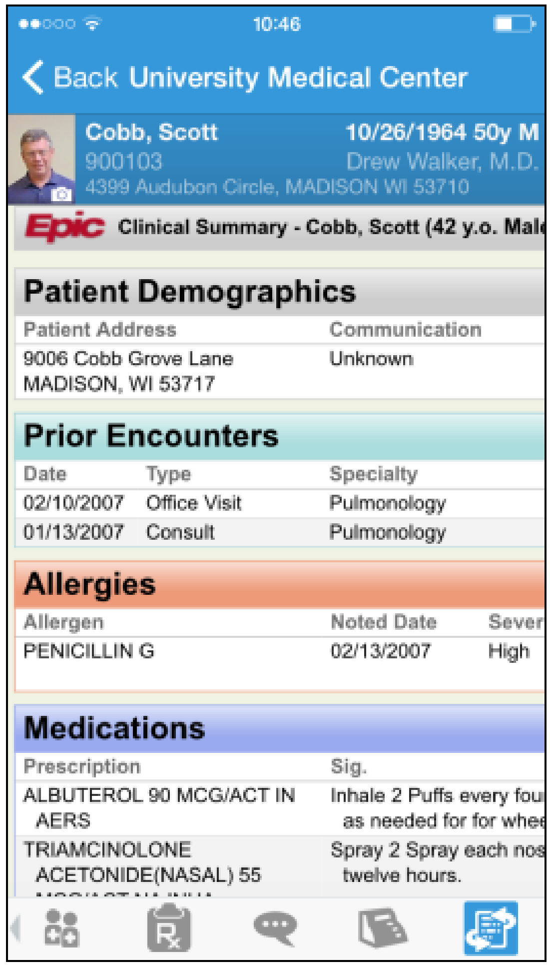


Review documents from outside organizations

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.



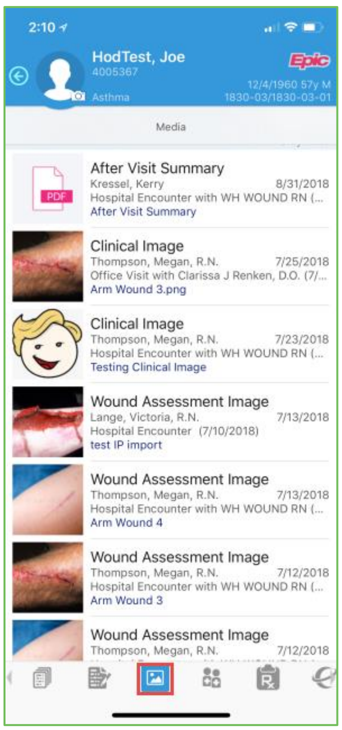
Documents listed in black text are available to view, while documents listed in gray text must be requested from Hyperspace before you can view them.

Capture and Review Patient Photos and Media

Review clinical images 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.



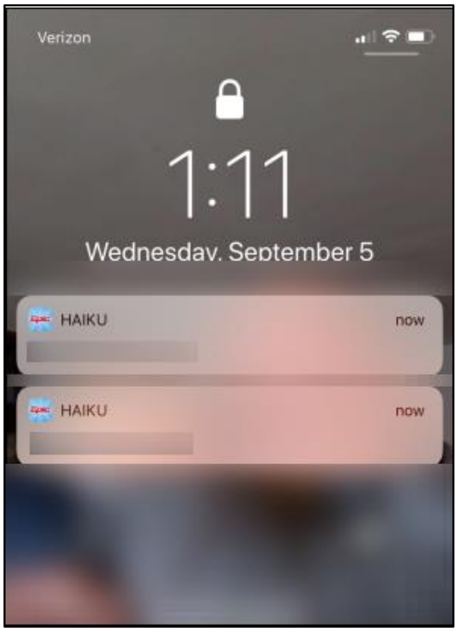
Capture clinical images

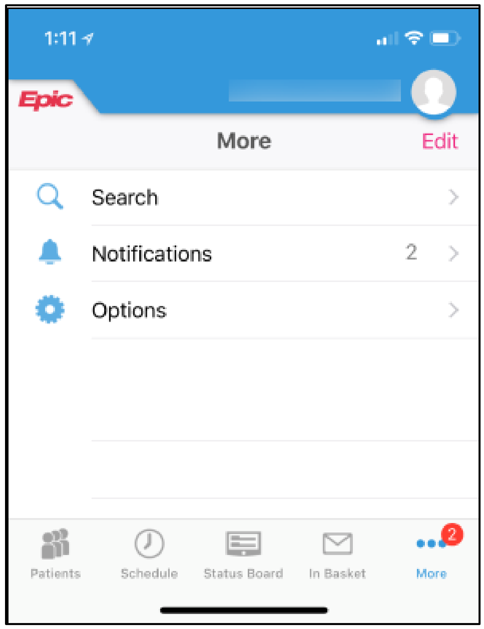
1. In the Media Catpure activity, tap **Capture Clinical Image** and use the camera on your device to take a picture.
2. Tap **Use Photo**, select a document type, such as Clinical Image, and enter a description.
3. Tap **Save** to save the media to the chart. You can review media captures in the Media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

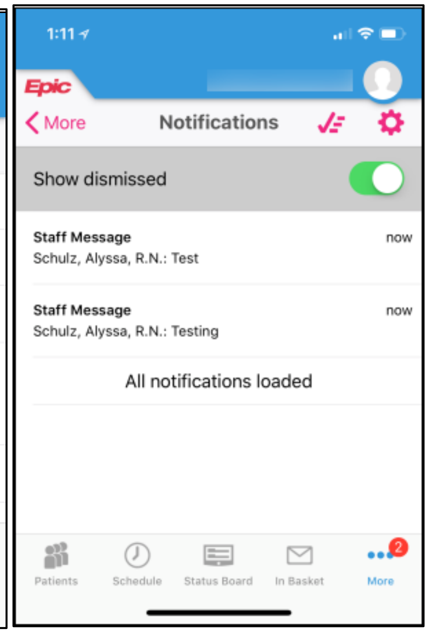
Push Notifications

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.



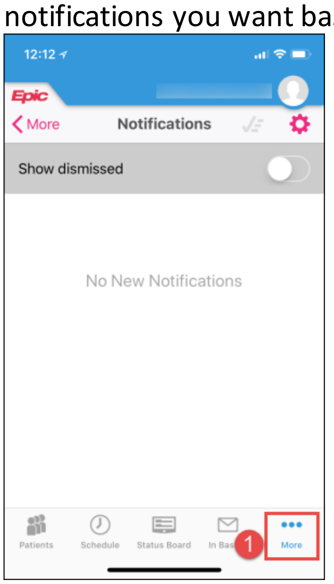


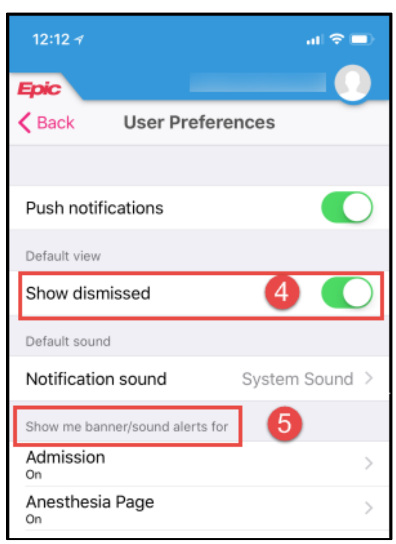


How to enable and modify push notification settings

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.

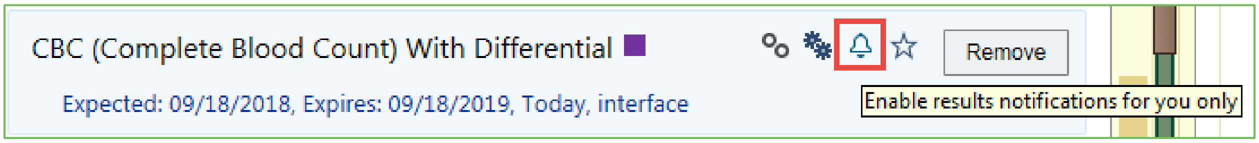




Push notifications for lab/imaging results, and consult orders

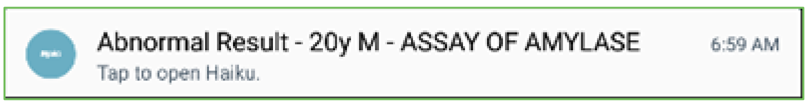
Physicians who use Haiku regularly will have the bell icon available in Hyperspace for unsigned lab, imaging, and consult orders. By clicking the bell icon, you subscribe to the order but also receive notifications for any orders created by the original order. For example, if you subscribe to receive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



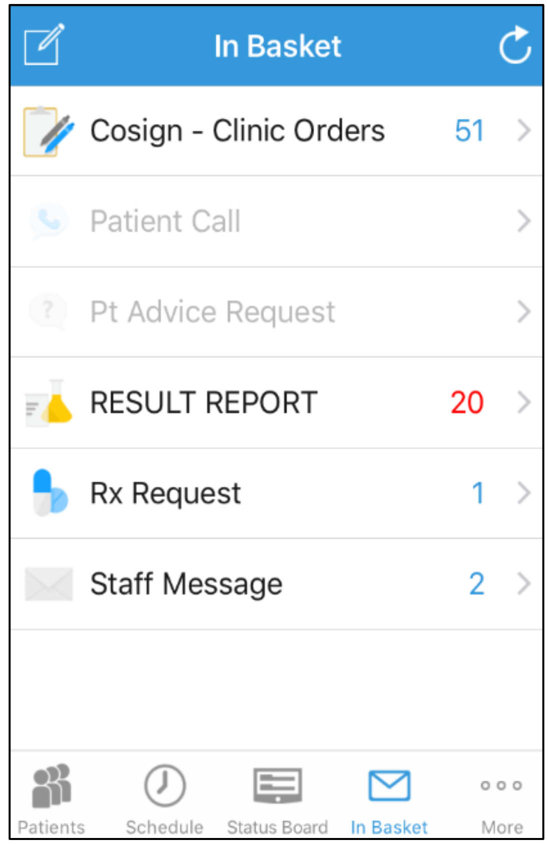
Manage In Basket Messages

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.



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 from the In Basket activity.
2. Write your message.
3. Optionally, add the following flags to your message before sending it:

	Flags the recipient to call you.
	Flags the message as high priority.

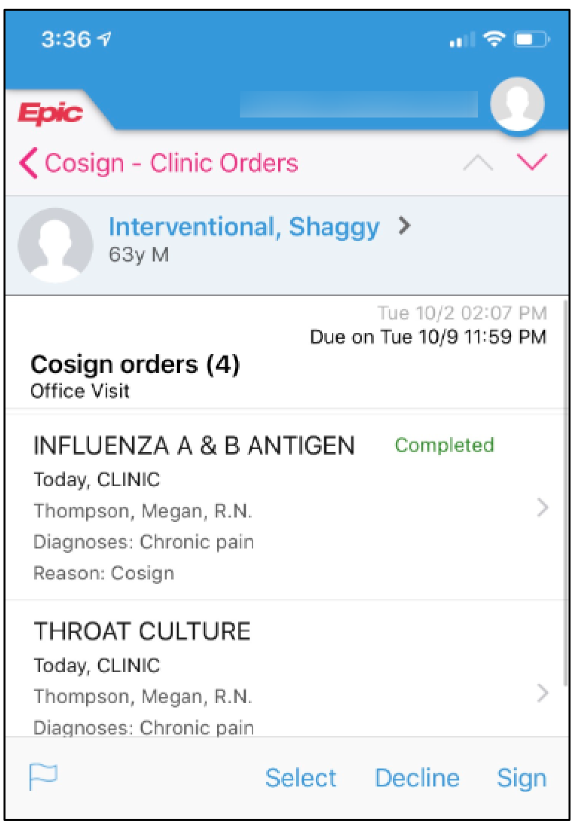
4. Tap **Send** to send the message.

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

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.
   - Sign or decline individual orders in a single message. If declining, a decline reason is needed. Then tap **Accept**.



Respond to patient advice requests

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

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

Review Results in Result Report

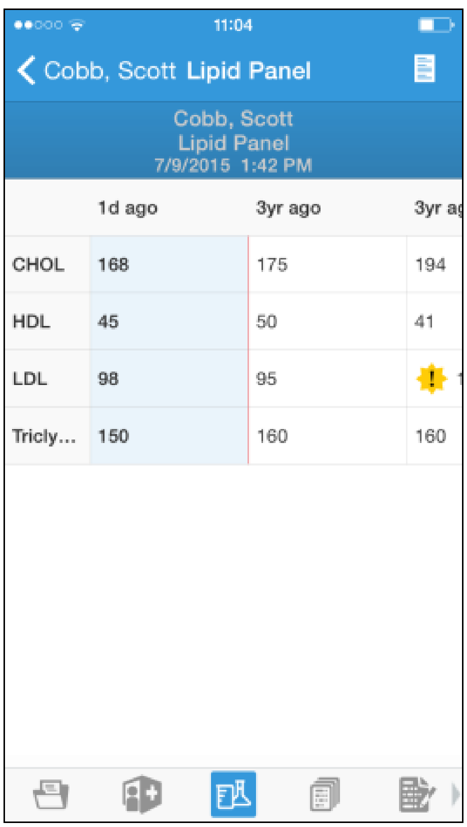
Tap **Result Report** from In Basket to review results messages. The following icons can appear next to Results messages:

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.

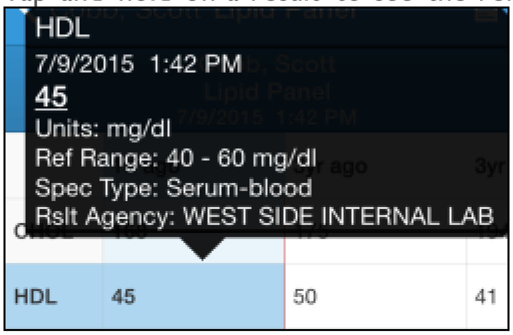
Tap a result to see the details.

Review 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.



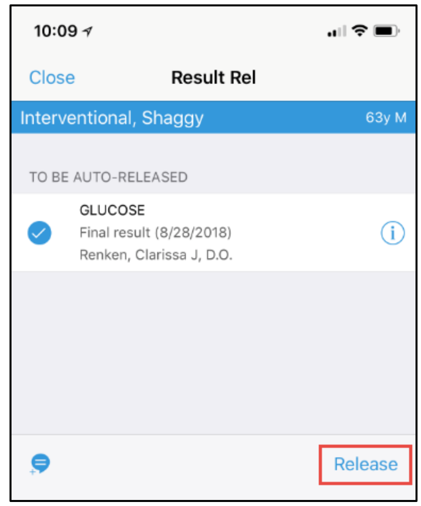
Tap and hold on a result to see the reference range for that component:



Release results to MyChart

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

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



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 . For some messages, you might need to tap then **Rslt Note**. The **Result Note** screen appears.
2. At the bottom of the screen, it shows how many results can be selected.
3. Select one or more orders.
4. Tap the middle box and enter a note for the result.
5. Tap and search for a recipient. Select one or more recipients.
6. If you want to file your note as a **QuickNote** or **Important**, select **Note Options**.
7. Tap **Send** to send the note. If you selected the **QuickNote** option, the note is also filed as a QuickNote.

Review a patient's critical or abnormal results

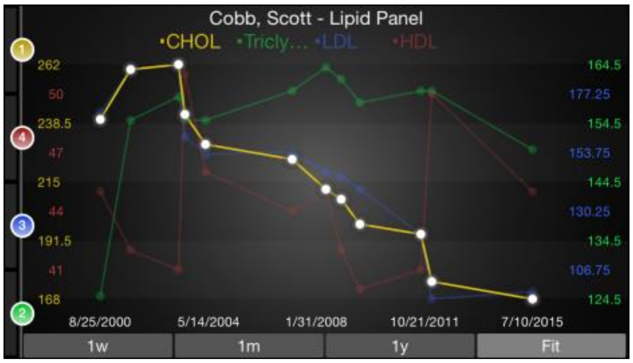
An icon appears in the patient list for patients with any new results. These same icons appear in the **Results** activity.

	Abnormal result
	Critical result

View a graph of results

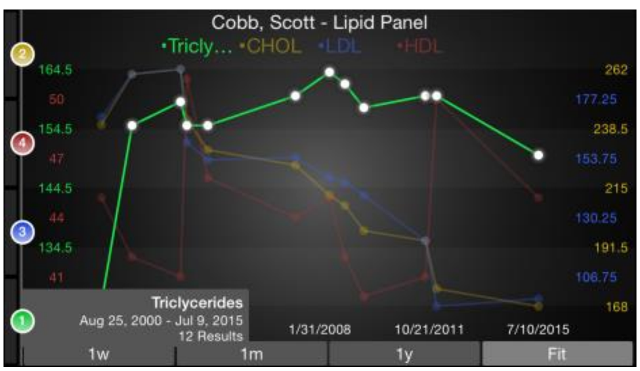
Review discrete lab results in a graph. While reviewing a table in the **Results** activity, turn your device horizontally.

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.



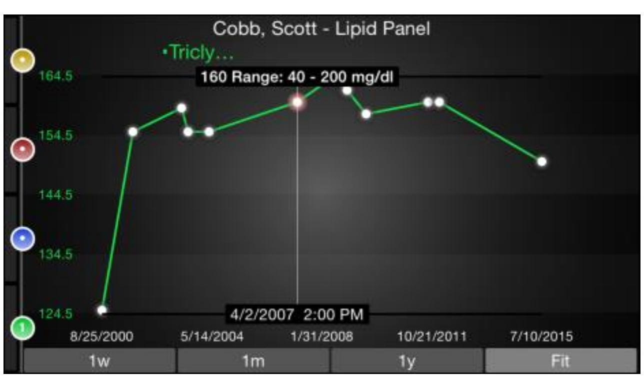
Focus on one type of result

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 & Create Notes & Letters

The **Notes** Activity shows you all of a patient's encounter notes in one location, so you don't need to open every encounter to view its related notes.

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 **Notes Entry** (iOS) or (Android) 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.
   - For iOS: Tap to edit the note details such as Note Type.
   - For Android: Tap **> Note Info** to edit the note details such as Note Type.
3. Tap **Sign on Sign Visit** or tap (iOS) or (Android) 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

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

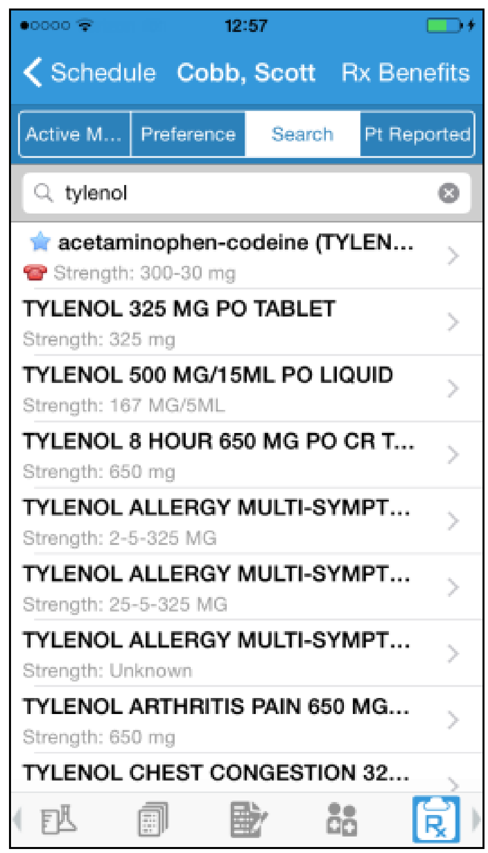
> **!** You can write most outpatient and inpatient orders from Haiku, but note these limitations:
>
> - You can't e-prescribe controlled medications.
> - For non-medication orders and inpatient orders, you can only edit indications of use and answer questions.
> - You can't manage your preference list.
>
> 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 displays an accurate and complete list of the patient's current prescriptions, including medications that cannot be e-prescribed or called in (indicated with). This list doesn't contain Inpatient medications. They appear only in the patient summary.

Tap or swipe up on the **Allergies** information bar to review the patient's allergies.

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 and enter at least three characters 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 i
	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.

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**.

Write a prescription

You can write a prescription from your device.

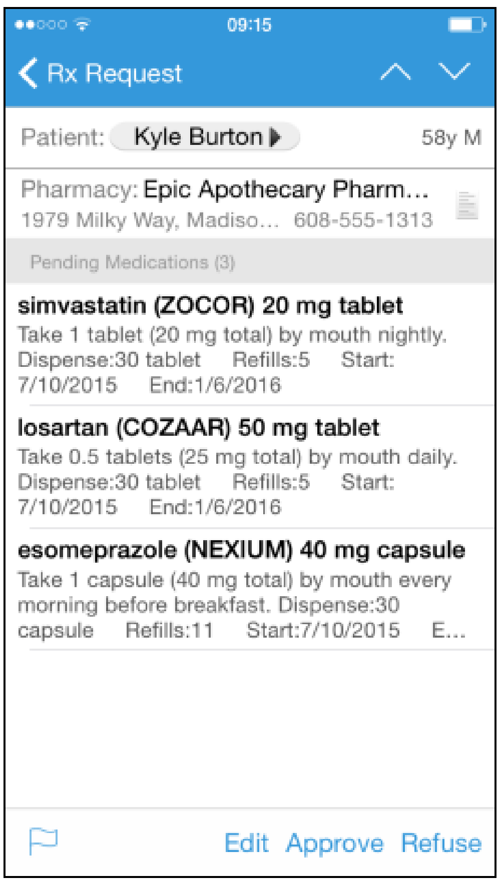
1. On the **Active Meds** tab, review any current prescriptions or facility-administered medications and tap or drag the **Allergies** information bar to review allergy information.
2. Optionally, tap **Rx Benefits** to verify the patient's benefit information.
3. Tap **Preference** to use the Preference tab to find a medication. You can also search for a medication using the **Search** tab.
4. Select a medication. The **Edit** screen appears.
5. Tap to select individual fields or swipe across the bottom half of the screen to move through the fields.
6. Optionally, tap **More** to turn on Dispense as Written or enter notes for the pharmacy.
7. When you are finished filling out the medication details, tap **Next**.
8. Alerts might appear.
   a. If necessary, you can bypass yellow alerts by tapping **Override** or **Accept**.
   b. You must go back and make changes to address red alerts.
9. The Summary screen appears. If necessary, tap the Pharmacy at the bottom of the screen to edit it.
10. Tap **Sign**.
11. 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 **Called In**. The Active Meds tab appears and now includes the medication you called in.

Refill prescriptions

You can refill prescriptions from the app.

1. In an Rx Request message, tap a pending medication to review the order details. The Order Details screen appears. Tap **Rx Request** to return to the Message InBasket.
   a. If you need to review the full chart, tap the patient's name.
2. To preview the Rx Request information, tap and hold over each request.
3. Act on the request:
   a. Tap **Edit** to selectively approve and refuse pending medications or edit the order details. The Edit screen appears. Tap a medication to edit the order details before approving it. When you are finished, tap **Accept**.
   b. Tap **Approve** to approve all pending medications.
   c. Tap **Refuse** twice to refuse all pending medications. The Alerts screen appears. Select a reason for refusal for each medication and tap **Accept**.
   Please note: Schedule III, IV, and V medications can only be called in from Haiku.
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. The Close Encounter screen appears.
   a. If you aren't ready to close the encounter, toggle **Close encounter** off.
5. Tap **Accept**.



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).

Associate a diagnosis with an order

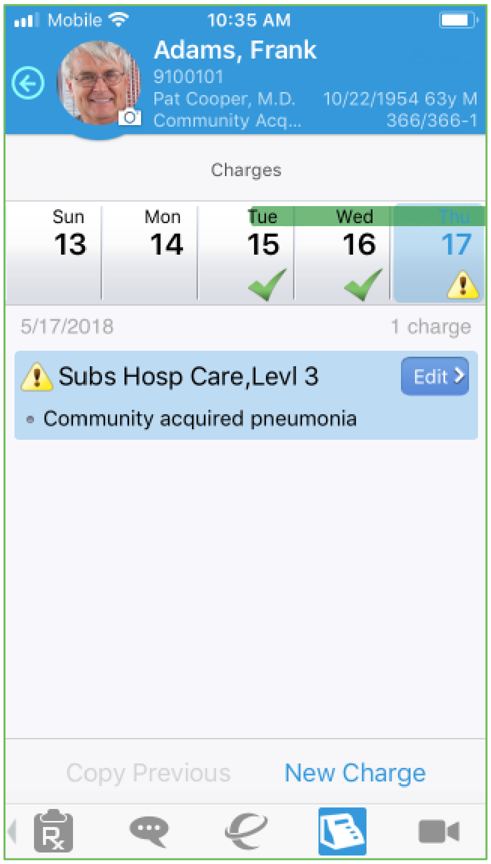
You can associate a medication order with a patient's diagnosis while placing the order in Haiku.

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

Old pending charges in Haiku are now filed automatically

Charges that you enter on a mobile device but you forget to file are now filed automatically 30 days after the service date. Charges are filed even if they are missing required information.

To prevent errors, we recommend no charges are pended in Haiku and Canto. If need, you are able to continue to edit pending charges on your mobile device within 30 days.



Limerick

Limerick offers compatibility with your Apple Watch.

Limerick shows appointments for only the current and following day to make your schedule and apptointments easier to read on an Apple Watch screen.

Keep a close watch on results in Limerick

Stay on top of important results for patients with a single glance on your Apple Watch. Result push notifications in Limerick show the full value of the result, letting you know important information immediately without having to open the notification in Haiku.

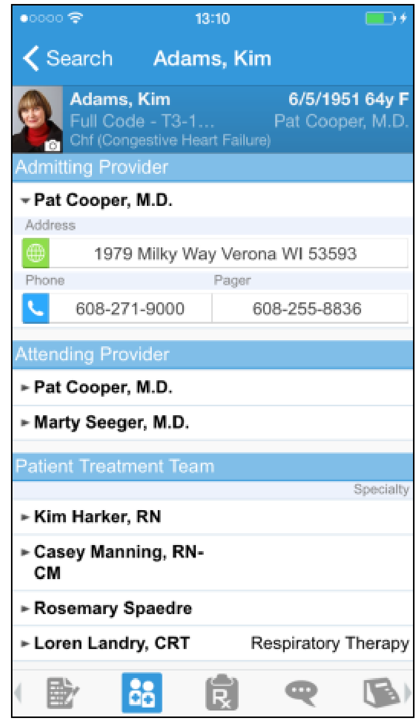
The following patient identifiers will appear in result notifications, however no PHI will be shown:

- Age
- Bed
- Chief Complaint
- Room
- Sex
- Unit

Contact Care Team Members

You might need to follow up with a prescribing physician about a medication the patient is taking or to discuss some recent results. 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.

Conduct Video Visits

Connect with patients

1. Open the patient's chart and tap to open the Telehealth activity.
2. Tap **Connect to Video Call** to start or join the video visit with patient.

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