# Haiku-Physician

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Getting Started

Welcome to Haiku, Epic's mobile app.

Log in

⚠️ If you forget your Epic user ID or password, <call the Help Desk and ask for the Security team.>

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

⚠️ You must be up to date with the most recent version of software on your device or you will not be able to login.
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.

![Activity tabs]

Tap and drag the activity bar at the bottom of the screen to see more activities.

Log out

When you leave Haiku to go to your device home screen or switch to another app, Haiku continues to run in the background. For security reasons, Haiku automatically logs you out after <20 minutes> of inactivity. However, you can also log out yourself if you know you won't need to use the app for a while.

1. Tap to go to the Options screen. (Note that you might need to tap first to find .)
2. Tap Logout.
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. 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 **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 +, search for a patient, and then select the patient. When you are finished editing the patient list, tap **Done**.
Find clinical appointments and surgical cases

Tap to open your schedule. The schedule opens to the current day. <You can also see tomorrow's 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.

A. Previous appointment (yellow), 15 minutes
B. Current appointment (green), 30 minutes
C. 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, and the results appear with more patient details, such as birth date and address. Tap [ ] 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.
Manage In Basket Messages

In the In Basket activity, you can read and respond to many types of messages, including:

- Staff Message
- Results
- Cosign - Clinic Orders
- Rx Request
- Pt Advice Request
- Customer Relationship Management (CRM)

You can also create new Staff Messages.

The In Basket folder appears with the number of unread messages. The number appears in 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 appears in gray.
## Prioritize messages

The following icons appear next to messages in a folder to help you prioritize them:

<table>
<thead>
<tr>
<th>🔄</th>
<th>High priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>⬇️</td>
<td>Low priority</td>
</tr>
<tr>
<td>⬤</td>
<td>Unread message</td>
</tr>
<tr>
<td>🗏</td>
<td>Pended message</td>
</tr>
<tr>
<td>⏳</td>
<td>Overdue message</td>
</tr>
</tbody>
</table>

In Hyperspace, you can mark messages that you want to remain in your In Basket as pended.

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 Haiku or Canto.

You are responsible for the message. Messages with responsibility allow recipients to more closely track whether someone has started working on a task. Only the person who has responsibility for a message can mark it as Done.
Work with Staff Messages

You can send Staff Messages from Haiku.

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:
   a. ⏧ flags the recipient to call you.
   b. ⚠ 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.

Review results

The following icons can appear next to Results messages:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>⚠</td>
<td>The patient has abnormal results. After you read the message, the icon becomes round.</td>
</tr>
<tr>
<td>⚠⚠</td>
<td>The patient has critical results. After you read the message, the icon becomes round.</td>
</tr>
<tr>
<td>⚠</td>
<td>The patient had a previously abnormal result for this order.</td>
</tr>
<tr>
<td>2</td>
<td>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.</td>
</tr>
<tr>
<td>4</td>
<td>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.</td>
</tr>
</tbody>
</table>

Tap a result to open it. After you finish reviewing the results, tap Done or Review.
Release results to MyChart

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

1. In a Results message, select tap and **Rslt Release**.
2. Select the results you want to release.
3. To add a comment for the patient, tap 📝 and type your comment.
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 ⭐. The Reminder screen appears.
2. Enter any additional text you want to add to the reminder.
3. Tap **Send** 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 📝. For some messages, you might need to tap 📝 and **Rslt Note**. The Result Note screen appears.
2. At the top of the screen, a box shows how many results are currently selected. Tap the box. The Select Orders screen appears.
3. Select one or more orders.
4. Tap **Result Note** to return to the Result Note screen.
5. Tap the middle box and enter a note for the result.
6. Tap **Route** and search for a recipient. Select one or more recipients.
7. Tap **Result Note** to return to the Result Note screen.
8. If you want to file your note as a QuickNote, select the radio button next to the **Also File as Quick Note** option.
9. Tap **Send** to send the note. If you selected the Quick Note 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. The Order Details screen appears. 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. The Edit screen appears. Tap a medication to edit the order details before approving it. When you are finished, tap **Accept**.
   - Tap **Approve** to approve all pending medications.
   - Tap **Refuse** twice to refuse all pending medications. The Alerts screen appears. 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. The Close Encounter screen appears.
   - If you aren't ready to close the encounter, toggle **Close encounter** off.

4. Tap **Accept**.

---

**Rx Request**

Patient: Kyle Burton 58y M

Pharmacy: Epic Apothecary Pharm... 1979 Milky Way, Madison... 608-555-1313

Pending Medications (3)

**simvastatin (ZOCOR) 20 mg tablet**
Take 1 tablet (20 mg total) by mouth nightly. Dispense:30 tablet  Refills:5  Start: 7/10/2015  End:1/6/2016

**Iosartan (COZAAR) 50 mg tablet**
Take 0.5 tablets (25 mg total) by mouth daily. Dispense:30 tablet  Refills:5  Start: 7/10/2015  End:1/6/2016

**esomeprazole (NEXIUM) 40 mg capsule**
Take 1 capsule (40 mg total) by mouth every morning before breakfast. Dispense:30 capsule  Refills:11  Start:7/10/2015  E...
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.
Respond to patient advice requests

You can respond to patient requests for medical advice through Pt Advice Request messages.

1. In a Pt 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.
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 can see these icons:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>💊</td>
<td>Long-term medication</td>
</tr>
<tr>
<td>📦</td>
<td>Patient-reported medication</td>
</tr>
<tr>
<td>🏥</td>
<td>Inpatient medication</td>
</tr>
<tr>
<td>🏡</td>
<td>Outpatient medication</td>
</tr>
</tbody>
</table>

![Patient summary screenshot](image)
Review past encounters

From the Encounters activity, you can 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 Reports activity. The activity shows clinical and encounter summaries already requested from other 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.
Capture Patient Photos and Media

You can update patient demographic photos and capture clinical images from the patient's chart.

Update a patient's photo

You can update a patient's demographic photo by taking her picture with your device.

1. In the patient's chart, tap the patient photo or camera icon in the upper-left corner of the screen. The Media Capture activity opens.
2. Tap Take Patient Photo.
3. Use the camera on your device to take a picture.
4. Tap Use Photo to save the photo to the Demographics activity in the chart.

Capture clinical images

1. In the Media Capture activity, tap Take Clinical Image.
2. Use the camera on your device to take a picture.
3. Tap Use Photo. The Media Properties screen appears.
4. Select a document type, such as Annotation, and enter a description.
5. Tap Save <and enter a comment and document type> to save the media to the chart. You can review media captures in the Media Manager or the Chart Review activity in Hyperspace.
Review Results

You can view the numerical and narrative results from a patient’s lab, imaging, microbiology, and EKG procedures from the Results activity.

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 new or abnormal results

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

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🚨</td>
<td>Abnormal result</td>
</tr>
<tr>
<td>⚠</td>
<td>Critical result</td>
</tr>
</tbody>
</table>

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.

![Graph Image]

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.

![Graph Image]
View Notes and Letters

You can view notes and letters from Haiku. 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 note.

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.

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.
E-Prescribe Medications

Use the E-Prescribing activity to order medications from Haiku. 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.
- Inpatient medications 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 and enter at least three characters to begin searching. Medications included in Haiku and other preference lists are elevated in the search results.

The following icons appear on both tabs:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🍾</td>
<td>Medications that must be called in</td>
</tr>
<tr>
<td>🌟</td>
<td>Medications that the system has added to your preference list</td>
</tr>
<tr>
<td>🌟</td>
<td>Medications you have added to your preference list</td>
</tr>
</tbody>
</table>

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. 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.
   - If necessary, you can bypass yellow alerts by tapping Override or Accept.
   - 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.
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.) Note that your phone number will appear on calls you make from your iPhone. The application cannot mask your number.

2. Tap 🌐 to open a map of the care team member's clinic location.