

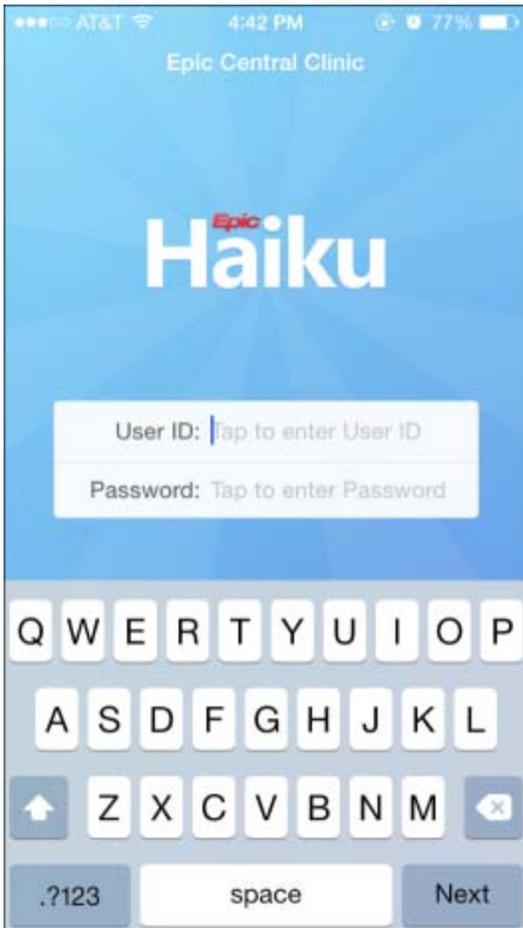
Haiku Physician Quick Start Guide

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Getting Started

Welcome to Haiku, Epic's mobile app for use with the Apple iPhone® or iPod touch®.



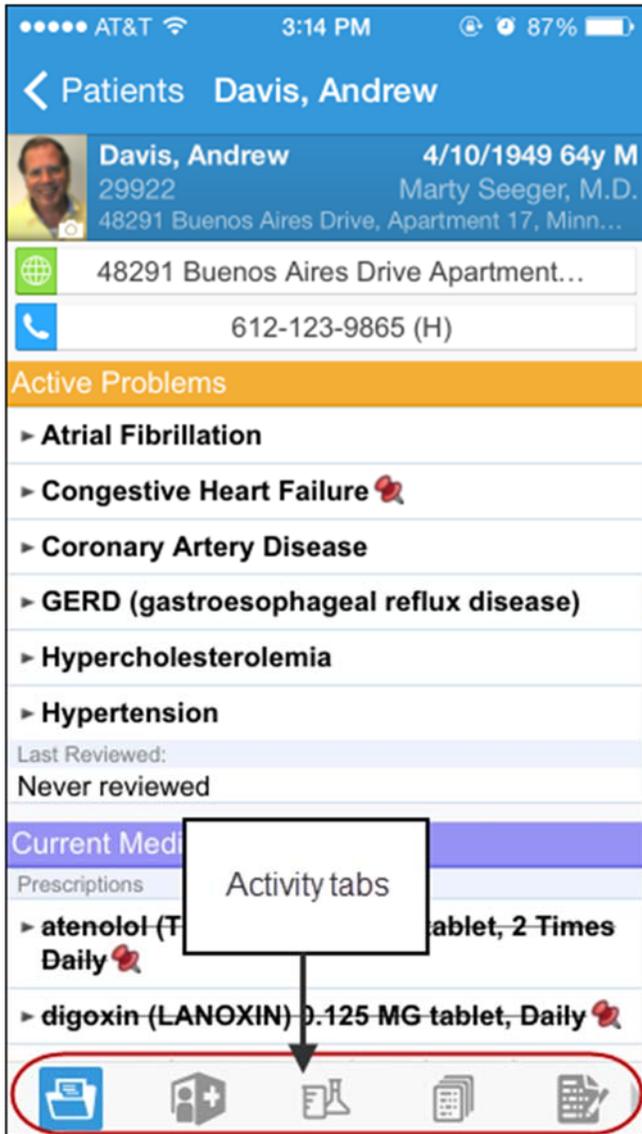
Log in



If you forget your user ID or password, [<call the Help Desk and ask for the Security team.>](#)

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.



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 [<x 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 the **Options** button.)
2. Tap **Logout**.

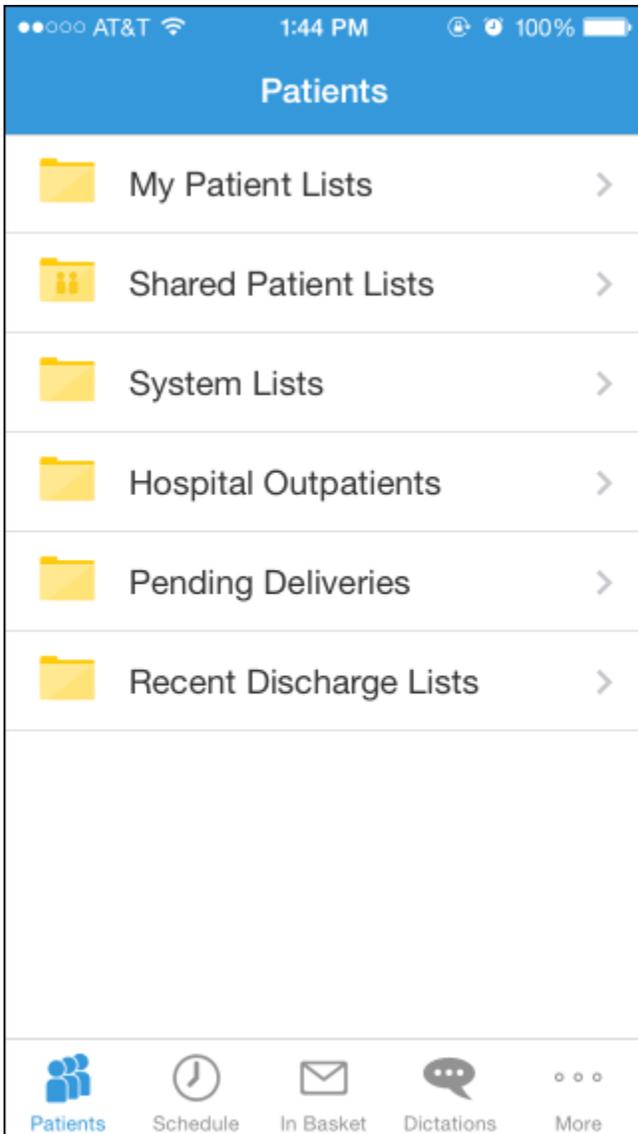
Find Your Patients

Your patient lists and schedule from Hyperspace are available on your device. Tap a patient's name to open the chart.

Open another patient list



Tap **Patients** and then tap a patient list folder, such as **My Patient Lists**, to see the patient lists in that folder. Tap a patient list to open it.



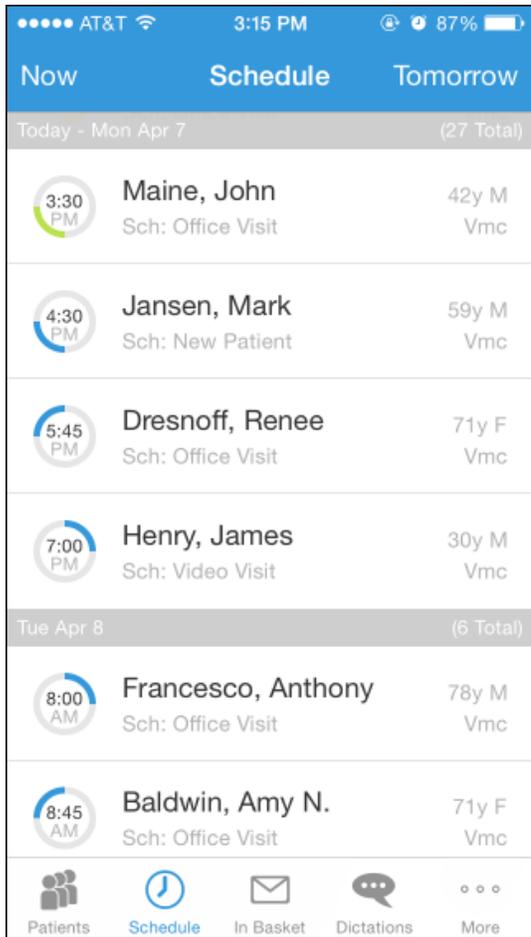
Add or remove a patient from a patient list

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

Access your schedule

Tap  to open your schedule. The schedule opens to the current day. Past and future days might also be available.

The schedule shows each patient's age and gender, as well the appointment type. Your department and clinic also appear in an abbreviated form (in this example, Fm, Vcc for Family Medicine, Verona Central Clinic).



The ring icons that appear under the appointment time specify when the appointment occurs and its length. If you are a surgeon, your cases appear with a surgical icon.

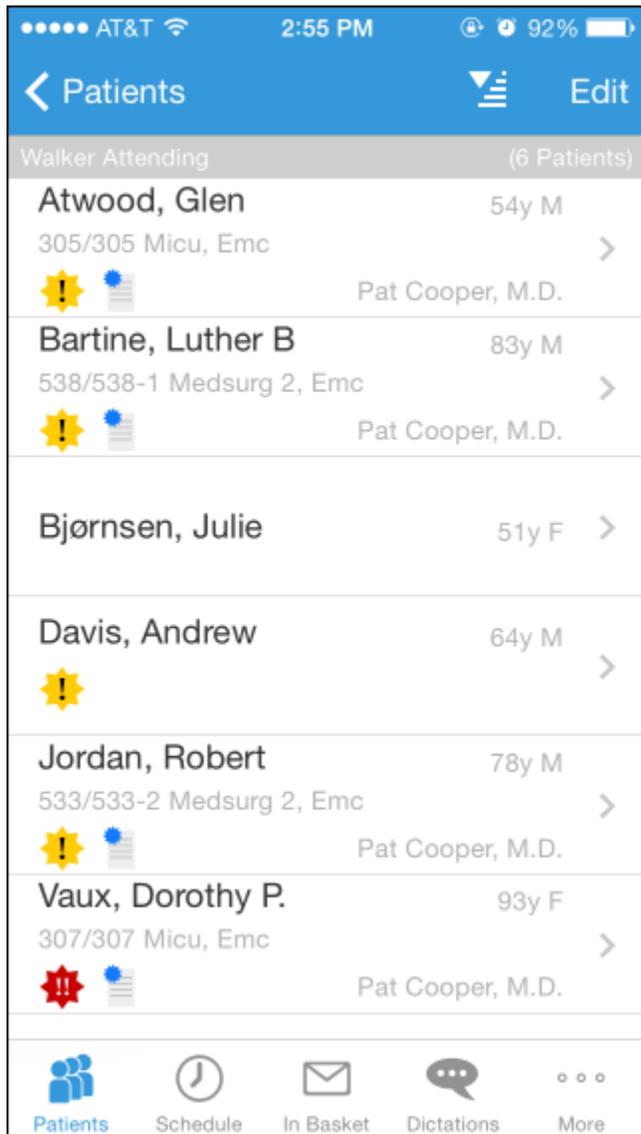
| | |
|---|---|
|  | Previous appointment (yellow), 15 minutes |
|  | Current appointment (green), 30 minutes |
|  | Future appointment (blue), 15 minutes |
|  | Surgery |

Find patients not on your patient list or schedule

Tap  to open the Patient Search activity. Enter the patient's last name, followed by a comma and the patient's first name if you know it. Or, enter the MRN. The search returns a list of all patients matching that name, in alphabetical order. Other identifying information also appears so you can be sure you have the correct patient.

Identify patients with new results and notes

When a patient has new information in her chart that you haven't reviewed, icons appear in the patient list. A key to the icons appears below.



| | |
|---|-----------------|
|  | Abnormal result |
|  | Critical result |
|  | New note |

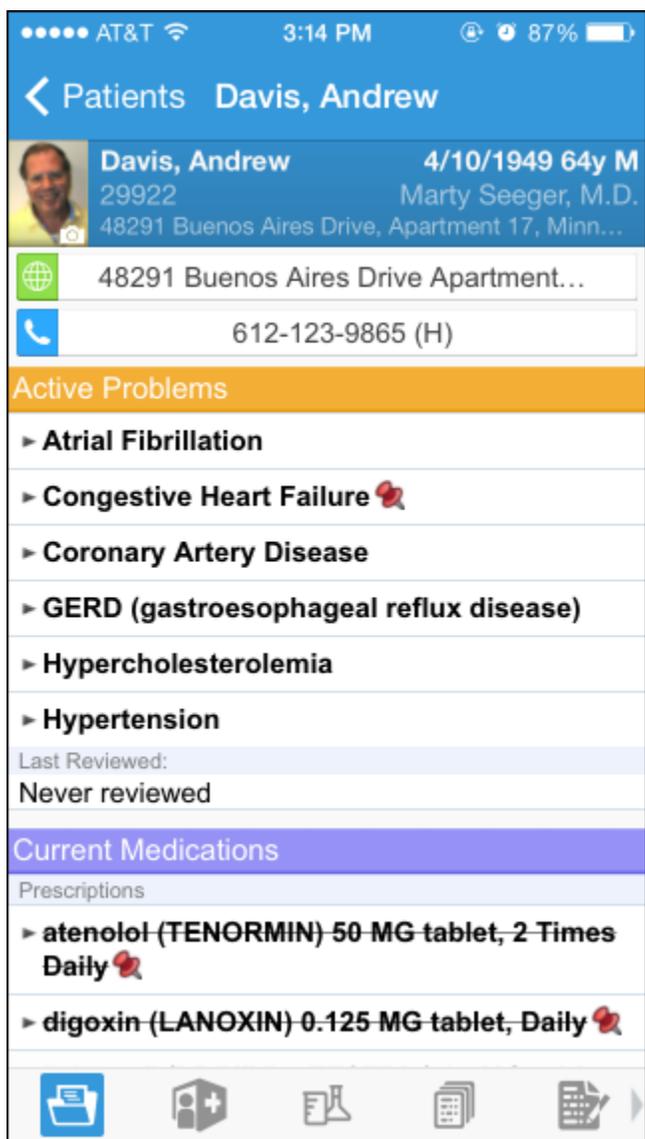
 Note that you can only remove these icons in Hyperspace by clicking  **Time Mark** in the Notes activity or the Results Review activity.

Review Patient Information

Review a snapshot of medical information

You can see an overview of the patient's current medical information in the Patient Summary activity. This includes medications, allergies, and the problem list.

In the Current Medications section, the  icon indicates a long-term medication and the  icon indicates a patient-reported medication.



The screenshot shows a mobile application interface for a patient named Andrew Davis. At the top, the status bar shows AT&T, 3:14 PM, and 87% battery. The app header is blue with a back arrow, 'Patients', and the patient's name 'Davis, Andrew'. Below this is a profile card with a photo of Andrew Davis, his name, date of birth (4/10/1949), age (64y), gender (M), and address (48291 Buenos Aires Drive, Apartment 17, Minn...). Below the profile card are fields for address and phone number (612-123-9865 (H)). The 'Active Problems' section is highlighted in orange and lists: Atrial Fibrillation, Congestive Heart Failure (with a red heart icon), Coronary Artery Disease, GERD (gastroesophageal reflux disease), Hypercholesterolemia, and Hypertension. Below this is a 'Last Reviewed:' section showing 'Never reviewed'. The 'Current Medications' section is highlighted in purple and lists: 'Prescriptions' including 'atenolol (TENORMIN) 50 MG tablet, 2 Times Daily' (with a red heart icon) and 'digoxin (LANOXIN) 0.125 MG tablet, Daily' (with a red heart icon). At the bottom is a navigation bar with icons for home, add, search, list, and print.

Review multiple encounter notes

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.



From a patient's chart, tap  to open the Notes activity. Select the note you want to review. To return to the activity, tap the patient's name.

Use filters to narrow down the list of notes

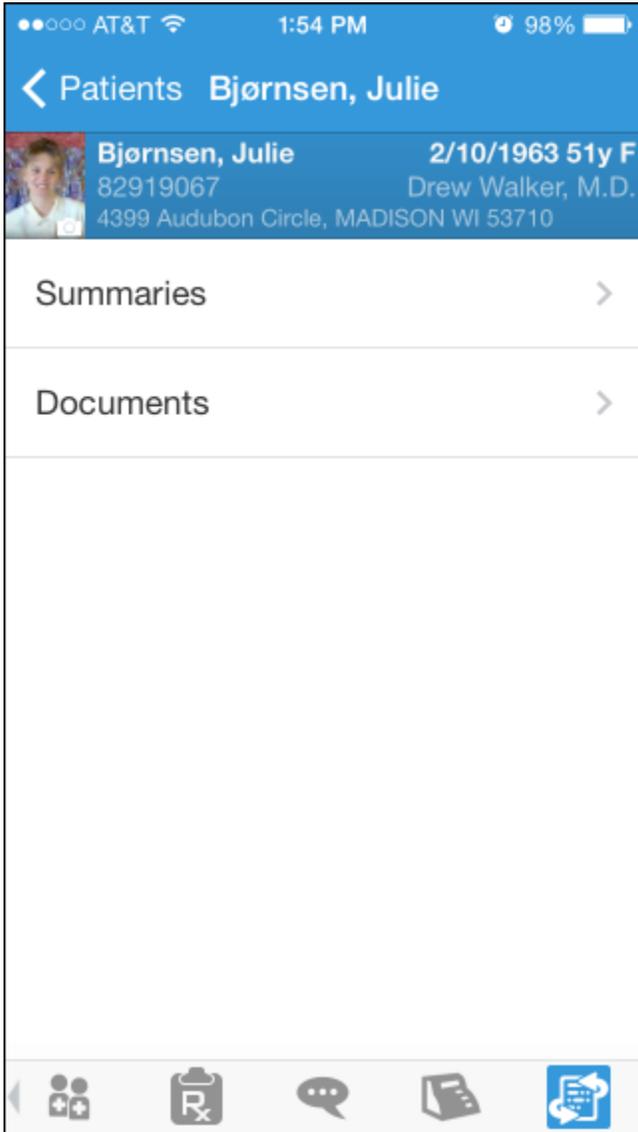
To filter the notes you see in the activity, tap  and choose a filter category. For example, you might filter by note type and show only progress notes. Tap **Done** to apply the filters you've selected.

Review documents from outside organizations

If your patient has associated documents from outside organizations, you can review them in the CE 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 **Summary** to review a patient's clinical summary.
- Tap **Documents** to review a patient's clinical documents.



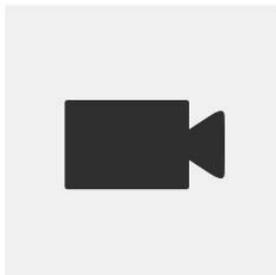
Documents listed in black text are available to view, while documents listed in gray text must be requested from Hyperspace before you can view them.

Capture Patient Photos and Media

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



Take Clinical Image
Saved at the patient's encounter.



Take Clinical Video
Saved at the patient's encounter.

Capture Clinical Image

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 and enter a description.
5. 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.

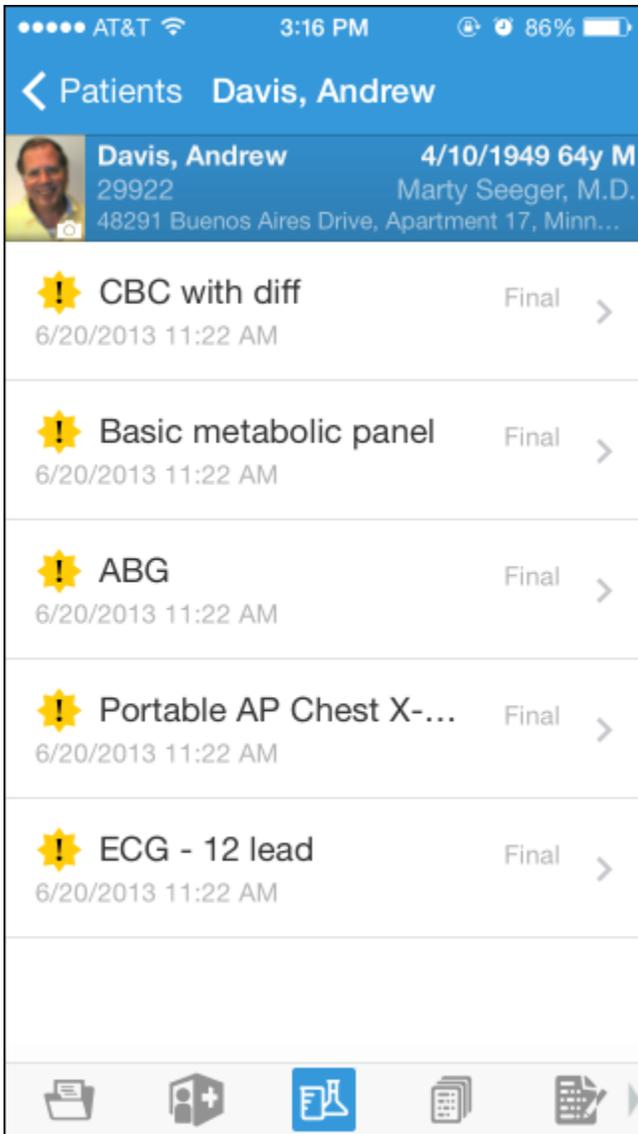
Review Results

You can view a patient's lab, imaging, microbiology, and EKG results from the Results activity.

Review results

After you open the patient's chart, tap  to access the Results activity and then select a result.

- For lab tests, a table of lab results appears.
- For imaging or EKG results, a narrative report appears.



Tap and hold your finger on one of the results to see the reference range for that component:



A screenshot of a mobile application interface. A dark grey popup window is displayed over a list of results. The popup contains the following text: "121 mg/dl", "Flag Value: Abnormal", "Ref Range: 50 - 100 mg/dl", "Spec Type: Whole blood", and "Rslt Agency: WEST SIDE INTERNAL LAB". Below the popup, a portion of a table is visible with the following data:

| LDL | 121 | 139 | 144 |
|-----|-----|-----|-----|
| | | | |

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.

| | |
|---|-----------------|
|  | 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.

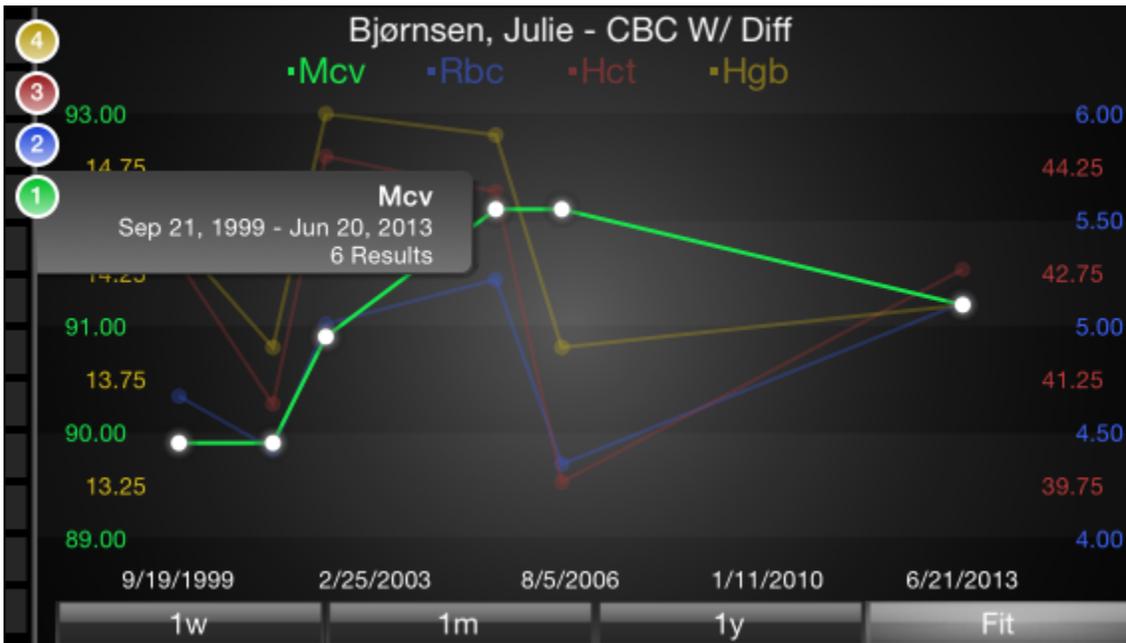
Each result component appears on the graph in a unique color. To help you match the line color to a particular result component, a key appears at the top of the graph.

| Date | Hgb (Yellow) | Mcv (Green) | Rbc (Blue) | Hct (Red) |
|------------|--------------|-------------|------------|-----------|
| 9/17/1994 | 14.00 | 11.00 | 39.75 | 32.75 |
| 5/27/1999 | 15.50 | 14.00 | 43.25 | 36.25 |
| 2/2/2004 | 15.50 | 14.00 | 43.25 | 36.25 |
| 10/12/2008 | 15.50 | 14.00 | 43.25 | 36.25 |
| 6/21/2013 | 12.50 | 88.50 | 2.50 | 83.50 |

19

Focus on one type of result

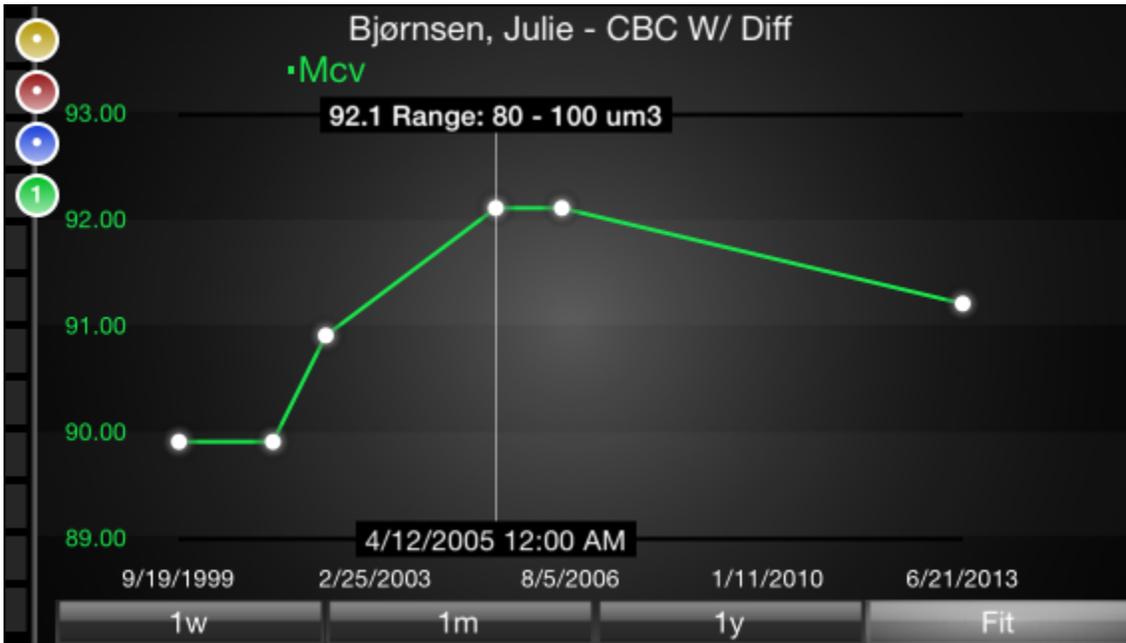
Tap the colored circle on the left side of the screen that corresponds to that component's color. The line that represents that component appears brighter than the other lines.



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.



E-Prescribe Medications

The E-Prescribing activity allows you to order medications from Haiku. Note that you can only order medications, not procedures.



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. These medications are indicated with a red icon.

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

Inpatient medications from the patient's admission do not appear in Haiku.



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

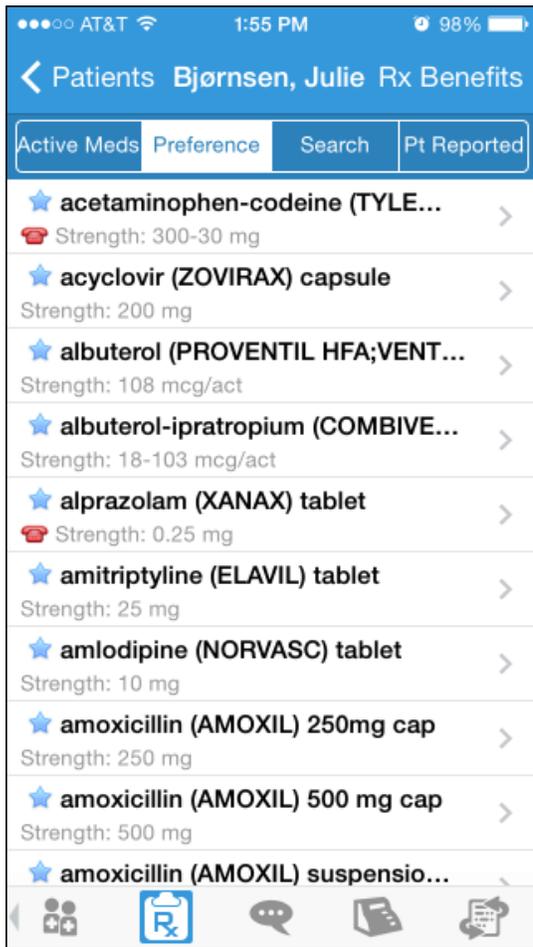
The Preference and Search tabs allow you to look for medications that can be e-prescribed or called in with Haiku.

On the Search tab, 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:

| | |
|---|---|
|  | 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.



You can manage your preference list only in Hyperspace.

Write a prescription



1. From the patient's chart, tap .
2. 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.
3. Optionally, tap **Rx Benefits** to verify the patient's benefit information.
4. Tap **Preference** to use the Preference tab to find a medication. You can also search for a medication using the **Search** tab.
5. Select a medication. The Edit screen appears.
6. Tap to select individual fields or swipe across the bottom half of the screen to move through the fields.
7. Optionally, tap **More** to turn on Dispense as Written or enter notes for the pharmacy.
8. When you are finished filling out the medication details, tap **Next**.
9. Alerts might appear.
 - You can acknowledge and bypass yellow alerts by tapping **Override** or **Accept**.
 - Red alerts cannot be bypassed. You must go back and make changes to satisfy the alert.
10. On the Pharmacy screen select a pharmacy. The Summary screen appears.
11. Tap **Sign**.
12. If required, enter your password and tap **Done**. Order validation alerts might appear. After you have acknowledged any alerts, the Active Meds tab appears and now includes the medication you e-prescribed.



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.

AT&T 3:03 PM 90%

Back Modify Next

Multiple Vitamins-Minerals (MULTIVITAMIN WI...

Dose 1 tablet Route Oral

Frequency Daily

Duration 365 days

Instructions

Dispense 30 tablet Refill 11

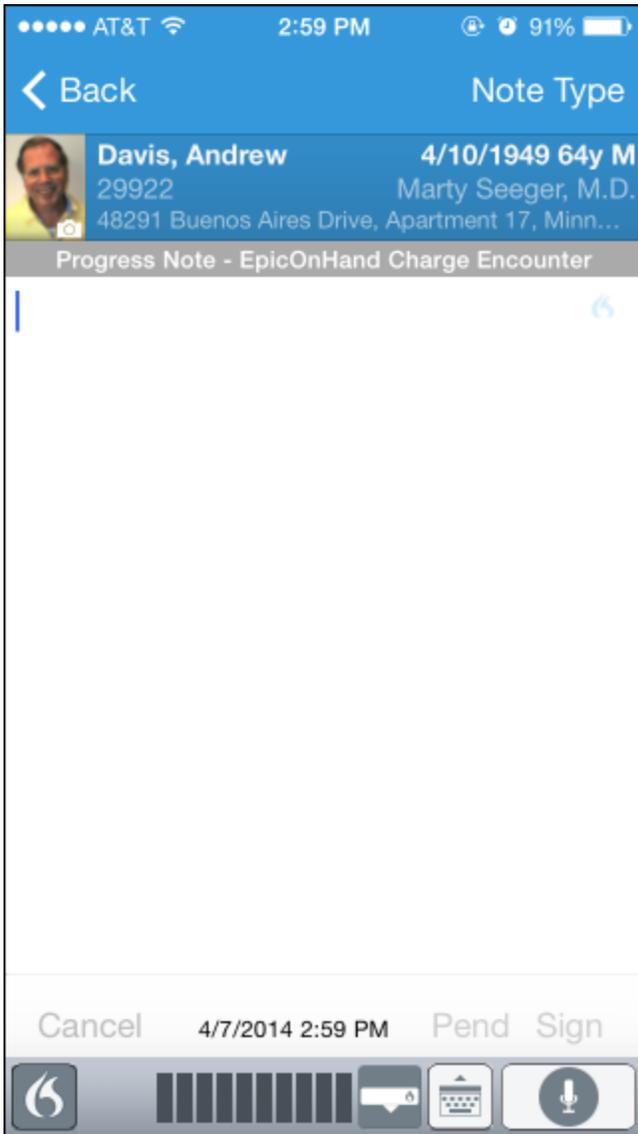
Dose

1 tablet

1 tablet

Create Notes and Letters

You can use the Notes Entry activity to create progress notes, H&P notes, and letters



Create a new note or letter

Notes and letters you create are automatically associated with an encounter in the patient's chart. You can create new notes and letters or edit ones that you have pending.

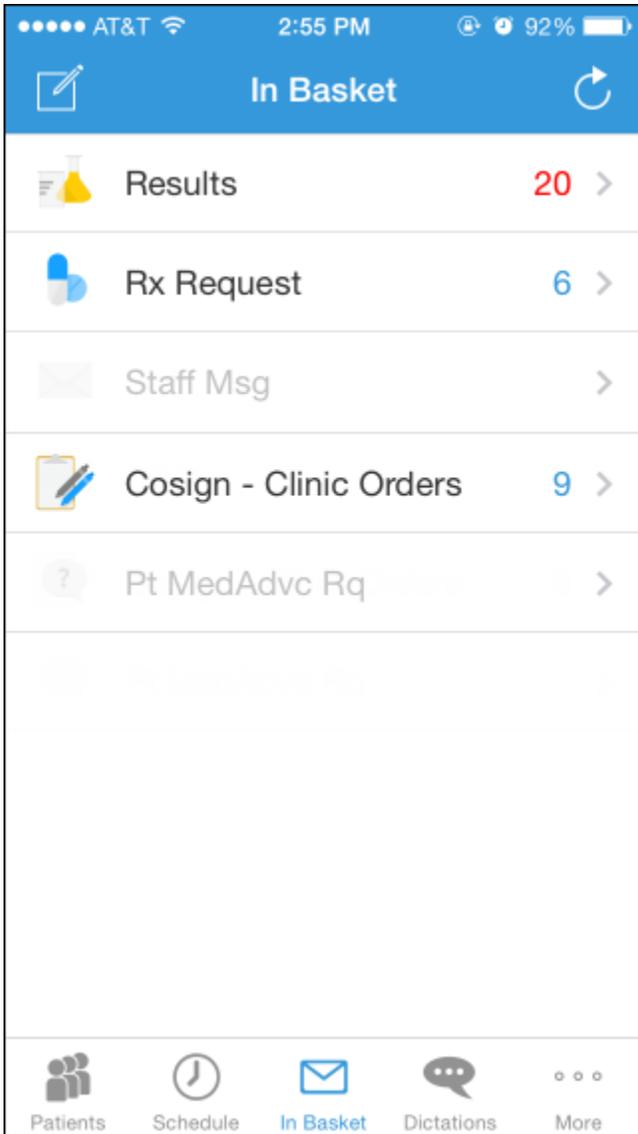
1. In a patient's chart, tap  to open the Notes Entry activity.
2. Tap **New Note** to create a new note or letter. The encounter associated with the note appears in a gray banner beneath the patient header.
3. Tap **Note Type** and choose Progress Note, H&P, or Letter.
4. Type or dictate your note.
5. Tap **Pend** or **Sign**. Pending notes appear in the Notes Entry activity, where you can edit them later. Signed notes are filed to the chart.

Manage In Basket Messages

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

- Staff Message
- Results
- Cosign - Clinic Orders
- Rx Request
- Pt Advice Request

You can also create new Staff Messages.



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 Haiku or Canto). |

Create, reply to, or forward a Staff Message

After reading a message, you can reply to the message or forward it.

1. To create a new Staff Message, tap  in the Staff Messages folder.
2. To reply to or forward a Staff Message, open the Staff Messages folder and select the message you want to reply to or forward.
3. Tap  to reply or tap  to forward the message.
4. Tap the response option you want to take and complete your message.
5. Tap **Send**. Optionally, add the following flags to the message before sending it:

| | |
|---|--------------------------------|
|  | Flag recipient to call you. |
|  | Flag message as high priority. |

Review a Results message

The following icons can appear next to messages in the Results folder:

| | |
|---|---|
|  | This icon indicates that the patient has abnormal results. |
|  | This icon indicates that the patient has critical results. |
|  | This icon indicates that the patient had a previously abnormal result for this order. |
|  | The green circle in this icon indicates that all the patient's orders have been resulted. A number appears to indicate the total number of resulted orders. |
|  | This icon indicates that not all orders for this patient have been resulted. A number appears to indicate the total number of orders that have not yet been resulted. |
|  | This icon indicates that 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. |

Release results to MyChart

You can release certain results in Results messages to patients in MyChart.

1. In a Results message, select the result you want to release and tap .
2. To add a comment for the patient, tap  and type your comment.
3. On the Results Release screen, tap **Accept** to release the result.

Send a reminder about a result you want to follow up on

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 for a result

From within a Results message, you can send a Result Note to another provider or file more information about a result as a Quick Note.

1. In a Results message, tap . The Result Note screen appears.
2. Tap the top 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 to search for a recipient for the Result Note.
7. Select one or more recipients, assigning responsibility if desired, and tap **Result Note** to return to the Result Note screen.
8. If you want to file your note as a Quick Note, tap the circle 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 Quick Note.

Refill prescriptions

You can refill patients' prescriptions through Rx Request messages.



1. In an Rx Request message, tap:
 - The patient's name to review his chart.
 - A pending medication to review the order details. The Order Details screen appears.
2. Tap **Rx Request** to return to the message.
3. Tap:
 - **Edit** to selectively approve and refuse pending medications. The Edit screen appears. You can tap a medication to edit its order details before approving it. When you are finished, tap **Next** to go to the Summary screen after acknowledging any alerts.
 - **Approve** to approve all pending medications. The Summary screen appears unless there are alerts to acknowledge first.
 - **Refuse** to refuse all pending medications. The Alerts screen appears, and you must select a reason for refusal for each medication. Tap **Accept** to go to the Summary screen.
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.
5. Close the encounter if desired.

Cosign clinic orders

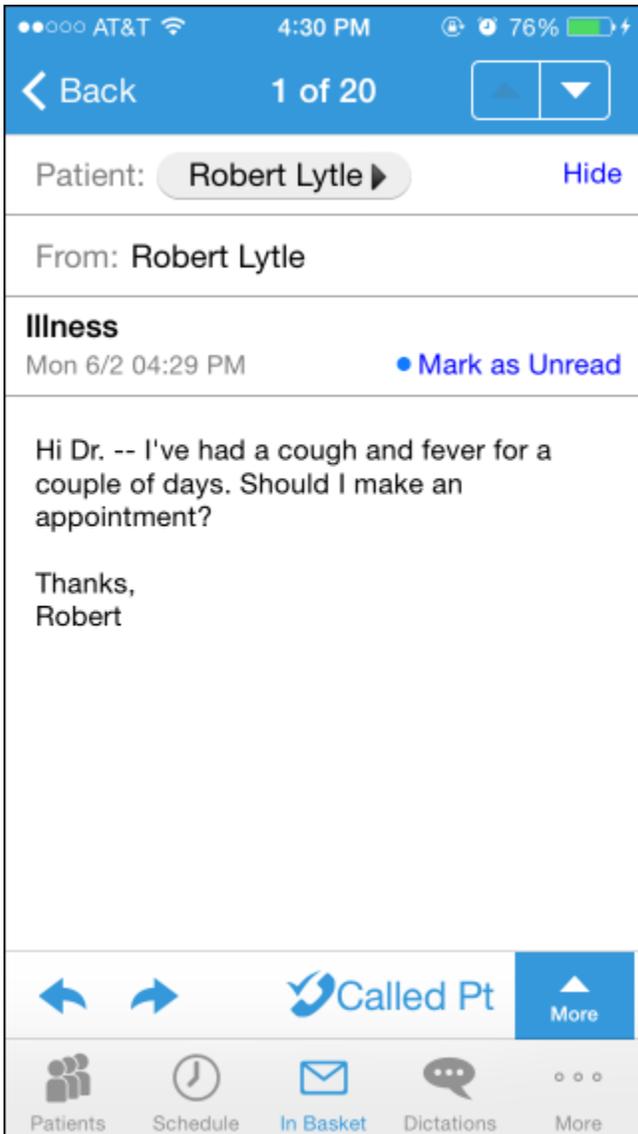
You can cosign orders through Cosign - Clinic Orders In Basket messages.



1. In a Cosign - Clinic Orders message, tap:
 - The patient's name to review his chart.
 - An order to review its details.
2. Tap one of the following options to mark the message as Done and remove it from your In Basket:
 - **Sign**, to cosign the orders.
 - **Decline**, to decline to provide your cosignature.

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:

- The patient's name to review her chart.
- **View** to see any attachments when present.

2. Tap:

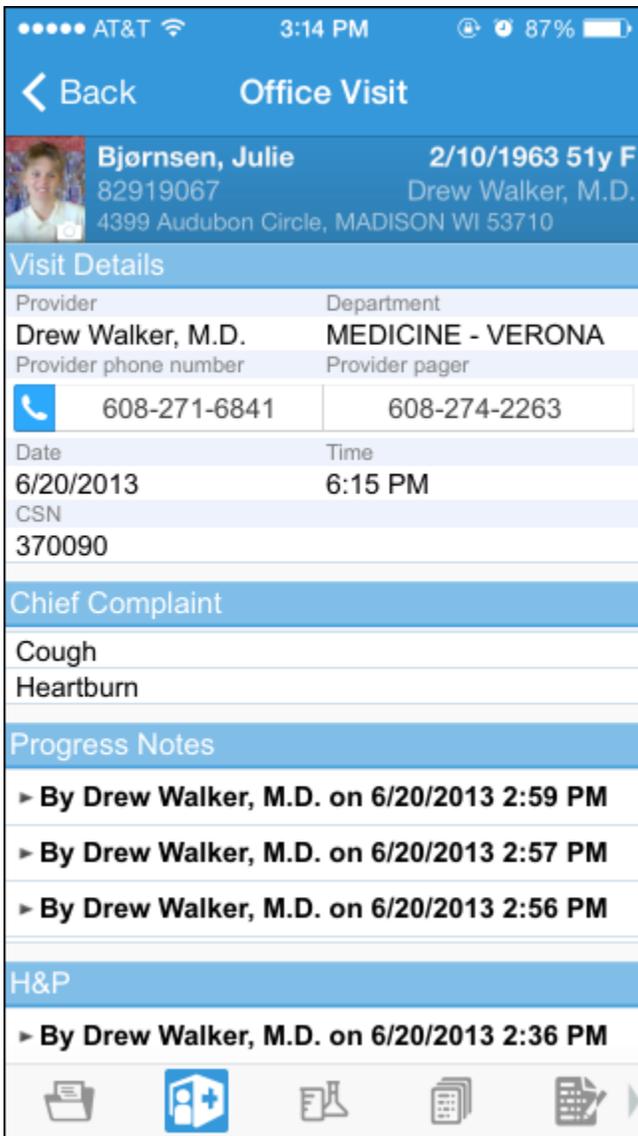
-  to reply to the patient by email.
-  to forward the message to another provider.
-  to indicate that you have responded by calling the patient. The message is removed from your In Basket.

Review Previous 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.

View details from previous encounters

From a patient's chart, tap  to open the Encounters activity. Select an encounter to review.



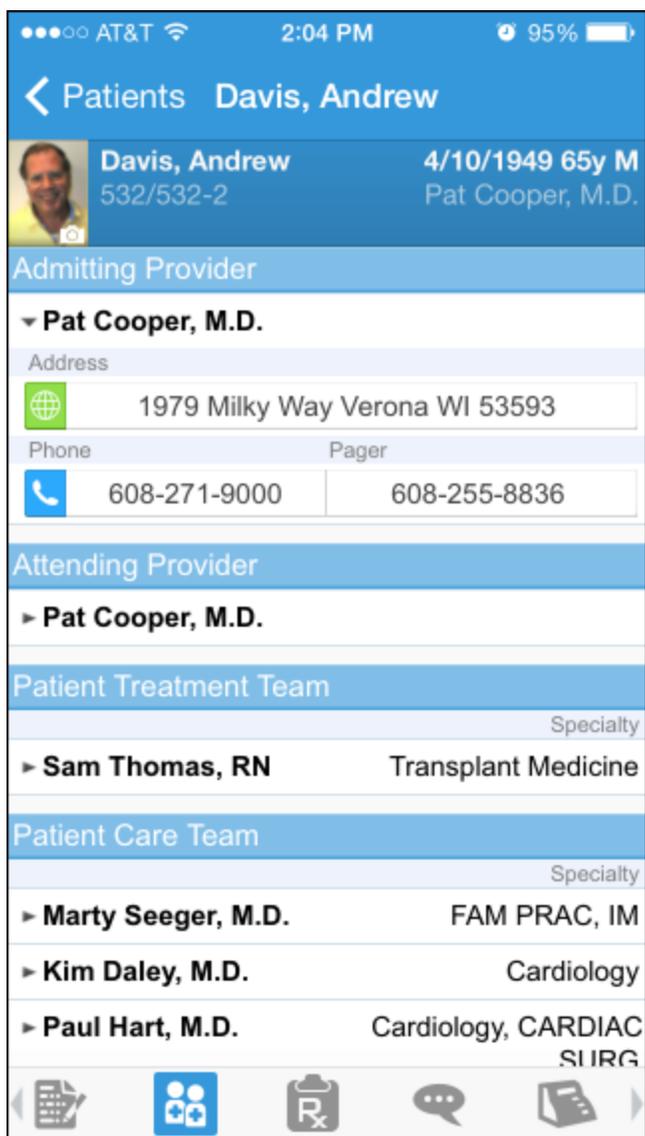
The screenshot shows a mobile application interface for a patient's medical record. At the top, the status bar shows AT&T, 3:14 PM, and 87% battery. The app header is blue with a back arrow and the text "Office Visit". Below this is a patient profile card for Julie Bjørnsen, M.D., born 2/10/1963, 51y F. Her ID is 82919067 and her address is 4399 Audubon Circle, MADISON WI 53710. The provider is Drew Walker, M.D. The "Visit Details" section includes a table with Provider (Drew Walker, M.D.), Department (MEDICINE - VERONA), Provider phone number (608-271-6841), and Provider pager (608-274-2263). The visit date is 6/20/2013 at 6:15 PM, with CSN 370090. The "Chief Complaint" section lists "Cough" and "Heartburn". The "Progress Notes" section shows three entries by Drew Walker, M.D. on 6/20/2013 at 2:59 PM, 2:57 PM, and 2:56 PM. The "H&P" section shows one entry by Drew Walker, M.D. on 6/20/2013 at 2:36 PM. At the bottom, there is a navigation bar with icons for a folder, a person with a plus sign (selected), a flask, a calendar, and a document with a pencil.

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.

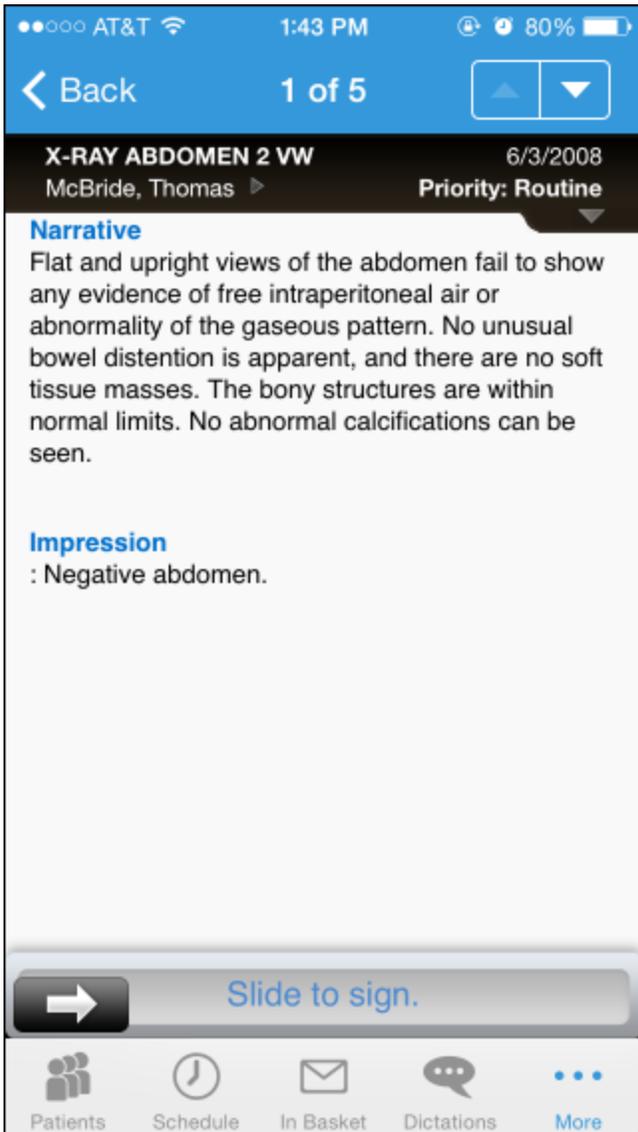
Contact previous care team members

1. In the patient's chart, tap  to open the Care Team report.
2. 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.
3. Tap  to open a map of the care team member's clinic location.



Sign Studies

Radiologists can sign imaging studies on the go from the Studies activity. This activity is similar to the Signing Work List in Hyperspace.



Sign a study



1. From the main screen, tap **More** and then tap .
2. Tap the study you want to sign.
3. Drag the arrow to the right to sign the study.
4. Tap **Studies** to return to the Studies activity.

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