

Epic Tip Sheet



HAIKU FOR PAGERLESS COMMUNICATIONS

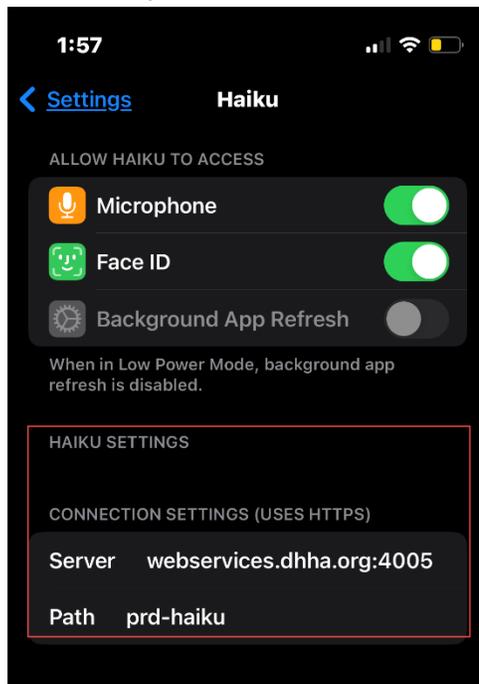
SET UP HAIKU OR CANTO

iOS – Haiku & Canto

- Download Haiku (iPhone) or Canto (iPad) app from App Store
- Two ways to configure for Denver Health:

Setup on Device:

1. Open the **Settings** App on your device
2. Open **Haiku** within the **Settings** app
3. Enter the **Server** and **Path**
 - a. **Server:**
webservices.dhha.org:4005
 - b. **Path:** prd-haiku



4. Close out of **Settings** and **Haiku** (if open) or **Canto**

Setup from QR Code (recommended):

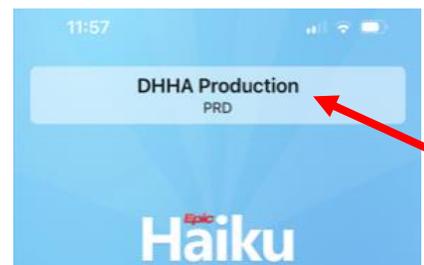
1. Scan QR Code



2. Select application – Haiku for phone and Canto for tablet



3. Haiku or Canto App opens – Shows "DHHA Production"



Launch Haiku or Canto and sign in with your Denver Health username and password

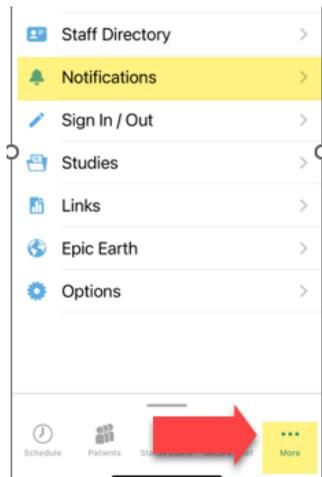
- a. Haiku and Canto have several additional authentication options such as biometrics and a PIN – none of these are required to use Haiku or Canto.
- b. If you work at multiple organizations, you can click the environment at the top to change organizations.



HAIKU NOTIFICATION SETTINGS

Make sure your notifications are turned on to receive PUSH notifications. For Secure Chat, Consults and Critical Results Notifications. If you did new setup from QR Code your notification settings should be turned on, but please check.

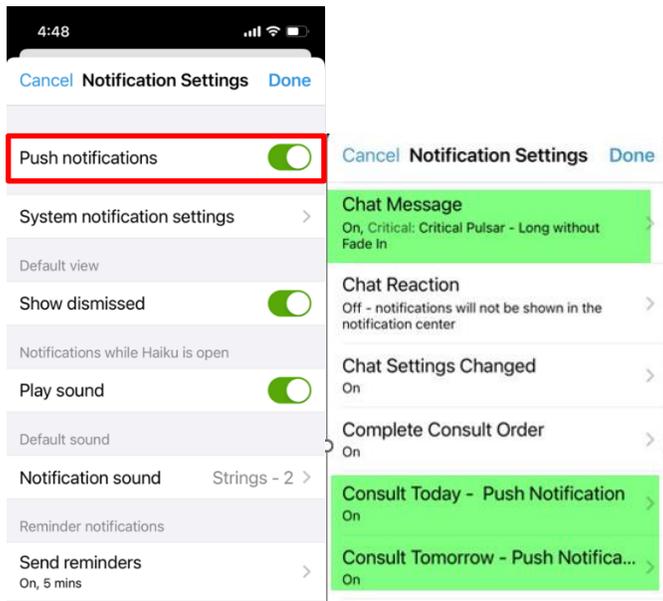
1. In Haiku - Click **More** button



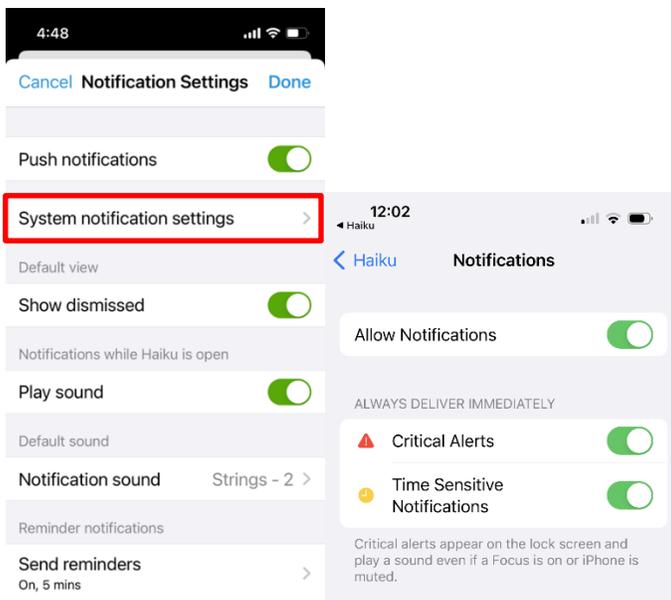
2. Click **Notifications**
3. Click gear icon to open **Notification Settings**



4. Ensure **Push Notifications** is on, scroll down to ensure Chat Messages and Consults are Turned On.



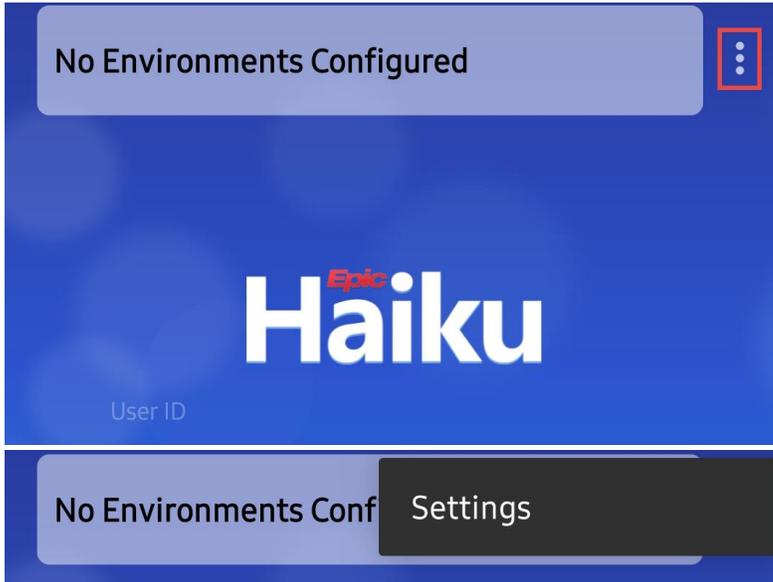
5. Check your system notification settings as well – turn on Allow notifications, critical alerts and time sensitive notifications. These are critical for consult and result notifications.



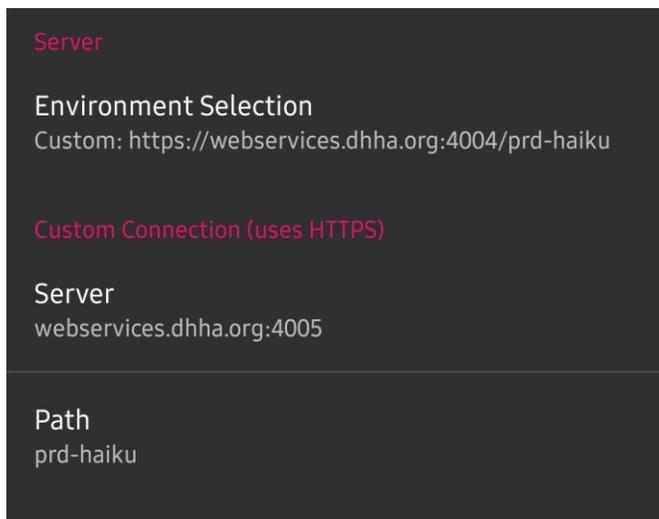
Android – Haiku

The QR Code method for iOS also works for Androids or:

1. Open **Haiku** and click the ellipses menu button in the upper right-hand corner



2. Enter the **Server** and **Path**
 - a. **Server:** webservices.dhha.org:4005
 - b. **Path:** prd-haiku

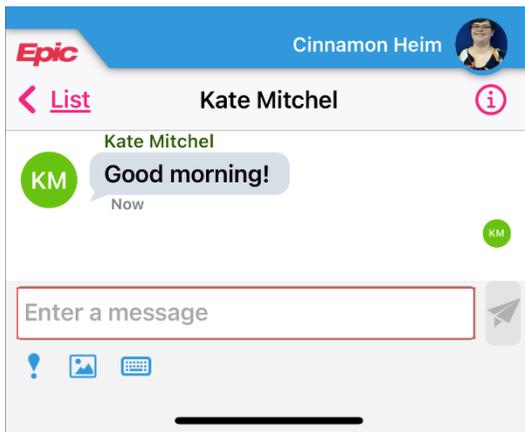
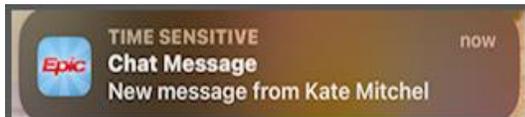


3. Return to the login page and enter your Denver Health username and password

MESSAGE A COLLEAGUE WITH SECURE CHAT

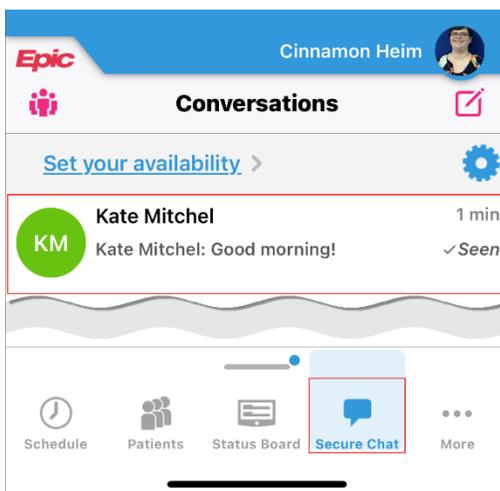
Read and reply to new messages

When you receive a new Secure Chat message, you get a notification on your device. Tap the notification to open the conversation and type your reply in the field at the bottom of the screen.



Review all conversations and start new ones

Tap **Secure Chat** to open the Secure Chat activity and see a list of all your conversations.



The icons next to each message indicate who is participating in the conversation.

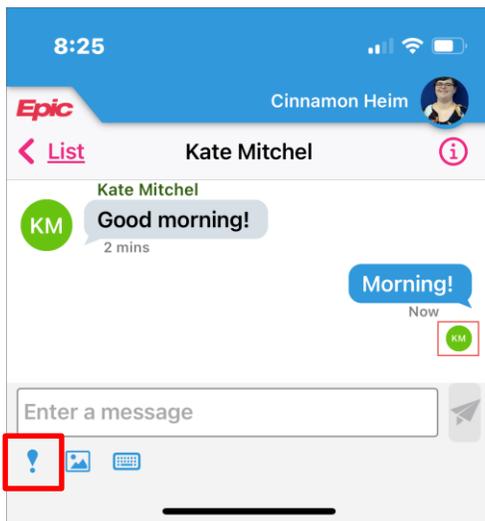
If a conversation is about a patient, that patient's name and, if they're admitted, their location, appear above the message.



Tap  to start a new conversation.

See who has read a message

Tap a message bubble to see the full list of users who have read it.



Important messages

Tap the "!" above to mark the message important. Important messages will come with a "!" next to them and Yellow color to indicate they should be responded to within 15 min.