

## Secure Chat through Haiku Overview & How to Download

### Overview

Secure Chat is available for everyone with Epic or EpicCare Link access. **This feature will replace Halo for secure messaging.** \*After the Epic/EpicCare Link go live, Halo will be retired. For Secure Chat access from a **mobile device**, you will need to download the mobile phone app Haiku. EpicCare Link providers (affiliated doctors) will only have access to Secure Chat in Haiku.

**It is important to note that you cannot log into Secure Chat until you have received your EpicCare Link username and password.** Usernames and passwords will be sent out via secure email by January 25. If you have not received a secure email with this information, please go to the following website to request access: [StJoesHealth.org/EpicCareLink](https://StJoesHealth.org/EpicCareLink) or [MercyHealth.com/EpicCareLink](https://MercyHealth.com/EpicCareLink)

### Downloading Haiku

The Haiku app is available for both iOS and Android devices. Follow these steps to download:

1. From your mobile device, Type in <https://tinyurl.com/TCApps>
  - a. -OR-  
Scan the QR code to the right using your phone's camera
2. Click the appropriate button for your phone type. If the link does not open, hold down to copy and paste the url into browser.  
**Note:** The tablet app Canto is only available for the employed and privileged providers
3. After installation, open the app - the end user license agreement must be reviewed and agreed to in order to continue.
4. Enter your EpicCare Link username and password to log in. If you have not received a secure email with this information, please go to the following website to request access: [StJoesHealth.org/EpicCareLink](https://StJoesHealth.org/EpicCareLink) or [MercyHealth.com/EpicCareLink](https://MercyHealth.com/EpicCareLink)



If you have questions or trouble logging in, please contact the EpicCare Link helpline:

**Saint Joseph Mercy Health System: 833-546-5736**

**Mercy Health: 833-685-8500**

*\*Secure messaging is not for urgent communication.*

**Trinity Health**, is a mission-based health system with 92 hospitals across the nation, which includes eight hospitals, 16 health centers and more than 3,600 physicians in Michigan to deliver quality care.

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