Epic HAIKU Frequently Asked Questions

What is HAIKU?

HAIKU is a handheld application designed by Epic Systems Corporation for use with the Apple iPhone®, iPod touch®, or iPad and Android smartphones. Android tablets are not supported.

HAIKU provides convenient access to the Epic Electronic Medical Record using these devices.

What Functionality is Available in HAIKU?

HAIKU functionality is centered on physician workflows and functionality. In general HAIKU functionality includes the following:

- Point of care access to patient information, including chart review, notes, and results
- Physician schedules, including surgical schedules
- Documentation of Progress Notes, H and P notes, and Letters
- Capture of clinical images and association with the patient
- Co-signing of orders
- Inbasket Management, including releasing results to MyChart

For more detailed information on functionality, refer to the HAIKU Physician Quick Start Guide.

How is HAIKU installed on the Mobile Device?

HAIKU is downloaded and installed from the Apple App Store or Google Play Store, and is free of charge. HAIKU then requires configuration on the mobile device.

To complete the configuration and link the mobile device to the Epic user, the Epic-generated Device ID is collected and linked to the user in the Froedtert Health Epic environment. The Device ID authorizes the device to access HAIKU.

For complete details refer to the HAIKU Installation and Configuration Guide.

Is Training Required?

HAIKU has been designed to be intuitive to use and is similar to other mobile applications that physicians might have already used. Formal training is not required. If you have questions, ask others who use HAIKU or refer to the HAIKU Physician Quick Start Guide.

HAIKU is approved for use by physicians and advanced practice providers only at this time. Nursing and administrative staff will not be granted access.

I Can't Log In

Each time you install the HAIKU app on a device, a new device ID is generated. If you have re-installed the app or if you are installing it for the first time, you must complete the set up in the Installation Guide and submit the device ID to the IT Help Desk in order to be granted access.

- If you receive an "Incorrect Login" error, you should be using the same ID and password you use to log into Epic on your desktop computer. This also matches your network credentials.
- If you receive a "Communication Error" message, check your WiFi network and make sure you have a good connection. Try moving to an area with a stronger WiFi signal or try a different WiFi network.
- If you receive a "Bad Client Configuration" error message, there may a problem with the app configuration settings. Follow these steps to re-configure Haiku:
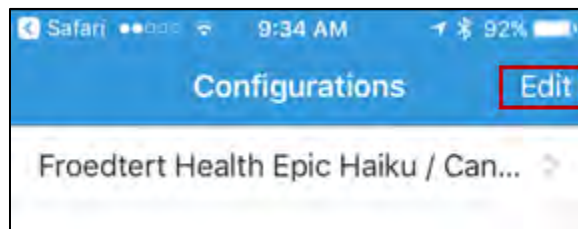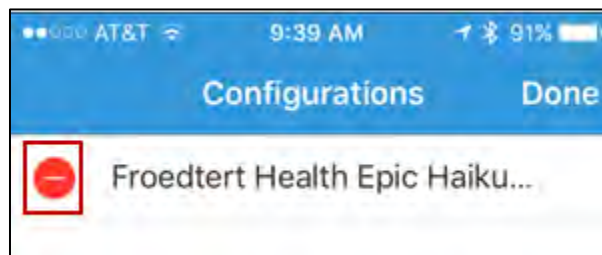 - **Tap the app environment banner**
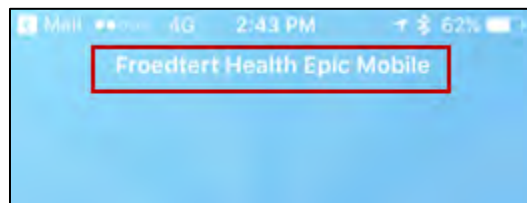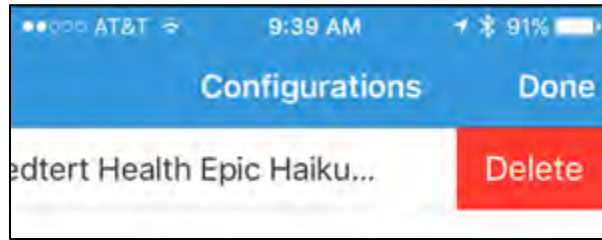

  - **Tap the back arrow in the upper left**
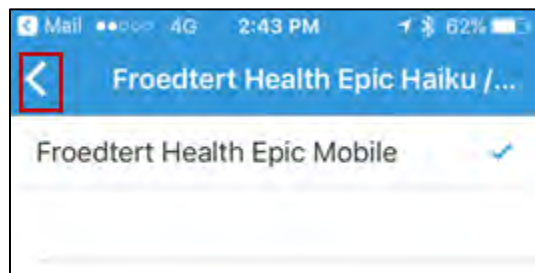
  - **Tap Edit on the Configurations Screen**
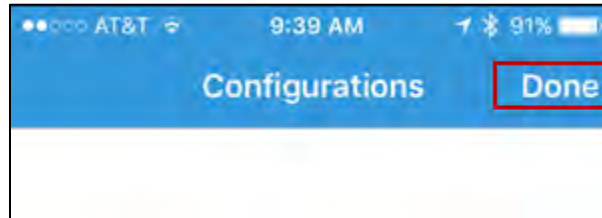

  - **Tap the red circle to edit the Froedtert Health Epic Haiku configuration**


o **Tap Delete**

o **Tap Done**

o **Exit the Haiku app**. **From the device on which Haiku is installed, visit the Haiku configuration page on froedtert.com and re-configure the app (see the installation guide for complete details). You will not have to resubmit your device ID when only updating the configuration.**

- If you are unable to type into the User ID and Password fields, you have not configured the app. You will see "No Environments Configured" in the top banner. Follow the same steps as above to configure the app.

If you still cannot log into HAIKU, submit a ticket to the IS Help Desk at ishelpdesk@froedtert.com and include your device ID.

I am receiving a "Device Not Registered" Login Failure Message

If you see the Login Failure message below, your device has not yet been registered for access to the Froedtert Epic environment.
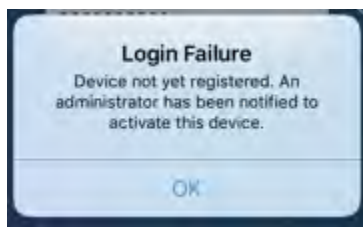
The Epic Administrator reviews all Haiku and Canto access requests on Friday of each week. You're your device is approved for registration, you will be notified via an Epic In Basket Staff message.

I Can't Take a Clinical Image

Make sure you have allowed HAIKU access to the camera on your device. In the settings app on your device, tap HAIKU and make sure the camera toggle is green.

I Can't See All My In Basket Folders in HAIKU

HAIKU supports a limited number of In Basket folders. You can access the Patient Call, Rx Request, Results, Staff Message, and CoSign Clinic Orders folders in HAIKU. All other folders must be accessed via Hyperspace.

Why Would I Want to Defer a Message from HAIKU?

If you need to take an action in response to a message, for example, placing an order for an x-ray, you can only perform that action from Hyperspace. To keep your HAIKU In Basket clean, you can defer messages that you cannot act upon when logged into HAIKU, but keep them in Hyperspace.

Can I Retract a Message Deferral?

No. Once you defer a message in HAIKU, you must handle it in your Hyperspace In Basket.