EpicCare Link
for
Community Users

Getting Started

EpicCare Link - provides real-time web access to patient information that allows access to patient's clinical data
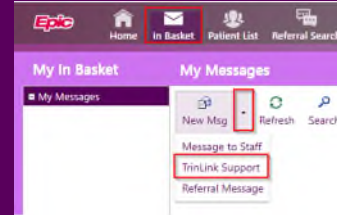
- * Communicate with CHRISTUS to provide quality patient care.

EpicCare Link – a collection of different activities, that correspond to different tasks. For example, orders, results, encounters, referrals

Getting Started

Help and contact information

To send a message for assistance or questions:

If you forgot your password or are unable to log in:

- Call EpicCare Link Support Line: 903.606.7850
- Send an email to carelink@christushealth.org

CareLink requires a minimum screen resolution of 1024x768 pixels. We recommend that you use a high-speed Internet connection to achieve the best system speed and performance.

Getting Started

➢ **Log in URL:** [Login (christushealth.org)](christushealth.org)

➢ **Log in using the user ID and case-sensitive password**
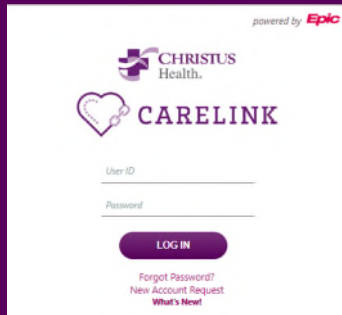
Forgot password hyperlink- will provide the EpicCare Link support line and email

New Account Request- will provide information on requesting a new account

What's New- will provide tip sheets of new functionality that is available

CareLink Logon Screen

➢ Upon initial login -create a new password. (at least 8 characters containing at least 1 upper case, 1 lower case, and a number or a symbol.)

➢ After you have entered your user ID and created your new password, press ENTER.

➢ A Terms and Conditions page appears. Read the agreement and click Accept to acknowledge

Confidentiality Reminder

Navigating in CareLink

- **Search my patients:** The provider has to be associated with the patient by being the PCP, referring, admitted, or attending. This will allow the patient to default to the patient list.
- **Search All Patients:** Allows the search of all patients with the name, DOB, and sex. A reason for accessing the patient will be required.
- **Create a New Chart:** allows for patients that are not yet associated with CHRISTUS to be created and orders to be placed.

Accessing Admitted Patients

<u>View patients that are currently admitted</u>

- Click Patient List, admitted patients
- Patient name, location, admitting provider, and admission date are available.
- Single-click the patient for more information
- Immediate access to the chart by clicking the chart icon next to the patient name

Maneuvering the Patient Chart

Within the patient chart, notes, labs, imaging, etc., may be reviewed. Any date that is a blue hyperlink, may be clicked for more information.

Reviewing the Patient Chart

View a patient's trending lab results in Results Review

➢ **Select the Patient and Click Results Review**
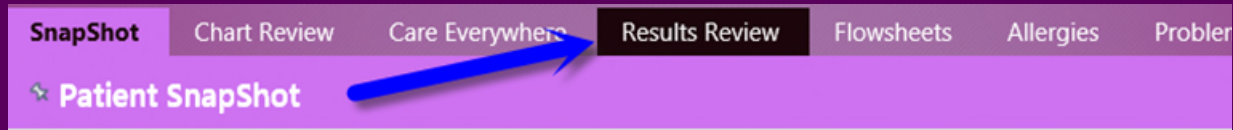
➢ **Select the date range for the results data you want to see and click Accept.**

Searching the Patient Chart

Find information quickly in the patient's chart

Search Chart field - quickly find the information you need

Reviewing the Patient Chart

View a patient's current medications

Select the patient and click *Medications* from the Menu

For more information about a medication, click View Details

Reviewing the Patient Chart

View a patient's billing information

- click on Coverages & Benefits
- Select the appropriate Payor/Plan and click on either the Benefits Summary or Coverage Detail Report tab.

Reviewing the Patient Chart

View Upcoming Appointments

Select patient, click on Chart Review and uncheck the Default filter box and appointments (past and present) will appear. Click on Type in the column header and you will see Appointment visit types appear at the top.

In **Basket**: Viewing Messages

In Basket is a quick and easy way to communicate with your colleagues.

Click INBASKET

If there are no folders, there are no messages. Otherwise, these are separated by required actions.
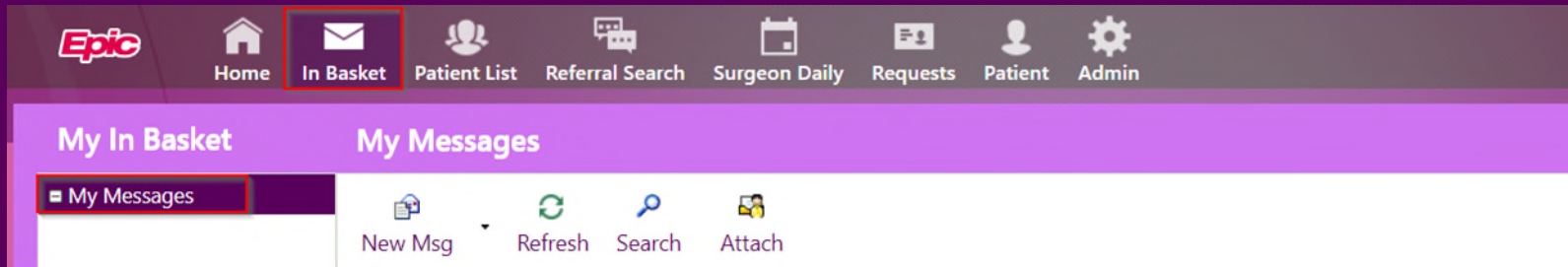
In **Basket**: Viewing Messages

View a message

➢ Select the folder for the type of message you want

➢ Select a message to read it's contents

In Basket: Sending Messages

Send an In Basket message

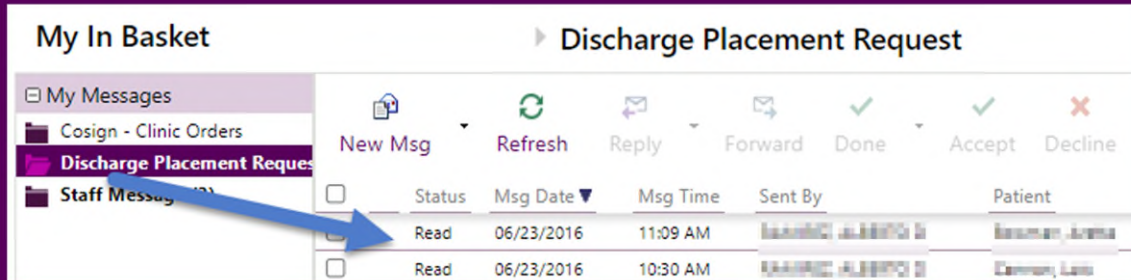➤ Select the In Basket tab, click the arrow next to New Msg and select the type of message you want to send.
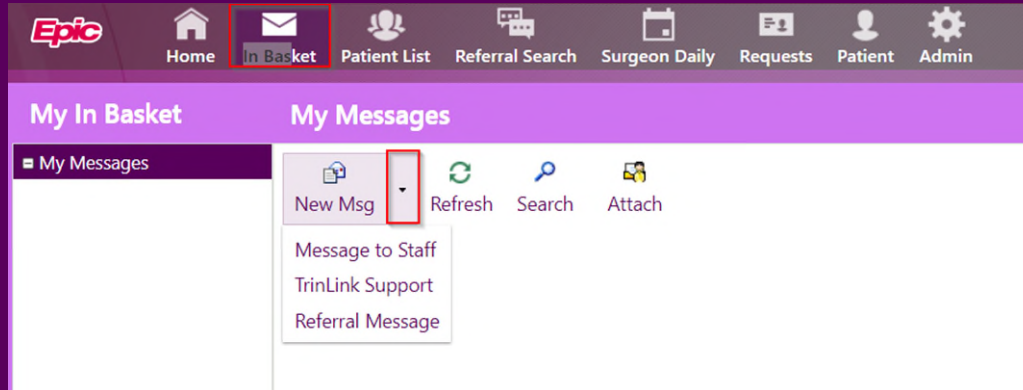
In Basket: Sending Messages

View messages you've sent

Click IN BASKET

Click My Sent

To return to your In Basket, click My In Basket

Event Monitor Settings

To customize your Event Monitor Settings

Click Menu, then settings

Click Event Monitor

Place a Check next to the ones you need to receive

Managing Your Clinic

This activity will <u>ONLY</u> be available if you have been assigned the CareLink <u>administrative rights</u> for your clinic/facility.
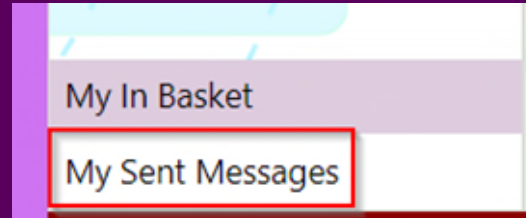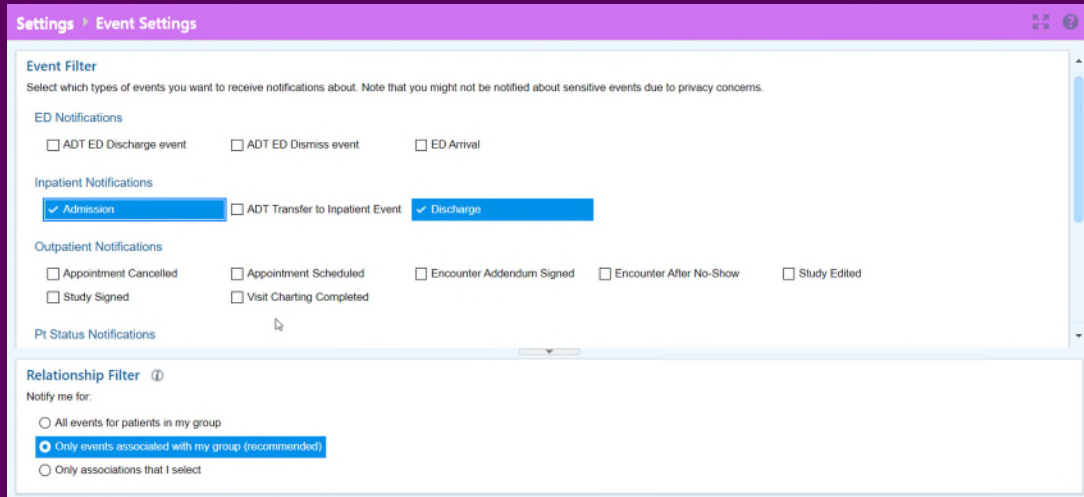
This activity allows the user to inactivate employees that are no longer associated with their clinic/facility on the fly as well as verify the users at their clinic/facility every 30 days. The system will prompt you each month to verify. The screenshot below is what the user will see when the system prompts them. Click Verify Now and you will be directed to the Site Verification activity.

Site verification is due. Please verify the lists of users, providers, and facilities are accurate.

Verify Now   Verify Later

Managing Your Clinic

Click Admin

Click the red

Click the key to reset Multi Factor Authentication

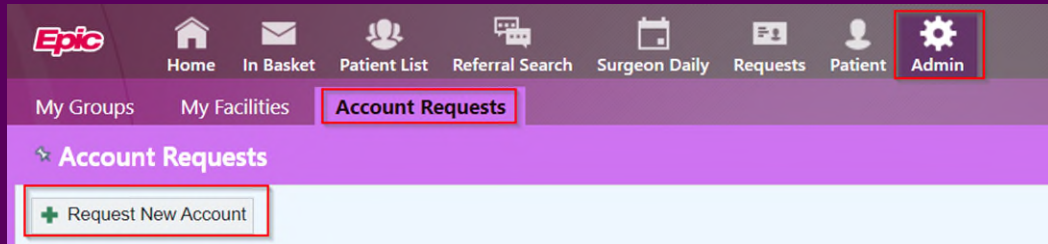This box will populate, you may add a comment and click Deactivate.

Managing Your Clinic

Request a new user

If your clinic/facility is already setup on EpicCare link (Only accessible by admins)

Click Admin
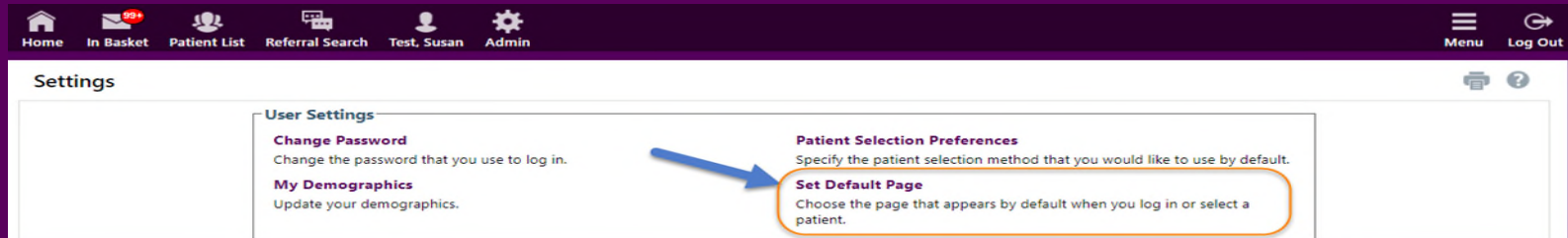Click Account Requests, then request new account

Updating Program Settings

Change your password

- **CareLink Support …**
  - Email: **carelink@christushealth.org**
  - Include your username, last four of your social, and the site you work for

Change your default login page

- Click Menu > Settings > Set Default Page
- Go to the page that you want to set as your default page
- Click Set Default Page to set the current page as your default page

How Do I Log Out?

To maintain patient confidentiality, you will need to log out or secure your screen when you are not using EpicCare Link.

➢ 1. Click *Log Out* to exit out of CareLink. The next time you log in, you are directed to your start page.
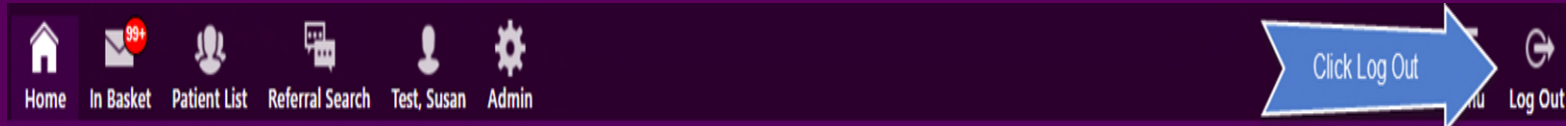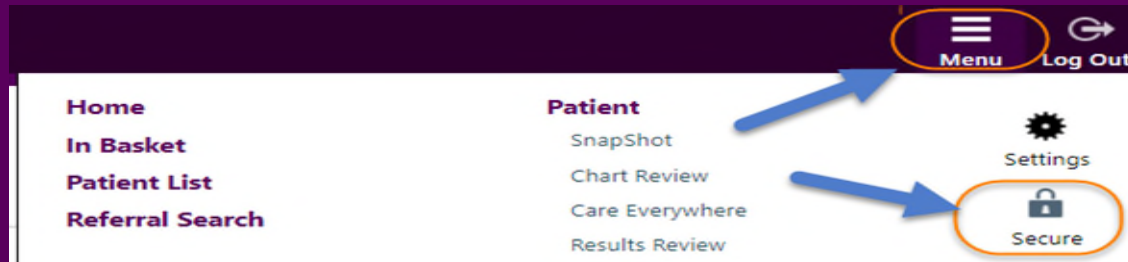

➢ 2. Secure the computer by clicking the *Menu* button and selecting *Secure*. When you log back in, you will return to the same page that you were using before you secured the screen.

Conclusion

This completes the EpicCare Link tour. However, if you have questions or need additional help please reach out in one of the following ways…

Call EpicCare Link Support
- Phone: 903.606.7850
  Email: carelink@christushealth.org

Thank You!