



# **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**

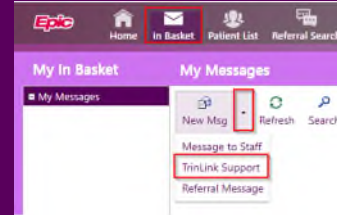
- \* Communicate with CHRISTUS to provide quality patient care.

**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:



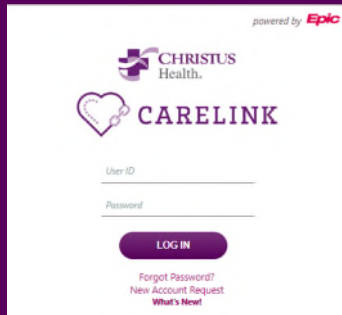
If you forgot your password or are unable to log in:

- Call EpicCare Link Support Line: 903.606.7850
- Send an email to [carelink@christushealth.org](mailto: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 \(christushealth.org\)](https://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

Knock, Knock  
Who's there?  
HIPAA  
HIPAA who?

Sorry, I can't tell you  
that.....



somee cards  
user card

# 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.

The screenshot shows the 'Patient Search' interface. At the top, there is a purple header with the text 'Patient Search' and a help icon. Below the header is a light blue bar containing three buttons: 'Search My Patients' (with a group of people icon), 'Search All Patients' (with a group of people and a magnifying glass icon), and 'Create a New Chart' (with a chart icon). Below this bar is a search section with a text input field labeled 'Name or MRN' and a 'Search' button with a magnifying glass icon. Below the search field is a link for 'Additional search criteria'. At the bottom left, there are two tabs: 'My Patients' and 'Recent'. At the bottom right, there is a filter input field labeled 'Filter by primary care provider' with a magnifying glass icon.

# Accessing Admitted Patients

## View patients that are currently admitted

- 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

The screenshot displays the Epic Patient List interface for Admitted Patients. The table below shows a list of patients with the following columns: Patient Name, Age/Sex, Patient Location, Admitting Provider, Admission Date, Exp Disch Date, LOS (IP/Obs), and Attending. The patient Brooks, Barbara is highlighted.

Patient Name	Age/Sex	Patient Location	Admitting Provider	Admission Date	Exp Disch Date	LOS (IP/Obs)	Attending
Brooks, Barbara	68 y.o.   F	000.medical000 Inpatient Medical Center	Patel, Praveen, MD	2/19/24	02/19/24	1.7	Brooks, Barbara MD
Burton, Wendy Lynn	68 y.o.   F	000.medical000 Inpatient Medical Center	Malik, Kamran, MD	2/19/24	02/19/24	1.8	Malik, Kamran MD
Carson, Jeffrey	68 y.o.   M	000.medical000 Inpatient Medical Center	Lee, Matthew, MD	2/15/24	02/19/24	5.8	Malik, Kamran MD
Chen, Adamantia	68 y.o.   F	000.medical000 Inpatient Medical Center	Yu, Wang, MD	2/16/24	02/19/24	5.4	Malik, Kamran MD
Chen, Christopher J	68 y.o.   F	000.medical000 Inpatient Medical Center	Chen, Jia, MD	2/11/24	02/19/24	10.3	Malik, Kamran MD
Chen, Jennifer Lynn	68 y.o.   F	000.medical000 Inpatient Medical Center	Luong, Hoa, MD	2/19/24	02/19/24	1.4	Malik, Kamran MD
Chen, Jay S.	68 y.o.   F	000.medical000 Inpatient Medical Center	Chen, Andrew, MD	2/19/24	02/19/24	1.6	Malik, Kamran MD
Chen, Sabrina	79 y.o.   F	000.medical000 Inpatient Medical Center	Luong, Hoa, MD	2/14/24	02/19/24	6.4	Malik, Kamran MD
Chen, Scott Maria	68 y.o.   F	000.medical000 Inpatient Medical Center	Luong, Hoa, MD	2/15/24	02/19/24	5.5	Malik, Kamran MD
Chen, James J	68 y.o.   M	000.medical000 Inpatient Medical Center	Malik, Kamran, MD	2/17/24	02/19/24	3.8	Malik, Kamran MD
Chen, Teri	68 y.o.   F	000.medical000 Inpatient Medical Center	Luong, Hoa, MD	2/14/24	02/19/24	16.4	Malik, Kamran MD

Below the table, the patient profile for Brooks, Barbara is displayed. The profile includes the following information:

- Attending Provider: Patel, Praveen, MD
- Isolation: None
- Ht: 1.626 m (5' 4")
- Allergies: Hydrocodone
- Code Status: FULL
- Wt: 136.8 kg (301 lb 9.4 oz)
- Admission Cmt: None
- Admission Wt: 138.2 kg (304 lb 10.8 oz)



# Maneuvering the Patient Chart

The screenshot displays a patient chart interface for 'Abby Test'. The top navigation bar includes 'SnapShot', 'Chart Review' (selected), 'Care Everywhere', 'Results Review', 'Flowsheets', 'Problem List', 'Medications', and 'Histories'. The 'Chart Review' section is active, showing a 'Loaded: 30, Filtered count: 30' status. Below this, there are tabs for 'Encounters', 'Notes', 'Labs', 'Imaging', 'Procedures', 'Cardiology', 'Other Orders', 'Medications', 'Episodes', 'Media', and 'Letters'. A 'Start Review' button and a 'Refresh' button are visible, along with a 'Filters' dropdown set to 'Default filter'. The main content area is a table with columns: 'When', 'Type', 'Location', 'With', 'Description', 'CSN', 'Research Study Linked', 'Scanned Doc Desc.', and 'Where'. The table lists two recent visits on 02/21/2024. The first visit is a 'Scanned Document' at 'DOUG IM' with 'Internal Med - Stanford, J' as the provider, with CSN 400150758115. The second visit is 'Orders Only' at 'JMF FP' with 'Fam Med - Provider, H' as the provider, with CSN 400150758112. A search bar and a 'Search Chart' button are located on the left side of the chart area.

**Abby Test**  
Male (M), 36 y.o., 5/16/1987  
MRN: 101916628

COVID-19 Vaccine: **Overdue for dose 2**  
Infection: **R/O Upper Respiratory Viral Infection**  
Care Team: No PCP  
Allergies: No Known Allergies  
ACCESS ENDS 3/2/2024

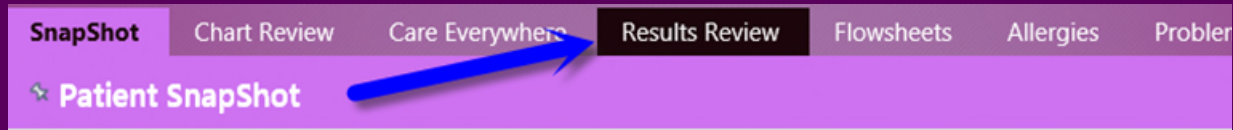
When	Type	Location	With	Description	CSN	Research Study Linked	Scanned Doc Desc.	Where
<a href="#">02/21/2024</a>	Scanned Document	DOUG IM	Internal Med - Stanford, J		400150758115		[In. Review (cancel)]	
<a href="#">02/21/2024</a>	Orders Only	JMF FP	Fam Med - Provider, H		400150758112		[In. Review (cancel)]	

**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.**

Please select a date option from the list below. To return to this page from the results display, click the 'Use Date Range Wizard' button next to the date field.

<input type="radio"/> New results since time mark last set	New result view
<input type="radio"/> Data since last encounter	Extended view
<input type="radio"/> Today's data	Extended view
<input checked="" type="radio"/> Data for last 30 days	Latest data view
<input type="radio"/> Data for last 6 months	Condensed view
<input type="radio"/> Data for last 12 months	Condensed view
<input type="radio"/> Results since conception (pregnancy)	Extended view

Show this page before displaying Results Review

# Searching the Patient Chart

Find information quickly in the patient's chart

Search Chart field - quickly find the information you need

The screenshot displays a patient chart interface with a search bar at the top containing the text 'CBC'. Below the search bar, there are navigation tabs for 'All', 'Notes', 'Care Everywhere', 'Meds', 'Labs (11)', 'Other Orders', 'Imaging', 'Procedures', 'Media', and a checked 'Group by encounter' option. The search results are listed under the heading 'Results for CBC'. The first result is an 'Erroneous Encounter - CHRISTUS Heart and Vascular Institute 6/17/2023' with a 'Complete Blood Count w/ Auto Differential' ordered on 6/17/2023 and discontinued on 6/17/2023. The second result is an 'Erroneous Encounter - CHRISTUS Trinity Clinic Alice 5/8/2023' with a 'Complete Blood Count w/ Auto Differential' ordered on 6/28/2023 and discontinued on 9/12/2023 with the reason 'Other'. The third result is a 'Lab - Jacksonville Family Circle of Care 2/20/2023'. On the left side of the interface, the patient's name 'Abby Test' is visible, along with demographic information (Male, 36 y.o., 5/16/1987, MRN: 101916628) and a 'Search Chart' button. Below this, there are alerts for 'COVID-19 Vaccine: Overdue for dose 2' and 'Infection: R/O Upper Respiratory Viral Infection', along with care team and allergy information.

Abby Test  
Male (M), 36 y.o., 5/16/1987  
MRN: 101916628

Search Chart

COVID-19 Vaccine: Overdue for dose 2  
Infection: R/O Upper Respiratory Viral Infection

Care Team: No PCP  
Allergies: No Known Allergies  
ACCESS ENDS  
3/2/2024

Search Chart

CBC

All Notes Care Everywhere Meds Labs (11) Other Orders Imaging Procedures Media Group by encounter

Results for CBC

Erroneous Encounter - CHRISTUS Heart and Vascular Institute 6/17/2023  
Complete Blood Count w/ Auto Differential Ordered 6/17/2023  
Discontinued: 6/17/2023

Erroneous Encounter - CHRISTUS Trinity Clinic Alice 5/8/2023  
Complete Blood Count w/ Auto Differential Ordered 6/28/2023  
Discontinued: 9/12/2023 Reason: Other

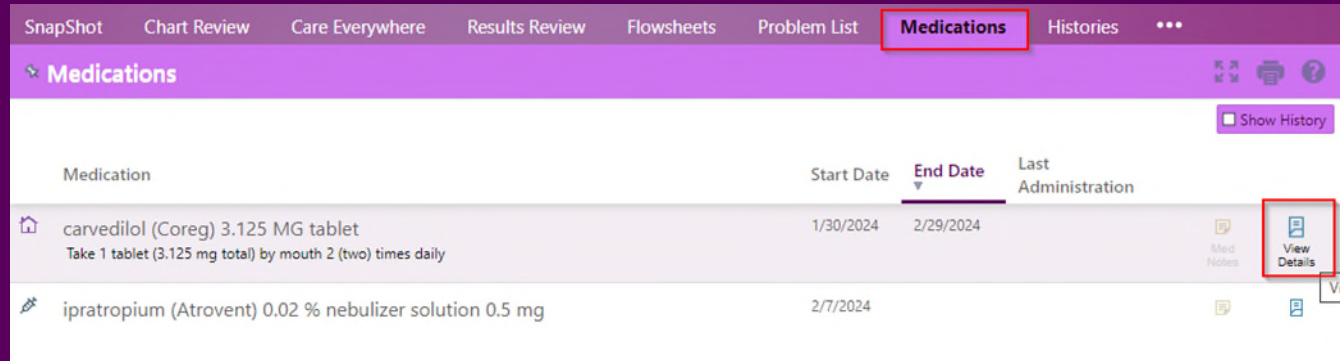
Lab - Jacksonville Family Circle of Care 2/20/2023

# 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**



The screenshot shows a patient chart interface with a navigation bar at the top. The 'Medications' menu item is highlighted with a red box. Below the navigation bar, the 'Medications' section is displayed with a table of current medications. The table has columns for Medication, Start Date, End Date, and Last Administration. The first medication listed is carvedilol (Coreg) 3.125 MG tablet, with a start date of 1/30/2024 and an end date of 2/29/2024. The 'View Details' button for this medication is highlighted with a red box. The second medication listed is ipratropium (Atrovent) 0.02 % nebulizer solution 0.5 mg, with a start date of 2/7/2024.

Medication	Start Date	End Date	Last Administration
carvedilol (Coreg) 3.125 MG tablet Take 1 tablet (3.125 mg total) by mouth 2 (two) times daily	1/30/2024	2/29/2024	
ipratropium (Atrovent) 0.02 % nebulizer solution 0.5 mg	2/7/2024		

# 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.

The screenshot displays a patient chart interface with a navigation menu on the left and a main content area. The navigation menu includes sections like Clinical Review, Patient Profile, and Medications. The 'Coverages & Benefits' section is highlighted in the navigation menu. The main content area shows a list of coverages for 'AMBETTER HIX - AMBETTER WESTERN SKY HIX'. The first entry is 'Covered' with a filing order of 3, and the second is 'Future' with a filing order of 1. Both entries have buttons for 'Benefits Inquiry' and 'Detail Report'.

**Coverages & Benefits**

Sort By: **Current, Future, Past** Effective Date Display: **Full Compact** Filters:  Current  Future  Past Effective on: [Calendar Icon]

Status	Plan Name	Subscriber	Member ID	Effective Date	Filing Order	Actions
Covered	AMBETTER HIX - AMBETTER WESTERN SKY HIX	Self	[Redacted]	[Redacted]	3	<a href="#">Benefits Inquiry</a> <a href="#">Detail Report</a>
Future	AMBETTER HIX - AMBETTER WESTERN SKY HIX	Self	[Redacted]	[Redacted]	1	<a href="#">Benefits Inquiry</a> <a href="#">Detail Report</a>

# Reviewing the Patient Chart

## View Upcoming Appointments

Select patient, click on Chart Review and uncheck the Default filter box and you will see Appointment visit types appear at the top.

The screenshot shows the 'Chart Review' interface. The 'Chart Review' tab is selected and highlighted. Below it, the 'Encounters' tab is also highlighted. A blue arrow points to the 'Default filter' checkbox, which is currently unchecked. A tooltip above the checkbox reads 'Filter encounters as defined by your administrator'. Below the filter section, there is a table of encounters with columns for 'When', 'Type', 'Location', 'With', 'Description', 'CSN', 'Scanned Doc Desc.', and 'Where'. The table shows two encounters: one on 02/26/2021 at GSM ED (Emergency Me) and one on 05/05/2020 at MFH ECC (Admission (Canceled)).

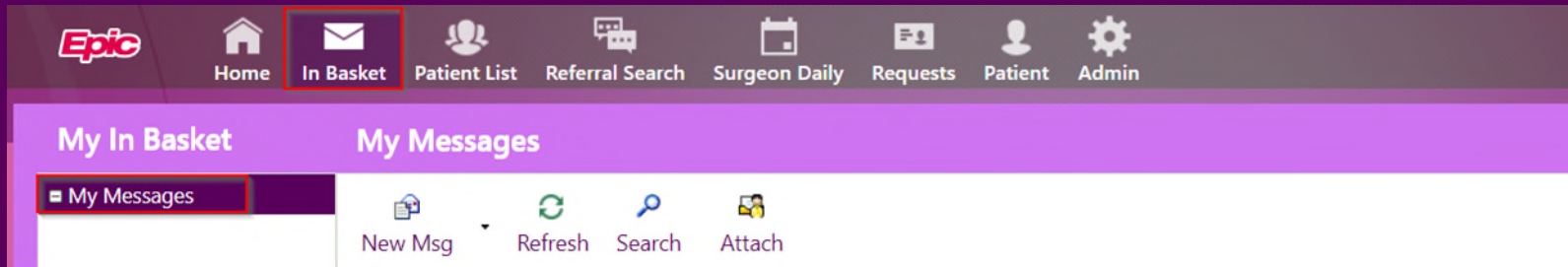
When	Type	Location	With	Description	CSN	Scanned Doc Desc.	Where
02/26/2021	ED	GSM ED	Emergency Me		400078948388		GSM ED
05/05/2020	Admission (Canceled)	MFH ECC	Emergency Me		400066764197		MFH EMERGENC CENTER

# In Basket: Viewing Messages

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

**Click INBASKET**

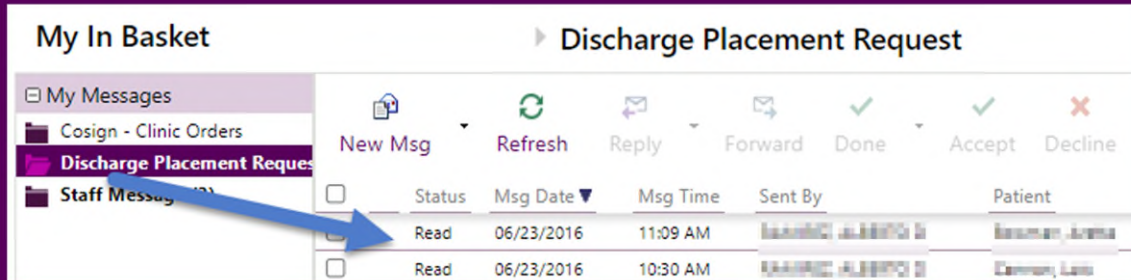
**If there are no folders, there are no messages. Otherwise, these are separated by required actions.**



# In Basket: Viewing Messages

## View a message

- Select the folder for the type of message you want
- Select a message to read its contents



The screenshot shows the 'My In Basket' interface. On the left, there is a folder tree with 'My Messages' expanded, showing sub-folders: 'Cosign - Clinic Orders', 'Discharge Placement Request', and 'Staff Messages'. The 'Discharge Placement Request' folder is selected and highlighted in purple. On the right, the 'Discharge Placement Request' view shows a toolbar with icons for 'New Msg', 'Refresh', 'Reply', 'Forward', 'Done', 'Accept', and 'Decline'. Below the toolbar is a table of messages:

<input type="checkbox"/>	Status	Msg Date	Msg Time	Sent By	Patient
<input type="checkbox"/>	Read	06/23/2016	11:09 AM	RANDI MC ALBERTO	RANDI MC ALBERTO
<input type="checkbox"/>	Read	06/23/2016	10:30 AM	RANDI MC ALBERTO	Common, Luis

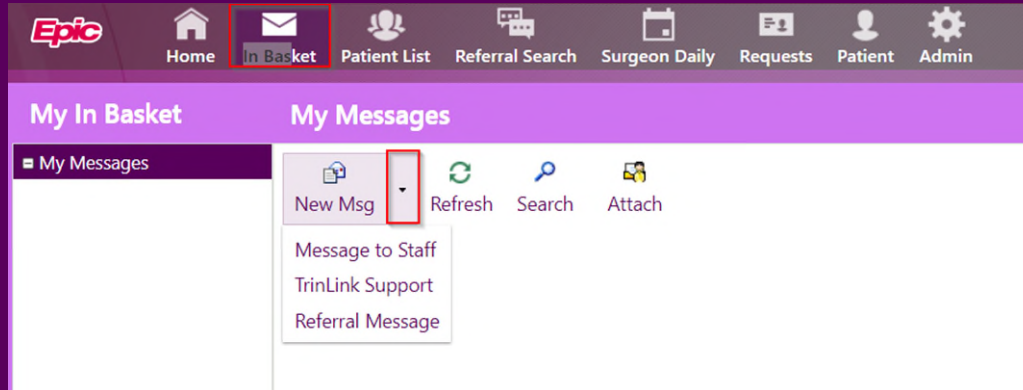
A blue arrow points from the 'Discharge Placement Request' folder in the left pane to the first message in the table.



# 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.**



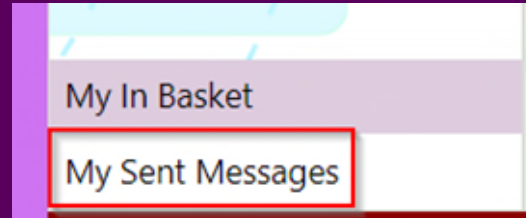
# In Basket: Sending Messages

## View messages you've sent

Click **IN BASKET**

Click **My Sent**

To return to your In Basket, click **My In Basket**



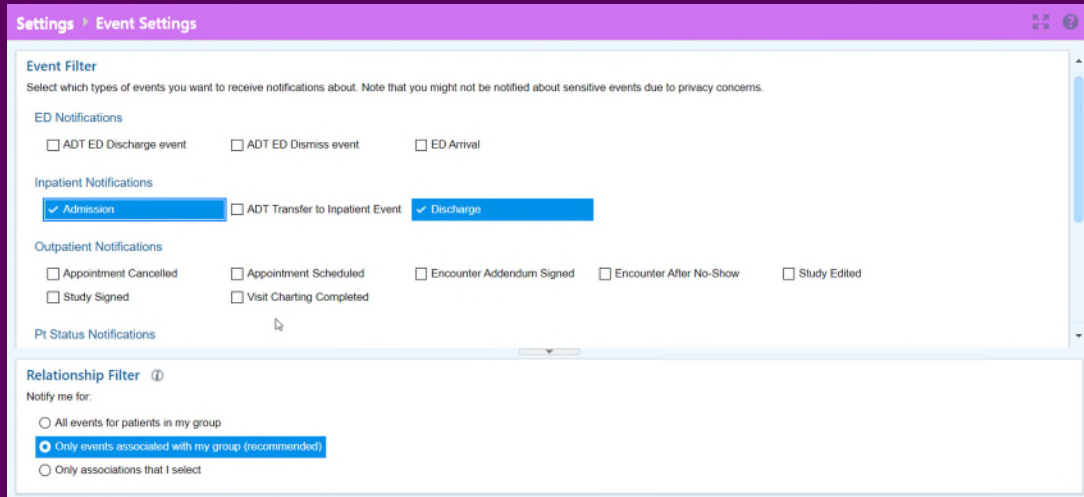
# Event Monitor Settings

## To customize your Event Monitor Settings

Click Menu, then settings

Click Event Monitor

Place a Check next to the ones you need to receive



The screenshot displays the 'Event Settings' configuration page. It is organized into several sections for selecting notification types:

- Event Filter:** A header section with a note: "Select which types of events you want to receive notifications about. Note that you might not be notified about sensitive events due to privacy concerns."
- ED Notifications:** Includes checkboxes for "ADT ED Discharge event", "ADT ED Dismiss event", and "ED Arrival", all of which are currently unchecked.
- Inpatient Notifications:** Includes checkboxes for "Admission", "ADT Transfer to Inpatient Event", and "Discharge". The "Admission" and "Discharge" options are checked and highlighted in blue.
- Outpatient Notifications:** Includes checkboxes for "Appointment Cancelled", "Appointment Scheduled", "Encounter Addendum Signed", "Encounter After No-Show", "Study Edited", "Study Signed", and "Visit Charting Completed", all of which are currently unchecked.
- Pt Status Notifications:** This section is partially visible at the bottom of the main content area.
- Relationship Filter:** A separate section titled "Relationship Filter" with a help icon. It asks "Notify me for:" and offers three radio button options: "All events for patients in my group", "Only events associated with my group (recommended)" (which is selected and highlighted in blue), and "Only associations that I select".

# Managing Your Clinic

**This activity will ONLY be available if you have been assigned the CareLink administrative rights 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



The screenshot shows the 'My Groups' page in a web application. The navigation bar includes 'Home', 'In Basket', 'Patient List', 'Referral Search', 'Test, Susan', and 'Admin'. Below the navigation bar, there are tabs for 'My Groups', 'My Facilities', and 'Account Requests'. The main content area is titled 'My Groups' and contains a table with the following data:

Name	Login ID	Provider	Email	Enrolled in 2FA	Last Login	
Kristina	KRI	No		No		
Shelly	SHE	No		No	2/10/2022 1:18 PM	

A blue arrow points to the red minus icon in the last column of the table.

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

The screenshot shows a 'Deactivate' dialog box. It contains the following information:

- User ID: S442
- User Group: GSMG Patient Group
- Comment: (empty text box)

A blue arrow points to the 'Deactivate' button at the bottom of the dialog box.

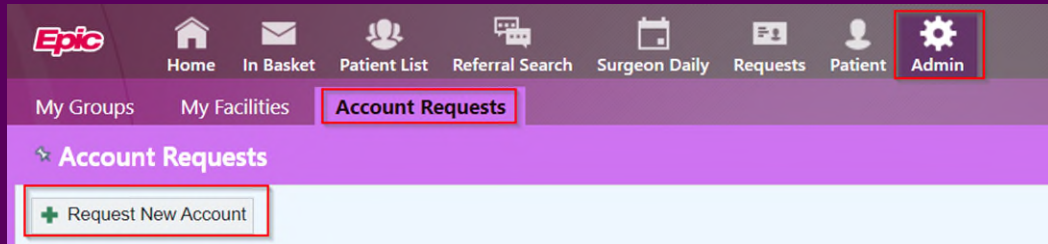
# Managing Your Clinic

## 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



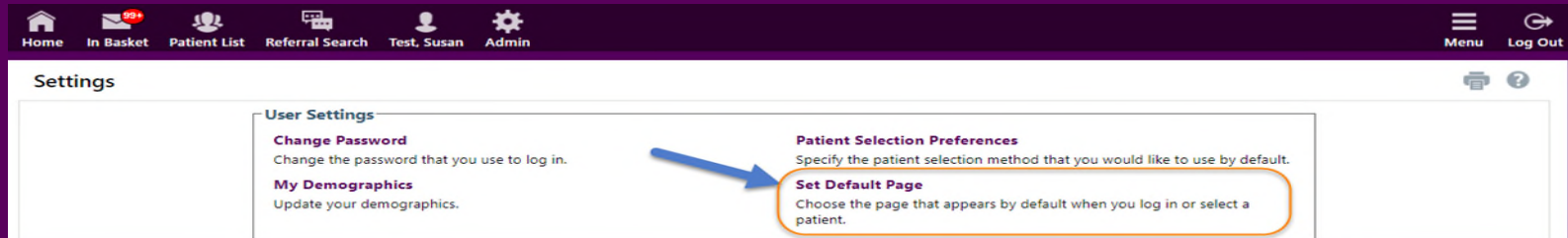
# Updating Program Settings

## Change your password

- **CareLink Support ...**
  - **Email:** [carelink@christushealth.org](mailto: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**



The screenshot shows the 'Settings' page of a web application. The navigation bar at the top includes icons for Home, In Basket, Patient List, Referral Search, Test, Susan, and Admin. On the right side of the navigation bar are icons for Menu and Log Out. The main content area is titled 'Settings' and contains two sections:

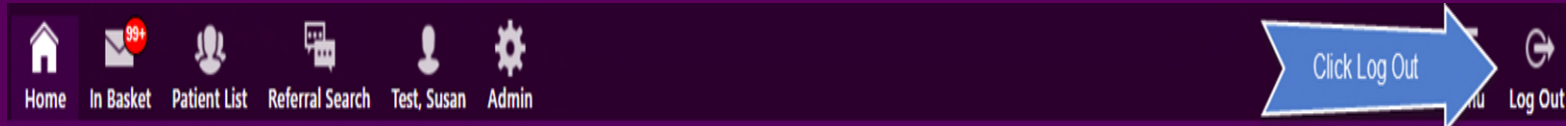
- User Settings**
  - Change Password**: Change the password that you use to log in.
  - My Demographics**: Update your demographics.
- Patient Selection Preferences**: Specify the patient selection method that you would like to use by default.
  - Set Default Page**: Choose the page that appears by default when you log in or select a patient.

A blue arrow points to the 'Set Default Page' option, which is highlighted with an orange border.

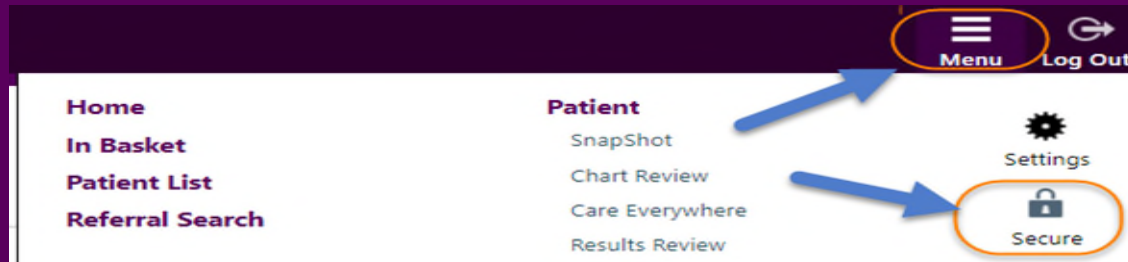
# How Do I Log Out?

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](mailto:carelink@christushealth.org)**

**Thank You!**