

What is EpicCare Link?

EpicCare Link is Epic’s web-based application for connecting organizations to community practices. It provides community users secure access to select patient information. EpicCare Link is not an EMR solution; it is a **read-only** application.

EpicCare Link sign up process

1. After initial contact (either from external facility or through Guthrie outreach), Guthrie’s EpicCare Link Liaison provides the external facility two documents:
 - a. Agreement for Access to Guthrie Electronic Health Data
 - b. Exhibit A User Terms and Conditions/Confidentiality Agreement (for Site Administrator(s))
2. Guthrie’s EpicCare Link team requires Site Administrator(s). A site administrator is the person responsible for maintaining a site’s EpicCare Link records, including verifying user accounts are current, deactivating accounts of users who are no longer active at the site, and submitting requests to activate new EpicCare Link user accounts. Every site must have at least one administrator.
3. Guthrie’s EpicCare Link Access agreement is reviewed, signed (by the site’s Privacy officer) and returned to the Guthrie EpicCare Link Liaison.
4. Upon return of the signed Access agreement, the Guthrie team will set up the facility account. The Physician Liaison will enter the Site Administrator(s) information into the Epic security request form. The Site Administrator(s) will be granted specific security to allow them to sign up new users in EpicCare Link.
5. The Site Administrator(s) will be notified as soon as their account has been setup and their access has been granted. Each Site Administrator will receive a username and temporary password.
6. Once the site administrator has entered each individual user into EpicCare Link, the Guthrie team will use generate a profile for each user (including the username and temporary password).
7. The EpicCare Link team will share this information with the Site Administrator(s), who will assist their users in logging into EpicCare Link.
8. The IT Help Desk (570-887-5380) is available to assist with any technical issues.

EpicCare Link Features and FAQs

Communication Between Users: *How can EpicCare Link help me communicate with Guthrie providers about my patients?*

Community users and users at Guthrie can use In Basket to communicate securely about patient care. Community users can use In Basket to:

- Send and receive messages about patient care and billing needs.
- Directly link messages to patients' accounts, charts, lab results, and orders.
- Complete tasks related to a message by clicking context-specific buttons on the toolbar.

Please note that all communications via In Basket become part of the patient's permanent EHR and as such entering communication in a professional manner is encouraged. Personal communication with Guthrie providers is still available for direct patient care questions.

Referral Communication and Submission: *Can I use EpicCare Link for direct referrals to Guthrie providers?*

Community physicians can use EpicCare Link to view the patient medical record and documentation completed after they have referred a patient to Guthrie. Community physicians can also submit referrals to Guthrie through EpicCare Link.

Laboratory and Radiology Ordering: *Can I use EpicCare Link to order labs and imaging?*

EpicCare Link can be used to enter procedure orders for laboratory and radiology studies to be done at Guthrie facilities. These orders can only be entered by a provider (MD or APP).

Uploading Documents: *(Example) Can I send a Guthrie cardiologist an EKG I ran in my office?*

Community users can upload designated file types into the patient's chart, such as EKGs, progress notes, or digital images. This functionality allows the documents to be sent as attachments to Guthrie's Epic EMR end users. Upon receiving the documents electronically, Guthrie staff may add them to the EMR.

Affiliate Provider Review: *Can I review the Guthrie inpatient billing for my patients?*

For non-Guthrie providers who admit patients to Guthrie facilities, Link can be used by their billing staff to view the notes of a patient admitted to a Guthrie facility to verify that the documentation supports the charges for that provider.