

Thank you for using EpicCare Link, your UMass Memorial Health Care (UMMHC) tool for enabling access to clinical data for the patients we share. To help you further serve your patients and better manage their care, here are some changes and enhancements added to EpicCare Link on February 11, 2021.

New Features

❖ Updates to the Storyboard

- Social determinants of health (SDOH) are broadly defined as social and environmental factors that affect patients' health status. EpicCare Link users can now see the risk classifications of each domain in the Storyboard and hover to see details about the domain, such as when each domain last changed.
- The Storyboard now also shows a patient's care and risk scores. Clinicians can hover over the score to see more details about the score, such as contributing factors and when they last changed. If they have documented values, the following scores that appear may include: ASCVD, Diabetes Composite Score, Diabetes Risk Score, Pediatric Risk of Hospital Admission or ED Visit, Risk of Hospital Admission or ED Visit, and Risk of Hypertension.
- To help you quickly review important vitals for children, Storyboard now shows both BMI and growth percentiles for patients younger than 21.

❖ Site Administrator Functionality

The Site Verification activity has a new look to help make it easier for site administrators to complete site verification.

[Please refer to the updated User Guide for more details on EpicCare Link's functionality.](#)

Important to Know & Reminders

❖ Order, Manage and Monitor COVID-19 Lab Test orders with EpicCare Link

With COVID testing locations getting busier and busier, you can now enter orders for your patients at the three UMass Memorial Health Care testing sites: Leominster, Marlborough and Worcester. If the patient is also a myChart user, our secure patient portal enables them to schedule their own appointment at the testing sites.

Benefits:

- While your practice may have its own EMR tool, utilizing this feature through EpicCare Link is more streamlined than faxing your order to UMass Memorial. By entering the order via EpicCare Link, the order does not risk the chance of the fax getting lost.
- Use of this feature may also allow you to monitor the process, ensuring that the patient has the test collected in a timely fashion, especially if pre-procedure timing is crucial.

❖ Referrals to UMMHC and Diagnostic Imaging Orders

Did you know that when Referrals are ordered via the EpicCare Link application they are placed directly in queue with internal referrals at UMMHC? When placing the referral order you can make the referral to a department or to a specific provider and you can attach documents. Also, when referrals are ordered via EpicCare Link, you have the tools to easily monitor the appointment scheduling between the patient and the UMMHC specialty. In addition to referrals, users have now access to Diagnostic Imaging orders and COVID-19 lab test orders.

❖ Site Administrator Functionality and Security Enhancements

Site administrators can now unblock users accounts when the account has been inactive for too many days or the user had too many failed login attempts.

If you have any additional questions, please contact the UMass Memorial Health Care IS Support Center at 508-334-8800. They will be happy to address and/or submit a service ticket for resolution. Remember, you can always email epiccarelinkadmin@umassmemorial.org as well.