

## FREQUENTLY ASKED QUESTIONS

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### GENERAL QUESTIONS

**Q. What is EpicCare Link?**

**A.** EpicCare Link is UMass Memorial Health Care's secure online tool for connecting community providers, with whom we share patients to UMass Memorial's Epic electronic health record systems, enabling them to view information about their patients' care at UMass Memorial Health Care (UMMHC). EpicCare Link offers view-only access to a patient's information such as hospitalizations, specialist referrals, and real-time clinical data and is compliant with state and federal regulations for the release of Protected Health Information (PHI).

**Q. What does EpicCare Link offer?**

**A.** EpicCare Link is an intuitive, easy-to-use, web-based application that offers:

- The ability to view a patient's clinical history, including discreet results, reports and images.
- Event notification (e.g., patient's Emergency Department visit, admission, discharge). The provider must be identified on the patient's registration. See Patient-Related Questions on page 5.
- Secure messaging to/from UMMHC staff regarding patient care, including referral requests.
- Online ordering of Diagnostic Imaging exams, for patients who have their exams at UMMHC Radiology departments.

**Q. Does EpicCare Link include patient information from any UMMHC facility?**

**A.** Yes. Using EpicCare Link, you can access clinical data for your patients, regardless of which UMMHC facility they visit.

**Q. What information is available within EpicCare Link?**

**A.** With EpicCare Link you can view your patient's lab results, diagnostic test results and reports including Radiology PACS images, hospitalization records, procedural information, discharge instructions, progress notes, medications, allergies, problem lists, medical history and more.

**Q. Who can use EpicCare Link?**

**A.** EpicCare Link is available to:

- Staff at our affiliated practices, whose physicians have full Epic access.
- Referring physicians and their support staff.
- Post-acute providers, such as nursing homes and long-term care facilities.

**Q. How can I access EpicCare Link?**

**A.** EpicCare Link is a web-based portal that can be accessed at [epiccarelink.umassmemorial.org](http://epiccarelink.umassmemorial.org).

**Q. Is there a fee for using EpicCare Link?**

**A.** No, there is no fee associated with EpicCare Link. If you decide you would like to purchase UMMHC's full Epic system for use in your office, a fee would be incurred. This program is called Community Connect.

# EPICCARE LINK

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### **Q. What technical set up does EpicCare Link require?**

**A.** To access EpicCare Link, you need a computer, a high-speed internet connection and an up-to-date browser (e.g., Internet Explorer, Edge, Chrome, Firefox or Safari). You may access EpicCare Link via a tablet (e.g. iPad running iOS 9 or later using the Safari browser and Android tablets using the Chrome browser). Access via a smartphone is not recommended as it is not optimized for smaller screens. Please know that EpicCare Link uses industry standard encryption technology.

### **Q. Where can I get additional information about EpicCare Link?**

**A.** You can download additional information, such as the EpicCare Link User Guide and other helpful information from the Quick Links section of the EpicCare Link home page after login at [epiccarelink.umassmemorial.org](http://epiccarelink.umassmemorial.org).

### **Q. How long will I have access to my patient's information in UMMHC's EpicCare Link?**

**A.** You will have access to your patient's information for as long as you are listed as his/her Primary Care Provider (PCP) in UMMHC's Epic system. If your relationship with the patient is something other than as PCP, your automatic access may vary. However, you may at any time look up a patient — provided you are able to identify key demographic fields. In these cases, the patient will remain on your list for 15 days.

Please note that you must log into UMMHC's EpicCare Link portal at least once every 182 days for your account to remain active. If your account becomes inactive, please email [epiccarelinkadmin@umassmemorial.org](mailto:epiccarelinkadmin@umassmemorial.org) or call the UMMHC IS Support Center at 508.334.8800 to re-activate it (you will have to provide your 4-digit PIN which you identified on your End User Confidentiality Agreement).

### **A. How do I sign up for EpicCare Link?**

**A.** For sign-up information, please visit our [EpicCare Link webpage](#) found in the 'For Physicians' dropdown on the homepage of the UMass Memorial Health Care website. If you are from a private provider practice, please contact Physician Referral Services at 800-431-5151. If you are a post-acute care provider or facility, please email [epiccarelinkadmin@umassmemorial.org](mailto:epiccarelinkadmin@umassmemorial.org).

If you are at a site where others already have access to EpicCare Link, and you would like to sign up, simply reach out to your Site Administrator who can arrange access for you.

### **Q. Who should I contact if I am having problems accessing EpicCare Link?**

**A.** Please contact your Site Administrator, who is your EpicCare Link subject matter expert and will be your **first point of contact** for any questions/problems. If the Site Administrator is not able to assist you:

- a. Contact the UMMHC IS Support Center (if access related) at 508-334-8800
- b. Contact the ECL Admin (if content related) at [epiccarelinkadmin@umassmemorial.org](mailto:epiccarelinkadmin@umassmemorial.org).

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### **Q. How long does it take to get an account?**

**A.** Once your Site Administrator submits the request along with the signed End User Confidentiality Agreement to the EpicCare Link Administrator, it generally takes two business days to process the account. Once set up, the user's account information will be emailed back to the Site Administrator. Please follow up with your Site Administrator for login instructions.

### **Q. What is the definition of an EpicCare Link site?**

**A.** A site may be a provider practice or a group of providers that provides coverage for each other. Lists of patients that a group of providers and their staff has access to are organized by the "Site Definition", so be sure to have the site reflect the coverage group, but not necessarily the whole group. If defined too large, the site's event monitor lists will be difficult to manage. A Site could also be a Post Discharge facility or service. Each site must have a Site Administrator and Site Leader. However, either may be responsible for more than one site.

### **Q. What/Who is a Site Administrator?**

**A.** Each site must identify a Site Administrator prior to signing up any of their staff or physicians for EpicCare Link. The Site Administrator will coordinate and manage your site's access to EpicCare Link.

### **Q. Can my staff access a patient's medical record on my behalf?**

**A.** You can request EpicCare Link access for your staff. Each staff member will need to enroll in EpicCare Link, sign the End User Confidentiality Agreement and abide by rules of patient confidentiality. You and your staff, will have appropriate access to your patients' health records based on role. At least one person at your site must be designated as the Site Administrator who will have certain additional administrative responsibilities.

### **Q. How will I know when UMMHC has updated a patient's health record or posted a new result?**

**A.** You will receive a message in your EpicCare Link "In Basket", our EHR messaging system. If you do not open it for 7 days (this is customizable), the system will send a reminder to your business email address (provided on the End User Confidentiality Agreement when you signed up).

### **Q. What are the advantages of EpicCare Link?**

**A.** EpicCare Link gives you real-time access to your patients' health records, including test results, imaging reports and notification of outpatient visits, admissions and discharges. You can also send messages, including referrals to providers within the UMMHC system (via a secure messaging system called "In Basket"). Lastly, our most recently added feature is the ability to place orders for your patients' Diagnostic Imaging exams as well as COVID-19 lab testing . Scheduling of the imaging exams is not included in this release, but we do plan to add this functionality in the future. If the patient is a user of UMass Memorial Health care's secure patient portal myChart, they can schedule their own COVID-19 lab test appointment at the busy testing sites. The advantages of placing Diagnostic Imaging orders and COVID-19 lab tests versus faxing the orders is that your orders will be received in line with orders from internal providers. Additionally, you can easily monitor to see if/when your patient has been scheduled for the exam.

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### **Q. Is training required to use EpicCare Link?**

**A.** No, training is not required. However, after enrolling in EpicCare Link, you can access online training at any time via the “Quick Links” section on the EpicCare Link home page. EpicCare Link was designed so that community clinicians and staff need minimal training to use it successfully. Users are trained on-the-fly with onscreen instructions and efficiency tips that guide users through their workflows the first time they access certain activities.

### **Q. Can I share my EpicCare Link User Name and password with colleagues at my site?**

**A.** No, if you have access to EpicCare Link as a part of your job, it is so you can perform your duties in support of caring for patients. When you signed the End User Confidentiality Agreement for using EpicCare Link, you agreed to keep this information private and not allow anyone else to use this information. You are responsible for any activity that occurs using your user name and password. Even if you are called away from your computer and someone else accesses this information, you are responsible. If others at your site need EpicCare Link access, they can request their own account via the Site Administrator.

### **Q. Does EpicCare Link help my practice attest to Meaningful Use?**

**A.** No, EpicCare Link does not address specific Meaningful Use criteria, but it is a valuable tool for physician office practices and chart reviewers.

However, Referrals placed via the EpicCare Link application are placed directly in queue with internal referrals at UMMHC, thus resulting in an improved process over other methods of referrals. Also, when referrals are placed via EpicCare Link, you have the tools to easily monitor the appointment scheduling between the patient and the UMMHC specialty.

## Login Questions

### **Q. What URL should I use to log in to the system?**

**A.** Open your browser and navigate to the EpicCare Link website [epiccarelink.umassmemorial.org](http://epiccarelink.umassmemorial.org). We recommend that you bookmark this URL on your own device for ease of access. This link is also found in our [EpicCare Link webpage](#) found in the ‘[For Physicians](#)’ dropdown from the homepage of the UMass Memorial Health Care website.

### **Q. How can I reset my Password?**

**A.** If you have forgotten or need to reset your EpicCare Link password, click the “Forgot your password?” link on the EpicCare Link login page and follow the prompts to reset your password. You will need to answer three of your challenge questions, which you should have setup upon first login to EpicCare Link.

If you have forgotten your challenge question or have problems with resetting the password yourself, you should contact your Site Administrator who is your EpicCare Link subject matter expert. The Site Administrator can assist you with the reset. If your Site Administrator is unable to, email [epiccarelinkadmin@umassmemorial.org](mailto:epiccarelinkadmin@umassmemorial.org).

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### Patient-Related Questions

**Q. Why can't I see my patients in the list?**

**A.** Physicians may not see some of their patients upon logging in the system the first time since the patient relationship may not be established. Physicians may choose to add such patients using the "Search All Patients" in the "Patient Search Activity" in the application. Please note that this requires the identification of multiple fields of patient demographics to assure the provider has a known relationship with the patient. Once the provider has selected the patient via this mode, the staff at the site will also be able to see the patient.

**Q. How does UMMHC know when there is an access issue?**

**A.** UMMHC conducts audits to protect the privacy of our patients by determining who is accessing patient records. We also perform audits when a problem is reported to UMMHC. The rules, audits and consequences of privacy violations have not changed with our transition to Epic. These are all outlined in the Terms and Conditions you must agree to in order to use EpicCare Link.

**Q. Can EpicCare Link providers contact a UMMHC provider with questions?**

**A.** Yes, providers can communicate directly via EpicCare Link's "In Basket" feature; however, users must be mindful to enter the communication in a professional manner as any written communication is subject to disclosure in a legal proceeding.