

## EpicCare Link General Use Instructions

### A. Required Set-Up:

1. HSHS Central Illinois Division (CID) Compliance Officer sets up a contract per entity.
2. User requests access to EPIC via hospital website.
3. Hospital representative enters a ticket for Epic to build a template.
4. For password questions or issues with EpicCare Link, please call (877) 403-4357 or email [epichelpdesk@hshs.org](mailto:epichelpdesk@hshs.org)
5. Electronic learning modules and guides are available under Quick Links on the EPIC home page or the hospital websites.
6. There are two types of access:
  - a. First Access: View Only access, for example for Skilled Nursing Facilities and Nursing Homes (not linked to specific providers).
  - b. Clinical Managed Access: Users are linked to specific providers in a clinic or department to get notifications and potential ordering capabilities.
7. HSHS CID representative emails the website link, ID# and temporary password.
8. User sets up a password of their choice.

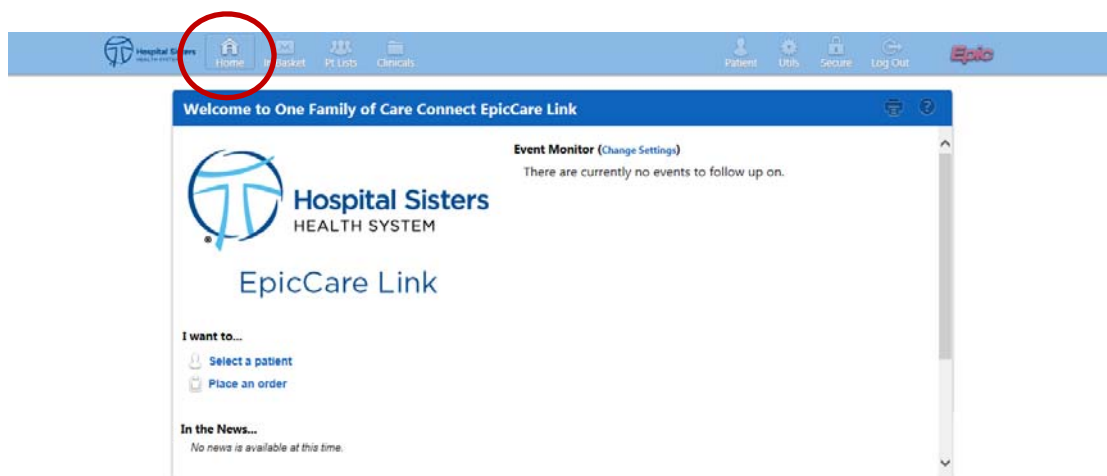
### B. Instructions for General Use:

1. Access the landing page via the link to EpicCare Link.



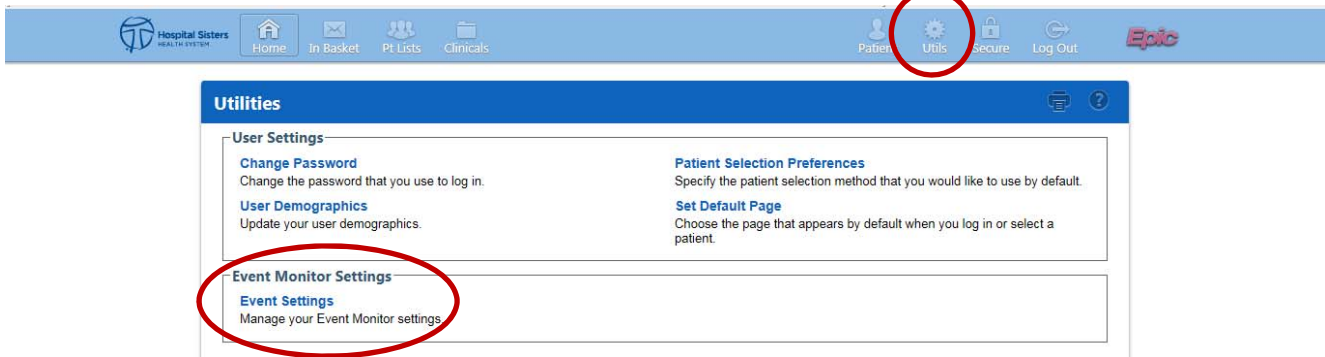
2. Log in with your User ID and Password.

3. The first page is the Home page.

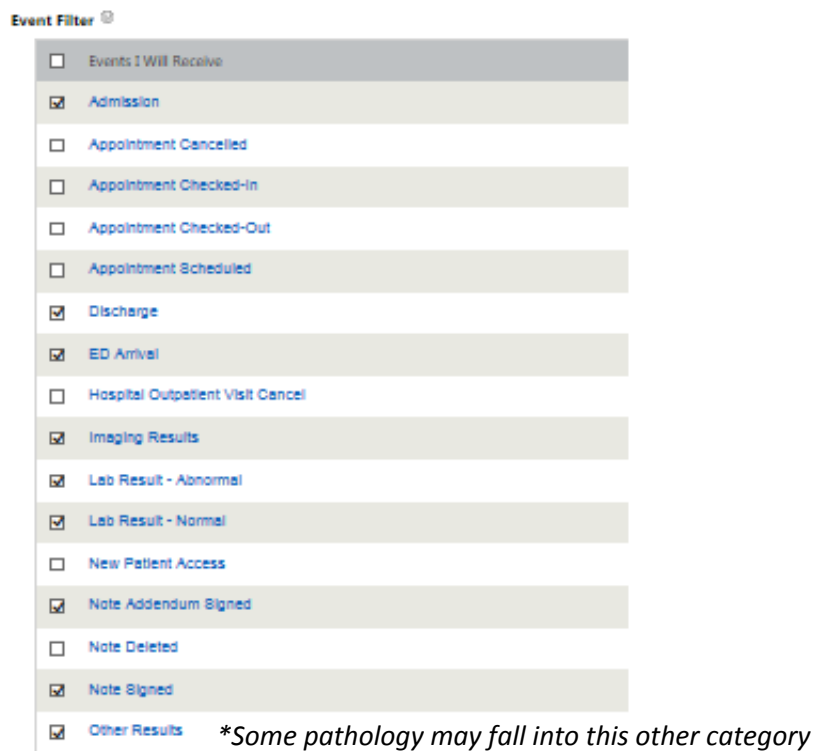


4. For the Clinical Managed Access Template ONLY:

- a. Under Event Monitor Settings, click on “Event Settings” or click on the “Utils” icon to change settings.



- b. Select items on which you want to be notified. See the checked items below for what is recommended:



- c. Relationship Filtering: Select the radio button for “Certain Providers”, and then select only the providers for whose tests and information you wish to be notified.

**Note:** The Default is “Only events associated with a provider, department, or vendor in my group (recommended)”. If you select this option, you will be notified of all results on patients for whom the selected provider is on the care team (not just the patients for whom the provider is responsible).

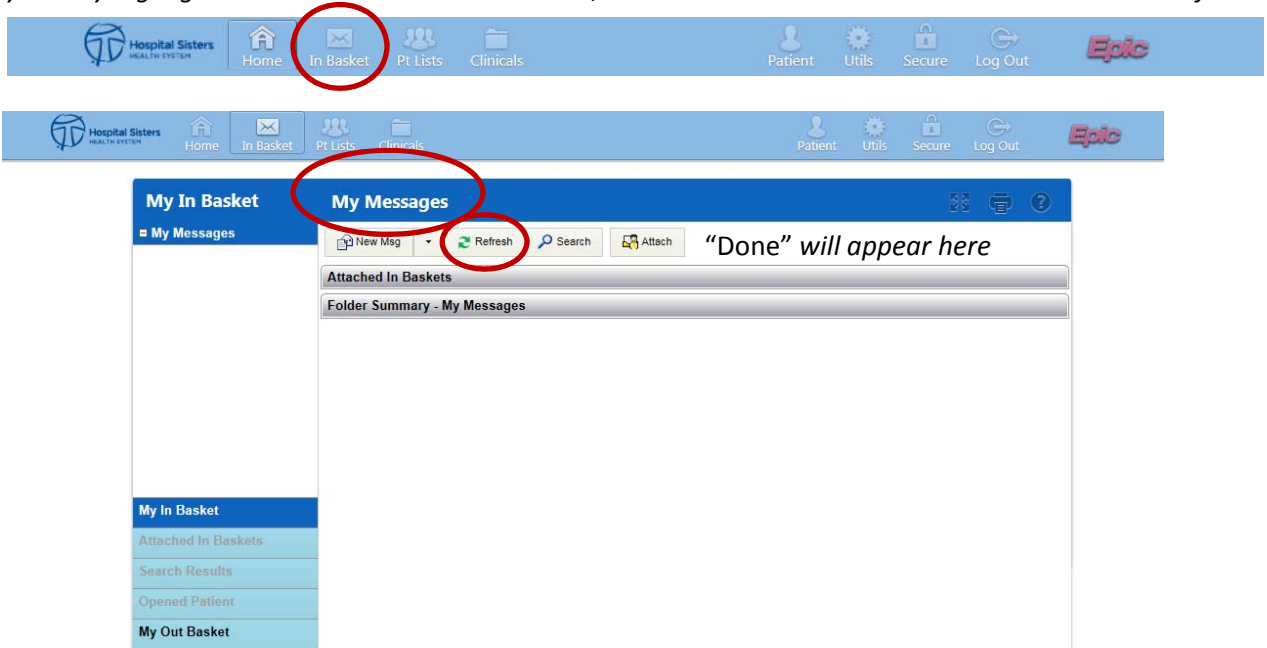
Relationship Filtering ?

Notify me for:

- All events for patients in my group
- Only events associated with a provider, department, or vendor in my group (recommended)
- Certain Providers

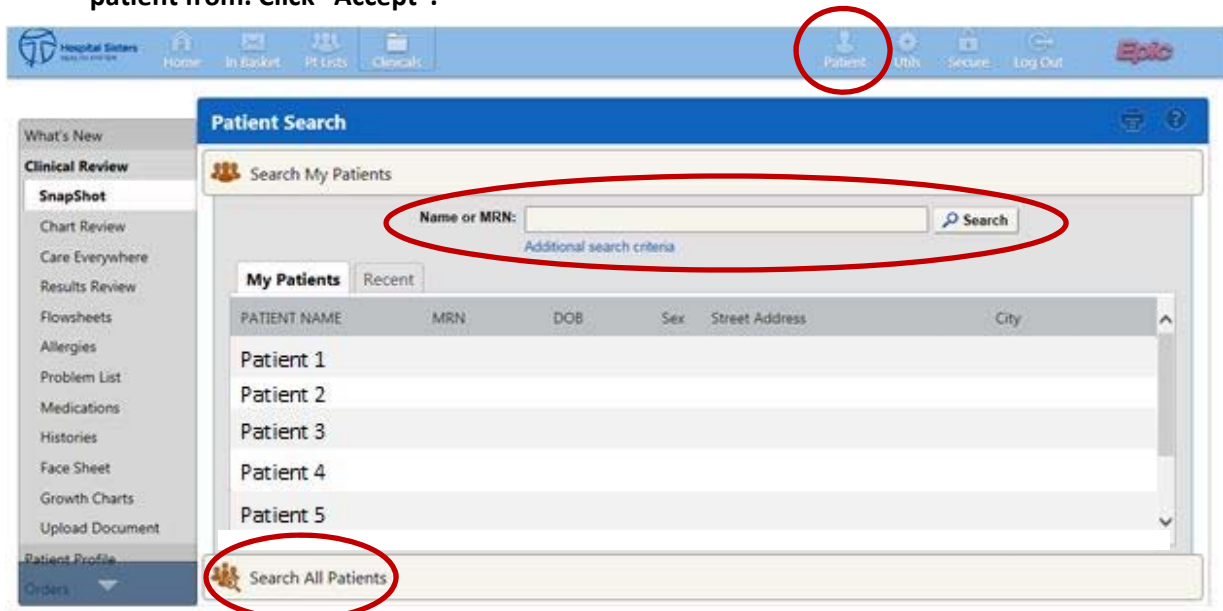
- d. Click “Accept”.

**Note:** Notifications can be accessed via the Home Page and be managed through your In Basket, for example you may highlight and delete en masse. To delete, make selections and then click on “Done” and “Refresh”.



**5. How to find a patient**

- a. Click on “Select a Patient” from the Home Screen (see screenshot above) or click on the “Patient” icon.
- b. Scroll or use Search Bar and type in the patient’s name or MRN to find patients within your group.
- c. If a patient does not appear: This means the patient has not been seen since Epic go-live. Click on “Search All Patients” (only have to do this once per patient) and enter the patient’s Name, Sex, and DOB. Click “Select” to select the patient and add to your list or “Cancel” to go back and modify search. Under Patient Select Confirmation, select a Reason from the drop-down selections to access the patient from. Click “Accept”.



**Patient Select Confirmation**

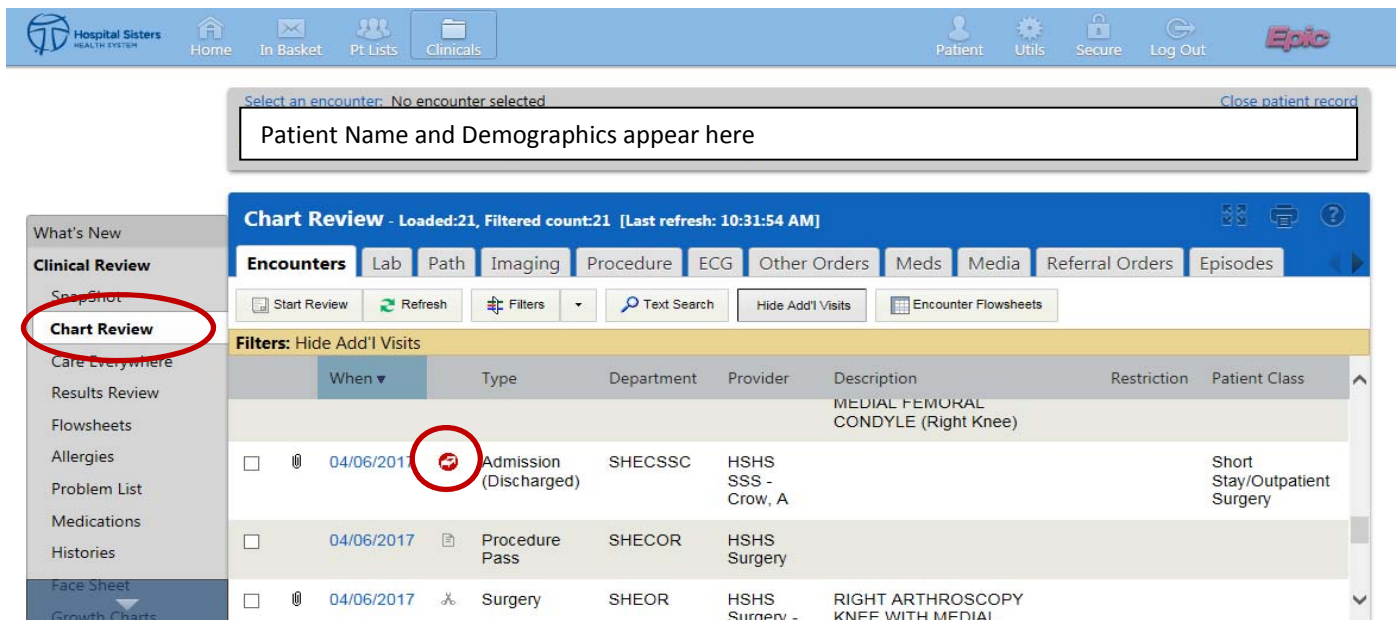
<b>Reason:</b>	Access Needed by Patient's PCP Emergency Care Referring Physician Hospital Care Team Other (please specify)	Comment: <input type="text"/>
<b>Required It</b>	Access needed by OPO Office Staff of Patient Care Team Member Access needed by Billing Access needed for Coding Consulting Physician	<input type="button" value="Accept"/> <input type="button" value="Cancel"/>

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6. For the Clinical Managed Access Template ONLY: Access a provider's list of patients currently in the hospital (hospital rounding list) by using the "Pt Lists" icon, the "EpicCare link Admitted Patients" tab, and filter by provider.



7. Viewing Information: Once you are in the patient record, you will see patient information.  
 Tip: For ICD-10 Codes, click on problem list in the SnapShot. Items listed in blue hyperlink to more information.
- CHART REVIEW:** Use the Encounter tab (Note: The individual tabs for Lab, Pathology, Imaging, are not always the best place for full information.)
  - Look for the **red bed** (hospital) or **red + (ED)**. Click on the **blue** encounter date.



- c. Click on “Encounter Notes” to review all ALL NOTES (H&Ps, Operatory Notes, Discharge Summary, ED Notes, Progress Notes, etc.). To print, click on only the notes desired (versus the whole chart). Click “Back” to return to a previous screen.
- d. Click on “Additional Orders and Documentation” and “Results” to see test results, etc.
- e. Click on “Discharge” to see AVS (After Visit Summary), Discharge Instructions, Med List at D/C, etc.

- f. Click on ‘Media’ to see anything scanned in. *Note: Recent Insurance Card scans may be useful to clinics in updating patients’ insurance information.*

	Date/Time	Document Type	Description	Enc Date	Enc Dept	File Attached to
<input type="checkbox"/>	04/03/2017 1:44 PM	History & Physical	03/07/17 DR N STEWART HISTORY AND PHYSICAL	04/06/2017	SHEC SHORT STAY CARE	04/06/2017 Hospital Encounter
<input type="checkbox"/>	03/27/2017 3:05 PM	Photo ID			None	Patient Name
<input type="checkbox"/>	03/27/2017 3:05 PM	INSURANCE CARD			None	Patient Name
<input type="checkbox"/>	03/02/2017	Faxed / Paper Order	PT Order	03/02/2017	SHEC OP PHYS THERAPY	03/02/2017 Transcribe Orders with Coabel, Jenna

g. Click on “Care Everywhere” to access Epic records outside of HSHS, such as Gundersen or Aspirus.

Select an encounter: No encounter selected Close patient record

Patient Name and Demographics appear here

**Care Everywhere Outside Records**

Some documents listed below may not be available to view though One Family of Care Connect EpicCare Link ([Why not?](#)). Summaries for visits deemed sensitive by the source organization may be excluded from this list. This message appears for all patients.

<input type="checkbox"/>	Date	Type	Dept. Specialty	M	L	I	Providers	Doc. Source	Info. Origin	Description
<input checked="" type="checkbox"/>	6/12/2017	Clinical Summary		-	-	-		Aspirus		
<input type="checkbox"/>	6/12/2017	Clinical Summary		-	-	-		Gundersen Lutheran Medical Center, Inc.   Gundersen Clinic, Ltd.		
<input type="checkbox"/>	11/26/2012	CVA Office						Aspirus		32418692

Available
  Medication changes
  Lab orders placed
  Imaging/EKG orders placed
  Not applicable

h. To place orders for this patient, use the blue arrow to get to “Orders”. You can also use the “Place an order” on the home page.

**Clinical Review**

- Snapshot
- Chart Review
- Care Everywhere
- Results Review
- Flowsheets
- Allergies
- Problem List
- Medications
- Histories
- Face Sheet
- Growth Charts
- Upload Document
- Patient Home
- Orders**
- Surgery

**Welcome to One Family of Care Connect EpicCare Link**

Event Monitor (Change Settings)  
There are currently no events to follow up on.

**I want to**

- Select a patient
- Place an order

**In the News...**  
No news is available at this time.

Logged in as: GRIDOVSKI, KELLY

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\*See additional instructions for how to place an order.