EpicCare L**O**nk

**What is EpicCare Link?**
EpicCare Link is Epic's web-based application for connecting Spectrum Health to community practices. Through Link, community users will be given secure access to patient information in the Spectrum Health Epic data repository. Link allows us to extend patient information to external facilities and improve the continuity of care in our community.

**How does EpicCare Link work?**
EpicCare Link provides registered users with secure access to their patients' electronic health record information from Spectrum Health Facilities.

Link:
- Provides a more transparent flow of information between physicians.
- Makes it easier for external physicians to place referrals and orders.
- Gives community providers access to review the patient's chart.

**What computer equipment does EpicCare Link require?**
To access EpicCare Link you need a PC or Macintosh computer, a high speed or DSL internet connection (dial-up not recommended) and current browser edition of Internet Explorer or Mozilla Firefox.

EpicCare Link uses industry standard encryption technology ensuring that only you and our staff have access.

**Is there a fee for using EpicCare Link?**
Spectrum Health is providing EpicCare Link at no cost. EpicCare Link is a web-based service that requires no installation on your servers or computers.

**What information is available within EpicCare Link?**
EpicCare Link provides view-only access to the patient's Spectrum Health medical record, including lab results, diagnostic test results, hospitalization records, procedural information, discharge instructions, progress notes, medications, allergies, medical history and more.

**How long does a primary care provider have access to a patient's medical record?**
Providers who have been identified in the Spectrum Health electronic health records system (Epic) as the patient's primary care provider (PCP) will have access to the health record for as long as the provider is listed as the patient's PCP.

**How long will other users with a relationship to the patient have access to the health record?**
Other users with a temporary relationship to the patient, such as consulting and referring physicians, their staff, a regulatory agent, or a provider at a community facility (e.g., a nursing home) will have access to a patient's record for 90 days following the user's first login to EpicCare Link.

**How do I sign up for EpicCare Link?**
Please speak to your physician liaison to request access.

**Who should I contact if I am having problems accessing EpicCare Link?**
Please contact the IS Helpdesk at 616.391.1361 to report a problem. Be sure to indicate to the helpdesk that you are working with EpicCare Link so the ticket will be sent to the correct team.

**How long does it take to get an account?**
Once the request is submitted, it generally takes two weeks to process the account, upon which the user's account information will be emailed to the email address specified in the request.

**Once I submit the account, what happens next?**
Once the account request has been approved and processed, you will receive your user name and password via email. Please make sure to enter an accurate email address in the request form to ensure the receipt of your username and password.

**Is training required to use EpicCare Link?**
Spectrum Health has physician liaisons available to provide training for EpicCare Link. In addition, tools are available to provide tips and suggestions as you navigate EpicCare Link. There are some targeted education materials in the Quick Links section of EpicCare Link.

**Can I share my EpicCare Link user name and password with someone else?**
If you have access to EpicCare Link as part of your job, it is so you can perform your duties in support of caring for patients. When you agree to the terms and conditions of using EpicCare Link, you agree 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 is active with this information, you are responsible. If others in your clinic or department need EpicCare Link access, they can request their own account.

**Who can reset my password?**
Please call the IS Helpdesk at 616.391.1361 to reset your password.

**Does EpicCare Link help my practice attest to Meaningful Use?**
No, EpicCare Link does not address specific Meaningful User criteria, but it is a valuable tool for physician office practices and chart reviewers.

**What if I have an existing interface with Spectrum Health?**
Your pre-established interface will remain when Spectrum Health goes live on Epic. Additional tools will be available within EpicCare Link that are not available at this time through your interface (ex. radiology ordering capabilities).