EpicCare Link
Frequently Asked Questions

Use the links below to jump to your specific question.

March 27, 2018

EpicCare Link
Frequently Asked Questions

What is EpicCare Link and when will it be available?

EpicCare Link is a free, secure, web-based portal for providers, health care organizations and appropriate community agencies to access information in the St. Charles Epic electronic health record (EHR) for referred and admitted patients. It also helps expedite referrals, reduce redundant testing and improve communications across the community of care.

One can easily access the Epic chart for a patient referred to a St. Charles facility, upload documents to the patient's chart, submit a release of information request to our Health Information Management team and facilitate billing and coordinate care through your office staff's access to provider's hospital notes.

Other valuable functions include placing of x-ray and lab orders, exchanging messages with providers and being notified of patient-related events, such as an admission to the Emergency Department.

EpicCare Link requires no software installation, provided your computer meets the minimum technical requirements, a standard that most modern computers easily meet.

The St. Charles rollout of EpicCare Link will begin April 7, 2018 for existing partners and be extended to new partners throughout the balance of the spring and summer of 2018.

Why should my organization be an EpicCare Link participant?

We find that there are two main reasons why organizations participate in our EpicCare Link program. One reason is that many organizations are accustomed to access to St. Charles records via Allscripts or Paragon, both of which will be disabled shortly after the implementation of Epic. EpicCare Link represents the best alternative to those two systems.

The second reason to join the EpicCare Link program is to improve the patient experience for those patients we share. Collectively we will create an improved experience when we are more effectively sharing information.

What are the enrollment steps for an organization and how long should it take?

1. Contact the SCHS IT Service Desk (541 706-6394 or servicedesk@scmc.org) and communicate your interest. The Service Desk will, in turn, notify the EpicCare Link Support Team who will then contact your organization.
2. Complete and submit to your assigned EpicCare Link Support Team member a completed EpicCare Link Access Request Form. This is a questionnaire that is used

by our Compliance department to ensure each EpicCare Link participant has a legitimate need to access the information related to our patients.

3. Once approved by our Compliance department, complete and submit to your assigned EpicCare Link Support Team member a completed EpicCare Link Authorized User List. This list will contain all of the individuals from your organization that need to participate.

4. Once you've submitted your completed EpicCare Link Authorized User List, complete and submit to your assigned EpicCare Link Support Team member a completed External User Agreement. This agreement needs to be signed by a leader in your organization.

The duration of time that these steps consume is partially dependent on how long it takes for your organization to fill out the forms and the sign the agreement. The only document that needs St. Charles approval is the one referenced in Step 2. Please allow at least ten (10) work days for that approval.

Please note that completion of enrollment for your organization is a prerequisite to enrollment of the individuals in your organization. See "What are the enrollment steps for an individual and how long does that take?" (the next FAQ topic) to better understand the process to be followed by each individual participant.

What are the enrollment steps for an individual and how long does that take?

If your organization is already a participant in the SCHS EpicCare Link program, follow the steps below. If they are not, please first follow the instructions provided in the FAQ topic above "What are the enrollment steps for an organization and how long should it take?".

1. Go to the EpicCare Link Landing Page (https://www.stcharleshealthcare.org/epiccarelink) and click on the orange button labeled, "Contact Us". Clicking this button will take you to a form. Fill out the form and click "Submit." This will send a message directly to our EpicCare Link Support Team.

   Alternatively, you can contact the SCHS IT Service Desk (541 706-6394 or servicedesk@scmc.org) and communicate your interest. The Service Desk will, in turn, notify the EpicCare Link Support Team who will then contact you.

2. Supply information as requested by the EpicCare Link Support Team member.
3. Complete and submit to your assigned EpicCare Link Support Team member a completed Acceptable Use and Confidentiality Agreement. Your Support Team member will check over the data and submit your information to our IT Analyst and Security Teams, who will create your User ID and make the other connections to Providers, Organizations and Patients that may be necessary.

EpicCare Link
Frequently Asked Questions

The duration of time that these steps consume is mostly dependent on how long it takes for you to sign the Acceptable Use and Confidentiality Agreement and get it sent to us. Onboarding of individuals to gain access to EpicCare Link should normally take less than five work days, provided all of the organization-level paperwork is in place.

What will be required to sustain my participation in the EpicCare Link program?

There are two requirements to sustain your participation in Link:

1. You need to use the application at least once every 90 days. Failure to do so will result in the termination of your account. We'll warn you before we turn off your account due to lack of use.
2. Maintain a current Acceptable Use and Confidentiality Agreement. Once per year you'll receive a reminder from us to sign and submit a new Acceptable Use and Confidentiality Agreement.

How does one access the EpicCare Link application?

It's a web application that can be accessed from anywhere.

To go to the EpicCare Link Landing Page for St. Charles:

https://www.stcharleshealthcare.org/epiccarelink

To go to the EpicCare Link login page:

https://epiccarelink.stcharleshealthcare.org

What are the technical requirements for my computer to work with EpicCare Link?

In order to access EpicCare Link, your standard browser (Google, Internet Explorer, Chrome, etc) will need to meet the following:

Device Type	Browser Requirements
Windows	Internet Explorer 11, Firefox 45 or later, or Chrome 50 or later

March 27, 2018

EpicCare Link
Frequently Asked Questions

Device Type	Browser Requirements
Macintosh	Firefox 45 or later, Chrome 50 or later, or Safari 9 or later
iPads	iOS 9 or later using the Safari browser; the Chrome browser is <u>not</u> supported
Androids	Chrome browser; the native Android browser is <u>not</u> supported

To function properly with your web application, a browser must be enabled to accept cookies **and** to run JavaScript. These are enabled by default when you install the supported browsers unless they've been specifically disabled.

In Mac OS X, you must enable full keyboard access to tab between fields in web applications. To do this, access System Preferences > Keyboard & Mouse > Keyboard Navigation > Full keyboard access, and select the All Controls option.

I had access to the St. Charles Paragon or Allscripts applications. Is that access going away and if so, when?

> If you're a Provider, your access to Paragon and Allscripts will be changed to "Read-Only" on May 7th, 2018. The time between the Epic Go-Live (Apr 7) and May 6 is your window of opportunity to complete your notes in Paragon or Allscripts. In April of 2019, your Allscripts access will be removed entirely and on July 30 of 2019, your access to Paragon will go away.

> If you're a Clinical Caregiver, but not a Provider, you will have the ability to edit records from April 7 through April 16. On April 17 your Paragon access will go away and your Allscripts access will be changed to "Read-Only". In April of 2019, your Allscripts access will be removed entirely.

> If you're a non-clinical caregiver, you will have Read-Only access to Paragon and Allscripts from April 7 through May 6. On May 7 you will lose your Paragon access and your Allscripts access will be changed to "Read-Only." In April of 2019, your Allscripts access will be removed entirely.

What security roles exist in EpicCare Link and how are these roles assigned?

> There are 12 different security roles that can be assigned. Each EpicCare Link participant can have only one role. That role is assigned by our EpicCare Link

EpicCare Link
Frequently Asked Questions

Coordinators based upon the information you provide about your organization and the function you serve in the organization.

The twelve (12) roles are:

> Physician
> Post Discharge Physician
> Clinical Support, such as a Nurse or Medical Assistant or a case worker
>   Detention Center Clinician (can be a Provider or other clinician)
> Front Desk/Biller
> Front Desk (is not involved in the billing function)
> Site Administrator
> Lab Only (offered to organizations whose only interaction with our patients is to
>   place lab orders and receive lab results)
> EMT (offered to first responders)
> Clinical Research (offered to clinical research firms)
> Payor
> Requestor (offered to firms who are frequent Release of Information (ROI)
> requestors

What if my assigned security role doesn't allow me to perform my job functions or no longer fits my job function?

> Please contact your assigned EpicCare Link Support Coordinator, listed in the EpicCare Link Support Guidance document found at:
> https://www.stcharleshealthcare.org/epiccarelink.

How can I change my password?

> It's good practice to change your password periodically. If you need to do so, you can do that by clicking on the Utilities Icon in the upper right quadrant of any EpicCare Link screen and then clicking on the "Change Password" link under User Settings. You'll be asked to enter your old password once and to enter a new password twice.

What should I do if I forget my user id or password?

> We've established a primary contact person at each organization. That person is called the Site Administrator (Site Admin). The Site Admin will have a list of user id's for your organization. If the organization is large enough, the Site Admin will also have the authority to reset a password.

If your organization does not have someone who has been granted Site Admin privileges, then please contact your EpicCare Link Support Coordinator, listed in the EpicCare Link Support Guidance document found at: https://www.stcharleshealthcare.org/epiccarelink.

What training aids exist to help me learn how to use EpicCare Link?

All of our training aids are available online in the same location, namely:

https://www.stcharleshealthcare.org/epiccarelink

Your most helpful aid will probably be the Quick Start Guide, which is a comprehensive set of Tip Sheets that cover the most commonly used functions within EpicCare Link.

Also available in the same location are these FAQ's, an EpicCare Link Support Guidance document and a document describing the Technical Requirements for your computers.

How do I get some one-on-one personal help with EpicCare Link?

If you need some help understanding how to use EpicCare Link, please rely on the EpicCare Link Support Guidance found at: https://www.stcharleshealthcare.org/epiccarelink. This document describes steps you can take to receive support, in the preferred order. As a last resort, you can always contact our SCHS IT Service Desk (541 706-6394 or servicedesk@scmc.org). Our Service Desk technicians will try to help and if they cannot, they'll put you in contact with someone who can.

What are the rules governing which patients are displayed in my Patient List?

The one relationship that is lasting is the one between the patient and the Primary Care Provider. In EpicCare Link, this relationship lasts until someone (a Payor, a patient, or someone with a relationship to the patient) takes an overt action to change it.

There are less permanent relationships established in EpicCare Link between the patient and any one of the following types of Providers: Attending, Admitting, Consulting, Ordering, and Referring. All of these relationships last 10 days and then dissolve until they are re-established, which can be done as many times as necessary.

EpicCare Link
Frequently Asked Questions

What types of orders can I enter using EpicCare Link?

There are three types of orders that we will be allowing using EpicCare Link: referrals, lab and x-ray. The Quick Start Guide, found on the EpicCare Link Landing Page (https://www.stcharleshealthcare.org/epiccarelink) explains how to enter an order.

Can the 10-minute timeout rule be changed that logs me out automatically?

No, this timeout rule cannot be changed. The 10-minute timeout that occurs when your EpicCare Link session is idle for 10 or more minutes is necessary for security purposes.

What are my responsibilities as a Site Admin?

There are a number of responsibilities tied to the role of the Site Admin:
- The most important responsibility is to keep our EpicCare Link Support Team informed of individuals who leave your organization or have changed roles and need to change their security role.
- A second responsibility is to report violations to our Compliance Office.
- A third responsibility is to coordinate training, enrollment, and re-enrollment initiatives. This includes the annual renewal of both organizational-level and individual-level agreements.
- A fourth responsibility is to perform the role of a Super User and possess exceptional knowledge of the EpicCare Link application so that you can answer most questions posed by other EpicCare Link users in your organization.

What assistance is available to me as a Site Admin?

If you're in need of help with respect to EpicCare Link or in the fulfillment of your Site Admin duties, please contact any EpicCare Link Coordinator whose names can be found in the EpicCare Link Support Guidance found at: https://www.stcharleshealthcare.org/epiccarelink. We'll be happy to help.