UC Health EpicCare Link Site Administrator Role and Responsibilities

EpicCare Link Site Administrators play a key role in the maintenance of EpicCare Link access for your organization's associates and communication between UC Health and your organization. Site Administrators are the Primary Point-of-Contact for the EpicCare Link users and support at their organization. Each Site Administrator will need to have a UC Health EpicCare Link Access Request on file with UC Health that has them designated as the Site Administrator for your organization. Your organization's Privacy Officer or Senior Ranking Official MUST sign this access request. Site Administrators can be responsible for 1 location in your organization or multiple locations. The locations the Site Administrator will be responsible for should be indicated on their access request.

User Access Request
Once a Site Administrator's access has been established, they are now responsible for completing, signing/approving and submitting UC Health EpicCare Link access requests for associates at their organization. As the UC Health Security Team processes the EpicCare Link Access Requests for your organization, the Site Administrator will be copied on all communications with the associate regarding the 'next steps' in the account provisioning process as well as the final email with the associates' account information.

Site Verification
On a Quarterly basis in the months of February, May, August and November, the UC Health EpicCare Link application requires all organizations to complete a Verification Process of their associates. This entails marking 'Yes' or 'No' when prompted that the associates identified as belonging to the sites the Site Administrator is responsible for are: 1. Still employed with your organization and 2. Still require UC Health EpicCare Link access. Failure to complete the Site Verification in a timely manner during the Site Verification month will result in access termination for all the associates linked to the Unverified Site.

Communication
Site Administrators are the main contact for UC Health communications when the UC Health Epic system is upgrading and new features become available or other features change as a result of the upgrade. Site Administrators may also receive other ad hoc communications from UC Health if/when important information needs to be communicated with you organization.

New Site Administrators
If your organization's current Site Administrator is no longer able to perform the duties of a Site Administrator, it is the responsibility of your organization to notify UC Health. Your organization must select a new Site Administrator as soon as possible and submit to UC Health an EpicCare Link Access Request that MUST be signed by your organizations Privacy Officer or Senior Ranking Official and has Site Administrator selected on the form.

Physician Office Site Administrators
In order for EpicCare Link to accurately reflect the patients that have been assigned to a Physician's Office Group, the Site Administrator is responsible for notifying UC Health when a Physician leaves their practice or when a new Physician joins their practice.