



University of Cincinnati Medical Center
West Chester Hospital
Daniel Drake Center for Post-Acute Care
UC Physicians

EPIC CARE LINK COMMUNITY USER GUIDE

EpicCare Link Community User Quick Start Guide

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Getting Started

EpicCare Link is a tool that provides real-time web access to patient information so you can access patients' clinical data and communicate with UCHHealth to provide quality patient care. You can also use EpicCare Link to quickly refer patients to our organization.


EpicCare Link is a collection of different web pages, or activities, that correspond to different tasks. The activity that you use depends on what you want to accomplish.

This guide takes you on an introductory tour of EpicCare Link. The first pages include information to help you get started, such as browser requirements and how to log in. The rest of the guide contains explanations of how to use EpicCare Link. Terms that appear in *italics* throughout the guide are further defined in the glossary at the end of the guide.



Each organization configures Epic differently, so what you see in this guide might differ from what you see in UCHHealth's EpicCare Link system.

Help and contact information

For help using an activity, click  on the web page.

- If you forget your password or can't log in, call **513-585-6972**.
- For all other issues, send an In Basket message to UCH-EPIC-CARE-LINK@uchealth.com.

Browser, system, and connection requirements

You must use one of the following Internet browsers to access EpicCare Link:

- Apple Safari 9 and any later versions
- Google Chrome 50 and any later versions
- Microsoft Internet Explorer 11
- Mozilla Firefox 45 and any later versions

On tablets, you must use iPad Safari or Android Chrome browsers.

EpicCare Link requires a minimum screen resolution of 1024x768 pixels. We recommend that you use a high-speed Internet connection to achieve the best system speed and performance.

How do I log in?

1. Open your web browser and access the following URL: <https://link.uchealth.com>.
2. Enter the user ID and password that you received with your subscription to EpicCare Link and press Enter.
3. If a Terms and Conditions page appears, read the agreement and click **Accept** to acknowledge your agreement with the terms. You are now logged in to EpicCare Link.

Navigating in EpicCare Link

When you log in to EpicCare Link, two sets of navigation tools appear at the top of the page.

- **Action Options:** Use these buttons, located on the top right of the screen, to perform basic tasks, such as selecting a patient or logging out.
- **Navigation Tabs:** Use these tabs to open different activities in EpicCare Link.

Most activities are located on the **Clinicals** tab. When you select Clinicals, a menu appears on the left side of the screen. Select activities from this menu to open them.

1. Click a menu name, such as **Clinical Review**, if it's not already expanded. The menu expands and activity options appear below.
2. Click the name of an activity option, such as **Chart Review**, to open the activity.



Below is a map of the main areas on the screen, with the **Clinicals** tab selected and the Chart Review activity open.

The screenshot displays the EpicCare Link interface. At the top, there is a navigation bar with the Epic logo, Home, In Basket, Pt Lists, and Clinicals tabs. The Clinicals tab is selected. To the right of the Clinicals tab is a 'Navigation Tabs' button. Further right is an 'Action Options' button, followed by a 'Patient' button, a 'Utils' button, a 'Secure' button, and a 'Log Out' button. Below the navigation bar, the patient information is displayed: 'Zztest, Lpatient', 'Male, 33 y.o. (2/21/1984)', 'PCP: UCHCAD, PCFAMPHY TEST *', 'MRN: 06055402', 'Access From: EHS LINK GROUP', and 'Access Ends: 7/24/2017'. On the left side, there is a 'Menu' button. Below the menu button, a list of activities is shown: Clinical Review, Snapshot, Chart Review (selected), Results Review, Flowsheets, Allergies, Problem List, Medications, Histories, Growth Charts, Upload Document, Patient Profile, Referrals/Claims, Scheduling, and Release of Info. The main area of the screen shows the 'Chart Review' activity, which is loaded with 30 encounters. The 'Encounters' tab is selected, and the 'Recent Visits' section is visible. The table below shows the recent visits:

When	Type	With	Description	Reason for Call/Visit	CSN
07/14/2017	Chart Note	Internal Med - Fammd, S			1000055353
07/06/2017	Chart Note	Hem/Onc - Latif, T			1000055237
06/22/2017	Office Visit	Nephrology	No Show		1000055034
06/22/2017	Office Visit	Internal Med	Pecked by chicken, initial encounter (Primary Dx)		1000055033
06/22/2017	ED	Emergency Me			1000054325
06/20/2017	Telephone	Internal Med - Uchcad, P			1000054977
05/13/2017	Appointment	Internal Med - 200, A			1000053926
04/13/2017	Chart Note	Fam Med - Uchcad, P			1000053187




How do I log out?




To maintain patient confidentiality, you need to log out or secure your screen when you are done working or have to leave the computer for any reason. There are two ways to do this:

- Click  **Log Out** to log out of EpicCare Link. The next time you log in, you are directed to your start page.
- Secure the computer by clicking  **Secure**. When you log back in, you return to the same activity that you were using before you secured the screen.



Accessing the Patient Chart

Select your patient's chart from a list of current patients


1. Click  **Patient** and go to the **My Patients** tab.
 - If you have access to many patients, your patients might appear on more than one page. Use the alphabetical search index at the top of the page to find patients by clicking the first letter of the patient's last name.
2. Click a patient's name to open his chart.
3. To view a list of currently admitted patients, go to **Pt Lists** and select the tab for admitted patients. For patients to appear on this list, you must have a provider relationship of PCP, attending, admitting, or treatment team on the admission.
 - You can filter the results by provider-patient relationship and see the patients for one provider at a time by selecting a provider from the **Show patients for** list.
4. Select a patient's name to view additional patient-specific information in the report pane.
5. If you view a report frequently, click  to add a button for the report to the toolbar. From that page, you can also remove your report toolbar buttons, rearrange the order of buttons, and rename the reports.
6. Click  to open a patient's chart.

Patient Lists ▶ **My Patients** (1 patient records)   

My Patients EpicCare Link Admitted Patients

 Refresh  Set As Default List Filter by PCP:


PATIENT NAME	MRN	Sex	DOB	Street Address	SSN
ZZTEST,LPATIENT	<E2290142>	M	2/21/1984	89 Barn Road, Flatwoods KY 41139	xxx-xx-1111



 [Search All Patients](#)





To see only the patients for whom you are the PCP, select your name in the **Filter by PCP** field.

Search for a patient's record based on name or MRN

1. Click  **Patient** and enter the patient's name or MRN.
2. In the Search Results window, click the name of the patient whose chart you want to open.

Patient Search  


 Search My Patients


Name or MRN:  Search

Additional search criteria

My Patients Recent

PATIENT NAME	MRN	Sex	DOB	Street Address	SSN
ZZTEST,LPATIENT	<E2290142>	M	2/21/1984	89 Barn Road, Flatwoods KY 41139	xxx-xx-1111

 Search All Patients



 Create a New Chart



In two clicks, you can quickly open a patient chart that you recently had open. In the **Search My Patients** section of the Patient Search activity, select the **Recent** tab and then click the name of the patient.

What if I can't find a patient?

If you don't find a patient using the methods above, you might not have been granted access to her chart yet, or she might not have a record in the system. Use the Search All Patients section of the Patient Search activity when you need to gain immediate access to a patient's chart for the first time, such as in the case of an emergency. Note that you must enter the patient's first and last name when using this method.

1. If your initial search returns no results, click **Search All Patients** from the Search Results window.
2. Complete all of the required fields, and then click  **Search**.
3. Select the patient record you want to open and select the reason you need access to the patient's chart in the **Reason** field and add any comments. Enter any additional comments and click  **Accept**.

Patient Search



Search My Patients

Search All Patients

[Make this my default](#)

Please fill out the required fields to gain access to a patient/member. Enter the full name as LastName,FirstName (example: Doe,John), and either the last 4 digits of the SSN or the Patient's MRN.

Patient Select

Name (Last,First):

Sex:

Birthdate (MM/DD/YYYY):

Last 4 digits of SSN:

Patient MRN:

Search

Clear

Create a New Chart



Create a New Chart is not available at this time with UCHealth access.

Monitoring Your Patients

Event Monitor allows you to monitor events that occur in your patients' care, such as inpatient admissions or discharges, outpatient visits, or new lab results. You can view these events on the home screen or in your In Basket.

Target your event notifications

To focus on the medical events that matter most to you, use event and relationship filters in Event Monitor. You can tailor which types of events you're notified of and for which patients. For example, you can choose to be notified of only the events associated with you or certain providers in your group. You're associated with an event if you're the attending provider, admitting provider, referring provider, a treatment team member, a care team member, or the patient's PCP.

1. Go to **Utils > Event Settings**.
2. Choose which types of events you'll receive notifications for in the Event Filter section. To receive notifications for all the available event types, select the **Events I Will Receive** check box.
3. Choose which events you'll receive notifications for by selecting one of the options in the Relationship Filtering section:
 - a. **All events for patients in my group.** This option includes events for any patient that you have access to. For example, if you choose to receive referral notifications, you are notified of any authorized referrals, even if the referral isn't to you or your group.
 - b. **Only events associated with a provider, department, or vendor in my group (recommended).** For example, if a patient you have access to is admitted to the hospital, but none of the providers in your group is associated with the admission, you would not receive a notification.
 - c. **Only events associated with me.**
 - d. **Only events associated with certain providers or departments.** This option includes only events associated with the providers or departments you select.
4. Choose who your notifications are sent to in the In Basket Settings section:
 - a. **Any user in my group.** Your notifications are sent to a group of users at your organization, and any of the users can access the message and mark it as Done, which removes it from the In Baskets of all the users in the group. This option helps reduce the risk of duplicate follow-up and can save time.
5. **Only me.** You are the only user who can mark the notifications as Done. Other users might still see and act on the same notifications, but they can't mark the message as Done. This option helps ensure that you see every notification.

Event Monitor (Change Settings)

Inpatient Notifications

Status	Patient	Event Type	Admission Date	Discharge Date
New	Casanova, Paul	Admission	11/06/2014	
New	Cook, Rodger	Admission	05/18/2014	
New	Macias, Daniel	Admission	05/18/2014	
New	Payne, Jason	Admission	11/14/2013	
New	Thomas, Shanelle	Admission	03/20/2013	12/03/2013
New	Vides, Freda	Admission	03/20/2013	

Outpatient Notifications

Status	Patient	Event Type	Visit Date	Enc Department
New	Quick, Rudy	Visit Charting Completed	02/11/2015	EMC General Surgery

Result Notifications

Status	Patient	Visit Date	Test Types	Result Date
New	Cerrone, Christiana	02/19/2015	Blood Bank; Imaging; Lab; Microbiology; Point of Care Testing	02/19/2015
New	Duggan, Jackie	05/18/2014	Diet; Imaging; Lab; Respiratory Care	05/19/2014
New	Fultz, Marcia	05/18/2014	Diet; Imaging; Lab; Respiratory Care	05/19/2014
New	Simpson, Cathy	05/17/2014	Lab	05/18/2014

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View a patient's recent events

Select the **Home** tab to review recent events for your patients.

If necessary, you can view more information about events and mark them as Done in In Basket by clicking the name of the patient in the Patient column.



For more information on In Basket, refer to p. 21.


The screenshot shows the EpicCare Link interface. The top navigation bar includes the Epic logo and tabs for Home, In Basket, Pt Lists, and Clinicals. On the right, there are links for Patient, Utils, Secure, and Log Out. The main content area is titled 'Welcome to UC EpicCare Link' and features the EpicCare Link logo. Below the logo, there are sections for 'I want to...' with links to 'Select a patient' and 'Schedule an appointment', and 'In the News...' with a message 'No news is available at this time.' A 'Quick Links' section includes links to 'Accessing Patients' and 'Terms & Conditions'. The right sidebar contains a 'My Reports Summary' section stating 'You have no unread reports.' with a link to 'View all reports'. Below this is the 'Event Monitor (Change Settings)' section, which includes three tables: 'ED Notifications', 'Inpatient Notifications', and 'Outpatient Notifications'.

Status	Patient	Event Type	Arrival Date	Discharge Date
Read	Carleton, Garth	ED Discharge	12/10/2012	08/26/2013
Read	Cornelius, Nate	ED Discharge	09/28/2012	09/16/2013

Status	Patient	Event Type	Admission Date	Discharge Date
Read	Cy, Nathaniel	Inpatient Discharge	08/30/2013	08/30/2013
New	Cy, Nathaniel	Inpatient Admission	08/30/2013	08/30/2013

Status	Patient	Event Type	Visit Date	Enc Department
New	Baldrick, Al	Appointment Scheduled	09/28/2013	WI Harbor Prairie East Radiology
Read	Ostrel, Josh	Appointment Scheduled	09/25/2013	JTB ONCOLOGY

Open a patient's chart from an event message

Select the In Basket message for the patient's event and click  **Select Patient** to open the patient's chart.

Reviewing the Patient Chart

Review the patient's chart before a visit

1. Open the patient's chart, click **Chart Review**, and select a tab that includes information you want to review.
2. To view more detail, such as a specific patient visit, click the date link that appears in the row.



To view details on several rows at once, click the check boxes in those rows and then click **Start Review**.

3. To send a message to the patient's PCP regarding an office visit, click **Ask a Question**, fill out the message form, and click **Send Message**.

Chart Review - Loaded:21, Filtered count:21

Search Chart

Encounters | Notes | Labs | Meds | Imaging | Card Enc | Procedures | Media | Letters | Referrals | Episodes | Other Orders

Start Review | Refresh | Filters | Default filter | Encounter Flowsheets

Filters: Default filter

<input type="checkbox"/>	When ▼	Type	With	Description
3 Years Ago				
<input type="checkbox"/>	08/20/2013	Admission (Current)	Inpatient, A	Essential hypertension
<input type="checkbox"/>	01/09/2013	Office Visit	Fam Med - Family Medicine, P	Screening for condition (Primary Dx)
<input type="checkbox"/>	05/16/2012	Office Visit	Fam Med - Family Medicine, P	Essential hypertension (Primary Dx)
<input type="checkbox"/>	04/11/2012	Procedure visit	Pulmonology - Pulmonary, P	
5 Years Ago				
<input type="checkbox"/>	05/19/2011	Office Visit	Fam Med - Family Medicine, P	Acute bronchitis (Primary Dx)
<input type="checkbox"/>	05/05/2011	Office Visit	Fam Med - Family Medicine, P	Acute bronchitis (Primary Dx)
<input type="checkbox"/>	04/16/2011	Office Visit	Derm - Dermatology, P	Nevus, non-neoplastic (Primary Dx)
<input type="checkbox"/>	03/28/2011	Office Visit	Fam Med - Family Medicine, P	Back strain (Primary Dx)
<input type="checkbox"/>	01/27/2011	Office Visit	Fam Med - Family Medicine, P	Pure hypercholesterolemia; Essential hypertension; GERD (gastroesophageal reflux disease); Tobacco use disorder; Unspecified hypothyroidism
<input type="checkbox"/>	03/23/2010	Office Visit	Fam Med - Family Medicine, P	Pure hypercholesterolemia; Essential hypertension; GERD (gastroesophageal reflux disease); Tobacco use disorder; Unspecified hypothyroidism

Logged in as: EPICARE LINK, PHYSICIAN

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Find information quickly in the patient's chart

For patients with large charts, you can enter text in the **Search Chart** field to quickly find the information you need. For example, search for "cholesterol" to see a list of relevant matches in the patient's chart, such as lipid panel results and progress notes that mention cholesterol.

Chart Review

Search Chart

Cholesterol

1

2

All

Notes (6)

Labs (10)

Meds

Imaging

Procedures (2)

Other Orders

Allergies

Immunizations

More

Group by encounter

The patient has notes that are archived and not included in the search results.

Medications and orders also exist in active treatment plans, which are not searched.
[View active treatment plans.](#)

Results for Cholesterol

June 2016

Progress Notes by Anna Jolliff, MD
energy, saturated fat, **cholesterol**, long-chain omega-3 fatty acids, vitamin D, calcium, zinc, and vitamin B12.[n 2] Well-planned vegan diets can re...
6/22/2016

May 2016

Patient Instructions by Dan Horman, MD
CHOLESTEROL 238 (A) 238 (A)
5/23/2016

Initial Assessments by Dan Horman, MD
CHOLESTEROL 238 (A) 238 (A)
5/23/2016

LAB **CHOLESTEROL**
Routine, Specimen Types - Whole blood;, New collection, Normal
Ordered 4/15/2016

September 2015



To remove the search criteria and begin a new search enter a new search term in Chart Search field.

Use filters to narrow the list of information you see

You can also use filters to find visits, labs, medications, or other information in Chart Review. For example, on the **Encounters** tab, you can filter the list so you see only the visits associated with certain providers.







1. In Chart Review, select a tab.
2. Click  **Filters** and select a filter type. Then, select check boxes next to the values that you want to see. For example, select Encounter Type and then select the Billing Encounter filter.
3. Click  **Apply** to make the results of your search appear.



Chart Review - Encounters  

 Clear All

Filters

- Appointment Status
- Attachment Type
- Chief Complaint
- Department Specialty
- Dx/Impressions
- Encounter Class
- Encounter Department
-  **Encounter Type**
- Episode Linked Problem
- Episode
- Medication
- Primary Dx
- Provider
- Order
- Admissions/Outpatient

<input type="checkbox"/> Encounter Type ▲	#Enc	Last Date
<input type="checkbox"/> Chart Note	7	07/14/2017
<input type="checkbox"/> Community Coordination	1	02/04/2016
<input type="checkbox"/> Hospital Encounter	1	05/17/2017
<input checked="" type="checkbox"/> Office Visit	13	06/22/2017
<input type="checkbox"/> Oncology Navigation Encounter	1	01/12/2017
<input type="checkbox"/> Oncology Treatment Summary	1	03/04/2016
<input type="checkbox"/> Orders Only	6	12/02/2016
<input type="checkbox"/> Patient Email	20	12/27/2016
<input type="checkbox"/> Telephone	10	06/20/2017

 Apply  Cancel



To remove the search criteria and begin a new search, click  **Clear All**.

View trending data in graph or table format in Chart Review





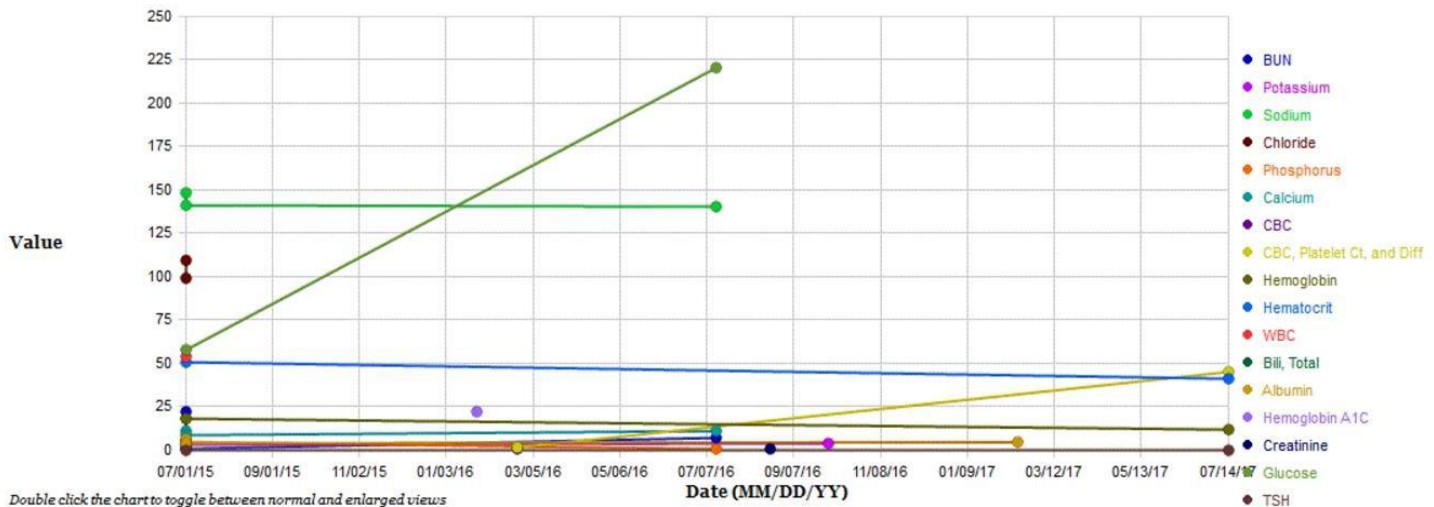
1. In Chart Review, select the check box for the data you want to view. For example, select specific visits or lab tests.
2. Select the type of flowsheet that you want to create.
 - Click  **Encounter Flowsheets** to graph data such as vital signs or medications. Then select a specific flowsheet, such as Diabetes - Brief.
 - Click  **Lab Flowsheets** to graph lab result data.
3. Click and drag to select the table cells that contain data that you want to graph.
4. Click  **Line Graph** or  **Bar Graph** to create a graph of the selected data.

Chart Review ▸ Lab Flowsheets - Data from selected labs only.



 Table View  Switch to Bar Graph  Fit to Page



[← Back To Chart Review](#)

View a patient's trending lab results in Results Review

1. Select the **Clinicals** tab and click **Clinical Review > Results Review**.
2. Select the date range for the results data you want to see and click **✓ Accept**.
3. To view a specific result component type, such as Hematology, or a specific result component, such as Hemoglobin, expand the tree on the left side of the page. Select the name of the component or component type that you want to view.
4. To view more columns of results, click **◀ Load More**. To view all columns of a patient's results for the time range that you selected, click **◀◀ Load All**.

Results Review

Hide Tree

Show Ref Rng

◀◀ Load All

◀ Load More

⌚ Time Mark

↻ Refresh

🎨 Legend

⚙ Options

View: Extended View

☐ Hide data prior to: 7/15/2016

Use Date Range Wizard

Select a component:

Expand

Collapse

ALL TOPICS

Results

LABORATORY RESULTS

BLOOD

BODY FLUIDS

OTHERS

CBC

CBC, Platelet Ct, and Diff

	5 2/14/2017 08:00	4 6/22/2017 09:43	3 7/14/2017 09:00	2 7/14/2017 10:56	1 7/14/2017 12:56
HEPATIC					
Albumin	5				
CBC					
Hemoglobin					12
Hematocrit			41		
THYROID					
TSH				0.41	
OTHER FLUIDS					
Gastrocult		2 *			
OTHERS					
CBC, Platelet Ct, ...				45	




⌚ Time Mark results so the next time you view the patient's results, you can easily distinguish any new results from those that you have already seen. Click **Time Mark** to do so.

Customize the way results appear

1. In Results Review, click **⚙ Options**.
2. To make the most recent results appear from left to right by default, select the **Trend Dates in reverse chronological order** check box.
3. Set your other default preferences, such as the default number of columns to show, using the other options.
4. Click **✓ Accept**.

View a patient's allergies

Select the **Clinicals** tab and click **Clinical Review > Allergies**.

Allergies/Contraindications  				
 View History	 Medication Warnings	 Refresh		
Agent	Reactions	Severity	Type	Noted
<input type="radio"/> Sulfur	Hives	Low		5/16/2016
Last Reviewed by Pcfamphy Test M091 Uchcad, MD on 5/18/2016 at 11:35 AM: Fully Reviewed (History)				









For more information about an allergy, select the allergy and click

View History.

View a list of the patient's current medical problems

Select the **Clinicals** tab and click **Clinical Review > Problem List**.

Problem List - < Last reviewed by PCFamilyProvider UCHCAD, MD on 5/18/2016 at 11:35 AM >  					
 Problem History					
Show: <input type="checkbox"/> Resolved <input type="checkbox"/> Deleted					
<input type="checkbox"/> Problem	Priority	Class	Noted	Resolved	Updated
<input type="checkbox"/>  Parkinson disease [G20]			12/27/2016		12/27/2016 Owens, Lala View Report
<input type="checkbox"/> Persistent atrial fibrillation [I48.1]			10/6/2016		10/6/2016 Uchcad, Pcfamphy Test M091, MD View Report
<input type="checkbox"/> Opioid abuse [F11.10]			3/23/2016		3/23/2016 Wilder, Christine, MD View Report
 Chronic  Overview Note					



For more information about a problem, click the **View Report** link.

View a patient's current medications

Select the **Clinicals** tab and click **Clinical Review > Medications**.

Medications



Current History

Refresh Legend

Current Prescriptions

	Medication	Dose	Route	Frequency	Disp	Refills	Start Date	End Date	DAW	Note to Pharmacy	D/C Reason	Pharmacy	Le Di
	buprenorphine-naloxone (SUBOXONE) 2-0.5 mg Subl	1 tablet	Sublingual	Every 6 hours PRN	120 tablet	5 ordered	8/30/2016					FRANVAC	
	nystatin-diphenhydrAMINE-lidocaine HCl-cherry syrup in sterile water irrigation		Oral	Daily	10 mL	2 ordered	3/29/2017					TDC CENTRAL PHARMACY	
	acetaminophen-codeine (TYLENOL #3)-300-30 mg-per tablet	1 tablet	Oral	Daily	10 tablet	0 ordered	5/3/2017	7/14/2017	-	-	Allergy / Adverse Effects	UCMC HOLMES DIVISION PHARMACY	Fi in pr

A strikethrough indicates a discontinued medication. A gray background indicates an expired medication.

View a patient's history

Select the **Clinicals** tab and click **Clinical Review > Histories** to see a report with information about the patient's medical, surgical, family, and social history. Social history includes topics like tobacco use and sexual activity.

Histories



Patient History Report

Andrea Zztest | MRN: 06055529

Medical and Surgical History

Medical History

Diagnosis	Date	Comment	Source
Acne			Provider
Parkinson disease	12/27/2016		Provider

Surgical History

No past surgical history on file.

Obstetric History

Obstetric History

The patient has not been asked about pregnancy.

Social History

Family and Education

No family and education history on file.

Tobacco Use



Never Smoker.



For a high-level summary of the current patient's chart, select **SnapShot** from the Clinical Review menu.

View a patient's demographics

Select the **Clinicals** tab and click **Patient Profile > Demographics** to see a report with demographic information like the patient's address, PCP, emergency contacts, and more.

Demographics  

Basic Demographics

Name	MRN	SSN	Sex	Date of Birth
Zztest, Andrea	06055529	xxx-xx-9632	Female	5/15/1983 (34 yrs)
Ethnic Group	Marital Status	Patient Status		
N/A	N/A	Alive		

Contact Information

E-mail Address
LaShonda.Owens@uchealth.com

Additional Info

Aliases
ZZTEST,ANDREW
ZZTEST,ADAM

PCP and Center

Primary Care Provider	Center
Mark Wess, MD	UCP WC NORTH MOB

Administrative

Signature on File	Date Filed
Yes	None on file
Power of Attorney	Date Asked
No	None on file
Advance Directive	Date Asked
No	None on file

View a patient's billing information

To view information about the patient's eligibility for health plans, coverages, service areas, networks, and more, select the **Clinicals** tab and click **Patient Profile > Coverages & Benefits**. You can expand and collapse the sections in the Services section and use the Jump to search bar to find specific services.

You can also see details about a particular coverage on the Benefits Summary page to:

- Determine whether a particular service is covered in or out of network.
- Determine whether a coverage is active.
- Determine whether benefits for a particular service are metered and what the limits are for each level of benefits.
- Determine what the patient portion will be for a particular service.
- Review a complete summary of benefits.

In Basket: Viewing Messages

In Basket is a quick and easy way to communicate with your colleagues. From here, you can view and sort messages, search for messages based on a number of criteria, and respond to your messages.

Select the **In Basket** tab to access your messages. Folders that group types of messages appear in the left pane. For example, you might see **CC'd Charts** or **Referral Authorization** folders. If you have new messages, the folder title appears in bold, and the number of new messages appears in parentheses next to the folder name. If you have a new high-priority message, the folder appears with a red arrow.

My In Basket

My Messages

Staff Message (3)

New Msg

Refresh

Reply

Forward

Done

Select Patient

Search

Properties

Priority	Status	Msg Date	Msg Time	Sent By	Subject	Patient	Action	Phone	PI	Msg
	New	01/11/2016	3:10 PM	EPICARE LINK, PHYSICIAN	TEST					
	New	01/11/2016	3:11 PM	THOMPSON, LASHONDA	RE: TEST					
	New	03/21/2017	10:26 AM	THOMPSON, LASHONDA	testing again	Zztest, Lpatient [<E2290142>]				

Staff Message

My Messages

Counts

New

3

Total

3

Legend

↑

High Priority

↓

Low Priority

!!

Critical

!

Abnormal

!?

Previous Abnormal

CC

Cc

●

Work Assigned To You

⬅

Work Taken By You (Click icon to put back)

⬅

Work Assigned To Your Pool (Click icon to take)

⬅

Work Taken By Others (Click icon to take)

My In Basket

Opened Patient

My Out Basket

View a message


1. Select the folder for the type of message you want (for example, **Result Notifications**).
2. Select a message to read its contents.

Search for a message



1. Click **Search**.
2. Enter as many search criteria as you want and click **Search**. You can search by patient, message type, status, recipient, priority, date, or any combination of these.
3. To return to your normal In Basket view, click **My In Basket**.


Print multiple messages at once


If you are working with a paper system, you can print multiple In Basket messages to keep on file. Note that you can print multiple messages at once only for certain message types.

1. Select the folder containing the messages that you want to print and select the check boxes next to the messages that you want to print.
2. Click  **Print Selected**.
3. Select the right print settings and print the messages. In Basket: Sending Messages


In Basket is a communication hub where you can send and receive secure messages similar to email. Messages are sent to individual recipients or to a number of recipients grouped in a class or a pool. You can also associate a patient with the message using the **Patient** field on the message form so that the recipient can refer to the patient's chart.

In Basket ▸ New Send Message
 


 This message will not be saved to the patient's chart.

 To:

Subject:

Patient:  Use Zztest, Lpatient

Phone: ☐ Call Me

 Note:

Priority




☐ High

☒ Routine

☐ Low



✔ Send Message
✖ Cancel

Send an In Basket message

1. Select the **In Basket** tab, click the arrow next to  **New Msg**, and select the type of message you want to send.
2. In the **To** field, completion match on the name of the person or group to whom you would like to send your message. To see a list of all possible recipients, click .
3. Enter a brief subject in the **Subject** or **Summary** field.
4. If you are sending a message regarding a patient, either click **Use <patient name>** to pull in the patient's name, or search for a different patient. This attaches the patient's name to the message.
5. Complete any other required fields.
6. Type your message in the **Note** field.
7. When you are finished, click  **Send Message**.

Reply to or forward a message

Click a message to select it.

- To reply to a message, click  **Reply**.
- To forward a message, click  **Forward**.

Note: Reply and Forward options might not be available depending on the message you've received.


View messages you've sent

1. Select the **In Basket** tab and click **My Out Basket**.
2. Select a message type and then select a particular message to view it.
3. To return to your In Basket, click **My In Basket**.

For Site Administrators: Managing Your Clinic


The Manage My Clinic activity is a central location from which you can change users' passwords and request new users to be created in the system.

Deactivate a User

1. Click  **Utils** and then click **Manage My Clinic**.
2. On the **My Clinic** tab, select and deactivate the user.
3. Enter a comment indicating why you're deactivating the user and click **Deactivate**.

Verify User Records

You might receive a Site Verification message from your Epic organization asking you to verify that all users working at your site are current and active. From the message, you can click **Verify Now** and you are brought to the **Site Verification** tab in Manage My Clinic. From the **Site Verification** tab, you can verify that all the users working at your site are current and you can deactivate user records to prevent unauthorized access by users whose accounts are outdated.

1. In the Active? column on the **Site Verification** tab, select No for all the users whose accounts you want to deactivate. You can enter a comment in the Comments field that appears.
2. Select the Acknowledgement check box to acknowledge that you have reviewed and confirmed the list of users.
3. Click  **Verify** to verify the list of users and close the screen.



Using Program Utilities

You can use the EpicCare Link utility options to perform a variety of account maintenance tasks, including changing your password and setting the page that appears when you first log in. In addition, you can choose to receive email notifications at an external email address when you are granted access to a patient. You can set your preferences for these notifications, as well as specify the email address at which you'd like to receive them.




You can also use utility options for other tasks, like determining your default patient selection method. A description of each utility appears on the Utilities page in EpicCare Link.

Change your password

1. Click  **Utils** and then click **Change Password**.
2. Enter your old password, a new password, and your new password again.
3. Click  **Accept**.

Change your default login page

1. Click  **Utils** and then click **Set Default Page**.
2. Go to the page that you want to set as your default page.
3. Click **Set Default Page** at the top of the application to set the current page as your default page.

Utilities ► Set Default Page



Set your default page

You can choose the page that appears by default when you log in to UC EpicCare Link. If you choose a page which requires a patient to be selected, that activity will also be used as your default page upon selecting a patient. It will also appear when you clear a patient.

To set your default page:

Navigate to the page you want to appear by default and click the Set Default Page button at the top of the screen.

OR

[Click here to clear your default page and use the system settings instead](#)



To reset your default page to the system default, go to the Set Default Page utility and click **Click here to clear your default page and use the system settings instead**.

EpicCare Link Glossary

Activity

Any web page that corresponds to a specific task, such as selecting a patient, reviewing a patient's results, or creating a referral. There are several different activities in EpicCare Link, and the activities that you use depend on the tasks that you want to complete. Each activity has a name in EpicCare Link, such as Results Review, that helps you determine the activity's purpose.

Completion matching

Entering a partial word in a field instead of a whole word to reduce the amount of time you spend typing. For example, entering "gluc" and then pressing Enter in the **New procedure** field in Order Entry shows you all of the procedures beginning with "gluc." Since it is likely that few procedures have names that start with this letter combination, it is easy to find the procedure without typing the whole name. You can use this shortcut for any information that is stored in the database, such as procedures and other providers' names.

Please make a selection

Procedure:

My Preference List Matches:

Name	Type	Pref List	Code
Glucose tolerance, 2 hours	Lab	EPICCARE LINK ORDERS	LAB169
Glucose tolerance, 3 hours	Lab	EPICCARE LINK ORDERS	LAB164
Glucose, body fluid	Lab	EPICCARE LINK ORDERS	LAB186
Glucose, fasting	Lab	EPICCARE LINK ORDERS	LAB81
Glucose, random	Lab	EPICCARE LINK ORDERS	LAB82

5 records total, all records loaded.

Encounter

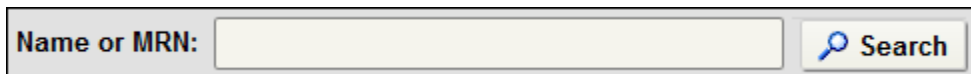
One visit with a provider. This might include a visit type such as an inpatient stay, an office visit, or a telephone call from a patient. Encounters appear in Chart Review. When you view an encounter, you can see all of the information associated with that specific visit, including the patient's vital signs, progress notes, procedures and medications ordered during the visit, and more. Encounters are classified by date, type, and provider.

Event

A clinically relevant business event that occurs for a patient. Events are recorded in the system at several points in a patient flow. For example, events are triggered when a patient schedules an appointment, is admitted to the hospital, cancels an appointment, has new results, etc. The urgency of events can vary. For example, a scheduled appointment for a physical might not be as urgent as an admission to the hospital.

Field

Any place in EpicCare Link where you can enter information. Each field has a prompt to indicate the type of information you should enter, such as **Name** or **MRN**.

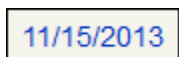


Search All Patients

A tool that you can use to open the record for a patient with whom you do not have an established relationship. This tool might be useful in case of emergencies or at other times when you might need to access a patient's record before you've been granted access. From the **Search All Patients** section of the Patient Search activity, you are prompted to enter specific pieces of information about the patient before you can gain access to the record.

Link


Text that you can click to access a different web page. Links appear in several places in EpicCare Link. When your mouse pointer moves over a link, the pointer typically changes to a hand icon and the text of the link becomes underlined.




Provider

Any person involved in patient care, such as a nurse, the patient's primary care physician, or a referring provider. Patient information in EpicCare Link is often associated with a specific provider. For example, procedure orders are associated with the provider who wrote the orders. Similarly, when you create a referral, you can enter a referred by and referred to provider.


Recommended field

Information that is suggested but not required.  appears next to recommended fields. You can continue to save or submit information if you do not complete recommended fields.


Required field

Information that you are required to enter.  appears next to required fields. You cannot save or submit a form until you complete all required fields.

Secure screen

A method for securely hiding patient information when you need to temporarily stop your work in EpicCare Link. Click  to secure your computer. When you are ready to continue your work, you can re-enter your password and click **Resume** to return to the same activity that you were using before you secured the screen.

Time mark

Click  **Time Mark** in the Results Review activity to indicate that you have seen the patient's new results. When you do so, the results are no longer considered new to you. The next time you access Results Review for the patient and select the **New Results View** from the View menu, only the results that have been entered since you clicked **Time Mark** appear. New results appear in italic font, and all other results that you indicated that you've seen appear in normal font.

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