

## **What is EpicCare Link?**

EpicCare Link is a web-based portal that allows medical practices and community partners to securely access information about the patients they serve. EpicCare Link allows us to extend patient information to external facilities and improve the coordination of care in our community.

EpicCare 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 information is available within EpicCare Link?**

EpicCare Link provides information included in the patient's medical record such as lab results, diagnostic test results, hospitalization records, discharge summaries, information about procedures, progress notes, medications, allergies, medical history and more.

## **Why is having EpicCare Link important?**

In addition to the available information described above, EpicCare Link also gives users the ability to receive real-time notifications when Crouse Hospital admits or discharges your patient, order labs, imaging, submit referrals, and schedule select procedures or testing.

## **Is there training on EpicCare Link?**

There is online orientation to EpicCare Link that can be [viewed here](#).

## **Is there a fee for using EpicCare Link?**

There is no cost to get connect to or use EpicCare Link. As EpicCare Link is a web-based service, there is no installation required on your servers or computers.

## **How do you get access to EpicCare Link?**

If your site is new and does not have access a site designated Administrator can request access. The registration page can be [found here](#)

If your site already has users with access:

- Have your Site Administrator log into their EpicCare Link account and request a new user account.

- Directions on completing a new user request can be found in the Site Admin Guide under Quick Links on the homepage of EpicCare Link once you log in.

### **How is access to EpicCare Link managed?**

- Site Administrators are responsible for managing access to EpicCare Link for their site. A Site Administrator can request access for a new user at any time.
- On a rolling six-month basis, Site Administrators will review and validate each user at their site to verify that their access should remain active. They are also responsible for unblocking user-locked accounts, resetting user passwords and resetting user two-factor authentication settings.

### **Who should I contact if I am having problems accessing EpicCare Link?**

If you need help accessing EpicCare Link, you can send an email [EpicCareLink@xtensys.com](mailto:EpicCareLink@xtensys.com)