The EpicCare Link User request process is being revised to adhere to the new PAMA requirements

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What is EpicCare Link?
EpicCare Link is a web application that securely provides a remote access to UnityPoint Health patient’s electronic health record to their community affiliates. This connection permits access to only patients with whom a provider has a defined relationship in UnityPoint Health’s version of Epic to maintain patient confidentiality.

What information is available with EpicCare Link?
EpicCare Link provides view-only access to the patient’s full UnityPoint Health medical record, including lab and diagnostic test results, hospitalization records, procedural information, medications, allergies and more. EpicCare Link also allows providers to place outpatient orders.

Who are EpicCare Link users?
EpicCare Link access is granted to external clinics, nursing home and healthcare agencies that care for our UnityPoint Health patients. Users can find their patient or resident and view results, notes and documentation that was completed at a UnityPoint Health location.

In addition, independent clinic providers can place one-time orders for imaging procedures to be done at a UnityPoint Health location. All imaging orders placed directly in EpicCare Link will meet the PAMA requirements as we have imbedded Care Select software in the Epic ordering software.

*Note: Users that enter Pre-op orders on a scheduled procedure will continue to follow that same process in Epic Hyperspace.

How will it make my work easier?
- Saves time! Eliminate the need to call, request records and wait for a fax.
- Get a more transparent flow of information between physicians.
- Reduce the number of faxes containing patient information to a facility.
- See information in real-time.
- Receive provider notifications for events like lab results, admissions, and discharges.
Steps to Request EpicCare Link

Follow the steps below to get access to EpicCare Link: ( ▲ designates a required field)

Site Administrator

Each site needs to select a Site Administrator. It is recommended that each site have 2 assigned. These people will be responsible for requesting new user access, notifying UPH when a user leaves their organization and completing the required Site Verification.

Submitting a Request for a New Facility

The request form is completed in the UnityPoint Health Service Now portal.

1. Go to https://unitypoint.service-now.com/u_epiccare_login.do
   • Once on this page, the Site Administrator will need to complete the electronic request form.

2. Enter the information for the person requesting the access for the site, aka: Site Administrator (First and Last Name, contact information)

3. Select from the drop down asking if this is a request to create a new facility with new users or if you are adding users to an existing facility.
   • If you are adding users to an existing facility already in the system, please see Add Users to an Existing Facility
4. Fill out the Facility information (Clinic Manager, Facility Name, Address, Phone, Type of facility, Specialty, and Region).
5. Read the statement and select the button indicating that you have read and understand.

Each of the user(s) that a request is submitted for will receive an email containing a link to UnityPoint Health’s Information Protection Security Agreement. On the agreement the user will need to provide an electronic signature, email address, date of birth, and the last 4 digits of their social security number which should match the information provided on this request. An EpicCare Link account will not be setup until their Information Protection Security Agreement is signed and submitted. The user has 3 weeks from the date this request is submitted to sign the security agreement; a reminder notification will be sent after 2 weeks have elapsed. If the security agreement is not signed within 3 weeks, the request for that user will be cancelled and another request will need to be submitted in order for an EpicCare Link account to be created for that user.

6. Does the user have an existing UnityPoint Health account? Answer Yes, No or I don’t know
7. Fill out the Information for the user needing access (First, Middle, Last Name, DOB, Last 4 of SS#, former names/aliases, Email, Title)
   • This helps the security team confirm they have the correct user for identity purposes
8. Does this user need to be a Site Administrator?
   • As a Site Administrator, select Yes
9. Is this user replacing a staff person?
10. Does this user need to place orders? Answer Yes if this user will be placing the one-time orders in EpicCare Link
11. Free text field for the Reason Requesting Access
12. When complete, scroll to the top, click Add to Cart.
13. Repeat the steps 6-11 for each additional user that you are requesting access for.
14. Once all users are entered, return to the top and click Proceed to Checkout.

15. You will then see an Order Status screen indicating that your request has been submitted.
   • Please keep a record of the request number in the event you need to call and inquire about the request.

16. Once the build is complete, the user will be notified via email with their log in information.
   • The Site Admins will NOT receive this information for security reasons.
Add Users to an Existing Facility

Additional users can be added to an existing facility by following these steps:

1. Go to https://unitypoint.service-now.com/u_epiccare_login.do
   - Once on this page, the Site Administrator will need to complete the electronic request form.

2. Enter the information for the person requesting the access for the site, aka: Site Administrator (First and Last Name, contact information)

3. Select from the drop down that you are adding users to an existing facility.

4. Search for and select the location the user currently works at.
5. To quickly find your location, type in the search field
6. Highlight the location on the left and click the arrow in the middle to add to the Selected column on the right.

7. Read the paragraph and select the button to indicate that you have read and agree to the statement below.
   Each of the user(s) that a request is submitted for will receive an email containing a link to UnityPoint Health's Information Protection Security Agreement. On the agreement the user will need to provide an electronic signature, email address, date of birth, and the last 4 digits of their social security number which should match the information provided on this request. An EpicCare Link account will not be setup until their Information Protection Security Agreement is signed and submitted. The user has 3 weeks from the date this request is submitted to sign the security agreement; a reminder notification will be sent after 2 weeks have elapsed. If the security agreement is not signed within 3 weeks, the request for that user will be cancelled and another request will need to be submitted in order for an EpicCare Link account to be created for that user.

8. Does the user have an existing UnityPoint Health account? Answer Yes, No or I don't know
9. Fill out the Information for the user needing access (First, Middle, Last Name, DOB, Last 4 of SS#, former names/aliases, Email, Professional Title)
   - This helps the security team confirm they have the correct user for identity purposes
10. Is the user a Provider? If yes, enter the NPI#, Taxonomy Code, Specialty, License #, State and Expiration)

11. Does this user need to be a Site Administrator? Yes or NO
   - If this user will also be a Site Admin, select Yes

12. Is this user replacing a staff person?
   - Not everyone in the facility needs access and roles may change
   - If this user is replacing a Site Admin, select yes
   - Additional questions about the person who left/is being replaced will appear

13. Does this user need to place orders? Answer Yes if this user will be placing the one-time orders in EpicCare Link

14. Free text field for the Reason Requesting Access

15. When complete, scroll to the top, click Add to Cart.

16. Repeat the steps 6-11 for each additional user that you are requesting access for.

17. Once all users are entered, return to the top and click Proceed to Checkout.
18. You will then see an Order Status screen indicating that your request has been submitted.
   - Please keep a record of the request number in the event you need to call and inquire about the request.

19. Once the build is complete, the user will be notified via email with their log in information.
   - The Site Admins will NOT receive this information for security reasons.
Updating Current Users for Order Entry

Existing EpicCare Link can have their access updated to enter orders. The Site Administrator can follow these steps:

1. Go to https://unitypoint.service-now.com/u_epiccare_login.do
2. Fill out your information on who is entering the request.
3. Select “Add Users to an Existing Facility”
4. Search for and select your facility.
5. Read and acknowledge the statement regarding the security request.
6. Does the user have an existing UPH network account?
   • Answer yes if they already have a log in and password for EpicCare Link.
7. Fill out the user information. This helps the security team find the correct user with the name, DOB and last 4 of SS#, email, Professional Title)
8. Is the user a provider (MD, DO, mid-level, resident, etc.)?
   • If yes, enter the NPI#, Taxonomy Code, Specialty, and License information)
9. Answer the Site Administrator question. Answer Yes or No
10. Is this User Replacing another? Select “Is not replacing a staff person”
11. Does the user need access to place orders? Select Yes in the drop down.
   • This field will tell security to update their access for Order Entry

12. When complete, scroll to the top, click Add to Cart.
13. Repeat the steps 6-11 for each additional user that you are requesting access for.
14. Once all users are entered, return to the top and click Proceed to Checkout.
15. You will then see an Order Status screen indicating that your request has been submitted.
   • Please keep a record of the request number in the event you need to call and inquire about the request.

16. Remind the user to monitor their email for the security agreement so their access is not delayed.
17. Once the build is complete, the user will be notified via email with their log in information.
   • The Site Admins will NOT receive this information for security reasons.