

Thank you for using EpicCare Link, your UMass Memorial Health Care (UMMHC) tool for enabling access to clinical data for the patients we share. To help you further serve your patients and better manage their care, here are some changes and enhancements recently added to EpicCare Link.

New Features

❖ Password and Account Expiration

As a mandated security measure for all of UMMHC, passwords will require a reset every year. Additionally, if a user has been inactive for 90 days, their account will be deactivated. If this happens, the user or site administrator should call our IS Support Center @ 508-334-8800 and have a ticket entered.

❖ Chart Search

The ability to search a patient chart has become easier. Quickly find information about a patient's lab results, notes, procedures, and more directly from Storyboard. You no longer need to go to Chart Review to use Chart Search.

Please refer to the updated User Guide for more detail on all of these features.

Important to Know & Reminders

❖ Diagnostic Imaging Orders

This month, we will pilot the ordering of Diagnostic Imaging tests with our first provider practice. We will expand to a few more varying practice types before opening up this feature to all sites. Stay Tuned.

❖ Two-Factor Authentication

To help provide more security, EpicCare Link is now enabled for two-factor authentication. This new feature requires EpicCare Link users to enter their standard username and password plus a randomly generated one-time passcode to log in.

❖ Referrals to UMMHC

Did you know that when Referrals are ordered via the EpicCare Link application they are placed directly in queue with internal referrals at UMMHC? When placing the referral order you can make the referral to a department or to a specific provider and you can attach documents e.g., H&P, notes, and referral authorization. Also, when referrals are ordered via EpicCare Link, you have the tools to easily monitor the appointment scheduling between the patient and the UMMHC specialty.

❖ Messaging to UMMHC

In the past, In Basket messages sent from EpicCare Link to an internal UMMHC provider were delivered directly to that provider. These In Basket messages are now delivered to an administrative pool who will triage the messages and forward them to the provider when appropriate.

❖ Event Notifications

Event Monitor which allows users to monitor events that occur for their patients such as admissions, discharges, and lab results will no longer be delivered by default. Each user can still decide which events they wish to monitor and receive via In Basket.

If you have any additional questions, please contact the UMass Memorial Health Care IS Support Center at 508-334-8800. They will be happy to address and/or submit a service ticket for resolution. Remember, you can always email epiccarelinkadmin@umassmemorial.org as well.