

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 (July 2019).

New Features

Radiology Images. Recently we were able to enable PACS images to be seen from EpicCare Link. We hope you are benefitting from these and apologize that it took so long.

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. At the login screen, enter your username and password as usual.

[Please refer to the updated User Guide for more detail on all of these features.](#)

Important to Know & Reminders

Referrals. 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 another internal provider were delivered directly to that provider. With this new update, these In Basket messages will be delivered to an administrative pool who will triage the messages and forward them to the provider when appropriate.

Secure Screen. A method for securely hiding patient information when you need to temporarily stop your work in EpicCare Link. Click the **Secure** icon 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.

Update PCP. Using the Care Team activity, you can now update your patient's PCP when your information is newer than UMMHC's.

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.