

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 added to EpicCare Link on August 13, 2020.

New Features

❖ **Receive email alerts when receiving certain In Basket messages**

Users might not frequently check their In Basket during the course of their everyday work, which can make it difficult for them to know about important messages right away. To help users know about an important message, users can now set up their notification preferences (*Menu > Settings > Notification Preferences*) to receive an email alert when they receive an In Basket message. For example, you might implement this feature to receive an email alert when an In Basket notification messages is sent for a patient's ED arrival or discharge. This feature works in conjunction with the event notifications feature (*Menu > Settings > Event Monitor Settings*).

❖ **Update incoming referrals scheduling status and document associated appointments**

To help close the loop on incoming referrals, users can now update the scheduling status and document associated appointments. When the referral coordinator at a site reviews incoming referrals, they can update the scheduling status to indicate whether any appointments have been scheduled. The referral coordinator can also document details about those appointments, including the date and time, and provider.

❖ **New look of the Growth Charts activity**

The Growth Charts activity has an updated look (Hyperspace based). All the options available from the activity are the same, but users now use buttons to zoom in and out of graphs. Previously, users double-clicked a graph to zoom in and out of it. Additionally, when users print a graph, they now must click Generate Document to produce a PDF that can be printed. Previously, users clicked the printer icon. Also note that users can use only the Chrome and Internet Explorer browsers to access the Growth Charts activity.

[Please refer to the updated User Guide for more details on EpicCare Link's functionality.](#)

Important to Know & Reminders

❖ **Account Requests, challenge questions, and password requirements**

For established sites, the completed User Confidentiality Agreement form must now be attached to all account requests by the site administrator and no longer needs to be emailed. User passwords now expire after 365 days and users will be prompted to set up their challenge questions upon login.

❖ **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. 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.

❖ **Diagnostic Imaging Orders**

In Addition to referrals, users have now access to Diagnostic Imaging orders. Please refer to the *How to Schedule Radiology Exams after Ordering* found under Quick Links for details on how an exam is scheduled post order entry in EpicCare Link. You will also find instructions in the User Guide.

❖ **Inpatient MAR History**

While in inpatient encounters, the inpatient MAR history report is accessible from the *Snapshot* tab.

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.