

We are pleased to offer you access to EpicCare Link, UMass Memorial Health Care's secure online tool for connecting our partnering organizations. EpicCare Link is compliant with state and federal regulations for the release of Protected Health Information (PHI). EpicCare Link's features includes:

- An intuitive, easy-to-use web application
- Ability to view patient clinical history, including discrete results, reports and images in real-time.
- Secure messaging to and from UMass Memorial staff regarding patient care, including referral requests

EpicCare Link provides a means to organize patients with the patient's care team and then align the staff at outside organizations which . Because you are not from a provider practice, to obtain Access to a patient record you are required to provide specific information to receive access to the patient record (combinations of Patient Name, Sex, Date of Birth, Zip Code or UMMHC Medical Record Number).

Access is set up via the definition of a Site with users. In your case, your site will be your group of users with a common purpose for viewing. Each site must have a Site Administrator and Site Leader. The Site Administrator will coordinate and manage your site's access to EpicCare Link and be your **first point of contact** for any questions/problems. The Site Leader is a person with overarching authority that approves access from the respective site to the UMMHC EpicCare Link system, taking ultimate responsibility for the people from their site.

Training is not required to gain access to EpicCare Link. However, after enrolling in EpicCare Link, you can access online training at any time via the **Quick Links section** on the EpicCare Link home page. EpicCare Link was designed so that community clinicians need minimal training to use it successfully.

Process:

- 1) Navigate to our new EpicCare Link webpage <https://www.umassmemorialhealthcare.org/umass-memorial-medical-center/physicians/epiccare-link>
- 2) Download a copy of the:
 - a) Fact Sheet
 - b) Frequently Asked Questions – FAQs
 - c) Site Spreadsheet
 - d) End User Confidentiality agreements
- 3) Complete the Site Spreadsheet electronically & e-mail to epiccarelinkadmin@umassmemorial.org
- 4) Complete, Sign the User Confidentiality Agreements for your Site Administrator and Site Leader. Scan and e-mail them to epiccarelinkadmin@umassmemorial.org
 - ❖ The End User Confidentiality Agreement-User is for each subsequent additional user.
- 5) The EpicCare Link Administrator will reach out to the Site Administrator when Site Setup is complete.
 - ❖ Subsequent users will be requested via the EpicCare Link application by the Site Administrator along with a emailed scan of the signed end user agreement. This is a 2 step process required for fulfilment.