South Shore Health System

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Massachusetts
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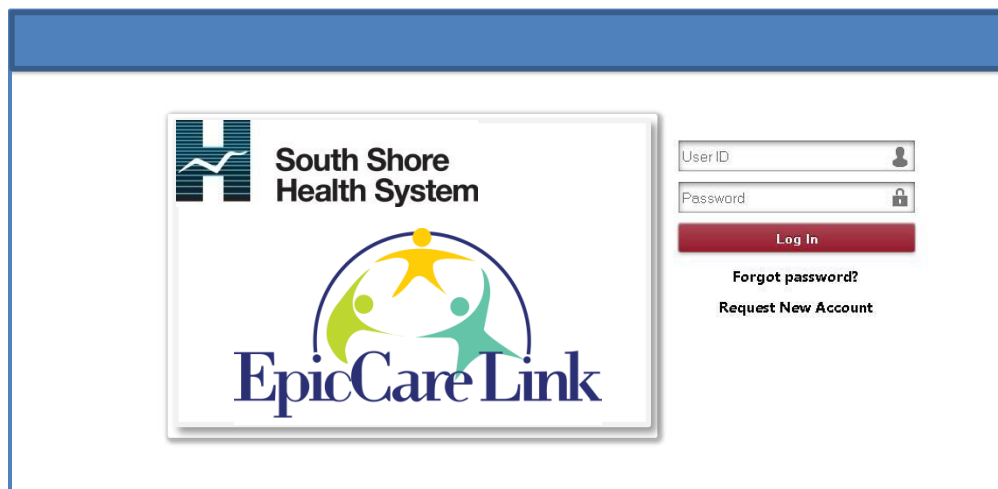SouthShoreHealth.org

(781) 624-8800

Questions and Answers

Q. What is EpicCare Link?

A. EpicCare Link is Epic's web-based portal that affiliated community providers and their staff can connect with South Shore Health System's Epic electronic health record. It provides community users with secure access to select patient information in our Epic data repository.

EpicCare Link provides registered users with secure access to the electronic medical record information and test results from South Shore Health facilities.

EpicCare Link a read-only application with some service-oriented features that we will configure to facilitate business with community users. Examples of community users include people outside of South Shore Health System who might need to review the clinical and administrative information of patients seen at our facilities. This could include the following people:

- Referring physicians
- Referred-to physicians and other post-acute care facilities
- Contracted physicians
- Physician and support staff delegates.

Q. What type of information is available within EpicCare Link?

A. EpicCare Link provides <u>view-only</u> access to the patient's full South Shore Health System medical record, including lab results, diagnostic test results, hospitalization records, procedural information, discharge instructions, progress notes, medications, allergies, medical history and more. EpicCare Link will provide access to patient records and test results immediately.

A Sample of the information and tools available in EpicCare Link			
Accessing a Patient	**Chart Review**	**Billing & Eligibility**	**Messaging**
• **Managed Access Shared Patient Groups** • **Patient Search** • **First Access Patient Search** • **First Access View Patient Information** • **Managed Access Patient List**	• **SnapShot** • **Chart Review** • **Inpatient Summary Reports** • **Results Review** • **View Allergies** • **Face Sheet** • **Histories** • **View Problem List** • **Flowsheets** • **Growth Charts** • **View Questionnaires** • **View Current Medications** • **View Documents on File**	• **Billing Information** • **Claims Review** • **Premium Billing** • **Coverages & Benefits**	• **In Basket** • **Out Basket** • **New Message** • **Reply to Messages**

Q. Is there a fee for using EpicCare Link?

A. No. We are providing EpicCare Link at no cost to affiliated community providers who would like to participate.

Q. What computer equipment and software does EpicCare Link require?

A. EpicCare link is a web-based application and therefore requires no special equipment and software. Make sure you have a standard high-speed connection to the Internet (not a dial-up!) and the latest Chrome, Internet Explorer, or Firefox browser.

Q. How do I sign up for EpicCare Link?

A. Please go to https://eclink.southshorehealth.org and select Request New Site.

Q. Will I receive training?

A. South Shore Health System will provide all participating providers with access to an informational and training webinar and tip sheets that you can view at your convenience. These also located on the EpicCare Link Home page. Additionally, our support team will be available to provide user guidance and technical support.

Q. Who should I contact if I am having problems accessing EpicCare Link?

A. Please contact the South Shore Health System IS Support at 781-624-8827 to report a problem. Be sure to indicate to the Technician that you are working with EpicCare Link so that the ticket will be sent to the correct team.