

We are pleased to offer you access to EpicCare Link, UMass Memorial Health'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 include:

- 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 Health staff regarding patient care, including referral requests.

Access is set up via the establishment of a site with users. Your site will consist of your group of users with a common purpose for viewing patients' records serviced at your organization. Each site must have a designated Site Administrator. The Site Administrator will coordinate and manage your site's access to EpicCare Link and be the **first point of contact** for any questions/problems including account management issues, 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.

Setting up a new EpicCare Link site:

- 1) **The designated Site Administrator for your site** will navigate to our EpicCare Link information [webpage](#).
- 2) Download and read the following documents:
 - a) Frequently Asked Questions – FAQs
 - b) Terms and Conditions of Use
 - c) Acceptable Use of Electronic Resources Policy
 - d) Uses and Disclosures of PHI Policy
 - e) Breach of Confidential Information Reporting Investigation and Notification Policy
- 2) Click the [Log in today](#) link at the top of the webpage then click on the *Request New Account* link.
- 3) Select the *Request access for a new site/site administrator* option.
- 4) Complete all required fields as well as any other current information you have for the site.
- 5) Click on the *Next* button then select the *Request access for a new Site Administrator* option.
- 6) Complete all required fields as well as any other current information you have for the Site Administrator.
- 7) Click on the *Make this user a site administrator* checkbox then click *Accept*.
- 8) Click on *Verification* at the bottom of the next page.
- 9) Read the Terms and Conditions and click on *I agree to the Terms and Conditions above* checkbox.
- 10) Click on *I'm not a robot* verification checkbox.
- 11) Enter your name as the Site Administrator in the *Requested by* textbox then click on *Submit Request*.

The UMMH EpicCare Link Administrator will reach out to the Site Administrator when site setup is complete.

- ❖ Subsequent users will be requested within the EpicCare Link application by the Site Administrator once they receive their login credentials. Detailed instructions can be found in the EpicCare Link User Guide available in the *Quick Links* section on the EpicCare Link home page.

Thank you,
UMMH EpicCare LINK