EpicCare Link – Quick Reference

EpicCare Link provides a realtime view of the patient chart in Epic, in a Web-based, read-only format.

Log In

In a contemporary Web browser, go to the YNHHS Link site: https://eclink.ynhhs.org

At the login screen, enter your ID and password. Click Log In.

![Log In Screen]

Internet Explorer 9 is the browser supported institutionally by YNHHS. Link is built for wide compatibility but connection via other browsers is not tested or guaranteed.

Logging Out

Press Log Out in the toolbar at any time. Link will also log out after a period of inactivity.

Find a Patient and Add to a List

Click Select a Patient on the Home screen, or at any time click Pt Lists or Clinicals in the toolbar.

If a patient is currently on the list you may select their chart and proceed.

To find and add a new patient, click and fill in the required fields. Press Search. Be sure to use the format Lastname,Firstname (full names, no space between)—Link will not completion-match this search.

![Patient Select]

Verify the search has returned the desired patient. (If not, press Cancel.) Be sure the radio button beside the name is checked and press Select. The patient is now added to your Pt Lists for a prescribed period of time. Patients can be added back later if that period expires.
Read the Patient Chart

For all data, first open the correct patient chart, via Pt Lists.

Patient Lists > My Patients (1 patient records)

My Patients: EpicCare Link Admitted Patients

<table>
<thead>
<tr>
<th>Patient Name</th>
<th>MRN</th>
<th>Sex</th>
<th>DOB</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZZECLINK.ZELE</td>
<td>MR9002249</td>
<td>F</td>
<td>2/3/1966</td>
</tr>
</tbody>
</table>

Family contact

- Emergency contact in Patient Profile OR Snapshot ⇒ Demographics
- Family notes in Clinical Review ⇒ SnapShot

Providers

- Care Team in Clinical Review ⇒ SnapShot
- Expanded Care Team info in Clinical Review ⇒ Chart Review ⇒ Encounters Tab
  - Select desired encounter by date and type

DNR status

- Code Status order in Clinical Review ⇒ Chart Review ⇒ Other Orders
  - Select and Review details in Partial Code orders – may include specific DNR, DNI, etc.
Allergies

- Overview of allergies in Clinical Review ⇒ SnapShot

- Detailed allergies in Clinical Review or SnapShot ⇒ Allergies

Vital Signs

- Clinical Review ⇒ Chart Review ⇒ Encounter
  - Select correct encounter

<table>
<thead>
<tr>
<th>Encounters</th>
<th>Surgeries</th>
<th>Consents</th>
<th>Notes</th>
<th>Results Review</th>
<th>Labs</th>
<th>Misc</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start Review</td>
<td>Refresh</td>
<td>Filters</td>
<td>Ted Search</td>
<td>Detail filter</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

  - Scroll down encounter report to All Flowsheet Templates: Vital Signs, click link

  - Select correct interval and click.

  **All Flowsheet Templates (all recorded)**
  
  - Adult Patient Care Summary
  - Adult Patient Profile
  - Advance Directive
  - Appointments
  - CARE PLAN MINI-FLOWSHEET DATA
  - Custom Formula Data
  - Discharge Planning
  - Expected Discharge Date
  - General Info
  - Intake/Output
  - LDA Reconciliation - Mark As Reviewed
  - Preprocedure Pregnancy Screen
  - Travel Screening
  - Vital Signs
  - Work Load
  - All Flowsheet Data for Vital Signs
  - 5/14/15 to 5/20/15
  - 5/11/15 to 5/13/15

I&O

- Clinical Review ⇒ Chart Review ⇒ Encounter
  - Select correct inpatient encounter

<table>
<thead>
<tr>
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<th>Surgeries</th>
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<td>Detail filter</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

  - Scroll down encounter report to All Flowsheet Templates: Intake/Output, click link
Select correct interval and click.

All Flowsheet Templates (all recorded)
- Ticket to Ride
- Adult Patient Care Summary
- Adult Patient Profile
- Advance Directive
- Renal Data
- CARE PLAN MINI-FLOWSCREEN DATA
- Custom Formula Data
- Discharge Planning
- Expected Discharge Date
- General Info
- Intake/Output
- LGA Recordation - Mark As Reviewed
- Pregnancy and Pregnancy Screen
- Vital Signs
- Work List Mini-FLOWSCREEN Data

All Flowsheet Data for Intake/Output

<table>
<thead>
<tr>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/14/15</td>
<td>5/20/15</td>
</tr>
<tr>
<td>5/11/15</td>
<td>5/13/15</td>
</tr>
</tbody>
</table>

Medications
- All Medications in Clinical Review ➔ Chart Review ➔ Meds Tab,
  - Click column header to sort IP/AMB (inpatient/home medications)

Labs, Microbiology, Pathology: Detailed Orders/Results
- Clinical Review ➔ Chart Review ➔ Labs, Micro, or Path Tabs
  - Status column indicates if collected, in process, resulted etc.
  - Click column header to sort by date, description, etc.
  - Click checkbox beside order and click Start Review to read report.

Labs: Tended Results Over Time
- Clinical Review ➔ Results Review (also reachable through Chart Review)
  - Specify time range of data when opening Results Review and press Accept.
Use View, Select a Component, and Options to tailor data view.

- Press Legend to see what text and icon markers mean.

**Radiology & Other Imaging**

- Detailed Imaging Orders/Results in Clinical Review ➔ Chart Review ➔ Imaging Tab

  - Click column headers to sort by date, description, etc.
  - Click checkbox beside order and click Start Review to read report.

**Notes**

- All Notes in Clinical Review ➔ Chart Review ➔ Notes Tab

  - Click column headers to sort by date, description, etc.
  - Inpatient nursing, ancillary clinical (PT/RT/etc.) and non-clinical consult (Religious Ministries etc.) are Plan of Care notes using CPM templates
  - If a note you were expecting is not present, be sure the Exclude button is not active. (Click to deactivate if so.)

**Scanned Media (including paper consents)**
Scans in **Clinical Review ➔ Chart Review ➔ Media Tab**

- Media that corresponds to a chart review item should also appear in that tab (e.g. a scanned H&P in **Notes tab**)

**Support Notes**

- This document takes screenshots from a user with broad access to Link. Other types of Link accounts may display fewer options on some screens.
- Timed features (auto log-off, duration patients remain on lists, etc.) also may vay by account type.
- Link presents live chart PHI and Best Practices for safety and HIPAA should be followed. Chart access is auditable/discoverable. This is especially important for groups that share a common patient list—verify you are accessing the right patient and the minimum necessary data for continuity of care.
- Access problems (no account, forgotten password, etc.) should be referred to the YNHHS Help Desk at 203-688-HELP.
EpicCare Link – Appendix A – In Basket

EpicCare Link supports messages sent to and from the Epic In Basket

Access EpicCare Link In Basket

Log into EpicCare Link and click the In Basket button in the top toolbar.

Send an In Basket Message to Another User

From In Basket, select New Message. You are taken to a message entry screen (similar to most email.)

Click into the TO search box and type some or all of the user’s last name or Epic user ID. If multiple users are returned from this search, confirm and select the correct one. Repeat as necessary for multiple recipients.

Enter and desired Optional detail fields:

- Subject (strongly recommended) – The subject of the message
- Patient – search by name or MRN to list the patient this message concerns.
- Phone – Your preferred contact phone. Select CALL ME if that is your preferred response medium.
- Priority – Indicate the triage of this message.

Enter the text body in the Note field. Press Send Message to send.

You may press Cancel at any time to back out without sending.
The message will be received by the user as a Community Message item.

Read an In Basket message and take response action

From In Basket, select the folder containing the new message. At time of documentation, only Staff Message and Community Message folders may appear.

Click the unread (bolded) message in the list. Its content appears below.

Press the Reply or Forward buttons to send a new related message to the sender or other users, respectively. These messages can be completed in the same manner as a new message (directions above.)
**EpicCare Link – Appendix B – Palcement Request Workflow**

EpicCare Link allows you to process and correspond regarding aftercare (SNF etc.) through In Basket actions.

**Access Referrals in EpicCare Link In Basket**

Log into EpicCare Link and click the **In Basket** button in the top toolbar.

Select the **Placement Requests** folder from the sidebar. Some versions of Link may label this folder as **Discharge Placement Requests**.

Select a Request message by selecting the checkbox beside it. The message displays in the lower pane.

**Accept a Placement**

Having selected and reviewed a placement, select **Accept** from the toolbar.

This sends your acceptance to the requesting Care Coordinator(s).
If your aftercare service is ultimately chosen, you'll receive a confirmation message in your In Basket, and the patient will be added to your **Pt Lists** automatically.

If your service is not chosen, you'll receive a decline message.

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### Acceptance Message

Thank you for your interest in our patient.

We are pleased to inform you that the patient has agreed to accept your services for their post-discharge care.

We look forward to working with you again soon.

Thank you

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### Decline Message

Thank you for your interest in our patient.

We appreciate your consideration and acceptance of our patient. However, at this time, the patient has selected another facility/agency for their post-discharge needs.

We look forward to working with you in the near future.

Thank you

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### Change the In Basket Status of a Placement

Having **selected** a placement, select **menu arrow beside Done** from the toolbar.

Messages may be marked with an appropriate stage of progress.

Messages marked **Done** will fall off the queue unless you have selected

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### Correspond with the Requesting Party

Having **selected** a placement, select **Reply** from the toolbar.

Complete an **In Basket Message** (see Appendix A for full details) and **Send**.

Responses will return to your In Basket.
Search for Done Messages

To see what messages have been marked as ‘Done’ and when, go to the InBasket, select the Placement Request folder and click on Search.

Under the Statuses section, select the status of Done to Search on and then click Search at the bottom.

That search will return all messages marked as ‘Done’
You can then mark any message and change the status back to ‘Read’ or ‘Pend’ and it will be placed back into your InBasket folder.

To get back into the InBasket, click on My InBasket.

View More Information about the Patient
More information about patients is available through **Pt Lists ➔ Chart Review**.

Patients are automatically added your Pt Lists when a request is mutually accepted.

Manually adding a patient and chart review features are detailed in the *Quick Reference* playbook.