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.

Internet Explorer 11 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.

Navigating in EpicCare Link

A) Navigation Tabs: Use these tabs to open different activities in EpicCare Link. Each tab contains one or more related activities. For example, the Patient tab contains patient-specific activities. When you click a tab, the default activity for that tab opens.

B) Activity Menu: Use this menu to open the various activities that are contained in the selected navigation tab. For example, the Patient tab activity menu contains the Allergies and Chart Review activities.

- If there are more activities than can fit on the screen, hover over the ellipsis on the far right of the menu to see all the activities contained in the tab.

- You can also click to pin an activity so it appears first in the menu. If you pin multiple activities, they appear in the order that you pinned them. Click and drag pinned activities in the menu to change their order.

C) Action Options: Use these buttons, located on the top right of the screen, to see all of your available activities or to log out.

Find a Patient and Add to a List

Click Select a Patient on the Home screen, or at any time click Patient Lists or Open Chart Review.

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.

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 **Patient 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 **Patient List**.*

**Family contact**

- Emergency contact in **Snapshot ⇒ Demographics**
OR Menu ➔ Snapshot ➔ Demographics

- Family notes in SnapShot

![Family Comments](image)

None

Providers

- Care Team in SnapShot

![Care Team and Communications](image)

No PCP set
No other patient care team members

DNR status

- Code Status order in Chart Review ➔ Other Orders

![Chart Review](image)

<table>
<thead>
<tr>
<th>Date of Study</th>
<th>Date Ordered</th>
<th>Description</th>
<th>Order Status</th>
<th>Ordering User</th>
<th>Authorizing Provider</th>
<th>Ordering Dept.</th>
<th>Encounter Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/14/2018</td>
<td>05/14/2018</td>
<td>Provide overdose rescue education to patient and/or caregiver</td>
<td>Active</td>
<td>Jalbert, Christopher, MD</td>
<td>Jalbert, Christopher, MD</td>
<td>WH ENDOSCOPY SUITE</td>
<td>Hospital Encounter</td>
</tr>
<tr>
<td>05/14/2018</td>
<td>05/14/2018</td>
<td>Inpatient Consult to Social Work</td>
<td>Active</td>
<td>Jalbert, Christopher, MD</td>
<td>Jalbert, Christopher, MD</td>
<td>WH ENDOSCOPY SUITE</td>
<td>Hospital Encounter</td>
</tr>
</tbody>
</table>

Allergies

- Overview of allergies in SnapShot ➔ Allergies

![Allergies](image)
Chart Review ⇒ Encounter

- Select correct inpatient encounter

![Chart Review](image)

- Click Encounter Flowsheets to view/select All Flowsheet Templates: Intake/Output.
- Select correct interval and click.

Medications

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

![Chart Review](image)

Labs, Microbiology, Pathology: Detailed Orders/Results

- Chart Review ⇒ Labs, Micro, or Path Tabs

![Chart Review](image)

- Status column indicates if collected, in process, resulted etc.
- Click column headers to sort by date, description, etc.
- Click checkbox beside order and click Start Review to read report.
Labs: Trended Results Over Time

- **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 **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 **Chart Review** ⇒ **Notes Tab**

- 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 **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**).
Insurance Coverage Information

- Summary of Registration info including Coverage in Patient Profile ➔ Demographics

- Coverage on file in Patient Profile ➔ Coverage & Benefits

  - Select Coverage Detail Report tab for more information

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 vary 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 203-502-HELP.
**EpicCare Link – Appendix A – In Basket**

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

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**Access EpicCare Link In Basket**

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

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**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.

```
Gand Round
Lucana, Valia  Family Medicine, Physician
Phone Number: 203-555-5555

Would you please help me set up a demonstration for the upcoming Surg. Grant Rounds? Call or In Basket message me when you know.

Thank you,
Valia
```

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.

```
Gand Round
New 10/12/2018 2:47 PM FAMILY MEDICINE, PHYSICIAN RE: Gand Round 203-555-5555

Would you please help me set up a demonstration for the upcoming Surg. Grant Rounds? Call or In Basket message me when you know.

Thank you,
Valia
```

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.)
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.

Acceptance Message

Decline Message

Decline a Placement

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

Your response is sent to the requesting Care Coordinator(s), and the message falls off the queue with a status of Done.

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

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.