



EpicCare Link – A convenient way to access patient information

EpicCare Link is Epic's web-based application for connecting BJC/St. Louis Children's Hospital patient information with community physicians and care givers. It provides community users secure access to select patient information in Epic. EpicCare Link is not an EMR solution. It is a read-only application with some service-oriented features included that allow providers to place radiology and lab orders at the hospital for their patients.

Key Discussion Points:

Who can use EpicCare Link?

EpicCare Link is designed for physicians and referral based organizations that need access to patient information but are not part of the hospital's medical staff.

Providers, nurses and front desk staff can all be enrolled in EpicCare Link. Providers and Allied Affiliates have advanced access to features and functionality. All staff are associated with a provider and will have access to the same patient list as the provider. All access will be tracked and available for audit review.

How do you get access?

Your physician liaison will work with you to establish your practice as an EpicCare Link affiliate. One person in the practice (this can be a nurse or office manager) will be identified as the EpicCare Link administrator for your office. They will fill out an online form that identifies all the staff that you want to have access to EpicCare Link. The request will be reviewed and forwarded to the Epic team to configure the system for each individual user.

What can EpicCare Link be used for?

Chart Review – This is a convenient way to review your patients chart while they are receiving care at St. Louis Children's Hospital and all BJC and Washington University locations and providers.

Orders - Physicians and Allied Affiliates are able to place radiology and lab orders for their patient to be performed at St. Louis Children's Hospital and other BJC locations. Nurses and front desk staff in the practices that have been granted access to EpicCare Link are able to place orders on behalf of the provider. EpicCare Link will list the most commonly requested lab and radiology orders.

Event Monitoring - The system can be configured to alert providers when one of their patients have been admitted to the hospital or have had a procedure performed at in an outpatient department.

Current Medications – You will be able to see the current medication list for your patients or for the patients that have been referred to you for consultation.

In Basket – EpicCare Link has an "In Basket" feature that lets you receive secure messages for activity such as lab results on your patients. The system can even be configured to send a notification to your personal email letting you know you have unread messages.

When will my patients be in EpicCare Link?

For security reasons, EpicCare Link needs an established relationship between the provider and the patient for the name to appear on the list. There are a number of ways to accomplish this task, but the most common is when the patient arrives at the hospital and identifies their primary care provider. EpicCare Link only has information on patients that have visited a BJC hospital or out patient service area, or a BJC/WUSM provider office that is using Epic.

St. Louis Children's Hospital will go live on Epic on June 2, 2018 and EpicCare Link will begin populating patient list on that date. Patients that have been cared for at other BJC hospitals will also be visible (other BJC Hospitals are already live on EPIC).

It will take some time for all your patients to appear on your list. If your patient is not on your list there is an option to request a patient be added to your list. This request will be processed by the hospital and will generally be completed within 24 hours.

How do I submit orders for patients not on my list?

EpicCare Link is a new feature that once fully integrated will streamline care and provide easy access to information. However, should your patient not be in our system or has not been linked to you as their provider, you can fax the order to the hospital as you have in the past.

To become an EpicCare Link user:

1. Go to MyEpicCareLink.org to log in.
2. Click request new account.
3. Use your practice name as the site name.
4. Site type (drop down) choose EpicCare Link: St. Louis Children's Hospital (you will be able to see all BJC facility/WU information, this allows Children's to approve your access request).
5. Complete all requested information.
6. Choose add provider – add ALL providers in the practice even if they already have full EPIC HyperSpace access. This will allow all patients associated with the practice to be visible to all in your practice.
7. Choose add clinical staff – add all clinical staff that you feel need access (clinical, billing, office manager, etc.).
8. Designate one person to be site coordinator – usually the practice manager or designee. This person will maintain provider and staff records that have access to EpicCare Link.
9. Submit request.
10. Once request is submitted, the request will be verified and approved. User names and passwords will be created, a site will be established, and existing patients will be associated with your practice. Your liaison will get your user names and passwords to you. Each person will need to change their password upon first login.

For more information, call Children's Direct at 800.678.HELP (4357).

