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FAQ

Q: What is EpicCare Link?

A: EpicCare Link is a web based read-only application that provides secure access to AHN's electronic medical information and test results from Allegheny Health Network.

Q: Is there a fee for using EpicCare Link?

A: Allegheny Health Network provides EpicCare Link at no cost to those who refer their patients to AHN for care. There is no installation needed, just a computer and internet connection.

Q: What information is available in EpicCare Link?

A: EpicCare Link provides view-only access to the patient's full Allegheny Health Network medical record, including lab results, diagnostic test results, hospitalization records, procedural information, discharge instructions, progress notes, medications, allergies, medical history, general billing information and more.

Q: Is there anything that cannot be accessed by EpicCare Link?

A: Yes, imaging cannot be accessed at this time i.e. CT, MRI and X-Ray images etc. However, the written reports are available to view. A full listing can be found on the detailed user guide provided at the time of account set up.

Q: Can I send an electronic message to a AHN provider and can they respond back to my message?

A: Yes, in EpicCare Link you can send/receive messages to/from our providers.

Q: Can I be notified if my patient is seen by an AHN facility/provider with EpicCare Link?

A: Yes, we will keep you informed about your patients care. With optional automatic messages via text/email or in-basket, you can have the latest information about your patients' treatment.

Q: Can I download/print my patient's information from EpicCare Link and upload it into my own EMR?

A: Yes, however you keep track of your patients records you are able to export them from EpicCare Link as needed.

Q: Can I upload routine information regarding my patient to AHN? I.e. progress notes, diagnostic reports etc.

A: Yes, AHN has recently added a feature that allows you to upload basic medical records information.

Q: Can I upload/send referrals to AHN via this application?

A: No, at this time, EpicCare Link does not have this feature, and we ask that you please process referrals as you normally would.

Q: How do I sign up for EpicCare Link?

A: Requests can be made by sending an email to Epiccarelink@ahn.org. Once your request is received, the following two forms will be sent to you to complete: (Completed forms can be emailed to Epiccarelink@ahn.org or as an alternative, can be faxed to 412-544-6304)

1. **EpicCare Link User Agreement** – a contract that outlines the privacy/HIPAA responsibilities of using the software. This should be signed by the proper representative from the practice and scanned and returned to AHN via email.



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2. **ECL New User Request Form** – a spreadsheet of the users, site administrator and physician names. This form can be filled out in Excel and returned to AHN via email. You will need to designate a site administrator (that role is described below).

Q: If I am a site administrator, are there any special duties that I need to perform for my users etc.?

A: Yes, as the site administrator, you are responsible for the use of EpicCare Link at your site, and each practice needs to designate at least one site administrator.

Allegheny Health Network takes the issue of patient privacy very seriously. We want to ensure that users of our platforms have appropriate access and that we have a strong process in place to monitor user access to our systems, as required by applicable law. In addition, site administrators are responsible for the following:

- **Site Verification Report** – A Site Verification message is sent to the administrator every 30 days to verify that all users working at the site are current and active. If this is not completed within the timeframe specified, users will be deactivated.
- **First Access Detail report** – this is a tool that can be used to monitor what patients are being accessed by the users at your location.
- Additionally, site administrators can also do the following:
 - Change a password/unblock a user
 - Deactivate a user
 - Request a new user in EpicCare Link

(Common FAQ's after sign up is complete)

Q: After all needed forms are completed and sent back how long does it take before my account is active?

A: New requests are processed at the beginning of the month following their submission. After the request has been processed it takes about 2 weeks to get a new site set up. I.e. if a provider submits the completed paper work on 3/10/22, it will be processed the following month.

Q: Once my account is set up and users are activated, is there training offered?

A: Yes, a detailed user guide is provided to all new users however, upon request a training demonstration can be set up by contacting: Epiccarelink@ahn.org

Q: I am already an EpicCare Link user and cannot remember my username or password, who do I contact?

A: You can call 844-909-9191, Monday-Friday 8:00am - 5:00pm EST or select the "Forgot Password" button via the sign on [screen](#).

Q: I am already an EpicCare Link user and cannot locate the website portal.

A: EpicCare Link users can access the portal via the following link: <https://epiccarelink.ahn.org>