

EPICCARE LINK NEW SITE REQUEST

SUMMARY:

This process is for requesting a new EpicCare Link Site for UMC Health System. If you are already affiliated with an EpicCare Link site, please contact your site administrator for access.

IMPACTED END-USERS:

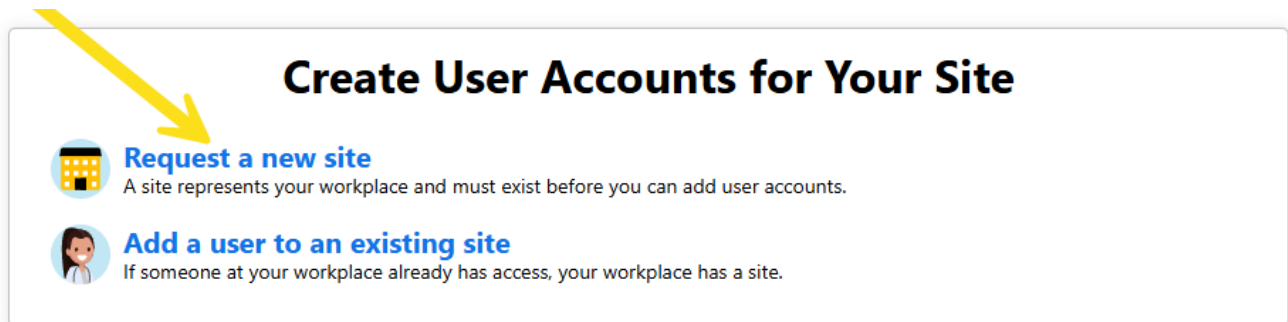
Potential EpicCare Link Site Administrators

WORKFLOW STEPS:


1. **Navigate** to


https://epiccarelink.umchealthsystem.com/EpicCareLink_PRD/common/account_request_main.asp

2. **Select** “Request a new site”

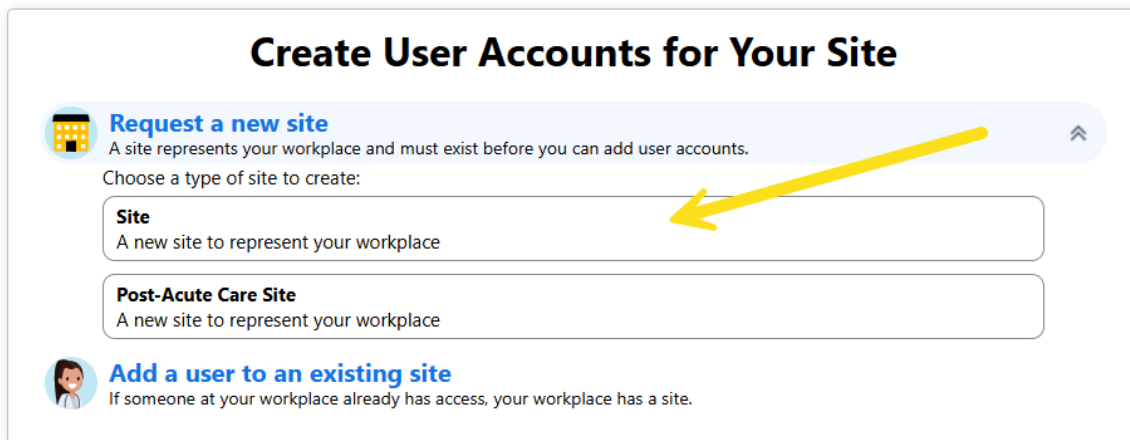


Create User Accounts for Your Site


 **Request a new site**
A site represents your workplace and must exist before you can add user accounts.

 **Add a user to an existing site**
If someone at your workplace already has access, your workplace has a site.

3. **Select** “Site” unless you are part of a Post-Acute Care Site




Create User Accounts for Your Site

 **Request a new site**
A site represents your workplace and must exist before you can add user accounts.

Choose a type of site to create:

Site
A new site to represent your workplace

Post-Acute Care Site
A new site to represent your workplace

 **Add a user to an existing site**
If someone at your workplace already has access, your workplace has a site.

4. **Complete** all required Site Information

- Click** the “Add” button under Reason for Requesting Access to include multiple options
- The **Other** section should include a description of your organization and purpose in requesting access. This information will be reviewed when evaluating access.

1. Site Information2. Users3. Verification

Site Information

Site name:Example Site

⚠ Site type:

Phone:555-555-5555⚠ Fax:

Site NPI #:

Address

Address:602 Indiana Ave

City:Lubbock

State:TexasZIP:79415

County:LUBBOCK

Country:United States of America

Reason for Requesting Access

Multiple Select

Referrals

Lab Orders

Imaging Orders

Comment

Comment

Comment

Add


Other

Provide a brief summary of your organization and reason for requesting access:

Comments:Example Site is a family medicine clinic that has been serving the Lubbock community since 1986. We'd like EpicCare Link access for placing referrals to specialists and placing orders for patients to have labs and imaging procedures performed.

5. **Configure** the Site Administrator User

- Specify** the user type for the site administrator

 **Add a user to your site**

Choose a type of user to create:

Provider

Request access for a new provider

Clinical Staff

Request access for a new clinical staff member

Non-Clinician

Request access for a new non-clinician

Continued Care and Services Coordinator

Request access for a new continued care and services coordinator

Requester

Request access for a requester

Research Monitor

Request access for a new research monitor

Surgical Support Staff

Request access for a new surgical support staff member

Provider at Specimen Collection Site

Request access for a new provider

Clinical Staff at Specimen Collection Site

Request access for a new clinical staff member

- b. **Input** the required information for the Site Administrator
- i. **Select** the box for “Make this user a site administrator”

User Information

First name:

⚠ Middle name:

Last name:

Work email:

Basic Information

Work phone:

User Address: [Copy site address](#)

Address:

City:

State: ZIP:

County:

Country:

Driver License

Driver License State: [Comment](#)

Driver License Number: [Comment](#)

Case Entry

Does this user need to perform or create surgical or cardiology cases? [Comment](#)

Other

Comments:

Site Administrator

A site administrator is the person responsible for maintaining a site's records. These responsibilities include verifying that user accounts are current, deactivating the accounts of users who are no longer active at the site, and submitting requests to activate new user accounts. Every site must have at least one administrator.

☒ Make this user a site administrator



6. **Add** all other users needing EpicCare Link access
 - a. **Click** “Add” to configure an additional user using the same process as the Site Administrator
 - i. **Repeat** for each staff member who needs access at your location
 - b. **Do Not Select** the box for “Make this user a site administrator” for other staff

User Information

First name:

⚠ Middle name:

Last name:

Work email:

Basic Information

Work phone:

User Address: [Copy site address](#)

Address:

City:

State: ZIP:

County:

Country:

Associated Providers: List the providers this user works with

⚠ Provider name: [Add](#)

Driver License

Driver License State: [Comment](#)

Driver License Number: [Comment](#)

Case Entry

Does this user need to perform or create surgical or cardiology cases? [Comment](#)

Other

Comments:

Site Administrator

A site administrator is the person responsible for maintaining a site's records. These responsibilities include verifying that user accounts are current, deactivating the accounts of users who are no longer active at the site, and submitting requests to activate new user accounts. Every site must have at least one administrator.

☐ Make this user a site administrator

[Accept](#) [Cancel](#)

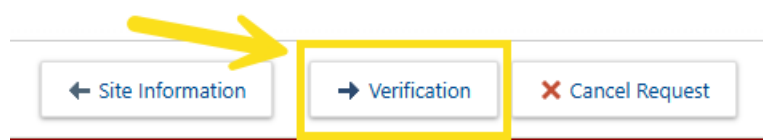
New Account Request ▶ **Site** ▶ **Users**

Users

[+ Add](#) [✎ Edit](#) [- Delete](#)

Name	User Type
<input type="radio"/> Example User, RN	Clinical Staff
<input type="radio"/> User, Example	Non-Clinician

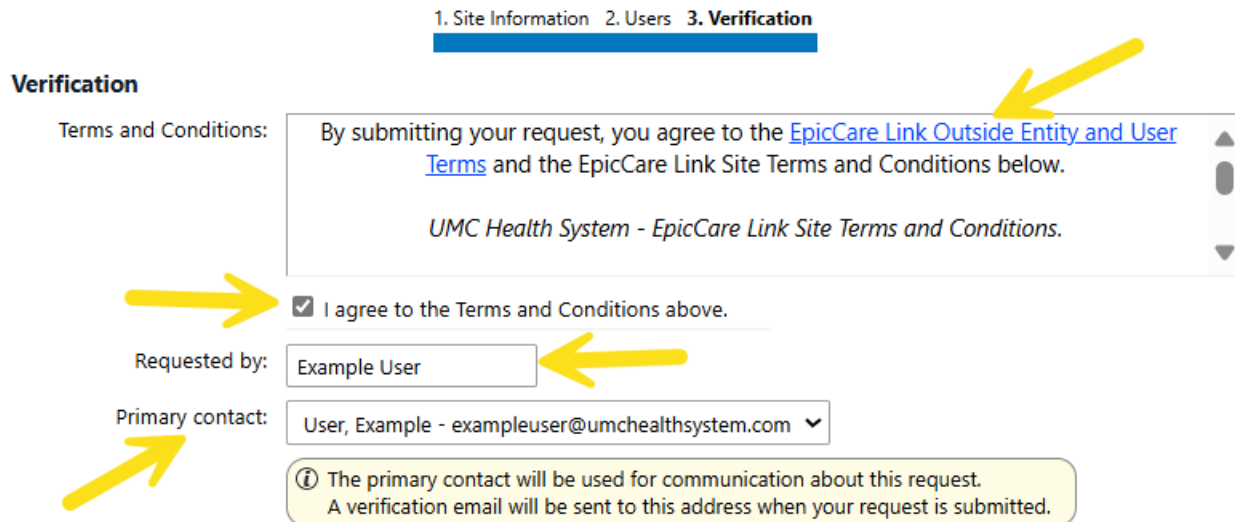
7. **Proceed to Verification** once ALL staff have been added



← Site Information → Verification × Cancel Request

8. **Agree** to the EpicCare Link Terms and Conditions

- Click** the link to review the EpicCare Link Outside Entity and User Terms
- Review** the EpicCare Link Site Terms and Conditions by scrolling within the text box
- Select** the box for “I agree to the Terms and Conditions above”
- Input** your name in “Requested by”
- Verify** your name is listed as the primary contact



1. Site Information 2. Users 3. Verification

Verification

Terms and Conditions: By submitting your request, you agree to the [EpicCare Link Outside Entity and User Terms](#) and the EpicCare Link Site Terms and Conditions below.

UMC Health System - EpicCare Link Site Terms and Conditions.

☒ I agree to the Terms and Conditions above.

Requested by: Example User

Primary contact: User, Example - exampleuser@umchealthsystem.com

ⓘ The primary contact will be used for communication about this request. A verification email will be sent to this address when your request is submitted.

9. **Verify** your email

- A message will be sent to your email for verification
 - Click the link within the email to verify your email address

New Account Request ► Confirmation



Verify Your Email Address

Click the link sent to **exampleuser@umchealthsystem.com** with the subject **Verify Email Address**.

Having trouble?

- If you cannot find the email, try checking your spam folder or incoming email filters.
- Contact the help desk by calling 806-775-9109 or by emailing EpicCareLink@umchealthsystem.com.



EpicCareLink

To: **exampleuser@umchealthsystem.com**

Use the following link to validate your email for EpicCare Link:

https://epiccarelink-np.et1442.epichosted.com/EpicCareLink_POC/?mode=emailVerify&token=2%24JIP3AZEQCwxT57gtMadW8w%3D%3D%24fWsZm%2Bt%2BCngdOCS7ehNB53nAR0kxQ%3D%3D%24SfwwFz96aSSvcWSYlgH2HkgylI4vctBdVOU3VklPu88%3D

If the link doesn't work, try copying the URL and pasting it in a new browser tab.

Having trouble? Contact the help desk by calling 806-775-9109 or by emailing EpicCareLink@umchealthsystem.com.



Your email address is verified.

A confirmation email for your request has been sent.

10. **Save** your email confirmation page

- You will receive an account request confirmation email after verifying your email
- Save this email as it contains the reference number for your request



EpicCareLink

To: **exampleuser@umchealthsystem.com**

Thank You for Submitting Your EpicCare Link Account Request

Please save this page as your account request confirmation. Our administrators will review your information and may contact you for addition and processing. If you have additional questions, contact us and have your Reference # ready.

Reference Number:
42833

What To Do Next?

- You will receive your access information by email or from your site administrator.
- Once you receive your username and password, go to epiccarelink.umchealthsystem.com
- Log in with the username and password you've been provided. You will be prompted to change your password the first time you log in.

Questions?

If you have questions, send us an email at EpicCareLink@umchealthsystem.com or call our IT Service Desk at 806-775-9109 for immediate assistance.