

## MLH EPICCARE LINK FAQ

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### WHAT BROWSERS CAN I USE FOR MLH EPICCARE LINK?

Microsoft Edge, Google Chrome, or Safari.

### WHAT'S MY USERNAME?

If you don't remember your username, anyone else at your group who is able to log into MLH EpicCare Link can find your username in the My Groups activity.

- ☐ If no one else can log in, or you are the only user at your group, contact your MLH EpicCare Link Site Administrator in your practice.

### WHAT'S MY PASSWORD?

If this is your first time logging in, you should have received an email with your initial password. If you did not receive that email, check your spam folder.

- ☐ If you still can't find that email, a Site Administrator for your group can assign you a new temporary password from the My Groups activity.
- ☐ If no one else can log in, or you are the only user at your group, contact your MLH EpicCare Link Site Administrator in your practice.

### HOW DOES FORGOT PASSWORD WORK?

To use the Forgot Password feature on the login screen, you must have previously logged into MLH EpicCare Link and answered challenge questions.

- ☐ You can answer challenge questions by logging in, clicking Menu and then Settings.
- ☐ In the Challenge Questions activity, you will first be prompted for your current password. You can then select two questions and answer them. You can change these questions and answers anytime in the future.

### I'M GETTING THE MESSAGE "LOGIN FAILED. YOUR LOGIN ATTEMPT WAS UNSUCCESSFUL. USER LOGIN IS BLOCKED FOR THIS ACCOUNT. CONTACT YOUR SYSTEM ADMINISTRATOR TO REAUTHORIZE."

After **five** failed login attempts, your account is locked.

Contact your MLH EpicCare Link Site Administrator in your practice. If your Site Administrator is unable to unlock accounts, they will contact MLH Support staff for help.

### WHAT IS MLH EPICCARE LINK?

MLH EpicCare Link is Epic's web-based application for connecting Methodist Le Bonheur Healthcare to community practices. Through Link, community users will be given secure access to patient information in the Methodist Le Bonheur Healthcare Epic data repository. Link allows

us to extend patient information to external facilities and improve the continuity of care in our community.

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## HOW DOES MLH EPICCARE LINK WORK?

MLH EpicCare Link provides registered users with secure access to their patients' electronic health record information from Methodist Le Bonheur Healthcare Link:

- ☐ Provides a more transparent flow of information between physicians.
- ☐ Makes it easier for external physicians to place referrals and orders.
- ☐ Gives community providers access to review the patient's chart.

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## WHAT COMPUTER EQUIPMENT DOES MLH EPICCARE LINK REQUIRE?

To access MLH EpicCare Link you need a PC or Macintosh computer, a high speed or DSL internet connection (dial-up not recommended) and current browser edition of Microsoft Edge, Google Chrome, or Safari. MLH EpicCare Link uses industry standard encryption technology ensuring that only you and your staff have access.

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## IS THERE A FEE FOR USING MLH EPICCARE LINK?

Methodist Le Bonheur Healthcare is providing MLH EpicCare Link at no cost. MLH EpicCare Link is a web-based service that requires no installation on your servers or computers.

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## WHAT INFORMATION IS AVAILABLE WITHIN MLH EPICCARE LINK?

MLH EpicCare Link provides view-only access to the patient's Methodist Le Bonheur Healthcare medical record, including lab results, diagnostic test results, hospitalization records, procedural information, discharge instructions, progress notes, medications, allergies, medical history and more.

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## HOW LONG DOES A PRIMARY CARE PROVIDER HAVE ACCESS TO A PATIENT'S MEDICAL RECORD?

Providers who have been identified in the Methodist Le Bonheur Healthcare electronic health records system as the patient's primary care provider (PCP) will have access to the health record for as long as the provider is listed as the patient's PCP.

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## HOW LONG WILL OTHER USERS WITH A RELATIONSHIP TO THE PATIENT HAVE ACCESS TO THE HEALTH RECORD?

Other users with a temporary relationship to the patient, such as consulting and referring physicians, their staff, a regulatory agent, or a provider at a community facility (e.g., a nursing home) will have access to a patient's record for 90 days following the user's first login to MLH EpicCare Link.

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## HOW DO I SIGN UP FOR MLH EPICCARE LINK?

Please determine who in your site will be the Site Administrator that will manage all the user access in the practice. The site administrator will be able to **Request a New Site** in this url: [MLH CareLink](#).

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## WHO SHOULD I CONTACT IF I AM HAVING PROBLEMS ACCESSING MLH EPICCARE LINK?

Please reach out to your Site Administrator with any questions you may have.

You will be able to open an incident ticket form [MLH-EpicCare-Link Help](#) page if they are unable to resolve your MLH EpicCare Link issues. The ticket will be sent to the MLH Analyst team.

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## HOW LONG DOES IT TAKE TO GET AN ACCOUNT?

Once the request is submitted, it generally takes two weeks to process the account, upon which the user's account information will be emailed to the email address specified in the request.

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## ONCE I SUBMIT THE ACCOUNT, WHAT HAPPENS NEXT?

Once the account request has been approved and processed, you will receive your username. Your site administrator will set and provide you your temporary password. Please make sure to enter an accurate email address in the request form to ensure the receipt of your username and password.

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## IS TRAINING REQUIRED TO USE MLH EPICCARE LINK?

MLH EpicCare Link users do not require training. Tools tips are available to provide tips and suggestions as you navigate MLH EpicCare Link.

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## HOW IS MLH EPICCARE LINK ACCESS MANAGED?

Access is managed by one or more site administrators per group. Ideally a group will have at least two administrators, so there is a primary contact and a backup to prevent lockouts. These users are typically practice or office managers, supervisors, or directors. Site administrators can:

- ☐ Deactivate users that no longer need access to MLH EpicCare Link or have left the organization.
- ☐ Set initial temporary password for site users
- ☐ Reset a password for a user that is unable to log in to MLH EpicCare Link after five failed login attempts.
- ☐ Unblock a user's two-factor authentication.
- ☐ Request access for new users by submitting the new account request for new users within the application.
- ☐ Open MLH EC Link Incident support tickets

### Site administrators are required to:

- ☐ Review First Access Reports on a regular basis to monitor appropriate use and who is accessing patient records.
- ☐ Review their team's access on a quarterly basis and complete site verification within 30 days. This review only takes a few minutes and only one of your site administrators needs to review and confirm their users' access status. If site verification is not

completed within 30 days, users from your group will be unable to access the system until verification is completed.

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#### WHAT DO I NEED TO PROVIDE TO HAVE ACCESS?

We require the following personal identifiers: birth date, the address of where you physically work, phone number, email address, job title or role, and National Provider Identifier (NPI) if applicable.