

Free, Secure, Online Access for Better Patient Care

EpicCare Link is a web-based application that offers community-based external providers and staff, as well as affiliate staff, secure access to view patient information in Baylor Scott & White's electronic medical record (EMR). EpicCare Link is mainly used for continuity of care.

EpicCare Link features available to practitioners, practice office staff, research monitors and billing office staff:

- Read-only access to patient charts from a convenient patient list
- Ability to communicate with Baylor Scott & White providers and staff via In Basket
- Place referrals & imaging orders to Baylor Scott & White
- View incoming or outgoing referrals for your providers. May also view referrals for a specific patient.
- Upload documents
- View schedule of patients for next 90 days
- View BSW surgeon schedule for providers in their clinics group only
- View "Discharge Yesterday" and "Discharge Last 7 Days" reports
- Event monitor notifications regarding patients' encounters with other providers
- Quick links to BSWH Consents, Epic Preprinted Order Sets, OR Consent Form and OR Scheduling Request Form

Two Ways to Request Access

If your practice is new to BSW EpicCare Link:

- Go to BSWHealth.med/EpicCareLinkInfo and click **REQUEST ACCESS**
- Designated site administrator submits **site authorization** and **access request** forms
- Each applicant must review the [HIPAA training](#) prior to submitting the access request form

If you need to add users to an existing BSW EpicCare Link account:

- Your designated site admin must log into EpicCare Link at EpicCareLink.BSWHealth.org
- Go to the Manage My Clinic tab, select **Requests > Request New Account**
- Submit new user requests for existing accounts

Access issues & questions: call the IS Service Center **214-865-4357 (HELP)**, select **option 1**, then **option 2** for providers

EpicCare Link FAQs



Who do I contact for issues or questions?

Contact the Baylor Scott & White Service Center at **214-865-HELP (4357)**, and ALWAYS select **option 1** to report any issues or questions. You may also call our Service Desk for a status update on this ticket at any time.

How do I request access to EpicCare Link at Baylor Scott & White?

If your practice is new to BSW EpicCare Link:

- Go to BSWHealth.med/EpicCareLinkInfo and click **REQUEST ACCESS**
- The designated site administrator submits **site authorization** and **access request** forms
- Each applicant must review the **HIPAA training** prior to submitting the access request form

If you need to add users to an existing BSW EpicCare Link account:

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Which user form do I choose when requesting access?

Medical Practice: Clinical or non-clinical staff at a clinic or hospital

Provider: Physician, midlevel, resident

Billing: Staff who do billing for physician and provider practices

Post-Acute: Staff members at a post-acute facility (e.g., nursing home, rehab, home health, hospice).

What is a site administrator?

A staff member at your site who has additional security within EpicCare Link and manages their site's users.

You can have as many site admins as you need. Responsibilities include:

- Requesting new access via "Manage My Clinic" within EpicCare Link for site users who are employees of the site, practice, provider, and/or facility
- Ensuring accuracy and validity of new access requests for site
- Validating all users at least every 60 days
 - Deactivate users no longer in employment
 - Users left unvalidated could lose access to EpicCare Link
- Unblocking users who are blocked for inactivity. Remind your staff to log in once a month as accounts not used for 6 months will be inactivated for security reasons.
- Reporting any staff role changes at the site including changes to the Site Administrator as well as other users

What should I do when my account is inactivated?

Accounts that are not logged into for six months or more are deactivated for security reasons. Your site administrator must resubmit your request for access. Here's how:

- The site administrator logs into EpicCare Link at EpicCareLink.BSWHealth.org
- Go to the Manage My Clinic tab, select **Requests > Request New Account**
- Submit new user requests for existing accounts

What should I do if I am having trouble logging into EpicCare Link?

- Call the Service Desk at **214-865-HELP (4357)** and select **option 1**
- Check what internet browser are you using. Chrome or Edge are recommended browsers. (Internet Explorer is not recommended)
- If your EpicCare Link website is saved as a favorite, try typing it in manually into your browser: EpicCareLink.BSWHealth.org.
- Make sure you complete CyberArk registration, Baylor Scott & White's multi-factor authentication tool.
 - Go to CyberArk.BSWHealth.org to register on a computer.
 - Add the CyberArk Identity app to your mobile device. During the process, you will scan the QR code twice and the OTP code once. This will connect you to your BSW CyberArk® Identity app account, which displays the landing page when opened. Generate your 6-digit OTP by going to the menu (displayed as ≡) then choose Passcodes. If you do not wish to use your mobile device for secondary authentication, you may download the CyberArk Desktop Authenticator on your workstation to generate time-based one-time passcodes.
- Use the [CyberArk Registration Guide](#) or the [Desktop Authenticator Guide](#).