EpicCare Link FAQs

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What is EpicCare Link?

EpicCare Link is a web-based application connecting community based external providers and staff & affiliate staff via secure access to view patient information in the Baylor Scott & White Electronic Medical Record (EMR). EpicCare Link is mainly used for continuity of care.

EpicCare Link is available for:

- Office staff of non-HTPN credentialed medical staff
- Non-credentialed medical staff, including referring providers, ordering providers and primary care providers that have a patient accessing BSW services or facilities.
- Office staff of non-credentialed medical staff that have a patient accessing BSW services or facilities.
- External Post-Acute Facilities
- Research Monitors
- Billing users
- ROI

Do others need access to EpicCare Link?

Generally, users only get Epic or EpicCare Link access, not both. Non-HTPN practitioners with privileges get full Epic hyperspace access; referring physicians, not on BSW medical staff, use EpicCare Link to access data on their patients that have been treated at a BSW facility using Epic

EpicCare Link Features

External Clinic Providers and Staff, Referring Providers (not on Med Staffs) & Billing Users:

- Read only access to patient charts
- Quick access to "Patient List"
- Full Chart Review of all documents
- Ability to place referral & imaging orders to BSW
- View incoming or outgoing referrals for your providers. May also view referrals for a specific patient.
- Upload documents
- Ability to view schedule of patients for next 90 days
- Ability to view BSW surgeon schedule for providers in their clinics group only
- Ability to view "Discharge Yesterday" and "Discharge Last 7 Days" reports
- Event monitor outpatient and inpatient notifications

EpicCare Link Features

External Post-Acute Facilities:

- Electronically accept discharge placement requests sent directly from BSW Care Management
- Access patients' medical records at BSW Health, which can improve the quality of care for the patient
- Full Chart Review of all documents
- View referrals for a specific patient
- Ability to view schedule of patients for next 90 days
- Event monitor outpatient and inpatient notifications
- Securely send HIPAA compliant message to BSW Care Managers and Social Workers
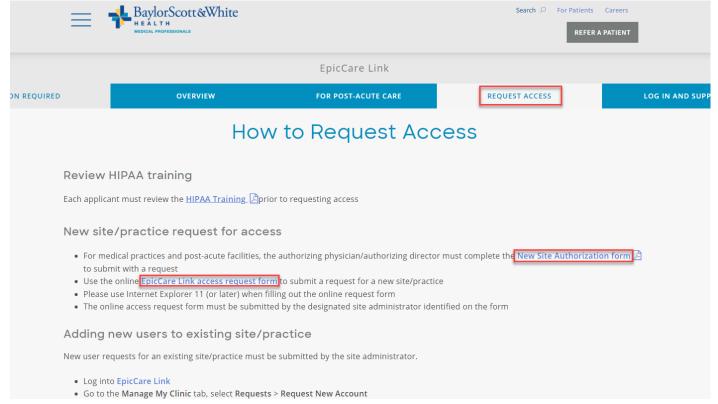- Upload documents – after HIM approval, documents added to the patients' BSW chart

How to Request Access – BRAND NEW SITES

Go to BSWHealth.med/EpicCareLinkInfo and click REQUEST ACCESS

Have New Site Auth form signed by Authorizing Provider. Then click ECLink Access Request form to complete request.

EXISTING SITES: If your practice already has EpicCare Link access, your Site Admin has access to request new users.
Log in to EpicCare Link > Manage My Clinic > Requests > Request New Account

FAQs & Tips

What Is a Site Administrator?

Your group may have as many Site Administrators as they like. They have additional security within EpicCare Link and accept the role of managing their site's users. Responsibilities are:

- 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

ONLY Site Admins Should Submit Requests for New Users

Having Site Admin submit the request ensures the request is submitted properly, is automatically approved, and processed in a more expedited manner. If users submit their own request, it must wait until Site Admin is emailed and approved before we can process.

FAQs & Tips

Who Do I Contact for Issues or Questions?

Please contact the BSW Service Desk at 214-865-HELP (4357), and **ALWAYS** select Option 1, to report any issues or questions rather than sending via email and they can open a ticket for you. This will result in faster resolution of your issue. You may also call our Service Desk for a status update on this ticket at any time.

What if I Switched Facility/Practice That I Work For?

Have the Site Administrator at your NEW facility/practice submit a new request for access via Manage My Clinic. In the Comments, they can also specify the facility/practice you no longer work for so that we can remove that access.

What To Do When My Account is Inactivated?

Accounts are inactivated after 6 months of non-use for security reasons. Your **Site Administrator** will need to resubmit your request for access.

- Designated site admin 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

FAQs & Tips

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Troubleshooting Suggestions for Errors Logging In:

- Did you call the Service Desk at 214-865-HELP (4357), select Option 1, to activate your new account?
- What internet browser are you using? Internet Explorer is not recommended. Chrome or Edge work well.
- If your EpicCare Link website is saved as a favorite, try navigating to it manually by clicking this link or typing in the url - EpicCareLink.BSWHealth.org.
- Have you completed CyberArk registration? This is BSWH's new 2-factor authentication tool that replaced SecureAuth. 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.

  CyberArk Registration Guide:
  https://www.bswhealth.med/SiteCollectionDocuments/cyberark/safelogin-cyberark-epiccare.pdf
  Desktop Authenticator Guide:
  https://www.bswhealth.med/SiteCollectionDocuments/cyberark/cyberark-desktop-authenticator-guide.pdf

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