



EpicCare Link FAQs

1. What is EpicCare Link?

EpicCare Link is Epic's web-based application for connecting organizations to their community affiliates. It provides community users secure access to select patient information in our Epic data repository. It is a read-only application with some service-oriented features that we will configure to facilitate business with community users. Examples of community users include people outside of UnityPoint Health who might need to review the clinical and administrative information of patients seen at our facilities. This could include the following people:

- Referring physicians
- Referred-to physicians and other post-acute care facilities
- Contracted physicians
- Physician and support staff delegates

2. How does EpicCare Link work?

EpicCare Link provides registered users with secure access to the electronic medical record information and test results from UnityPoint Health facilities.

3. What computer equipment does EpicCare Link require?

To access EpicCare Link you will need a PC or Macintosh computer, a high-speed or DSL internet connection (dial-up not recommended) and current browser edition of Internet Explorer or Mozilla Firefox. EpicCare Link uses industry-standard encryption technology ensuring that only you and our staff have access.

4. Is there a fee for using EpicCare Link?

UnityPoint Health is providing EpicCare Link at no cost to those who refer their patients to UnityPoint Health for care. EpicCare Link is a web-based service that requires no installation on your servers or computers.

5. What information is available within EpicCare Link?

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

6. How long does a Primary Care Provider have access to a patient's medical record?

Providers who have been identified in the UnityPoint Health's EMR (Epic) system by the patient as the patient's Primary Care Provider will have access to the medical record for as long as the provider is indicated as such.

7. How long will other providers with a relationship to the patient have access to the medical record?

Other providers with a temporary relationship to the patient, such as consulting and referring physician, will have access to a patient's UnityPoint Health medical record for 90 days following the encounter. Access to UnityPoint Health patient medical records for providers without an established relationship will be granted access via additional functionality.

8. How do I sign up for EpicCare Link?

To request access to EpicCare Link please click on this link:

https://unitypoint.service-now.com/u_epiccare_login.do

This will take you to an electronic form where you will need to complete information. Once the request has been submitted the users will be send a copy of our Security agreement to sign electronically. If this document is not signed within 3 weeks the request will be closed. Once the security agreement is signed the account approval and creation process will start.

Once the accounts are done the information will be emailed to the email addresses in the Requested By and Requested For fields. Please allow 2 weeks after the agreement is signed for the account to be completed

9. Who should I contact if I am having problems accessing EpicCare Link?

Please contact the IT Service Center at 1-800-681-2060 to report a problem. Be sure to indicate to the Technician that you are working with EpicCare Link so that the ticket will be sent to the correct team.