EpicCare Link – Manage Your Clinic

TogetherCare
Powered by Epic to deliver people-centered care

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Change a User's Password

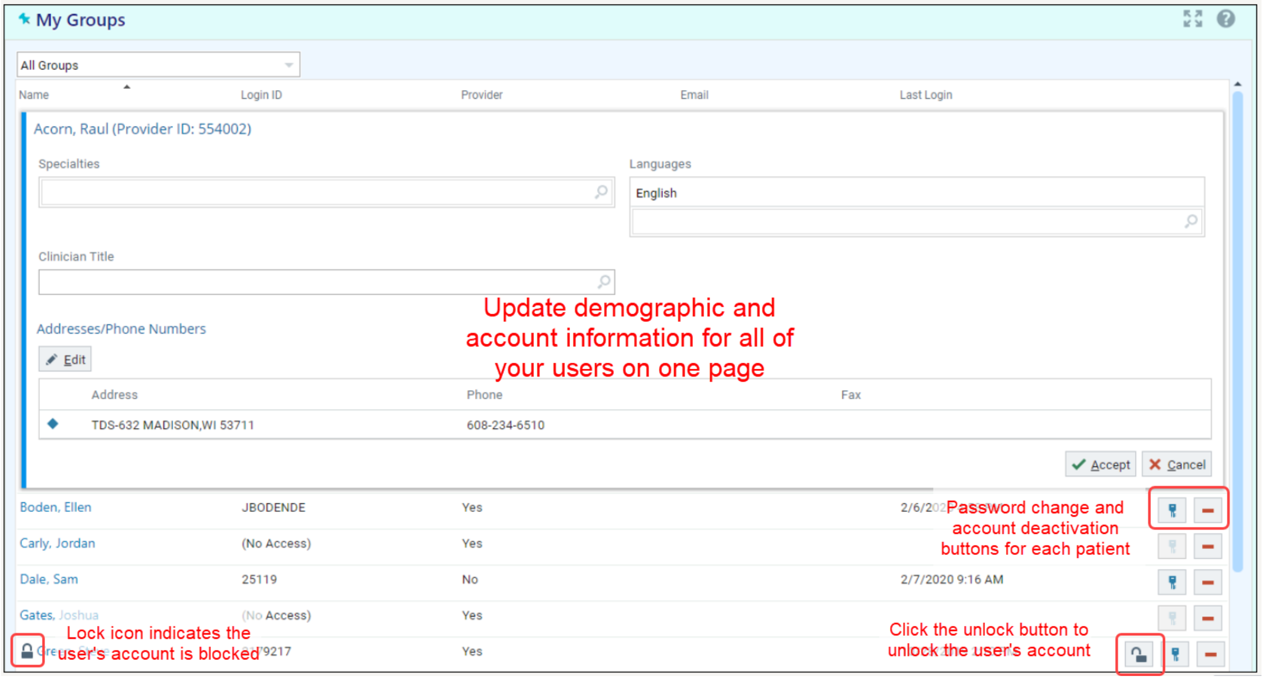
1. Select the **Admin** tab and click **My Groups**.
2. Click the **key icon** in the row for a user to change their password.
3. In the **N**ew password and **Verify New Password** fields, enter the new password for the user.
4. In the **Password for <your name>** field, enter your password.
5. Click **Accept**.
   - The next time the user signs in using this password, she will be prompted to select a new password of her choice.

Deactivate a user

1. Select the **Admin** tab and click **My Groups**.
2. Click the **minus** icon in the row for a user to deactivate them.
3. Enter a comment indicating why you're deactivating the user and click **Deactivate**.

Unblock a User's Account

1. Select the Admin tab and click My Groups.
2. Find the user whose account is blocked.
   - A lock icon will display to the left of the the user's name.
3. Select the unlock button to the right of the user's name to unlock the user's account.



Request a New User in EpicCare Link

1. Select the **Admin** tab and click **Account Requests**.
2. Click **Request New Account**.
3. Choose the type of account you want to create. For example, to create an account for a new physician at your site, click **Request access for a new provider**.
4. In the **User group** field, select the user group to which the user should belong.
5. If you're requesting an account for a new provider and that provider doesn't need to log in to the application, select the check box under the **Basic Information** section to indicate as such.
6. Enter the user's demographic information.
7. Enter a comment about your request, if necessary, and click **Submit Request**.
8. After your request has been processed, the new user will receive a login instructions letter.

i	You can see the status of user requests that have been submitted in the Status column.

Update facility contact information

1. Select the **Admin** tab and click **My Facilities**.
2. Click the name of a facility to update its contact information, including the phone number, fax number, and address.
3. After you've finished editing contact information, click **Accept.**

ⓘ	If an active address isn't on file, you can search for a matching address by entering an address and clicking **Find Address**. Alternatively, click **Manual Entry** to enter all of the address information yourself.

Verify Users

You might receive a Site Verification message from your Epic organization asking you to verify that all users working at your site are current and active. These users might include providers who don't log in to the web application but are listed because they need to schedulable.

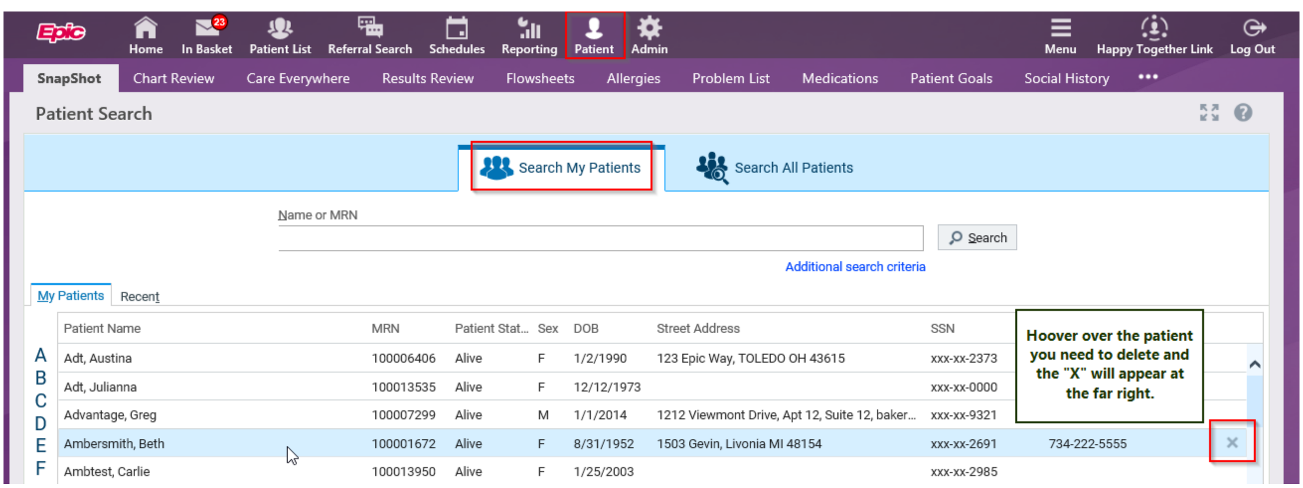
From the message, you can click **Verify Now** and you are brought to the Site Verification activity. From the Site Verification activity, you can verify that all the users and providers working at your site are current, and you can deactivate users as needed to prevent unauthorized access by users whose accounts are outdated.

1. In the **Active?** column, select **No** for all the users whose accounts you want to deactivate.
    - You can enter a comment in the **Comments** field that appears.
2. Select the **Acknowledgement** check box to acknowledge that you have reviewed and confirmed the list of users.
3. Click ✔ **Verify** to verify the list of users and close the screen.

Removing a Patient from the Patient List

Only Site Administrators have the security to remove a patient from your Patient List.

1. Navigate to the Patient Activity.
2. Select “Search My Patients”.
3. Hoover over the patient you need to remove, and the “X” will appear at the far right.
4. Click the “X”.



Updating Providers

The providers (Physicians, NP, PA) at your site’s location is what drives the Patient List, so it’s important to have your provider group up to date. If you have changes to your providers in your practice, please contact your Health Ministry Link Coordinator to have them update the build of your group. You can find your Link Coordinator’s contact information in the Customer Support Contact sheet under the Quick Links in EpicCare Link.

★ Quick Links

Documents

Community Resources
Community User Quick Start Guide
Responding to Service Requests Job Aid
Site Coordinators Job Aid
Working with Referrals Job Aid
Customer Support Contacts
E-Learning: Introduction to EpicCare Link
E-Learning: Placing Orders & Specimen Collection
E-Learning: Site Coordinator Workflows