



Quick Start Guide

Getting Started

EpicCare Link is a tool that provides real-time web access to patient information so you can access patients' clinical data and communicate with [Powers Health](#) to provide quality patient care. You can also use EpicCare Link to quickly refer patients to our organization.


EpicCare Link is a collection of different web pages, or activities, that correspond to different tasks. The activity that you use depends on what you want to accomplish.

This guide includes information to help you get started, such as browser requirements and how to log in.



Each organization configures Epic differently, so what you see in this guide might differ from what you see in other systems.

Help and contact information

For help using an activity, click .

- If you forget your password or can't log in, reach out to Powers Health Help Desk at [219 703 4357](tel:2197034357).

Browser, system, and connection requirements

You must use one of the following Internet browsers to access EpicCare Link:

- Google Chrome version 118 or later
- Microsoft Edge version 118 or later
- Mozilla Firefox version 115 or later
- Safari version 17 or later

EpicCare Link requires a minimum screen resolution of 1024x768 pixels. We recommend that you use a high-speed Internet connection to achieve the best system speed and performance.

How do I log in?

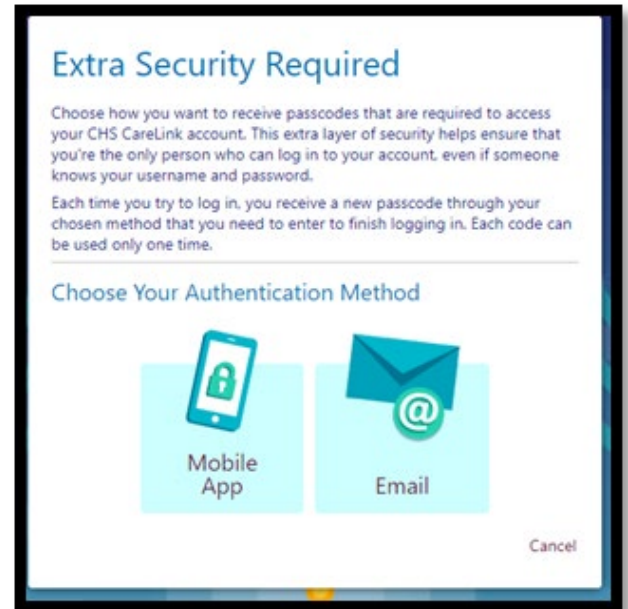
1. Use the link provided by your organization to access EpicCare Link. (https://chscarelink.comhs.org/CHSLink/common/epic_login.asp)
2. Enter the user ID and password that you received for EpicCare Link.
3. Enter your single-use passcode that you receive through your two-factor authentication method.
4. After you enter the passcode, optionally select the **Remember me** checkbox to indicate that you're using a device that's not shared with anyone else. This means you won't be asked for a passcode the next time you sign in from the same device for a while. Note that if you log in through a different device or browser, or your browser's settings are reset, you are still prompted for a passcode.

Choose an authentication method

Two-factor authentication (2FA) is a process by which you verify your identity through a single-use passcode before you can access your account. This extra layer of security helps ensure that you're the only person who can log in to your account, even if someone knows your username and password.

When you first log in with your username and password, you're prompted to choose how you'll receive these single-use passcodes.

1. Use the link provided by your organization to access EpicCare Link.
2. Enter the user ID and password that you received for EpicCare Link.
3. Choose how you want to receive 2FA passcodes. You can receive the passcodes through a mobile application, or email.
 - Mobile application requires you to have access to a smartphone with an application like Microsoft Authenticator or Google Authenticator installed. These applications are free on the Apple App Store and the Google Play Store, but standard data rates apply.
 - Text message requires you to have access to a cell phone with text messaging capabilities. Standard messaging rates apply.
 - Email requires you to access your email at the same time as having the EpicCare Link website open.




Set up mobile application 2FA

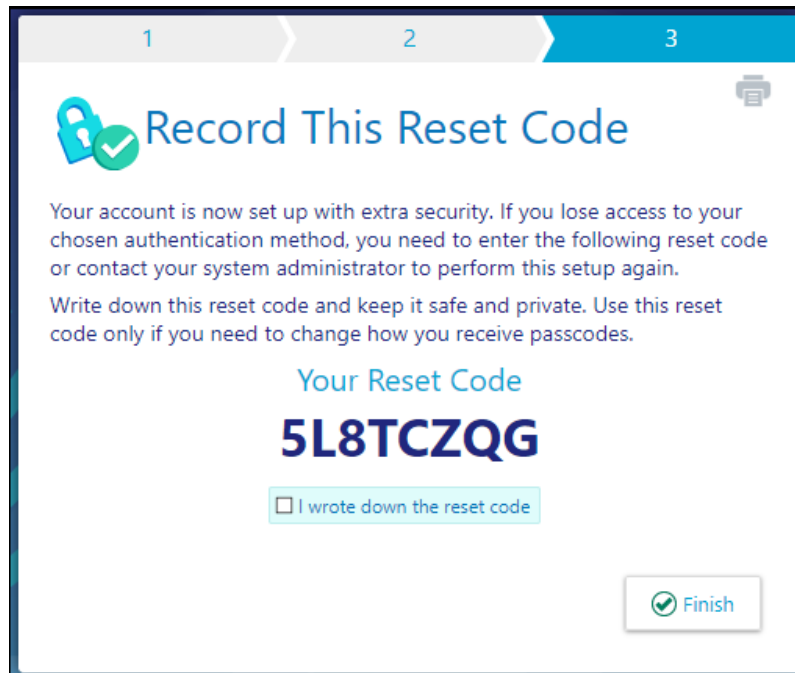
1. Install an authentication app, such as Microsoft Authenticator or Google Authenticator, on your smartphone if you don't already have one. You can find these apps on the Apple App Store and Google Play Store.
2. Open the authentication app and scan the QR code that appears on the EpicCare Link screen after you choose Mobile App as your 2FA authentication method. If you can't scan the code, enter the alphanumeric code that appears below the QR code.
3. Click → **Next**.
4. Enter the code that appears in the authentication app and click → **Verify**.



The authentication app shows a code, along with the remaining time that the code is valid. The app frequently generates a new code, so if only a few seconds remain to use the code that's on your screen, wait until a new code appears.

5. Write down the reset code that appears on the screen and keep it private. You can use this reset code if you need to change how you receive passcodes. For example, if you get a new smartphone, you can use the reset code to set up your new phone to receive passcodes.


6. Click **I wrote down the reset code**, then click  **Finish**. Going forward, you'll enter the passcodes generated by your authentication app to log in to EpicCare Link.

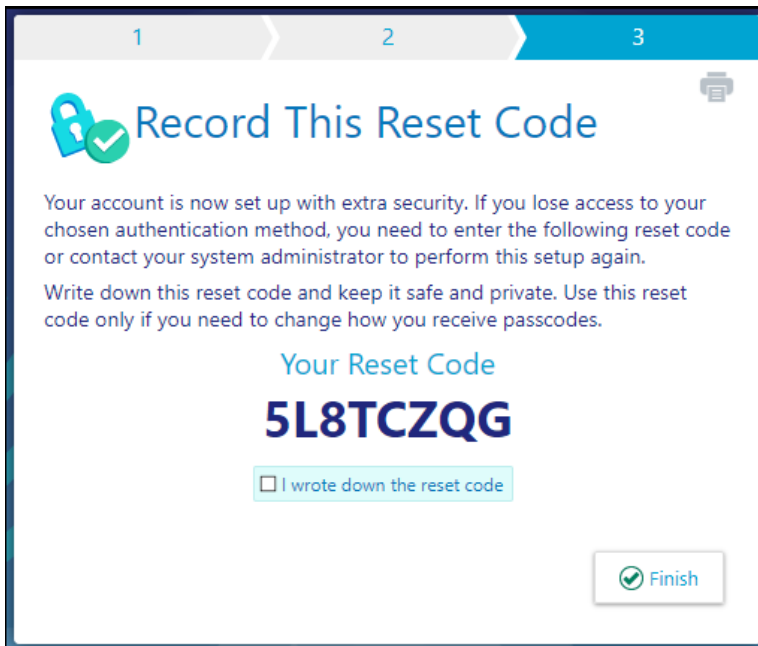


A new passcode is generated each time you log in. Enter this code to complete the login process.

Unlike passcodes, the reset code appears only one time after you set up your authentication method. Use this reset code only if you need to change how you receive passcodes.

Set up email 2FA

1. Enter your email address in the indicated field.
2. Click **→ Next**.
3. Enter the passcode that was emailed to you. Note that it might take a minute or two for the passcode to be sent. If you wait several minutes and still don't receive a passcode, click **Re-send Code**.
4. Click **→ Verify**.
5. Write down the reset code that appears on the screen and keep it private. You can use this reset code if you need to change how you receive passcodes. For example, if you get a new email address you can use the reset code to set up your email to receive passcodes.
6. Click **I wrote down the reset code**, then click  **Finish**. Going forward, you'll enter the passcodes you receive via email to log in to EpicCare Link.




A new passcode is sent to you each time you log in. Enter this code to complete the login process.

Unlike passcodes, the reset code appears only once after you set up your authentication method. Use this reset code only if you need to change how you receive passcodes.

Reset your authentication method

You can reset your authentication method. For example, you might change the phone number at which you receive passcodes.

1. On the login screen, Enter the user ID and password that you received for EpicCare Link.
2. Click **reset additional authentication**.
3. Enter the single-use reset code you were given when you originally set up your authentication method.
4. Click  **Reset**.




If you lost the single-use reset code, contact Powers Health Help Desk.

Navigating in EpicCare Link

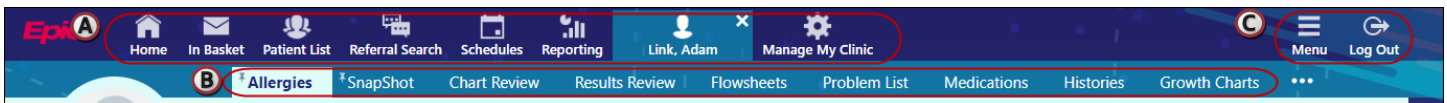
When you log in to EpicCare Link, several sets of navigation tools appear at the top of the page.

A) Navigation Tabs: Use these tabs to open different activities in EpicCare Link. Each tab contains one or more related activities. For example, the **Patient** tab contains patient-specific activities. When you click a tab, the default activity for that tab opens.

B) Activity Menu: Use this menu to open the various activities that are contained in the selected navigation tab. For example, the **Patient** tab activity menu contains the **Allergies** and **Chart Review** activities.

- If there are more activities than can fit on the screen, hover over the ellipsis on the far right of the menu to see all the activities contained in the tab.
- You can also click  to pin an activity so it appears first in the menu. If you pin multiple activities, they appear in the order that you pinned them. Click and drag pinned activities in the menu to change their order.

C) Action Options: Use these buttons, located on the top right of the screen, to see all of your available activities or to log out.





Reviewing the Patient Chart

Review the patient's chart before a visit

1. Open the patient's chart, click **Chart Review**, and select a tab that includes information you want to review.
2. To view more detail, such as a specific patient visit, click the date link that appears in the row.



To view details on several rows at once, select the check boxes in those rows, and then click  **Start Review**.



3. To send a message to the patient's PCP regarding an office visit, click **Ask a Question**, fill out the message form, and click  **Send Message**.

Find information quickly in the patient's chart


For patients with large charts, you can enter text in the **Search Chart** field to quickly find the information you need. For example, search for "cholesterol" to see a list of relevant matches in the patient's chart, such as lipid panel results and progress notes that mention cholesterol.

Use filters to narrow the list of information you see

You can also use filters to find visits, labs, medications, or other information in Chart Review. For example, on the **Encounters** tab, you can filter the list so you see only the visits associated with certain providers.

1. In Chart Review, select a tab.
2. Click  **Filters** and select a filter type. Then, select check boxes next to the values that you want to see. For example, select Encounter Type, and then select the Billing Encounter filter.
3. Click  **Apply** to make the results of your search appear.



To remove the search criteria and begin a new search, click  **Clear All**.

View a patient's allergies

Select the **Patient** tab and click **Allergies**.



For more information about an allergy, select the allergy and click  **View History**.

View a list of the patient's current medical problems

Select the **Patient** tab and click **Problem List**.




For more information about a problem, click the **View Report** link.

View a patient's current medications

Select the **Patient** tab and click **Medications**.



For more information about a medication, click  **View Details**.

View a patient's history

Select the **Patient** tab and click **Histories** to see a report with information about the patient's medical, surgical, family, and social history. Social history includes topics like tobacco use and sexual activity.



For a high-level summary of the current patient's chart, select **SnapShot** from the Clinical Review menu.

View a patient's demographics

Select the **Patient** tab and click **Demographics** to see a report with demographic information like the patient's address, PCP, emergency contacts, and more.

View a patient's billing information

To view information about the patient's eligibility for health plans, coverages, service areas, networks, and more, select the **Patient** tab and click **Coverages & Benefits**. You can expand and collapse the sections in the Services section and use the **Jump to** search bar to find specific services.

You can also see details about a particular coverage on the Benefits Summary page to:

- Determine whether a particular service is covered in or out of network.
- Determine whether a coverage is active.
- Determine whether benefits for a particular service are metered and what the limits are for each level of benefits.
- Determine what the patient portion will be for a particular service.
- Review a complete summary of benefits.

Placing Orders



This access is based off security, this section will not apply to everyone. If you believe you should have access to place orders in EpicCare link, please reach out to Help Desk @ [219 703 4357](tel:2197034357)

Place a new order

1. Select the **Patient** tab and click **Order Entry**.
2. Select an ordering clinic and authorizing provider and click **Accept**.
3. Click **Preference List** to see a list of available orders.
4. Click **Accept** to review a list of your orders and make any necessary changes before signing them.
5. If there's a required () or recommended () icon next to an order, you can enter more information. Click an order's name to edit details like quantity or associated diagnoses.
 - To associate a diagnosis with a single order, either select the check box for a recent diagnosis in the **Dx Association** section or enter a new diagnosis in the **Add a new diagnosis** field and press **Enter**.
6. Accept and sign the orders.
7. If there's decision support associated with any of the orders, select a follow-up action and click **Accept**.
8. Enter your password if prompted and click **Accept**

In Basket: Signing/ Orders Viewing Messages

Select the **In Basket** tab to access your messages. Folders that group types of messages appear in the left pane. If you have new messages, the folder title appears in bold, and the number of new messages appears in parentheses next to the folder name. If you have a new high-priority message, the folder appears with a red arrow.



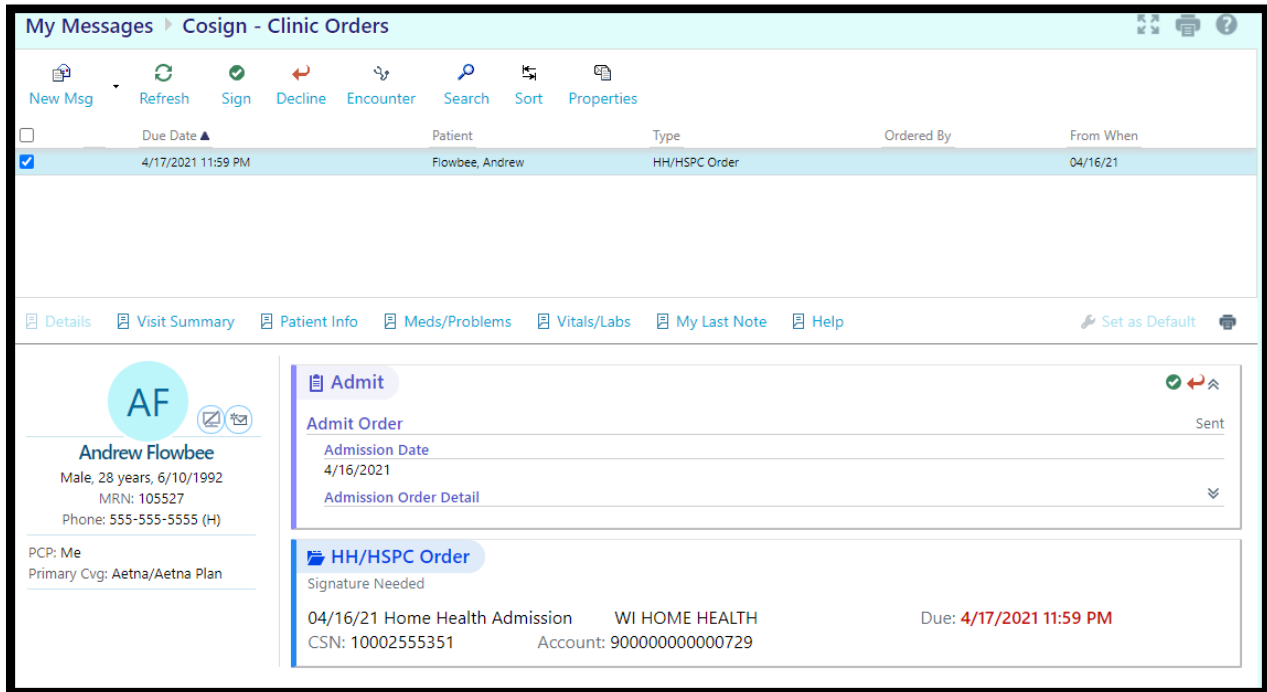
A count of your unread In Basket messages appears on the **In Basket** tab so you can see whether you have any new messages without having to open your In Basket.



You might receive an order related to a patient. Orders for imaging and lab are managed using your **Cosign - Clinic Orders** In Basket folder. Timely signing of these orders is important for patient care, regulatory compliance, and Medicare reimbursements. Check the **Cosign - Clinic Orders** folder regularly to ensure prompt turnaround time for orders to be performed.


1. Open your **Co-Sign Clinic Orders** In Basket folder.
2. Review each order.

3. Click **Sign** or **Decline** the order as appropriate. If you decline, you're prompted to enter a reason for declining.



How do I log out?

To maintain patient confidentiality, you need to log out or secure your screen when you are done working or have to leave the computer for any reason. There are two ways to do this:

- Click  **Log Out**. The next time you log in, you are directed to your start page.
- Secure the computer by going to **Menu >Secure**. When you log back in, you return to the same activity that you were using before you secured the screen.

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