



# MLH EpicCare Link New Account Request Overview



# MLH EpicCare Link Site Administrator Features

MLH EpicCare Link (MLH EC Link) Site Administrator provides critical operational needs;

- New site enrollment
- Post-live site maintenance

These features are unique to MLH EC Link are not available in EPIC Hyperspace.

## **New Account and User Request**

One of the main focuses of MLH EC Link is to expand and enable a large network of users to increase scope. Through New Account Request, this function becomes even easier for administrators. Site administrators can manage their sites, add user access requests, create accounts, update user passwords and perform other administrative processes. The task of collecting and requesting information of new community users and sites takes place entirely within Epic.

## **View and Edit Users**

The My Groups activity allows designated site administrative users in a community practice to keep track of the users in their practices who currently have access to MLH EC Link. These users work with your organization to ensure that user accounts remain up to date and current accounts remain active. With appropriate security, these designated users can edit users' demographic information and update their passwords.

## **Site Verification**

Site administrators can use Site Verification to verify and update lists of active users for their sites. MLH configures MLH EC Link to send notifications to these administrators every six months directing them to log in to the application and verify that lists of current users at their sites are accurate. Also from this activity, administrators can deactivate old users and include reasons for deactivation.

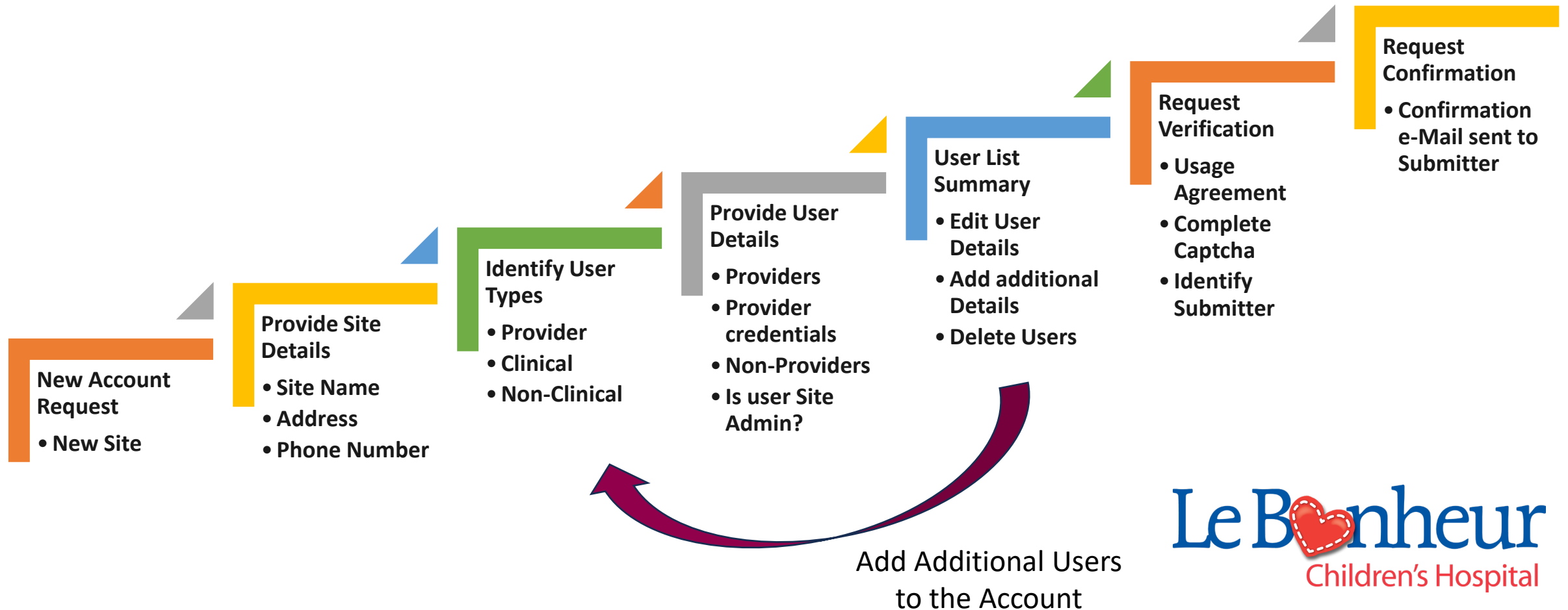


# MLH EpicCare Link Key Dates

July 9	3 months Prior to Go Live <ul style="list-style-type: none"><li>• Site Admin starts requesting for new account and users</li><li>• MLH EC Link Analyst start building the sites and creating the users</li></ul>
Aug. 30	Site request after Aug. 30 will be onboarded post go live
Sept. 30	Site admin provide site users: <ul style="list-style-type: none"><li>• User log in IDs</li><li>• Temporary Password</li><li>• Go live packet and Instructions</li></ul>
Oct. 5	Go live (Midnight of Oct. 4/Oct. 5) <ul style="list-style-type: none"><li>• Site users will have the ability to log in, change password and start using MLH EC Link</li><li>• MyMLHPatient will be offline. User will be directed to use MLH EC Link.</li></ul>



# MLH EC Link New Account Request Process





# MLH EC Link Request a New Account

[https://epiccarelink.et1342.epichosted.com/EpicCareLinkPRD/common/account\\_request\\_main.asp](https://epiccarelink.et1342.epichosted.com/EpicCareLinkPRD/common/account_request_main.asp)



## Create User Accounts for Your Site



### Request a new site

A site represents your workplace and must exist before you can add user accounts.





### Add a user to an existing site

If someone at your workplace already has access, your workplace has a site.




# MLH EC Link New Account Request - Site


## Site Information



- Required Data 
- Recommended Data 
- Site Name (e.g., Christ Community Healthcare)
- Use most appropriate Site Type. Site Types helps the Onboarding team to determine what access is needed. Example: A biller site does not need referral or orders functions.

1. Site Information 2. Users 3. Verification

**Site Information**


 Site name:


 Site type:



 Phone:   Fax:

Site NPI #:

**Address**

 Address:

 City:

 State:   ZIP:

County:

Country:

**Other**

Comments:



# EC Link Identify User Type

**Note: The type of user selected will determine:**

- 1. Functions the users will have access to.**
- 2. The different information needed like NPI for providers.**
- 3. Research Monitors user type is limited to medical research initiatives groups.**



## Add a user to your site

Choose a type of user to create:

### Provider

Request access for a new provider

### Clinical Staff

Request access for a new clinical staff member

### Non-Clinician

Request access for a new non-clinician

### School Nurse

Request access for a new school nurse

### Mobile Crisis

Request access for a new EMT

### Biller

Request access for a new biller

### Requester

Request access for a requester

### Research Monitor

Request access for a new research monitor



# MLH EC Link User Details (Provider)

- Required Data.
- Recommended Data.
- Check the box if the provider does not need to log in and use MLH EC Link.
- Providers are required to provide **Credentials**.
- Associated Providers: Providers in the practice and providers the user will work with. Unless needed, it is usually left blank.
- **Case Entry:** Select **Yes** if your provider performs surgical procedures at MLH facilities. (These providers will be able to perform or create a Surgical or Cardiology Case Entry for the patient.
- **Make this user a Site Administrator:** Check the box if the user is going to be a Site Administrator (MLH recommends two site administrators per site).
- **Accept.** Requester will be able verify what is entered and add more users after selecting **Accept**.

**User Information**

First name:

Middle name:

Last name:

Work email:

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**Basic Information**

This provider doesn't need to log into this application. Add the provider to this site, but don't create a login account.

Work phone:  User Fax:

User Address:

Address:

City:

State:  ZIP:

County:

Country:

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**Credentials**

Non-U.S. credentials

NPI #:  License #:

License state:  Clinician title:

Specialty:

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**Associated Providers: List the providers this user works with**

Provider name:

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**Case Entry**

Does this user need to perform or create surgical or cardiology cases?

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**Other**

Comments:

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**Site Administrator**

A site administrator is the person responsible for maintaining a site's records. These responsibilities include verifying that user accounts are current, deactivating the accounts of users who are no longer active at the site, and submitting requests to activate new user accounts. Every site must have at least one administrator.

Make this user a site administrator



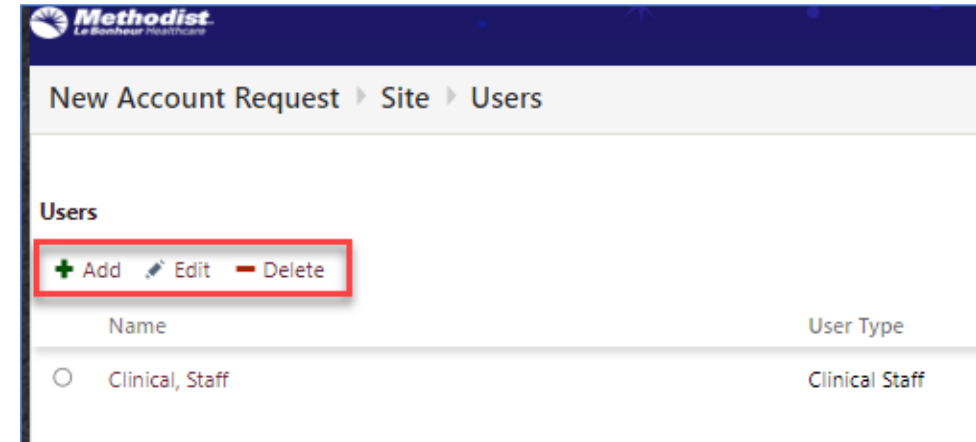


# MLH EC Link User Summary

Requester will be able to:

- Review the list of users requested for this account.
- Add/Edit/Delete users requested:
  - **+ Add** – To add more users to the site - You will be returned to the Identify **User Type** screen to add more users.
  - **Edit** – Select the user and select **Edit** to edit the user's data.
  - **Delete** – Select the user and select **delete** to remove the user.

When all the users in the site are defined and complete, select **Verify** to start the New Account Request verification process.





# MLH EC Link Request Verification

1. Site Information 2. Users 3. **Verification**

**Verification**

**Terms and Conditions:**

**MLH CONFIDENTIALITY AGREEMENT REGARDING ACCESS TO ELECTRONIC MEDICAL RECORDS**

The physician, or the physician authorized representative, have read and understand the "Confidentiality Agreement Regarding Access to Electronic Medical Records" (the

I agree to the Terms and Conditions above.

**Verification:**

I'm not a robot

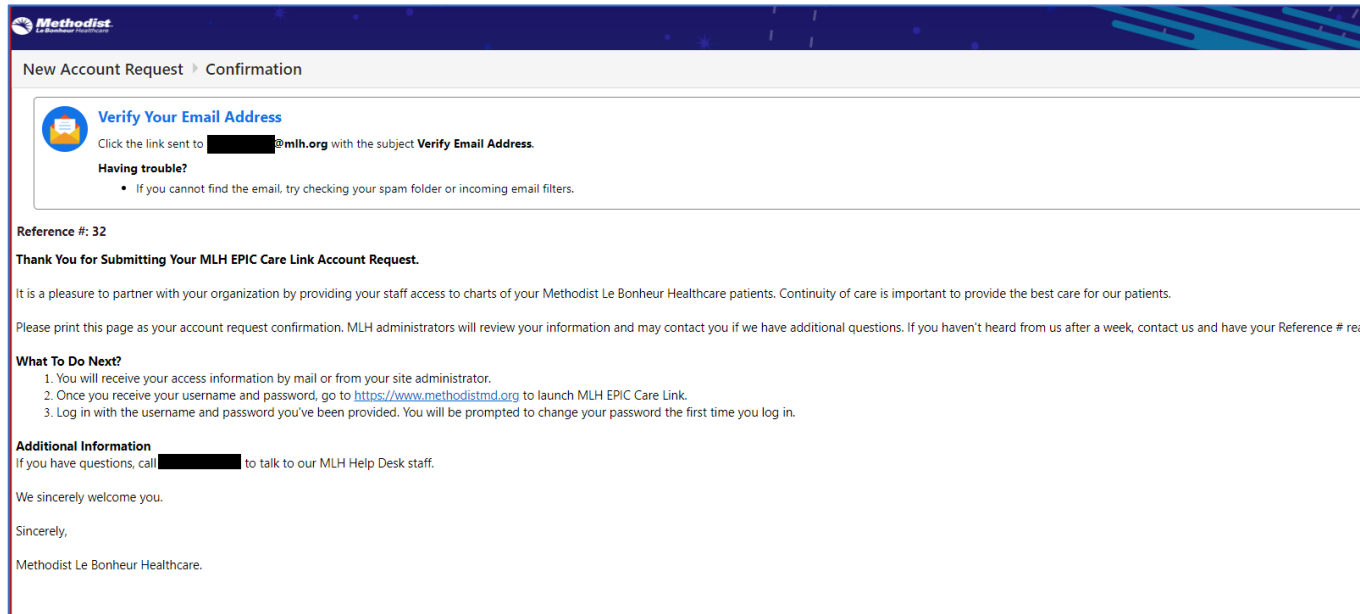
reCAPTCHA  
Privacy - Terms

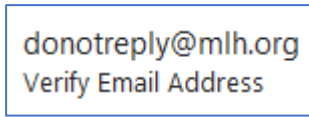
**Requested by:**

- Agree to **MLH Confidentiality Agreement Regarding Access to Electronic Medical Records**.
- Identify that you are not a Robot (reCAPTCHA)
- Insert the name of requestor



# MLH EC Link eMail Verification




- Once you select Accept in the request verification you will be asked to verify your email address.
- This verification is to ensure you will be the person receiving your username and password.
- Check your email inbox for a message from...
  - 
- Check your SPAM folder if you do not see the email in your inbox.
- Select the link in the email to confirm the email.






# MLH EC Link Confirmation



**Your email address is verified.**  
A confirmation email for your request has been sent.



32

 donotreply@mlh.org  
To [REDACTED]

Thank you for verifying your email address. An account has been requested for you to access MLH CareLink. Your reference number is 32. You will need this number later to set your password if your request is approved.

Having trouble? Contact the help desk.

- Your New Account Request is complete.
- The New Account Request information is sent to the MLH EC Link Analyst work queue to start the build.
- Site administrators will receive a confirmation with a request number and next steps.