MLH EPICCARE LINK NEW ACCOUNT REQUEST FAQ

WHAT BROWSERS CAN I USE FOR MLH EPICCARE LINK?

Microsoft Edge, Google Chrome or Safari.

WHAT'S MY USERNAME?

A username will be assigned to users when they are onboarded. The username formal will be "L" + Lastname. E.g. Jane, Abernathy will be LABERNATHY.

When there is duplicate username, we will add a numeric value e.g. LABERNATHY2.

WHAT'S MY PASSWORD?

If this is your first time logging in, you should have received an email with your initial password. If you did not receive that email, check your spam folder.

WHAT IS MLH EPICCARE LINK?

MLH EpicCare Link is Epic's web-based application for connecting Le Bonheur Children's Hospital to community practices. Through EpicCare Link, community users will be given secure access to patient information in the Methodist Le Bonheur Healthcare Epic data repository. Link allows us to extend patient information to external facilities and improve the continuity of care in our community.

HOW DOES MLH EPICCARE LINK WORK?

MLH EpicCare Link provides registered users with secure access to their patients' electronic health record information from Methodist Le Bonheur Healthcare Link.

- Provides a more transparent flow of information between physicians.
- Makes it easier for external physicians to place referrals and orders.
- Gives community providers access to review the patient's chart.

WHAT COMPUTER EQUIPMENT DOES MLH EPICCARE LINK REQUIRE?

To access MLH EpicCare Link you need a PC with Microsoft Windows or Apple computer, a high speed or DSL internet connection (dial-up not recommended) and current browser edition of Microsoft Edge, Google Chrome or Safari. MLH EpicCare Link uses industry standard encryption technology ensuring that only you and your staff have access.

IS THERE A FEE FOR USING MLH EPICCARE LINK?

Methodist Le Bonheur Healthcare is providing MLH EpicCare Link at no cost. MLH EpicCare Link is a web-based service that requires no installation on your servers or computers.

WHAT INFORMATION IS AVAILABLE WITHIN MLH EPICCARE LINK?

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

HOW LONG DOES A PRIMARY CARE PROVIDER HAVE ACCESS TO A PATIENT'S MEDICAL RECORD?

Providers who have been identified in the Le Bonheur Children's Hospital electronic health records system as the patient's primary care provider (PCP) will have access to the health record for as long as the provider is listed as the patient's PCP.

HOW LONG WILL OTHER USERS WITH A RELATIONSHIP TO THE PATIENT HAVE ACCESS TO THE HEALTH RECORD?

Other users with a temporary relationship to the patient, such as consulting and referring physicians, their staff, a regulatory agent or a provider at a community facility (e.g., a nursing home), will have access to a patient's record for 90 days following the user's first login to MLH EpicCare Link.

HOW DO I SIGN UP FOR MLH EPICCARE LINK?

Please determine who in your site will be the site administrator that will manage all the user access in the practice. The site administrator will be able to request for a new site in this url: https://www.methodistmd.org/epic/MLH-EpicCare-Link/

WHO SHOULD I CONTACT IF I AM HAVING PROBLEMS ACCESSING MLH EPICCARE LINK?

Before Oct. 5, 2024, office hours will be available to help requesters with new account requests. Office hours are provided in the MLH EpicCare Link web page home.

After go live on Oct. 5, 2024, a help desk process will be available. In addition, MLH EpicCare Link tip sheets will be available when you log in.

HOW LONG DOES IT TAKE TO GET AN ACCOUNT?

Before Oct. 5, 2024, once the request is submitted, it generally takes three to four weeks to process the account, upon which the user's account information will be emailed to the email address specified in the request.

After Oct. 5, 2024, it should take two weeks to process the account.

ONCE I SUBMIT THE ACCOUNT, WHAT HAPPENS NEXT?

Once the account request has been approved and processed, you will receive your username and password via email. Please make sure to enter an accurate email address in the request form to ensure the receipt of your username and password.

IS TRAINING REQUIRED TO USE MLH EPICCARE LINK?

MLH EpicCare Link users do not require training. Tools tips are available to provide tips and suggestions as you navigate MLH EpicCare Link.

HOW IS MLH EPICCARE LINK ACCESS MANAGED?

Access is managed by one or more site administrators per group. Ideally a group will have at least two administrators, so there is a primary contact and a backup to prevent lockouts. These users are typically practice or office managers, supervisors or directors. Site administrators can:

- Deactivate users that no longer need access to MLH EpicCare Link or have left the organization.
- Reset a password for a user that is unable to log in to MLH EpicCare Link after five failed login attempts.
- Unblock a user's two-factor authentication.
- Request access for new users by submitting the new account request for new users within the application.

Site administrators are required to:

- Review first access reports on a regular basis to monitor appropriate use and who is accessing patient records.
- Review their team's access on a quarterly basis and complete site verification within 30 days. This review only takes a few minutes and only one of your site administrators needs to review and confirm their users' access status. If site verification is not completed within 30 days, users from your group will be unable to access the system until verification is completed.

WHAT DO I NEED TO PROVIDE TO HAVE ACCESS?

We require the following personal identifiers: birth date, the address of where you physically work, phone number, email address, job title or role and national provider identifier (NPI) if applicable.

CAN I ADD NEW USERS BEFORE WE GO LIVE?

Please wait to add new users until after go live on Oct. 5. As a site administrator, you will be able to add users once you are given access on Oct 5.

CAN I REMOVE USERS BEFORE WE GO LIVE?

Users will be provided with a temporary password on Oct. 5, to sign in. Do not send the temporary password to the user. As a site administrator, you will be able to deactivate users once you are given access on Oct. 5.