TogetherCare
Powered by Epic to deliver
people-centered care

EpicCare Link
Frequently Asked Questions

Is EpicCare Link free of charge to Saint Joseph Health System community providers?
Yes. EpicCare Link is free to community providers to use.

Can the clinicians import results into their own electronic health record (EHR)?
Clinicians can print results and scan into their own EHR or print to PDF and upload electronically to their EHR.

After you search for a patient, how long are they on my patient list before I need to search for the patient again?
The patient remains on the patient list for 10 days.

What type of appointments can community providers schedule in EpicCare Link?
EpicCare Link users can schedule follow-up appointments with the patient's Trinity Health primary care physician (PCP). They can also schedule for urgent care visits and lab draw appointments.

Is there a way to look up patients by providers/coverage groups?
No. Patient look up is only accessible with the name, date of birth and gender.

Can the community user view a patient's insurance information?
Yes. The patient's insurance is under the demographics section.

Can a coroner see all deaths at a hospital?
No. A coroner can only see the death information for requested patients.

For Ancillary Clinical Roles, like EMTs, CMAs, and Post Discharge Clinicians, will there be a cosign requirement for placing orders?
Yes, the user will be prompted to select an authorizing provider and a cosigning provider for orders.

Which community providers will have access to EpicCare Link?
External (non-Trinity Health) community providers and staff would receive EpicCare Link. Credentialed employed providers at your facility have access to Hyperspace, the full version of Epic.

Are referring providers able to place imaging orders and have Clinical Decision Support available to them?
Yes. Referring providers, along with all clinical users, can place imaging orders and have Clinical Decision Support available to them.

Can providers see images with radiology results or just the report?
Yes. If imaging is available with the results the providers will receive a link and will be able to view them in a web-based PACS viewer.

Do medical assistants and physicians have the same security?
Medical assistants and physicians share some security functionality but do not receive the same access.

Is there a way for users to look up discharge patients?
Yes. If a user already has an established relationship with the patient in EpicCare Link they can review past encounters on the Encounters tab. If a user needs to establish a relationship with a discharged patient, they will need the required info (Full Name, DOB, gender) to establish a relationship in Link before they can access the patient's information.

Trinity Health