WVU Medicine
Enterprise Privacy Division
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wvumnopp@wvumedicine.org

What is EpicCare Link?

EpicCare Link is a tool that provides real-time web access to patient information so users can access patients' clinical data and communicate with WVU Medicine to provide quality patient care. Users can also utilize EpicCare Link to refer patients to our organization.

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

Who can be an EpicCare Link Site?

- Provider Offices and Post-Discharge Care facilities
- Referring physicians and their support staff
- Community-based care partners, such as nursing homes and long-term care facilities
- Other health care related entities may be considered on a case-by-case basis

What is a EpicCare Link Certified Site?

- A site that has completed the Site Certification Agreement form
- Site has been vetted by Enterprise Privacy Division and met the minimum qualifications.
- Site has an approved Administrator

Who can be a site administrator?

A site administrator is a member of leadership at the site who has personnel management responsibility. The Site Administrator is responsible for being the gatekeeper for the users at your organization.

What is the responsibility of the Site Administrator?

- <u>Site Verification:</u> Every 90 days, site administrators will be prompted to verify all users at their site. If any users have left the site or no longer requires access to EpicCare link, their status should be changed to "no longer active"
- <u>Manage My Clinic:</u> Site administrators will have access to a list of all users from their location. Administrators can request to deactivate users at any time, using the Manage My Clinic activity, they can also request new user account.
- <u>Investigations:</u> Site administrator will be contacted in the event of a HIPAA related investigation to assist.
- <u>Role Base:</u> Assist with identifying the appropriate role for users at site.

What are the Site Administrator login requirements?

- Enter User ID and password
- Select a two-factor authentication method – email or text

How do you register a site and appoint an administrator?

- Visit www.wvuchart.com click on "Request New Site" and complete the form.

What to expect after I complete the "Request New Site Form"?

❶Enterprise Privacy Division will review the request. You may receive a call to confirm your identity and authenticity of the request.
❷Once verified the administrator will receive the EpicCare Link Site Agreement to review and sign.
❸Once the administrator reviews and signs, submit the EpicCare Link Agreement to sitecertification@wvumedicine.org
❹Enterprise Privacy Division will review the agreement and evaluate if the site and administrator requesting meet the qualifications.
　　○If <u>approved</u> the administrator will receive an email with information on how to log-in.
　　○If <u>denied</u> the administrator will receive an email stating the request has been denied.

How does an end user gain access?

- If you are a site where other users already have access to EpicCare Link, and you would like to sign up, simply reach out to your Office Manager/Site Administrator who can request access on your behalf.

How long does it take to get an account?

- Once a Site administrator submits the request and completed agreement, it generally takes 5 business days to process the account. Once setup, the user's account information will be available to the Site Administrator located on the "Manage My Clinic" option in EpicCare Link.

As the Site Administrator how to check the "status" of the user request?

- **Site administrator logs into Link**
- **Click on "Manage my clinic"**
- **Click on "Account Request" from this page you can view the status of all the users at your location.**

Who should I contact if I am having issues signing up?

- **If you are a site administrator, who is having issues please email affiliatecommunication@wvumedicine.org**
- **If you are and end user please contact your Site Administrator, who will assist you.**

Who do I contact if I am having issues with login or do not remember your password?

- **If you are experiencing issues with your username and or password, please visit WVUMedicine.org/login to reset your password.**
- **You can also contact our HELP Desk Monday-Friday, 8am-5pm at 1-304-598-4357**