



FREQUENTLY ASKED QUESTIONS

GENERAL QUESTIONS

Q. What is UHS CareLink?

A. UHS CareLink is United Health Systems' (UHS) secure online tool for connecting private and referring physicians and their staff to UHS's Epic electronic health record systems — enabling them to view information about their patients being cared for at UHS. UHS CareLink offers view-only access to a patients' information such as hospitalizations, specialist referrals, and real-time clinical data and is compliant with state and federal regulations for the release of Protected Health Information (PHI).

Q. What does UHS CareLink offer?

A. UHS CareLink is an intuitive, easy-to-use, web-based application that offers:

- The ability to view a patient's clinical history, including discreet results, reports and images
- Event notification (e.g., patient's Emergency Department visit). The provider must be identified on the patient's registration. See Patient-Related Questions on page 4 of this FAQ.
- Secure messaging to/from UHS staff regarding patient care, including referral requests.

Q. Does UHS CareLink include patient information from any UHS facility?

A. Yes. Using UHS CareLink, you can access clinical data for your patients, regardless of which UHS facility they visit.

Q. What information is available within UHS CareLink?

A. With UHS CareLink you can view your patient's lab results, diagnostic test results and reports including Radiology PACS images, hospitalization records, procedural information, discharge instructions, progress notes, medications, allergies, problem lists, medical history and more.

Q. Who can use UHS CareLink?

A. UHS CareLink is available to:

- Staff at our affiliated practices, whose physicians have full Epic access
- Referring physicians and their support staff
- Post-acute providers, such as nursing homes and long-term care facilities

Q. How can I access UHS CareLink?

A. UHS CareLink is a web-based portal that can be accessed at epiccarelink.nyuhs.org.

Q. Is there a fee for using UHS CareLink?

A. No, there is no fee associated with UHS CareLink.

Q. What technical set up does UHS CareLink require?

A. To access UHS CareLink, you need a computer, a high-speed internet connection and an up-to-date browser (e.g. Internet Explorer, Chrome, Firefox or Safari). You may access UHS CareLink via a tablet (e.g. iPad), but access via a Smartphone is not recommended as it is not optimized for smaller screens. Please know that UHS CareLink uses industry standard encryption technology.



Q. How do I sign up for UHS CareLink?

A. If you are from a private provider practice or a post-acute facility, please contact Renee Masciarelli, UHS Senior Onboarding Analyst, 607-763-6439 or email Renee.Masciarelli@nyuhs.org.

If you are at a site where others already have access to UHS CareLink, and you would like to sign up, simply reach out to your Site Administrator who can arrange access for you.

Q. Who should I contact if I am having problems accessing UHS CareLink?

A. Please contact your Site Administrator, who is your UHS CareLink subject matter expert and will be your **first point of contact** for any questions/problems. If the Site Administrator is not able to assist you:

- a. Contact the UHS IS Support Center (if access related) at 607-763-6399
- b. Contact the UHS Senior Onboarding Analyst (if content related) at epiccarelink@nyuhs.org

Q. How long does it take to get an account?

A. Once your Site Administrator submits the request along with the signed End User Confidentiality Agreement to the UHS CareLink Administrator, it generally it takes a few business days to process the account. Once set up, the user's account information will be emailed back to the Site Administrator. Please follow up with your Site Administrator for login instructions.

Q. What/Who is a Site Administrator?

A. Each site must identify a Site Administrator prior to signing up any of their staff or physicians for UHS CareLink. The Site Administrator will coordinate and manage your site's access to UHS CareLink.

Q. Can my staff access a patient's medical record on my behalf?

A. You can request UHS CareLink access for your staff. Each staff member will need to enroll in UHS CareLink, sign the End User Confidentiality Agreement and abide by rules of patient confidentiality. You and your staff, will have appropriate access to your patients' health records based on role. At least one person at your site must be designated as the Site Administrator who will have certain additional administrative responsibilities.

Q. How will I know when UHS has updated a patient's health record or posted a new result?

A. You will receive a message in your UHS CareLink "In Basket." If you do not open it for 24 hours, the system will send a reminder to your business email address (provided on the End User Confidentiality Agreement when you signed up).

Q. What are the advantages of UHS CareLink?

A. UHS CareLink gives you real-time access to your patients' health records, including test results, imaging reports and notification of outpatient visits, admissions and discharges. You can also send messages, including those for referrals to providers within the UHS system (via a secure encrypted messaging system called "In Basket").

Q. Is training required to use UHS CareLink?

A. Classroom training is not required. However, after enrolling in UHS CareLink you will be required to view eLearning modules that are available in UHS NetLearning (Learning Management System) and a Quick Start Guide. Instructions on accessing NetLearning will be provided along with your account credentials.



Q. Can I share my UHS CareLink User Name and password with colleagues at my site?

A. No, if you have access to UHS CareLink as a part of your job, it is so you can perform your duties in support of caring for patients. When you signed the End User Confidentiality Agreement for using UHS CareLink, you agreed to keep this information private and not allow anyone else to use this information. You are responsible for any activity that occurs using your user name and password. Even if you are called away from your computer and someone else is active with this information, you are responsible. If others at your site need UHS CareLink access, they can request their own account via the Site Administrator.

Login and Access Questions

Q. What URL should I use to login to the system?

A. Open your browser and navigate to the UHS CareLink web pages found on the UHS website (nyuhs.org). Here, there will be a link to the UHS CareLink login page. We recommend that you bookmark this on your own device for ease of access.

Q. How can I reset my Password?

A. If you have forgotten or need to reset your UHS CareLink password, click the “Forgot your password?” link on the UHS CareLink login page and follow the prompts to reset your password. You will need to answer one of your challenge questions, which you should have setup upon first login to UHS CareLink.

If you have forgotten your challenge question or have problems with resetting the password yourself, you should contact your Site Administrator, who is your UHS CareLink subject matter expert. The Site Administrator can assist you with the reset. If your Site Administrator is unable to, email epiccarelink@nyuhs.org.

Q. How often do passwords need to be changed?

A. Passwords will need to be changed every 90 days.

Q. How does UHS know when there is an access issue?

A. UHS conducts audits to protect the privacy of our patients by determining who is accessing patient records. We also perform audits when a problem is reported to UHS. The rules, audits and consequences of privacy violations have not changed with our transition to Epic. These are outlined in the Site and User Agreements you must agree to in order to use UHS CareLink.

Q. What happens if I don't use UHS CareLink very often? Is my account still available?

A. You must log into UHS CareLink portal once every 30 days for your account to remain active. If your account becomes inactive, please email epiccarelink@nyuhs.org or call the UHS IS Support Center at 607-763-6399 to re-activate it.

Patient-Related Questions

Q. Will hard copies of results and reports be sent to practices that receive hard copies today?

A. Yes. Results and reports will continue to be faxed to practices that currently receive hard copies.



Q. How are results and reports sent to a provider via UHS CareLink?

A. Results and report notifications are sent to the providers via In Basket in UHS CareLink. Notifications are only sent to providers if they have a relationship with the patient. If a provider doesn't have a relationship with the patient, they will not receive results. Of note, the laboratory will continue their current process for notifying providers of critical results.

Providers can also 'Break the Glass' if they need to gain access to a patient's chart that they do not have an established relationship with. 'Break the Glass' actions are traceable and auditable by UHS.

Q. Can staff pull results out of UHS CareLink for the provider to view?

A. It is the provider's responsibility to review and follow-up on the patient's results. If needed, providers can route results to staff for follow-up. Results are viewable via 'Chart Review' or via the provider In Basket (if access is granted by the provider).

Q. How long will I have access to my patient's information in UHS' UHS CareLink?

A. You will have access to your patient's information for as long as you are listed as his/her Primary Care Provider (PCP) in UHS' Epic system. If your relationship with the patient is something other than as PCP, your automatic access may vary. However, you may at any time look up a patient — provided you are able to identify key demographic fields. In these cases, the patient will remain on your list for 15 days.

Q. Why can't I see my patients in the list?

A. Physicians may not see some of their patients upon logging in the system the first time since the patient relationship may not be established. Physicians may choose to add such patients using the "Search All Patients" in the "Patient Search Activity" in the application. Please note that this requires the identification of multiple fields of patient demographics to assure the provider has a known relationship with the patient. Once the provider has selected the patient via this mode, the staff at the site will also be able to see the patient.

Q. Can UHS CareLink providers contact a UHS provider with questions?

A. Yes, providers can communicate directly via UHS CareLink's "In Basket" feature; however, users must be mindful to enter the communication in a professional manner as any written communication is subject to disclosure in a legal proceeding.

Q. Do referrals go to individual providers or practices?

A. Referrals go to the Referral Queue for a practice. If the patient requests a specific provider, the user submitting the referral can request a specific provider. When the request shows up in the Referral Queue it will have the name of the provider that the patient requested next to the department that they requested the referral to.

Q. Will UHS continue to provide access to Soarian Clinicals for historical data for a period of time after go-live?

A. Yes, access to Soarian Clinicals will be READ ONLY.