Frequently Asked Questions

All independent, affiliated physicians (and office staff) who do not see patients within a Mercy Health or Saint Joseph Mercy Health System owned hospital or facility will have access to the web-based portal EpicCare Link.

EpicCare Link will allow independent providers and a variety of other clinical and clerical roles, access to a subset of patient data. With EpicCare Link access, you are able to review patient charts, send and complete other tasks (such as order lab and imaging) and even send and receive secure messages (Haiku's "Secure Chat"). In addition, EpicCare Link allows you to see patient information when you were not originally connected to a patient in the Trinity Health system.

Will I no longer have access to Cerner Read-Only after Go-Live?

Acess to Cerner Read-Only will remain available for current users for a minimum of 90 days post go-live. There will not be updated patient information fed into the system after January 24, but you can see past reports.

Will Medicity remain after Go-live?

Medicity, the system that provides reports such as lab, imaging, discharge, etc will remain as before and your interface will remain as before, feeding reports from Epic.

If our office currently receives reports via fax, will this continue after Go-Live?

Yes, there will be no changes.

We do not have Medicity in our practice, is it too late to get?

It is not too late to get Medicity, but you must put in a request via the EpicCare Link Helpline at 833-546-5736 (Saint Joseph Mercy Health System providers) or 833-685-8500 (Mercy Health providers),

Is it still possible to get Cerner Read-Only access?

New users can no longer be added to the Cerner Read-Only system.

As a community provider, I now have access to secure text messaging via Halo.
Will this go away after Go-Live?

Yes, Halo will go away and you will have access to Haiku's Secure Chat. Information on how to download is available at: StJoesHealth.org/EpicCareLink or MercyHealth.com/EpicCare Link

Is EpicCare Link free of charge to Trinity Health's 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.

How long is my patient on my list before I need to search for the patient again?

The patient remains on the patient list for 10 days.

EpicCareLink

Frequently Asked Questions

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, i.e. EMTs and CMAs, 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 results available to them?

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.

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.

Saint Joseph Health System continues the legacy of caring for Michiana begun by the Sisters of the Holy Cross and the Poor Handmaids of Jesus Christ more than 150 years ago. Saint Joseph Health System is a Regional Ministry Organization of Trinity Health that provides compassionate, faith-based care paired with the latest in advanced medical technology and procedures.

SAINT JOSEPH
HEALTH SYSTEM

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