

Getting Started

EpicCare Link is a tool that provides real-time web access to patient information so you can access patients' clinical data and communicate with Trinity Health TogetherCare to provide quality patient care. You can also use EpicCare Link to quickly refer patients to our organization.

EpicCare Link is a collection of different web pages, or activities, that correspond to different tasks. The activity that you use depends on what you want to accomplish. Every user will have varying levels of security, so only some, not all, activities will be available to users.

This guide takes you on an introductory tour of EpicCare Link. The first pages include information to help you get started, such as browser requirements and how to log in. The rest of the guide contains explanations of how to use EpicCare Link.

- Each organization configures Epic differently, so what you see in this guide might differ from what you see in your system.

Help and contact information

For technical support, contact:

Saint Joseph Mercy Health System

- Email: epiclinksupportsemi@stjoeshealth.org
- Toll Free: 833-546-5736

Mercy Health

- Email: epiclinksupport@mercyhealth.com
- Toll Free: 833-685-8500

Browser, system, and connection requirements

You must use one of the following Internet browsers to access EpicCare Link:

- Apple Safari 9 and any later versions
- Google Chrome 50 and any later versions
- Microsoft Internet Explorer 11
- Mozilla Firefox 45 and any later versions

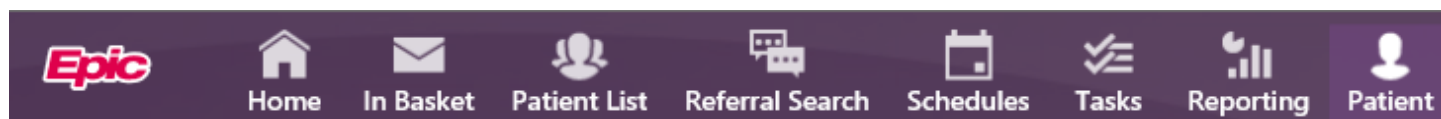
On tablets, you must use iPad Safari or Android Chrome browsers.

EpicCare Link requires a minimum screen resolution of 1024x768 pixels. We recommend that you use a high-speed Internet connection to achieve the best system speed and performance.

How do I log in?

1. Open your web browser and go to https://epic-ecl.trinity-health.org/EpicCareLink/common/epic_login.asp.
2. Enter the user ID and password that you received for EpicCare Link.
3. Choose an authentication method to receive a code that you need to enter when you log in for extra security. You can choose to receive the codes through a mobile application, a text message, or an email.
4. Follow the on-screen prompts to set up your chosen authentication method.
5. The first time you log in, a Terms and Conditions page will appear. Read and acknowledge the agreement to continue to EpicCare Link.

Navigating in EpicCare Link




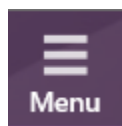
When you log in to EpicCare Link, several sets of navigation tools appear at the top of the page.

A) Navigation Tabs: Use these tabs to open different activities in EpicCare Link. Each tab contains one or more related activities. For example, the Patient tab contains patient-specific activities. When you click a tab, the default activity for that tab opens.



B) Activity Menu: Use this menu to open the various activities that are contained in the selected navigation tab. For example, the Patient tab activity menu contains the Allergies and Chart Review activities.

- If there are more activities than can fit on the screen, hover over the ellipsis on the far right of the menu to see all the activities contained in the tab.
- You can also click  to pin an activity so it appears first in the menu. If you pin multiple activities, they appear in the order that you pinned them. Click and drag pinned activities in the menu to change their order.



C) Action Options: Use these buttons, located on the top right of the screen, to see all of your available activities or to log out.

How do I log out?

To maintain patient confidentiality, you need to log out when you are done working or have to leave the computer for any reason. There are two ways to do this:

- Click  Log Out. The next time you log in, you are directed to your start page.

Trinity Health, is a mission-based health system with 92 hospitals across the nation, which includes eight hospitals, 16 health centers and more than 3,600 physicians in Michigan to deliver quality care.

Mercy Health • Mercy Health Physician Partners • IHA
 Saint Joseph Mercy Health System • St. Joe's Medical Group