

How does EpicCare Link work?

EpicCare Link provides registered users with secure access to their patients' electronic medical record and referral information from Pine Rest Christian Mental Health Services (Pine Rest).

What computer equipment does EpicCare Link require?

Browser, system, and connection requirements.

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

For Windows computers

- Google Chrome version 50 or later
- Microsoft Edge version 79 or later
- Firefox version 45 or later

For Mac computers

- Safari version 14 or later
- Firefox version 45 or later
- Chrome version 50 or later

EpicCare Link requires a minimum screen resolution of 1024×768 pixels. We recommend that you use a high-speed Internet connection to achieve the best system speed and performance.

EpicCare Link can also be accessed by iPads running iOS 9 or later using the Safari browser and Android tablet using the Chrome browser. The native Android browser and other third-party browsers are not supported. The Chrome browser on iOS is also not supported. To function properly with the web application, a browser must be able to accept cookies, and it must be enabled to run JavaScript. These are enabled by default when you install the supported browsers, so they're supported unless you have explicitly disabled them.

Who can access EpicCare Link?

Each account will have a designated Site Administrator, who will manage and maintain account usernames, passwords, and access abilities. Physicians, mid-level providers, nurses and other staff members may be granted access to the Pine Rest Provider Portal. The Site Administrator will be able to request users online. Access will be granted within 3-5 days.

What information is available with EpicCare Link?

EpicCare Link will provide read-only access to the patient's medical record in real-time. The Provider Portal homepage also summarizes notifications so that providers have information at a glance, and an in-basket allows Pine Rest to send notes, letter and updates directly to the provider.

Sensitive patient records may require patient authorization to access the record. The "Break the Glass" notification will instruct you that a signed patient authorization is required prior to viewing the record entry, with steps to take to procure the signed authorization.

Substance Use Disorder encounters will not be available through EpicCare Link. If a patient wishes to share these records with an external provider, they can make a request to release records through Health Information Management (HIM).

How long does a Primary Care Provider have access to a patient's medical record?

Providers who have been identified in the EMR system by the patient as the patient's Primary Care Provider will have access to the medical record for 90 days. They may request further access if necessary.

How long will other providers with a relationship to the patient have access to the medical record?

Providers with a temporary relationship to the patient, such as consulting, care team members, attending and referring physicians will have access to a patient's medical record for 90 days. Access to patient medical records for providers without an established relationship will be granted access for 30 days through the patient matching functionality.

How do I reset my password for EpicCare Link?

Individuals with EpicCare Link access can use the "forgot password" button at the bottom of the login screen or contact their site administrator to change their password.

Is there a fee for using EpicCare Link?

Pine Rest is providing EpicCare Link at no cost to referring providers. EpicCare Link is a web-based service that requires no installation on your servers or computers.