GHCEpicLink — Site Coordinator Guide for GHC EpicLink

Group Health Cooperative of South Central Wisconsin

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Business Resource: Traci Kreuziger	Provide User: Welcome Document and User Guide
Website: https://ghcepiclink.com/EpicLink/common/epic_login.asp	

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Scope

GHC EpicLink is a web-based portal used by any organization outside of Group Health Cooperative of South Central Wisconsin which requires access to their shared Electronic Health Record (EHR) system. The EHR system is used by other health organizations as well. To meet HIPAA compliancy, GHC EpicLink limits the patient's a user can access.

This document is designed to provide the information needed for the Site Administrator contact from these organizations.
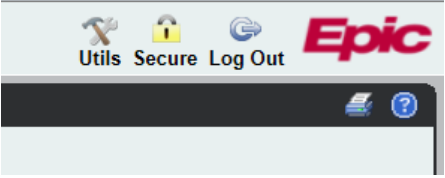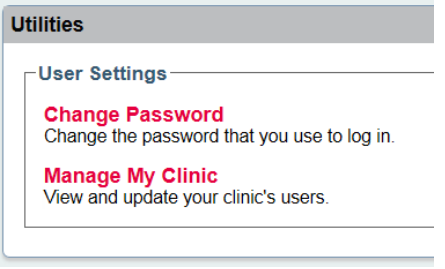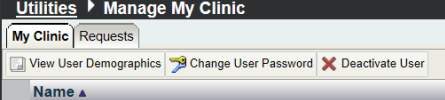
To Access the GHC EpicLink Site

Step	Image	Description
1.		Open your web browser and access the following url. https://ghcepiclink.com/EpicLink/common/epic_login.asp Or – Go to https://ghcscw.com and scroll to the bottom. Click on "EpicLink". From here click on "Log On to EpicLink".
2.		Enter the credentials you were provided

Step	Image	Description
3.		Upon your initial login, you will be required to review and accept the Terms and Conditions for accessing the site.

Manage My Clinic

The Manage My Clinic activity is a central location from which you can change users' passwords and request new users to be created in the system. As well as request modifications to users, deactivate and audit users.

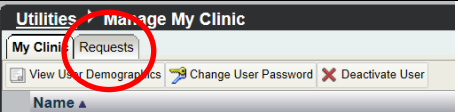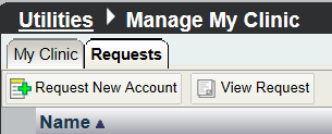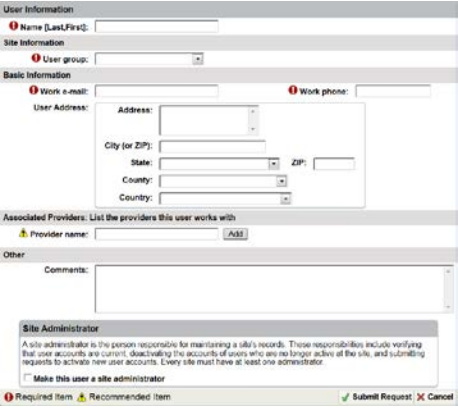| Step	Image	Description
1.	Utils Secure Log Out **Epic**	To Open "Manage My Clinic", Click the "Utils" icon
2.	**Utilities** User Settings **Change Password** Change the password that you use to log in. **Manage My Clinic** View and update your clinic's users.	From the Utilities page, Click the "Manage My Clinic" link. Note: The Change Password feature can be used to change your **own** password.
3.		From here you will find a list of all users associated with GHC-SCW. The last column shows the last time the user accessed GHC EpicLink.
4.	**Utilities ▶ Manage My Clinic** My Clinic | Requests View User Demographics Change User Password ✕ Deactivate User Name ▲	You now will have the option to manage a user or submit a request.

User Roles

Access is granted based on your job title and credentials. In keeping with HIPAA requirements, please only request the minimum necessary access required for the user's daily responsibilities. These are reviewed and approved or denied, as appropriate, by our Privacy Officer and/or our Care Management Manager.

Access Level	Additional Comments	Example
New Provider	Those who have direct care with patients but do need to enter referrals to GHC.	MD, DO, NP, PA
New Clinical Staff with Referral Entry	Clinical support staff that have direct care with patients but **do** need to enter referrals to GHC. This role includes the same access as the clinical access user (below) and has the added ability to enter a referral request to GHC-SCW.	Nursing staff, Reception/Clerical Staff*
Clinical without Referral Entry	Clinical support staff that have direct care with patients but **do not** need to enter referrals to GHC. This role allows the user to review medical information in the patient's chart such as orders and results, flow sheets, problem list, allergies, etc. Users with clinical access can also review referral status, benefits and eligibility.	Nurse, Reception/Clerical Staff*, PT/OT, any clinical staff member
Insurance User	This role is for Non-Clinical support staff that includes NO clinical access or referral entry but, instead, can access benefits and eligibility as well as view referrals, claims, and remittance advices.	Billing office Staff

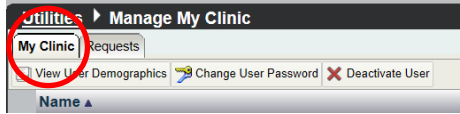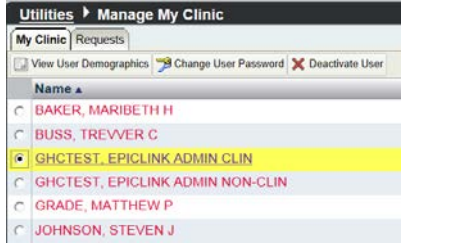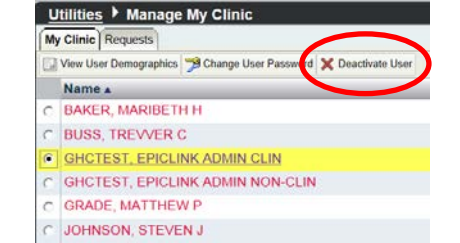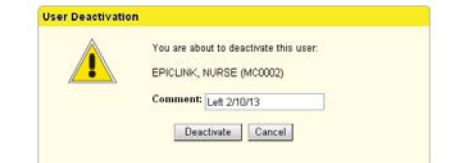|		
Site Coordinator - Clinical with Referral Entry	This Site Coordinator is someone who has direct care with patients. This role has clinical access with the ability to enter a referral request to GHC-SCW.	HIM or Clinic Manager
Site Coordinator – No Clinical Access	This Site Coordinator does not need access to patient medical record. This role is typically assigned to an Information Technology type user who manages staff access but does not need clinical or insurance access.	IT Security Staff

To Request a New User

Step	Image	Description
1.		Click on the Requests tab.
2.		Click on the Request New Account button.
3.		Based on the User Roles table above, select the appropriate request type.

4.		Complete the following fields.
		
		All fields marked with * are required in order for GHC to complete your request.
		
		1. Name [Last,First]*: (this must be the users full legal name including middle initial.)
		2. User Group*: Select the appropriate group.
		3. Work Email*:
		4. Work Phone*:
		5. User Address*:
		   a. Address*:
		   b. City (or ZIP)*:
		   c. State*:
		   d. Zip*:
		   e. County*:
		   f. Country*:
		6. Provider Name: list the providers this user works with and click Add.
		7. Comments*: Please include the following details in this field.
		   a. Credentials
		   b. Gender
		   c. Fax number
		
		Note: For New Provider Requests only the following fields are also required.
		1. NPI #*:
		2. License #*:
		3. License State*:

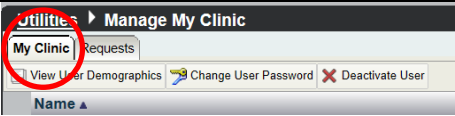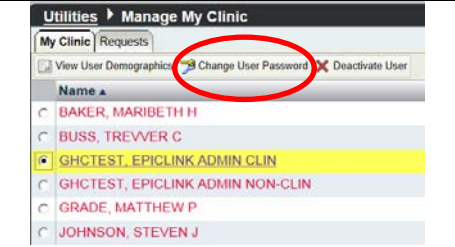| Step	Image	Description
		4. Specialty*:
5.		Click Submit.
6.		From the Manage My Clinic Requests tab you should see that Pending Request.
7.		GHC-SCW will notify you via an InBasket message when the setup has been completed. At that time, please reset the user's password. For instructions, please see below.
8.		Please complete the fields on the Welcome Letter and notify the end user.
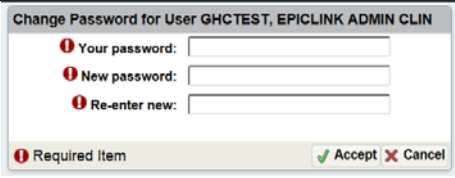
To Request a Change for an Existing User

Step	Image	Description
1.		Please send an email to the GHC IT Security team at Security@ghcscw.com detailing your request. Examples of typical changes • Name • Role • Change Credentials (CNA to LPN)

To Deactivate a User

Step	Image	Description
1.		Click on the My Clinic tab.
2.		Click the radio button to select the appropriate user.
3.		Click Deactivate User.
4.		You will see a confirmation screen. In the comment field, enter the effective date and click Deactivate. (or cancel if you've selected the wrong user.)

To Reset a User's Password

Step	Image	Description
1.		Click on the My Clinic tab.
2.		Click the radio button to select the appropriate user.
3.		Select Change User Password.
4.		Enter your password. Assign the user a new password and re-enter that password. Click Accept.

Quarterly Site Verification

Step	Image	Description

Welcome Letter

Please provide your end user with the following document along with their login credentials upon account set up. Please be sure to update this document to include information for the end user to reach you for password resets and other questions.

Employee Name:
User ID:
Temporary Password:

Welcome to GHCEpicLink:
You are receiving this letter because you requested access to GHC-SCW's electronic medical record. GHC EpicLink provides external healthcare providers access to protected health information (PHI) of GHC-SCW patients who receive care and treatment at your healthcare facility.

Website information
GHC EpicLink can be accessed by typing www.ghcscw.com into your Internet browser. Please scroll to the bottom of the page and choose "EpicLink". Or use the link to go directly to the login screen.

https://ghcepiclink.com/EpicLink/common/epic_login.asp

Logging in for the first time:
Passwords are case sensitive. **To maintain patient confidentiality, please do not share this login information with anyone.** After logging in, you will be prompted to select a new, confidential password known only to you. Your password must be eight characters and include a capitol letter and a number. GHC EpicLink passwords will expire every 60 days and after 60 days of non-use. If you forget your password or need your password reset, please contact your Site Coordinator.

Upon initial login to GHC EpicLink you will be required to review and accept a User Agreement that explains your responsibilities while using GHC EpicLink.

Appropriate Access
The PHI available to you via GHC EpicLink is confidential and we expect that you will access and use it for legitimate work related purposes. Your access is recorded and periodically audited by the GHC-SCW Privacy Officer. The Privacy Officer may ask you to confirm that the access was appropriate. If your name, job title, or work location changes, please notify GHC-SCW immediately so we can update our records.

Access to Own or Family Members Medical Record Information
GHC-SCW's policy strictly prohibits users from accessing their own medical record information or those of your family members. This policy may differ from that of your own organizational policy.

GHC MyChart will allow you to access your own medical record information for services received at GHC-SCW. Please contact the Health Information Department for questions on GHC MyChart or just sign up online by visiting our website at www.ghcscw.com. You can also request copies of your own medical record information through GHC MyChart or calling the Health Information Department at 441-3500.

Help
Please contact your Site Coordinator with any questions. They also know how to reach GHC if you have questions they cannot answer.