EpicCare Link

Frequently Asked Questions

What is EpicCare Link?
Texas Health EpicCare Link is a web-based application that facilitates secure access to clinical and demographic patient information documented during the patient's encounter at a Texas Health hospital.

Why do I need to specify a Security Administrator and what will be required?
Each physician group/organization must identify a primary and secondary Security Administrator whose responsibilities include approving new access, reporting terminations, auditing access, and reporting role changes to ensure appropriate access. Communications will be sent to the practice/group on a regular basis, and the Security Administrator must validate all users within 90 days of the notification or all users for the organization will lose access to information and be deactivated.

What does EpicCare Link cost?
The system is free. There are no initial costs or monthly charges for EpicCare Link.

How do I get to EpicCare Link?
Navigate to www.THEpicCareLink.org

What are the hardware and software requirements?
A computer with Internet access and web browser software is all that is required to access EpicCare Link. Internet Explorer, Microsoft Edge, and Google Chrome are all compatible with EpicCare Link.

What type of information is available in EpicCare Link?
EpicCare Link allows clinical users to view a patient's demographic and clinical information associated with an encounter at a Texas Health hospital including information from inpatient, outpatient and emergency room visits. Some of the available information includes:

- Laboratory results;
- Dictated radiology results;
- Medications;
- Vitals signs;
- Physician notes;
- Admission and discharge summaries;
- Additional information captured in the Texas Health electronic health record system.

EpicCare Link access is determined by user roles. User Roles are defined by Texas Health based on your specific job responsibilities and are approved by privacy and compliance.

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How quickly is information from a hospital encounter available in EpicCare Link?
Since EpicCare Link is a view into the hospital's electronic health record, most information is available real-time as soon as it is validated by the appropriate clinician or physician.

Will logons and passwords be required for access?
After registration is complete, an individual logon ID and password will be provided.

Will physician office staff be able to access EpicCare Link?
Yes, once the physician has been granted access, office staff may register for access. Office Staff may be limited to two users if your provider is not credentialed at THR.

How will users receive electronic notification that patient information is available in the EpicCare Link system?
Within EpicCare Link, you can specify if, and how, you want to receive electronic notifications that your patient has a hospital encounter.

Will there be on-going support?
Yes, telephone support is available 24-hours a day, seven days a week via the Texas Health Help Desk at 682-236-4357.

As mentioned above, you will need to register as a user of EpicCare Link Portal by following these easy steps:
Access the EpicCare Link web site logon page www.THEpicCareLink.org
- Select the "**Request New Account**" hyperlink
- Provide the information requested.
- Your information will be verified, and you will receive your individual logon ID and password.

Allow a minimum of 2 weeks for the delivery of user login and password once all registration requirements are complete.