## Ready to submit your request for EpicCare Link access?

Start by gathering the following information, (which is required to complete the request).

1. New Site Account: (User accounts must be affiliated with a Site account, so if you're a brand new facility, start by requesting the Site account first).
   a. Type: (Primary Care, Specialty Clinic, Skilled Nursing Facility, etc.)
   b. Name: (including branch city/county if multiple sites)
   c. Complete Address
   d. Phone number
   e. Fax Number
   f. NPI number (if applicable).

2. Providers: (This is only for Providers that are employed at your facility, and does not include those acting as Medical Director only).
   a. Legal Name
   b. NPI number (for each Provider)
   c. Unique email address (only they can access)
   d. Address, phone, fax (There is a "Copy from Site" button if this applies)

3. Other users:
   a. Are they clinical or non-clinical?
   b. Legal Name
   c. Unique email address (only they can access)
   d. Address, phone, fax (There is a "Copy from Site" button if this applies)
   e. Title and/or credentials.

4. Who are your Site Administrators? What are your Site Administrators?
   a. You will select Site Administrators from users you are requesting Link access for.
   b. A Site Admin doesn't have to be in a management position at your organization, but will be the persons responsible for requesting additional accounts after initial access is granted, and will be do a quarterly review of your Link users to make sure they request access for everyone who needs a log-in, and deletes any employees who no longer need access, or who are no longer with your organization.
   c. Your Site Admins will receive training materials, and should be the "go to" person that other users contact with Link questions or issues. If they cannot provide answers, the Site Admin will place a ticket for help from Link analysts.
   d. Your Site Admins will be the primary contact for our Link analysts.
   e. We request that each organization designate two users to be Site Admins. You can do that when you request initial access, or later on if you need to add to, or change your Site Admin designations.

# Request a New Site Account for EpicCare Link

1. Go to the Owensboro Health website
    a. Scroll to the bottom of the page and click on the 'EpicCare Link Request Form'



2. Click 'See our training manual' for instructions on how to complete new requests



3. Before starting the process, make sure you are authorized by your organization to request Link access. When you begin the process for your site account, (Step 6), you will have to attest that you are authorized to agree to the related Terms and Conditions in order to continue.



4. Click EpicCare Login. This will take you to the EpicCare Link login screen
5. On the EpicCare Link login screen, select 'Request New Account'.
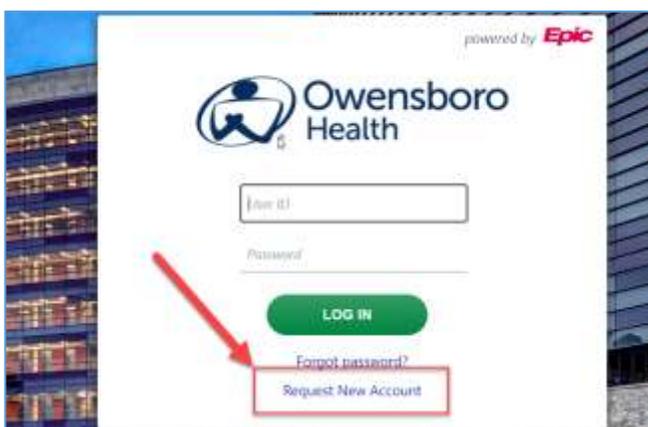
6. Select 'Request access for a new site' to begin the process. You will add your users later.

**New Account Request**

Site    Request access for a new site
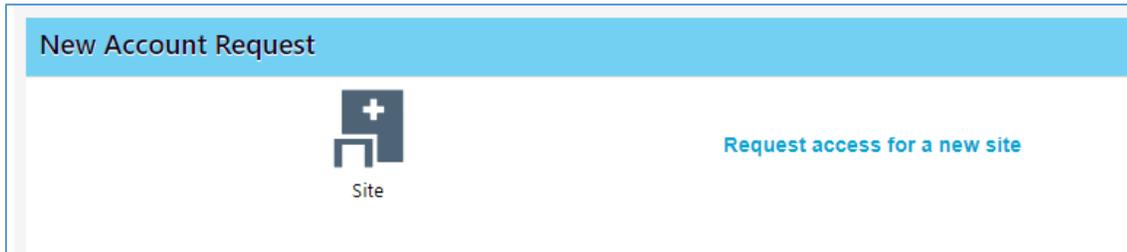
7. Next, request access for your individual users. Complete the forms, referencing the training document as needed.
   a. Remember to designate two users to be your Site Administrators. (Can be any user the organization designates and will be our main contact for your organization)
   b. For providers, make sure to check the box under "Basic Information" if they will <u>not</u> be logging onto Link themselves.

New Account Request    Site    Users    Add User

Please choose one of the following options to add a user to your site

Provider    Request access for a new provider

Clinical Staff    Request access for a new clinical staff member

Non-Clinician    Request access for a new non-clinician
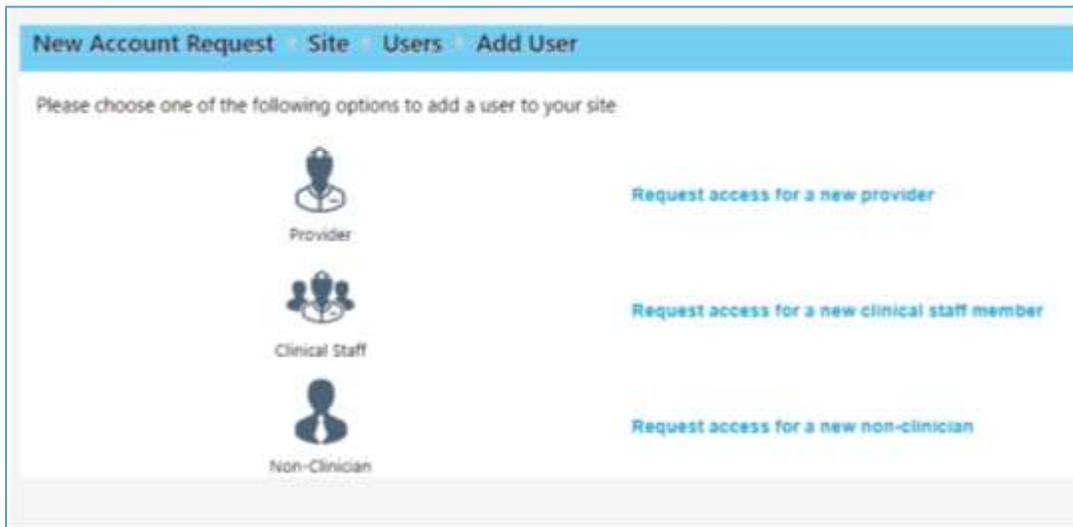
8. Once you have submitted your request, you will receive a confirmation message with a confirmation number. Please retain in case you need to refer to it later.

**If you have any questions about how to complete these forms, please email us at LinkAdmin@owensborohealth.org.**