

Memorial Healthcare System



EpicCare Link is a tool that provides physician office staff and community partners with real-time web access to clinical information for patients associated with the practice. Information entered by providers, laboratory results, problem lists, allergies, medications, and medical history are all securely stored for quick retrieval.

FAQs

How do I sign up for EpicCare Link?

Please call the Help Desk at (954) 265-4848 or email Vicente Villavicencio (epiccarelink@mhs.net) to request the forms your Office Staff needs to fill out prior to getting access.

How long will it take to get access to EpicCare Link after sending the required forms back?

When all the required forms have been received, a Memorial Healthcare System Representative will call your office within 10 business days to provide you with your User ID and password.

What information can I find in EpicCare Link?

Access includes: Patient Demographics, Facesheets, Insurance, Eligibility/Coverages, Results, Allergies, Problem List, Medications, History, Transcribed Documents, Physician Notes and Reports such as Consultation Report, Discharge Summary, History & Physical, Progress Notes, Operative Report, Procedure Report, etc.

Can we submit referrals in EpicCare Link?

Yes. You can submit new referrals and/or review all referrals and their status in EpicCare Link.

What about claims?

You'll also be able to review claims (if additional access is requested).

Will I have access to information for all patients?

You'll have access to information for patients that are associated with the physician in your office practice. If there is no relationship established between the patient and the physician's practice, you may be able to get access to these patients by entering more detailed information and completing the required fields.

How can I get trained in EpicCare Link?

As soon as you receive your User ID and password, you'll have access to an online training guide that will contain detailed instructions for how to navigate EpicCare Link.

Whom do I contact if I have further questions?

You may contact the Memorial Healthcare System Help Desk at 954-265-4848 or Vicente Villavicencio at epiccarelink@mhs.net.