

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?

New Sites: Please visit epiclink.mhs.net and click on "Request New Site" or call the Help Desk at (954) 265-4848

How long will it take to get access to EpicCare Link after completing request online?

After reviewing the request, the applicant can expect an email invitation within 10 business days from DocuSign (dse_na2@docusign.net) to complete the Access Forms online.

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/authorizations in EpicCare Link?

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

What about claims?

Yes, you will be able to review claims status and EOBs (if additional access is requested) that have been submitted to Community Care Plan (CCP).

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 954-276-4848 or email epiccarelink@mhs.net.