



EpicCare Link New Site Request

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Allina EpicCare Link

EpicCare Link is a tool that provides real-time web access to patient information so you can access patients' clinical data and communicate with Allina Health to provide quality patient care. EpicCare Link is a collection of different web pages, or activities, that correspond to different tasks. The activity that you use depends on what you want to accomplish.

Browser, system, and connection requirements

You must use one of the following Internet browsers to access EpicCare Link:

- Google Chrome 50 and any later versions
- Microsoft Edge version 79 or later
- Microsoft Internet Explorer 11

EpicCare Link requires a minimum screen resolution of 1024x768 pixels. We recommend that you use a high-speed Internet connection to achieve the best system speed and performance

Help and contact information

For all issues call Allina Service Desk at 612-262-1900 or 1-800-315-4085

Requesting a New Site

To request a new site follow the prompts on each screen to provide the necessary information to begin the set up process.

Site Information

Basic Information

- Site Name
- Phone
- Address - If more than one location, select one site as the main address and the additional locations can be provided to Allina during the set up process.
- Fax (Optional)

Site Request Questionnaire

- Reason for Access – Audit/Review, Billing/Coding, or Patient Care
- Allina Business Sponsor – if you have been working to establish a connection with someone at Allina, provide their name here
- Allina Credentialed Providers
- Additional Workflows
 - Discharge Placement – receive placement requests for patients at discharge to receive care at your site (example: Skilled Nursing Facility)
 - HIM Auditor – receive access from Allina to requested charts for auditing
 - Referrals – receive referrals from Allina via EpicCare Link in basket

User Information

In order to submit a request, a site administrator is required to be set up at the time of the new site set up. There are three basic types of users for EpicCare Link:

- Default User – the general user for EpicCare Link that will allow access for chart review, discharge placement and referral work.
- HIM Auditor User – user will be limited to only access charts released by Allina for HIM auditing
- Research User – user will be limited to the patient’s associated with the research study they will be monitoring

Required information for the user will have a stop sign next to it on the form. The final statement is for assigning the site administrator – check the “Make this user a site administrator” box to designate the user as a site administrator.

Site Administrator

The site administrator is the person that will be responsible for requesting new users, deactivating inactive users, and assisting users with password/workflow issues. The site admin will be the first line of support for users.

We recommend having at least two site administrators in order to ensure users can have a resource at all times.

Additional Users

At the time of submitting the new site request, additional users can be requested as well or this can wait till the site is set up. Once the site is set up to access EpicCare Link the site administrator can always request more users.

Next Steps

Once you have completed the verification and submitted the request, a message will be sent to Allina and the process for set up will begin.

1. You will receive an email from Allina Identity and Access Management to sign agreements for accessing the system which will be within 5 to 7 business days.
2. Once agreements are signed, your site will be set up for access to EpicCare Link within 5 to 7 business days.
 - a. Submitter will receive a message stating the site is set up
 - b. Site Admin will receive a message with login information and will be responsible for communicating login info to any additional users.