

Johns Hopkins CareLink – FAQ's

What is Johns Hopkins CareLink?

Johns Hopkins CareLink will provide referring physicians with access to their patients' medical records for 90 days following a physician consultation, lab or imaging test, outpatient visit or hospitalization at The Johns Hopkins Hospital, Johns Hopkins Bayview Medical Center, Howard County General Hospital, Sibley Memorial Hospital and outpatient services provided by Johns Hopkins physicians. You also will be able to order a specialty consultation to be scheduled by the patient.

Who can use Johns Hopkins CareLink?

Any physician who refers a patient to Johns Hopkins physicians, The Johns Hopkins Hospital, Johns Hopkins Bayview Medical Center, Howard County General Hospital and or Sibley Memorial Hospital can use Johns Hopkins CareLink, provided that the patient identifies the physician as part of his or her care team. Physicians also can identify their office and administrative staff who should have access to patient information in Johns Hopkins CareLink.

Will Johns Hopkins CareLink require a specific browser or technology?

You will need access to the Internet through Internet Explorer, Chrome, Firefox or Safari.

Can my staff access a patient's medical record on my behalf?

You can request Johns Hopkins CareLink access for clinical staff, non-clinical staff and office administrators in your practice. Each staff member will need to enroll in Johns Hopkins CareLink, electronically sign the terms and conditions, and abide by rules of patient confidentiality. You and your clinical staff, including physician assistants, nurses, administrative personnel and office manager, will have access to your patients' medical records. At least one person at your site must be designated as the site administrator who will have certain additional administrative responsibilities.

How will I know when a patient's medical records have been updated or test results posted?

You will receive a message in your Johns Hopkins CareLink in-basket. If that message remains unopened for one day you will receive an email reminder in your personal or professional email account, if you have also provided that address.

What are the advantages of Johns Hopkins CareLink?

Johns Hopkins CareLink will provide you with real-time access to your patients' medical records, test results and imaging reports as well as notification of your patients' outpatient visits, admissions and discharges. You also will have the ability to refer patients for specialty consults.

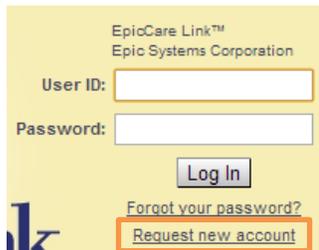
More information at <http://www.hopkinsmedicine.org/CareLink>

How to Enroll for Hopkins CareLink

To access patient information within Hopkins CareLink, you first must sign-up and have your records verified and created by the Epic team. You can sign-up as soon as you receive instructions to do so; you do not need to wait for your providers to go through training (if they will be using the full Epic client for documentation).

To sign-up for Hopkins CareLink, follow the below steps:

1. Access the Hopkins CareLink login page at <https://carelink.hopkinsmedicine.org/carelink>
2. Click the "Request new account" hyperlink under the Login button:



3. Before you request your practice's users, you first must register your site with Hopkins CareLink. To do this, select the "Request access for a new site" link
 - a. If you have previously enrolled your clinic, you may skip this step



4. On the Site form, fill in the site's name (if you practice has a name, such as Northwest Cardiologists, or you can simply name it Dr. Link's clinic) and phone number.
 - a. While not required, we do recommend site type, fax number, and address be included.
 - b. In the Comments section, please include a little about your clinic, especially if some users practice at Hopkins medicine facilities and/or someone has Hyperspace access.

Site Information

Site name:

Site type:

Phone: Fax:

Site NPI #:

Address

Address:

City:

State: ZIP:

County:

Country:

Other

Comments:

Required Item Recommended Item

5. After you have completed your Site Information form, you will be asked to request users for you site. Here you can request the following types of users:
 - a. Provider – this will include MDs, PAs, NPs, etc.
 - b. Clinical staff – this includes RNs and MAs
 - c. Non-clinical staff – this will include everyone else in your office who needs to access patient care information, such as front desk or administrative staff

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

6. Requesting Provider access:
 - a. Complete all required fields: Name, Work e-mail (or whichever e-mail address the user will want to receive system notifications from), NPI number, License number, and Licensing state
 - b. If the user does not want their address to match the site’s address from the request, unselect the “Use site address” checkbox and enter a different address

- c. If the user is associated with other providers (that you are not requesting but work at the clinic), enter them here
- 7. Requesting Clinical support staff access:
 - a. Complete all required fields: Name, Work e-mail (or whichever e-mail address the user will want to receive system notifications from)
- 8. Requesting Non-clinical support staff access:
 - a. Complete all required fields: Name, Work e-mail (or whichever e-mail address the user will want to receive system notifications from)
- 9. Requesting Site Administrator access:
 - a. At the bottom of each screen is a field for identifying a Site Administrator:



- b. The Site Administrator will have additional security and responsibility within Hopkins CareLink. These users will have the ability to reset user's passwords, as well as deactivate users who no longer work at the practice. These users will also be responsible for validating their site's users at least twice annually.
- c. **Each site must have at least one Site Administrator user.**
- 10. After you have requested your site and each user in your practice, you must verify access a Site Agreement and verify your request:



- a. You must access the Site Agreement and enter who is requesting user access prior to submitting your request.
- 11. After you have verified your request, take note of the reference number in the header of the Confirmation screen



Editing Requests

If you have to update your request, you must do so prior to submitting your request. **DO NOT HIT THE BACK BUTTON WHEN YOU NEED TO EDIT YOUR REQUEST!**

If you do need change some of the information on the request, follow the below steps:

1. If you need to edit the Site information, such as adding an address or editing the site's name, you need to click on **Site** the ribbon bar across the top of the page.

New Account Request ▶ **Site** ▶ **Users**

2. If you need to edit an individual user request, you can do so under the **Users** screen from the ribbon bar. Simply click on the user you need to update.

New Account Request ▶ Site ▶ Users	
Users	
Add Edit Delete	
Name	User Type
Test, Nurse	Clinical Staff
Test, Siteadmin	Non-Clinician

3. Even once you're on the verification screen, you can go back to the **Site** or **User** screen

New Account Request ▶ **Site** ▶ **Users** ▶ **Verification**

4. Once you click the **Submit Request** button, however, the request is no longer editable.