

## **EpicCare Link: Requesting a New Site**

1. From the EpicCare Link log in screen, click Request New Account.



2. Click Request access for a new site.

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New Account Request						
	+ Site			Request access for a new site		



3. Complete the form with the site information. **\*\*\* IMPORTANT \*\*\*** From the **Other** section, be sure to state your business reason for requesting EpicCare Link access through Tower Health.

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New Account Request V Site			ē
1. Site Info	mation 2. Users 3. Verification		
Site Information			
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🔔 Site type:	~		
Phone:	🔥 Fax:		
Site NPI #:			
Address			
e Address:			
G City:			
e State:	✓ () ZIP:		
County:	•		
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Other			
Please state your reason for requesting	lectronic access to Tower Health Medical records:		
Comments:	т		
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		L Navt	X Cancel Request
		- Next	- concernequest

- 4. Click **Next** in the lower right.
- Select the type of user you are requesting an account for and then click **Continue** in the lower right.
   \*\*\* IMPORTANT \*\*\* Since this is the first user, this should be the Site Administrator. You can add other users later.

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6. Complete the required and recommended fields. \*\*\* IMPORTANT \*\*\* When entering the user's name, be sure to enter it Last Name, First Name format. Entering the name in the incorrect format could delay processing. \*\*\* IMPORTANT \*\*\* From the Other section, be sure to print and complete/sign the User Confidentiality Agreement. After the User Confidentiality Agreement is



signed, scan it to your computer. Attach the scanned file to the **New Account Request** using the **Add files** button.

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	Associated Providers: List the	providers this user we	orks with					
	Provider name			Add		_		
	Other							
	Please complete and attach to this request.	Confidentiality Agreement						
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		Site Administrato	r					
		A site administrator is user accounts are cur requests to activate r	s the person responsibl rent, deactivating the a new user accounts. Ever	e for maintaining accounts of users y site must have	a site's records. These responsibilities include who are no longer active at the site, and subn at least one administrator.	e verifying that mitting		
		☐ Make this user a	site administrator					
	L							
						✓ Submit Request Cancel		Ţ

## **Other Important Call Outs:**

• Please list all providers associated with your practice regardless if they require access to EpicCare Link. The provider list will dictate which patients will be able to be accessed in EpicCare Link by the site without manual look up with 3 identifiers. Patients who have relationships in Epic with the providers on this list will be automatically added to the site's patient list. This list only needs to be filled out once and not for every user.

## Associated Providers: List the providers this user works with

🔥 Provider name:		Add	
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• It is important to have at least one user who is a Site Administrator.



## Site Administrator

A site administrator is the person responsible for maintaining a site's records. These responsibilities include verifying that user accounts are current, deactivating the accounts of users who are no longer active at the site, and submitting requests to activate new user accounts. Every site must have at least one administrator.

Make this user a site administrator

- 7. Click Accept in the lower right.
- 8. If you have additional users to enter, click Add in the upper left and repeat steps 5-7.

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New Account Request ▶ Site ▶ Users					ē
		1. Site	Information 2. Users 3. Verification		
Users					
+ Add 🖋 Edit 🗕 Delete					
Name	User Type	NPI	E-mail	Site Administrator	
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				← Site Information	ncel Request

9. Complete the verification and click **Submit Request**.

New Account Request ▹ Site ▶ Users ▶ Verification	ē
	1. Site Information 2. Users 3. Verification
Veri	ification
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