Atrium Health CareConnect (EpicCare Link)

Purpose: The purpose of this tip sheet is to show the process for requesting and communicating Atrium Health CareConnect access

Audience: Research Coordinator or Study Team member

I.   Requesting CareConnect Access for Study Monitor

1. Research team member (Requester) will click HERE (Access Request Form) to complete form to request CareConnect access for study monitor.

2. Upon submission of form, it is automatically routed to research leadership for approval.

    a. If form is approved, a service now request is created to IT team for account setup and the requestor will receive an email notification of request.

    b. If form is not approved, requestor will receive an email notification with reason (i.e. inaccurate info, incomplete form, etc.). Requester would review and follow steps above to resubmit form, if appropriate.

3. Once IT team has completed account setup, the service now request would be marked complete. Requester will receive email notification with user login information (user id and temp password).

4. *Requester* or *Research team member* will provide login information to study monitor. See next section on steps to communicate user login info to research study monitor.
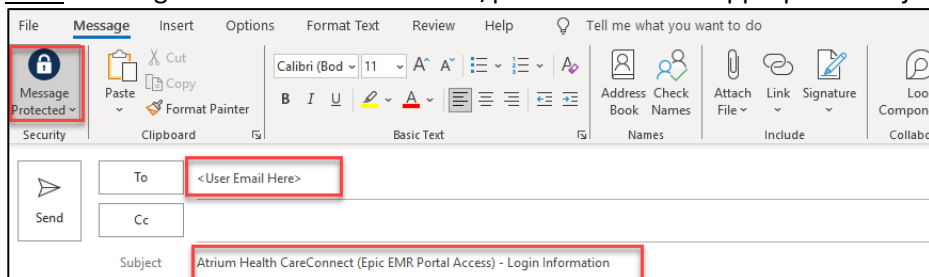
II.   Communicating Study Monitor User Login Information

1. Research team member will create email using template information below to send user login information as follows.

    Email Template Example:

    i. **Email Header Example**
    Note: message should be sent as secure/protected with an appropriate subject as follows.

ii. Email Body Example

Note: You may **copy** and **paste** this content into the body of your email.

Hello **<User First Name>**,

You have been granted access to Atrium Health CareConnect (Epic EMR portal access). This access will allow you to access patient information for research monitor purposes.

User Name	User ID	Temporary Password
xxxxx	xxxxx	xxxxx

Important information:

1. Users will **login** to our application here
   https://epiccarelink.atriumhealthcareconnect.org/EpicCareLink_PRD/common/epic_login.asp
   a. This is a secure website portal that can be access from anywhere you have internet access.
   b. **IMPORTANT** – All users must setup *Two-Factor Authentication* upon login (see attachment below)
2. Technical Support?? If there are any issues logging in initially, contact:
   a. Call our CareConnect support at 1-888-724-0459, choose Option 3 for immediate assistance and be sure to reference CareConnect.
   b. For non-urgent questions, please email send an email to careconnectinfo@atriumhealth.org. Our team will review and respond accordingly.

iii. Include these 2 Attachments and Send email after this step

*Click link below for each attachment to download to use in future emails.
   A. CareConnect Tip Sheet Two-Factor Authentication
   B. CareConnect Research Monitor Quick Start Guide