

## EpicCare Link is your office staff members' portal for information related to all patients associated with your Northwestern Medicine providers

EpicCare Link is a web-based version of Epic's electronic health record system. When your practice signs up, you can:

- View or print a clinical summary of a patient before their appointment
- Look up and print a lab or imaging result for a patient
- Monitor when patients from your practice are admitted to or discharged from the hospital or seen in the ED
- Check a patient's insurance coverage information
- View details of recent inpatient care for which a provider in your group needs to bill
- Place orders and referrals on your behalf
- Upload documents to the patient chart media folder
- Message NM clinicians via In Basket
- Access our Surgical Case Request module

### Access request instructions

Visit <https://www.nm.org/for-medical-professionals/epiccare> to request access to EpicCare Link (path is [nm.org](https://www.nm.org) > scroll to the bottom of the page > For Medical Professionals > For Qualifying Organizations). A Qualifying Organization is one that shares a common patient with NM. Each Qualifying Organization requires a site administrator to manage access requests and a sponsoring physician or executive who has already been validated in NM's HR system.

#### FOR MEDICAL PROFESSIONALS

For Physicians

For Nurses

For Students

For Qualifying Organizations

Click the "New Organization Enrollment" button and fill out the [form](#).

### Login instructions

After your organization has been set up with EpicCare Link, you can access it directly by visiting <https://epiccarelink.nm.org>. Bookmark or favorite this page for easily access.

To view PACS images, you must access EpicCare Link through Citrix.

1. Open your Internet browser and navigate to the following link: <https://access.nmh.org/>
2. Enter user ID, password, and authenticator code.
3. Enter "Citrix Applications" into the "Search NMI" search bar and log-in
4. Click EpicCare Link icon.

### Training Materials

You will see training materials for staff when you log into EpicCare Link for the first time. You can also find E-learning options and tip sheets under the **Quick Links** section of the homepage.

### Activities not available in EpicCare Link

- Document on a patient or enter any data in EpicCare Link
- Send messages to patients or providers

- Access information on patients outside of the Northwestern Medicine network:
  - Northwestern Memorial
  - Central DuPage
  - Lake Forest
  - Delnor
  - Kishwaukee
  - Valley West
  - Marianjoy
  - Huntley
  - McHenry
  - Woodstock
- Access patients that are not affiliated with your practice or group

For more information, or if you have questions about EpicCare Link, contact MyNM ServiceCenter at 312.926.4357. New EpicCare Link registrations must be submitted online at [nm.org/for-medical-professionals/epiccare](https://nm.org/for-medical-professionals/epiccare).