

Epic

Epic CHS CareLink



Introduction

Epic CHS CareLink helps you build upon your population health management strategy and share patient information with providers who don't use the same EHR platform. With **Epic CHS CareLink** you can:

- Access attributed beneficiary lists for CHP ACO and other CHP commercial contracts.
- View quality performance data.
- Identify patients for outreach and care gap closure.
- Close select **Care Gaps** even if your office uses a non-**Epic** electronic health record.

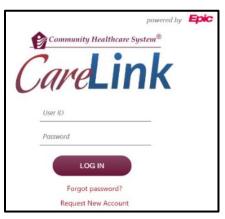
Help Information

Assistance with login or password:

- Call 219-392-7384 in Munster and East Chicago
- Call 219-947-6999 in Hobart and Portage

CareLink Login

- 1. Go to the following link: <u>https://chsCareLink.comhs.org/CHSLink/common/epic_login.asp</u>
- 2. Use your CHS User ID and Password to login.



- 3. In the **Department** search box, locate your office or clinic.
- 4. Click to Accept. **<u>It is critical that you log into your specific department/location</u>. If you do not certain items will not function correctly or appear correctly in this workflow.







CareLink Welcome Screen

After successful login, the CareLink Welcome Screen will open, from here you can:

- Select patients
- Open Chart Review
- View Dashboards

CareLink	A Home	Ratient List	Sili Dashboards	2 Patient						Menu	⊖ Log Out
	Wel	come to C	CHS CareLi	nk						8.8 2 3	0
		(Car	nunity Heal	thcare System®	S	elect Patient	Open Chart Review	View Dashboards		

CHP ACO Quality Dashboards

Providers, Office Managers and **Office Staff** use population **Dashboards** as a tool to gauge their overall performance against key metrics, keep track of attributed patients, identify at-risk patients, and assist in **Care Gap** outreach processes.

For Providers:

1. To open and view your **Dashboards**, click the **View Dashboards** icon.



- 2. Click the Dashboard drop-down arrow.
- 3. Use the Dashboard search box or select a Dashboard from your Favorite Dashboards list.
- 4. Select your CHP ACO Quality Provider Dashboard or CHP ACO Quality Registry Dashboard.







- 5. The **CHP ACO Quality Provider Dashboard** and **CHP ACO Quality Registry Dashboard** open to display a graphical summary of **ACO** quality measures.
 - By default, CHP ACO Quality Provider Dashboards reflect the measures of the provider who is currently logged into CareLink.



CareLink Reports

To run your **Care Gaps** report from **CHP ACO Quality Provider dashboard**:

- 1. Scroll to the HP Link Care Gaps section.
- 2. Click the My Patient Care Gaps link to run your Care Gap report.

CHP ACO Qua	ality Provider Dashbo	ard •
ACO Mental Health		
HP Link Care Gaps	Depression Remission at Twelve Months: Adults Ages 18 and Older Providers: Click this link to run your Care Gap report.	





Office Managers and Staff:

To run Care Gap reports from the CHP ACO Quality Manager Dashboard.

1. Select CHP ACO Quality Manager Dashboard

My Dashboards	
Search for reporting content»	Q
★ Favorite Dashboards	
★ CHP ACO Quality Manager Dashboard	

2. Scroll to the HP Link Care Gaps section.

3. Click on **My Patients Care Gaps** to run your department's care gap report. *** Please note, there are metric specific reports that can be used if your **My Patients Care Gaps** report is too large to load.

Dashboards	K 2
	:
d'anne i ser	
6-100 (CONT)	
HP Link Care Gaps My Patient Care Gaps Report CareLink Gap Report Breast Cancer Screening CareLink Gap Report Screening for Future Fall Risk CareLink Gap Report Screening for Future Fall Risk CareLink Gap Report Colorectal Cancer Screening CareLink Gap Report Hemoglobin A1c Control CareLink Gap Report Influenza Immunization	





- 4. After running the report, a list of patients with **Care Gaps** displays with a status of **Met** or **Not met**.
- 5. To view individual patient Care Gaps, click on the Chart icon to open Chart Review.

СН	S My Patien	t Care G	aps							ē 0
EED E	xport									
	Patient 🔺	Age	DOB	PCP	Risk Score	Depression Outcome	Blood Pressure Outcome	Colorectal Cancer Outcome	Fall Risk Outcome	ACO Influenza
>	Aco17, Test1	32 y.o.	05/01/1987			Not met				
*	, rest2	32 y.o.	04/01/1987			Not met				
*	Aco17, Test3	32 y.o.	03/01/1987			Not met				
*	Aco18, Test1	34 y.o.	04/01/1985			Excl				
*	Aco18, Test2	33 y.o.	05/01/1986			Met	Not met			
	Aco18, Test3	35 y.o.	08/03/1984			Met				
*	Aco19, Test1	69 y.o.	07/01/1950			Not met		Not met	Not met	

Taking Action on Care Gaps

1. Click Care Gaps on the top right hand side of the screen

Chart Review	Resu	ilts Revie	w Fl	owsheets	Allergies	Histories	Growth	Charts Car	e Gaps			
Chart Re	view							Search C	hart		P 20 👁	0
Encounters	Notes	Labs	Micro	Imaging	Procedures	Cardiology	ECG	Neurology	Other Orders	Meds	Surgeries	4
				1000								

This will open the patient's **Care Gaps** list. From this list, you can take the following actions on each **Care Gap**:

- Resolved
- Postponed
- Discontinued

Cha	rt Review	Care Everywhere	Results Review	Flowsheets	Allergies	Proble	em List	Medications	Care G	aps	••	
	Ethan Male, 71	Rabb y.o., 9/22/1947	MRN: E851	Active Rosters: PCP: Me	ACO		Allergies Not on F		Access ends (Never)		0	•
s (Care Gaps									8.2 16 3	ē	0
D R	lesolve selecte	d										
	Care Gap			Status	Du	e Date 🔺	Last	4				^
	Screening f	or High Blood Pres	sure and Follow Up	Overdu	Je 09/	22/1965		₽	();	0	10	





How to Resolve (Close) a Care Gap

1. From the Care Gap screen, select the gap, then click Resolve button.

Active Rosters: ACO PCP: Me	Screening for High Blood Pressure and Follow Up Overdue 05/01/2005	Þ	Q	0	4
PGP. me					

- 2. Enter Resolved On date
- 3. Click **Add Files** to upload patient documentation.
 - Select the file with the patient's documentation.
 - Click Type drop-down, select HP Care Gap documentation Scan. <u>***If you do not see this</u> <u>document type available, do not move forward, you will need to cancel, log out and log back in</u> <u>choosing your department/location.</u>
- 4. Click Resolve button.

Resolve Postpor	e Discontinue		
Documentation	_		_
Add files			
		×	
Ø	JDoe Influenza.doc	Ĩ	
-			
Type HP Care Gap	documentation - Scan	~	
Description			
333 KB (10.0 ME	3 Allowed)	1 File ()	
		🕞 Resolve	× Cancel





How to Re-open a Care Gap

- 1. On the **Care Gaps** screen, click on the **Manage History** button of the **Care Gap** you want to re-open.
- 2. Select the trash can icon to remove previously closed **Care Gap**.

Home Patient List Dashboards	Rabb, Ethan			•	Menu Log Out
	Chart Review Care Everywhere Results Revi	ew Flowsheets Allergies	Problem List Medications	Histories Care	Gaps •••
	Second Care Gaps				53 @ 0
	Resolve selected				Default filter
Ethan Rabb	Care Gap	Status	Due Date A Last Completed		
Male, 71 y.o., 9/22/1947 MRN: E851	Depression Screening and Follow Up	Overdue	e 09/22/1959	D> Q	0 5
Active Rosters: ACO PCP: Me	Future Fall Risk	Overdue	e 09/22/2012	D> Q	⊘ ≒
ALLERGIES Not on File	INFLUENZA VACCINE	Overdue	e 09/01/2018	D> (9)	⊘ ⇒
ACCESS ENDS (Never)					
(vere)	□ Screening for High Blood Pressure and Follo	w Up Not Due	03/12/2020 03/12/2019	Resolve Postpor	e Disconti Manage History

	Chart Review	Care Everywhere	Results Review	Flowsheets	Allergies	Problem List	Medications	Histories	Care Gaps	
	Sare Gaps	Manage Histo	ory						R I M	•••
	Screening for High Blood Pressure and Follow Up									
	Date		Details							_
Ethan Rabb	03/12/2019		HP LINK	BLOOD PRESSUR	E					च emove
Male, 71 y.o., 9/22/1947									н	iemove A
MRN: E851										· v

- 3. In the **Remove Resolution** window.
- 4. Enter a **Comment** for re-opening the **Care Gap**.
- 5. Click **Remove** button.

Remove Resolution										
() Comment:	Not complete			×						
			- Remove	🗙 Cancel						





How to Postpone a Care Gap

Care Gaps can postponed for a variety of reasons; for example, if the patient is currently ill, you would postpone the flu shot or other immunizations.

- 1. To **Postpone** a care gap, click the **Postpone** button for the **Care Gap**.
- 2. Enter the date for which you want to postpone the **Care Gap**.
- 3. Select Reason from the drop-down list, and
- 4. Click Postpone.

Resolve	Postpone	Discontinue								
Overd	Overdue since 05/01/1999.									
Postpor										
Reason				V						
Comme	ent									
			[Postpone	× Cancel					

How to Restore a Postponed Care Gap

- 1. To restore the original due date for a **Postponed** care gap, click the **Postpone** button for the **Care Gap.**
- 2. Click Remove Postpone button.
- 3. Enter a **Comment** for why the due date was restored.
- 4. Click Remove.

Resolve	Postpone Discontinue									
Postponed by Trevor J Marcotte, DO on 3/18/2019: Discuss at a Later Date Postpone Remove Postpone										
	The due date for this care gap will be reset to 10/9/1966.									
	Comment ready for screening ×									
Remove X Cancel										





How to Discontinue a Care Gap

Resolve Postpone Resume								
Last completed on 02/04/2019.								
Discontinued by Trevor J Marcotte, DO on 3/12/2019: Physcial Disability								
Comment Ready for screening								
Resuming this care gap will recalculate the due date based on the standard frequency.								
🛱 Resume 🗙 Cancel								

*please note: only discontinue a care gap if there is clinical documentation supporting exclusion from this metric

When a **Care Gap** is **Discontinued**, it's prevented from ever coming due, but remains in the list of the patient's **Care Gaps** for clinical reference.

- 1. To **Discontinue** a Care Gap, click Discontinue button for the Care Gap.
- 2. Select a **Reason** from drop-down list.
- 3. Click Discontinue.

Resolve Postpone Discontinue	
Last completed on 02/25/2019.	
Reason Physcial Disability	
Comment	
Discontinued care gaps will appear in the nationt's chart but will never become	me due.
Click to discontinue this care gap and close	_
O Discontinue X Cano	el

How to Resume a Discontinued Care Gap

- 1. From the patient's Care Gap screen, click Resume button for the Care Gap that was Discontinued.
- 2. Provide a **Comment** for resuming the care gap.
- 3. Click Resume.





ACO Reports

Running ACO Reports

Providers:

Click the appropriate link to view patients with **ACO** attributed population **Care Gaps**.

Office Managers and Staff:

• As with Care Gap reports, click on the report you would like to run

ACO Reports	
ACO: Breast Cancer Screening	
ACO: Colorectal Cancer Screeni	ng





Chart Review

Chart Review is a tool available through **CareLink** that gives providers access to patient-specific health information and activities related to the selected navigation tab. From Chart Review, providers have access to information related to **Encounters, Note, Labs**, etc.

1. To view a patient's chart, click on **Open Chart Review** icon from the welcome screen.

CareLink	n Home	List	 Dashboards	2 Patient						⊖ Log Out
	We	come to (CHS CareLi	nk					8 N N	0
		(Car	minity Healthcare System	k	Select Patient	Open Chart Review	View Dashboards		

- 2. Search for your patient in the **Patient Lookup** window.
- 3. Select a tab to view patient health information.

Chart Review	Care Everywhere	Results Review	Flowsheets	Allergies	Problem List	Medicatio	ns Histories	Growth Charts	Care Gaps			
Patient Look	aup										ē (9
Select Patient	Advanced Search	Recent Patients										
Enter search cri at a time.	iteria for the patient yo	u are looking for an	d click Search. If j	you don't hav	e enough informat	ion to spe	cify an individual ;	oatient, CHS CareLink	k will display a l	ist of partia	al matches,	50
			Name/MRM	k <mark>snith j</mark>	×							
			822	Ł		Sex	v					
			Sirth date	e								
				My Patier	its		Use Sounds-Like					
									1	Search	🖞 Clear]
Patient Search Res	sults: 1 patient records											
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92.41%	SM	(ITH, JAMIE			F	475		EPI		М		
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