Epic Powers Health CareLink

Introduction

Epic Powers Health 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 **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.
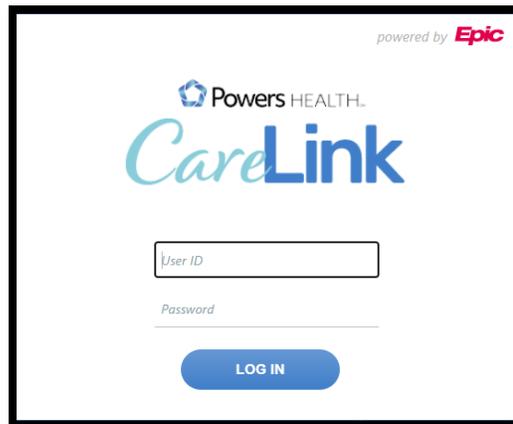- Close select **Care Gaps** even if your office uses a non-**Epic** electronic health record.

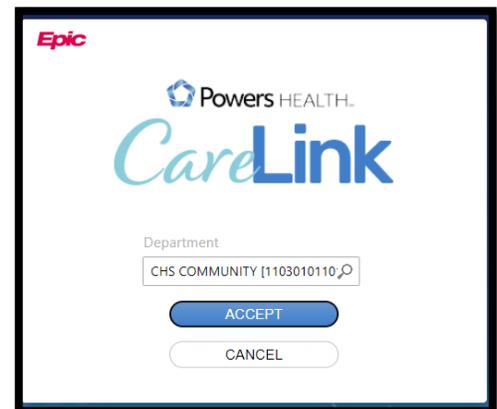## Help Information

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: https://chsCareLink.comhs.org/CHSLink/common/epic_login.asp
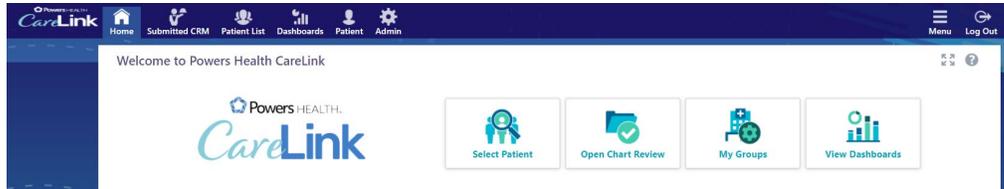2. Use your **CHS User ID** and **Password** to login.

3. In the **Department** search box, locate your office or clinic.

4. Click to **Accept**. ****It is critical that you log into your specific department/location**. If you do not certain items will not function correctly or appear correctly in this workflow.

Epic Powers Health CareLink

CareLink Welcome Screen

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

- **Select patients**
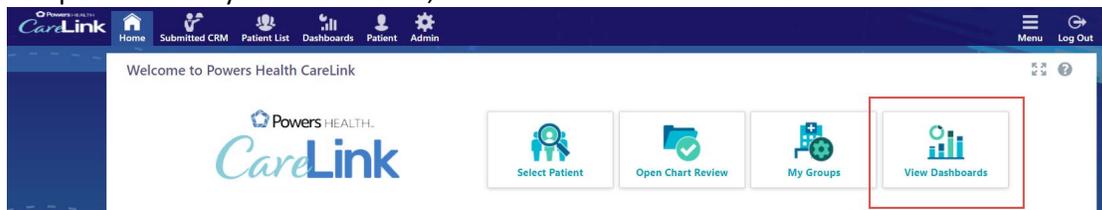- **Open Chart Review**
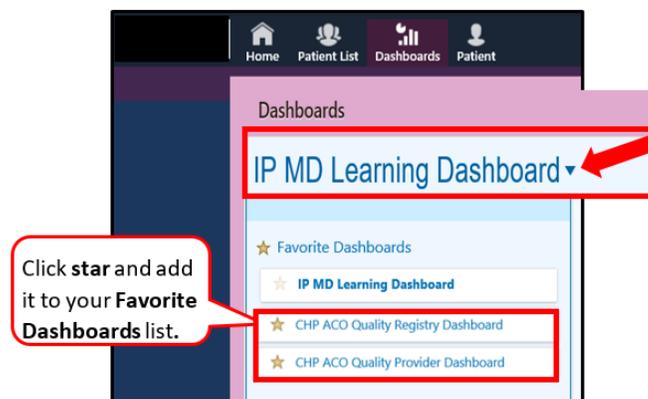- **View Dashboards**

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:

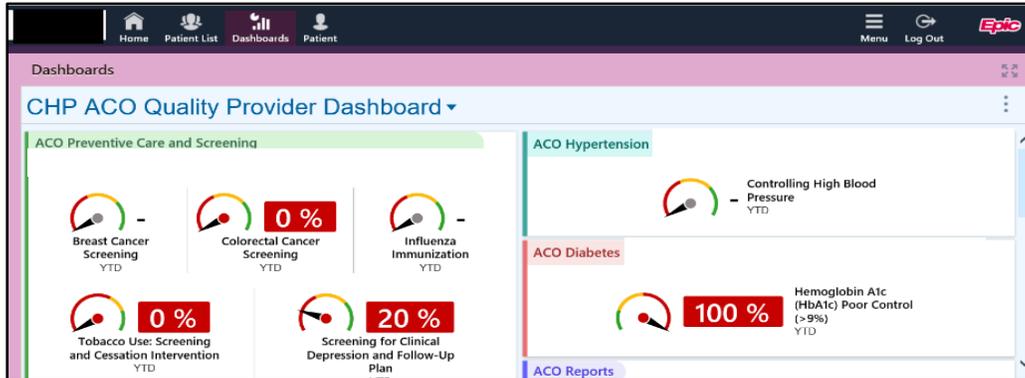1. To open and view your **Dashboards**, click the **View Dashboards** icon.

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.

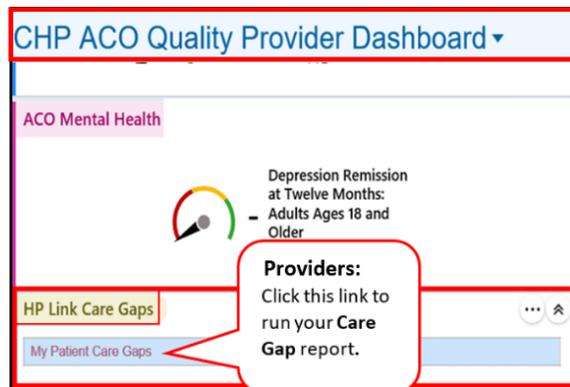- By default**, CHP ACO Quality Provider Dashboards** reflect the measures of the provider who

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.
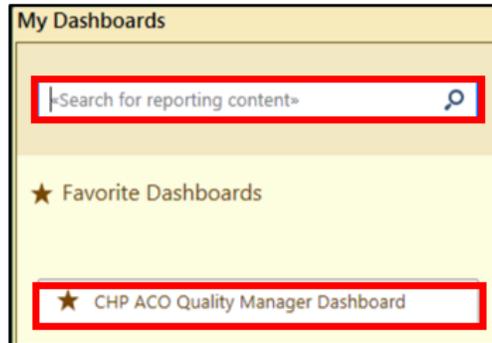2. Click the **My Patient Care Gaps** link to run your **Care Gap** report.
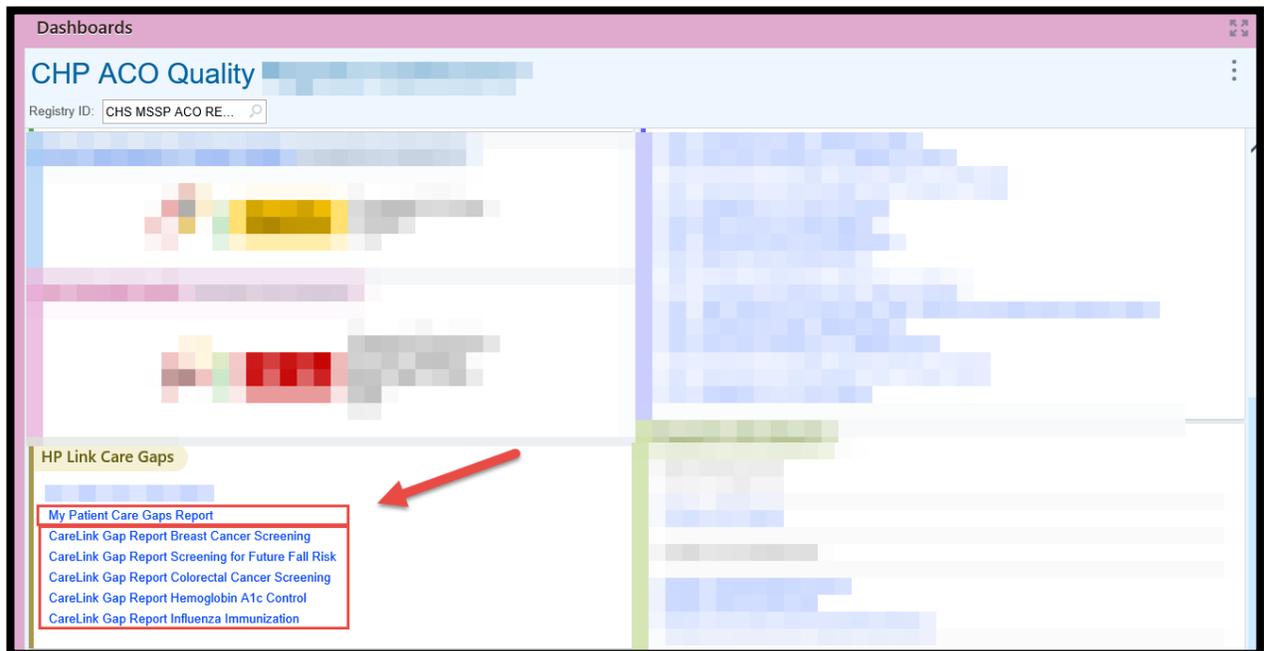
Epic Powers Health CareLink

Office Managers and Staff:

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

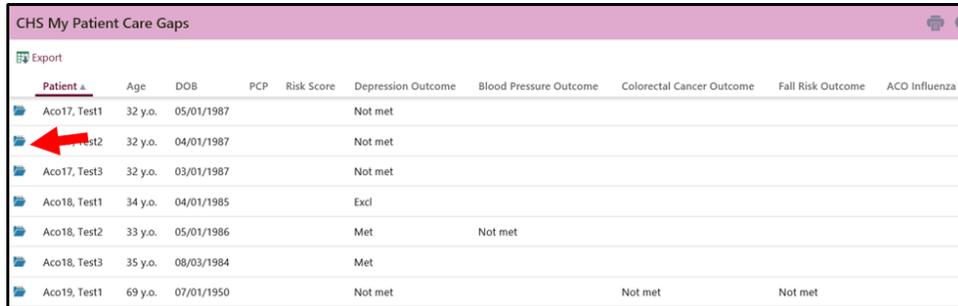1. Select **CHP ACO Quality Manager Dashboard**

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.*
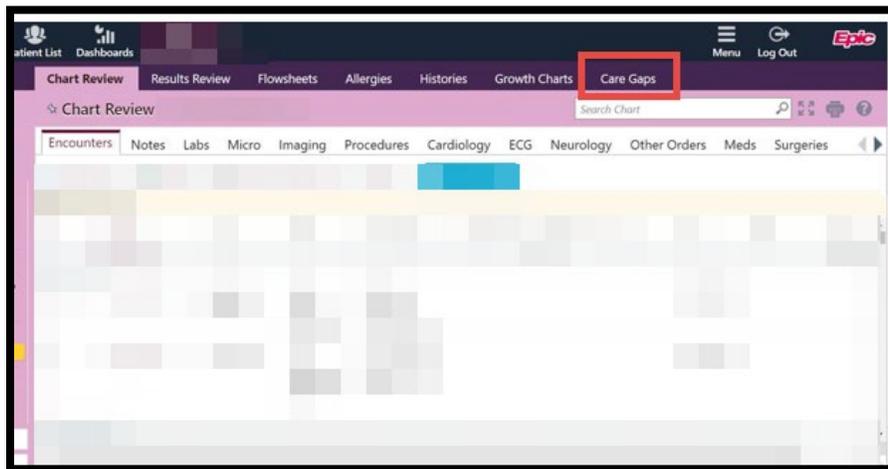
Epic Powers Health CareLink

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**.
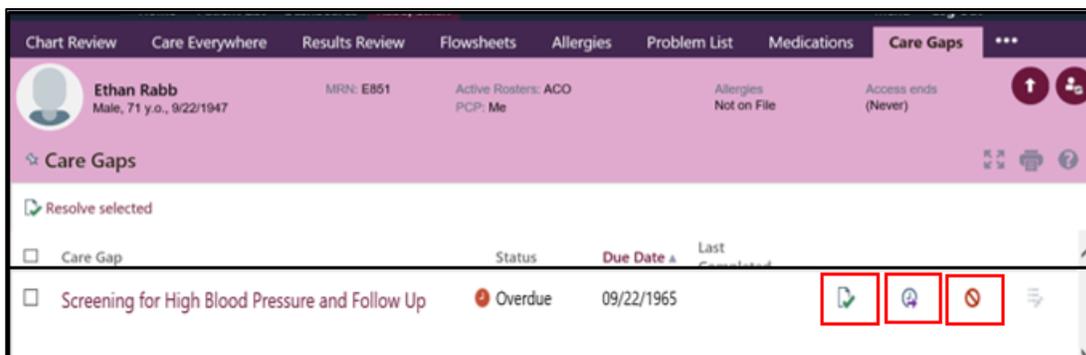

Taking Action on Care Gaps

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

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**

Epic Powers Health CareLink

How to Resolve (Close) a Care Gap

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

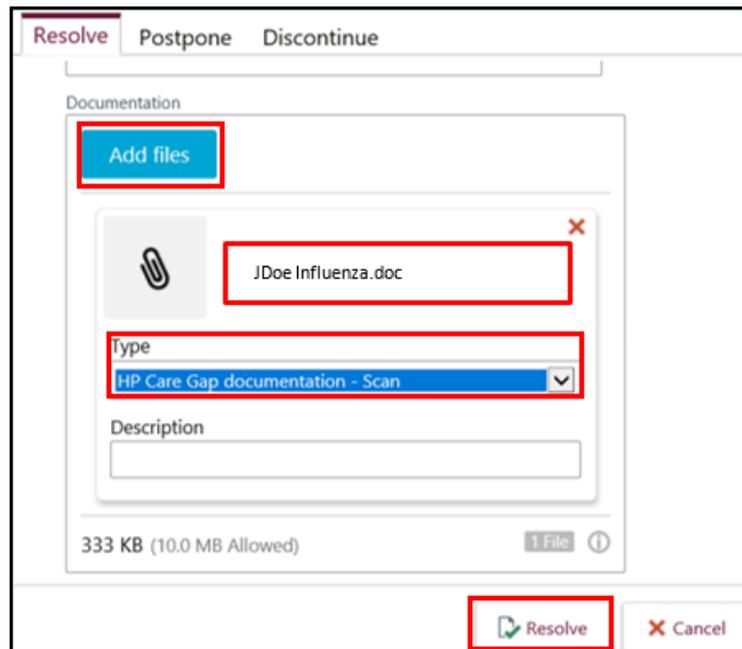| Active Rosters: ACO PCP: Me | ☐ Screening for High Blood Pressure and Follow Up | 🔴 Overdue 05/01/2005 |

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.** ***If you do not see this document type available, do not move forward, you will need to cancel, log out and log back in choosing your department/location.
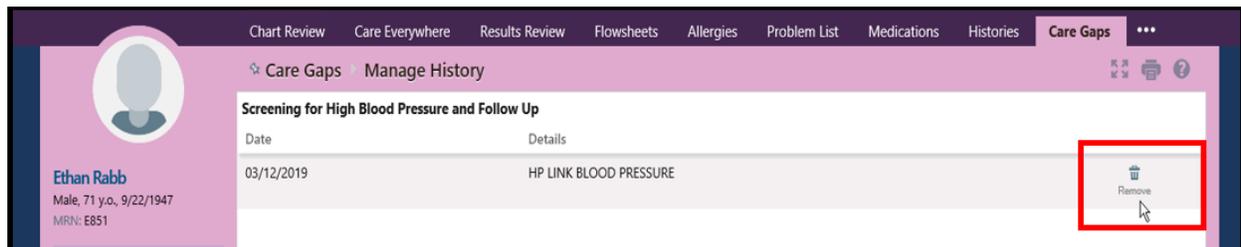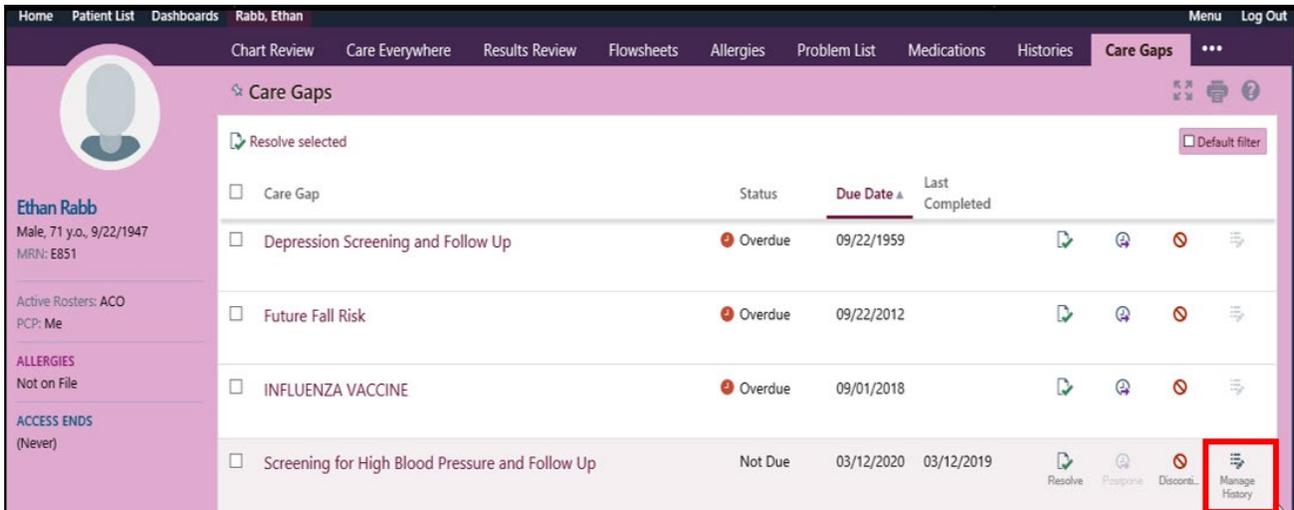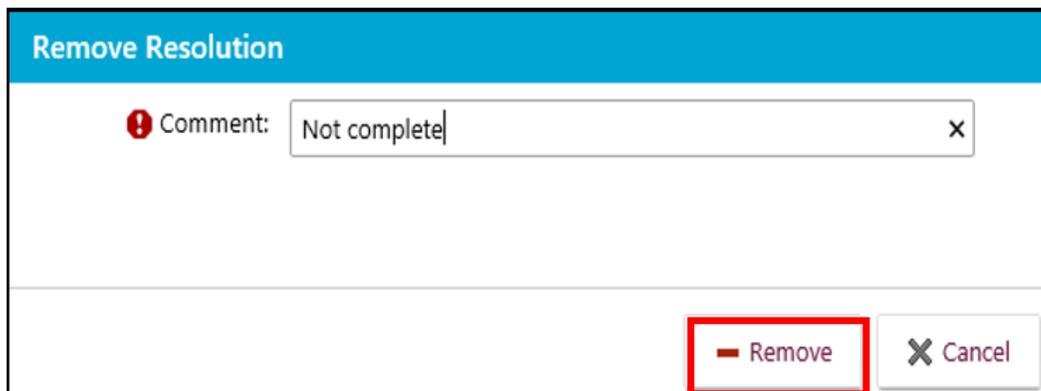4. Click **Resolve** button.

Epic Powers Health CareLink

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**.

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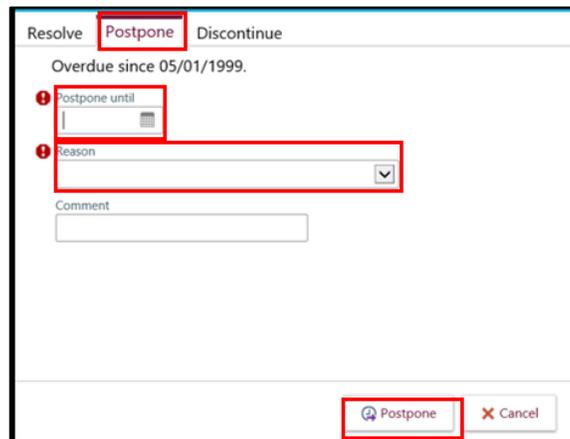5. Click **Remove** button.

Epic CareLink Tip Sheet 9July2024

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**.
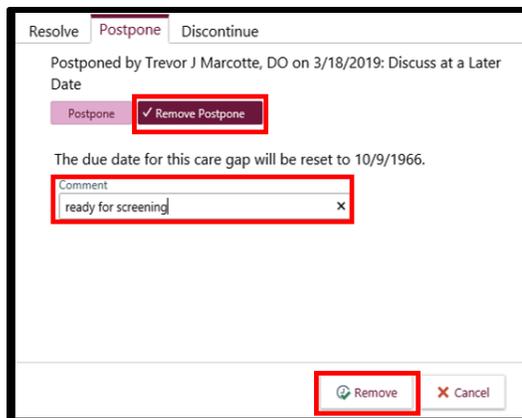3. Select **Reason** from the drop-down list, and
4. Click **Postpone.**

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.
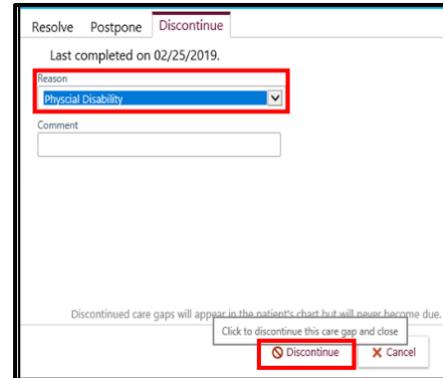4. Click **Remove**.

Epic Powers Health CareLink

How to Discontinue a Care Gap

please note: only discontinue a care gap if there is clinical documentation supporting exclusion from this metric
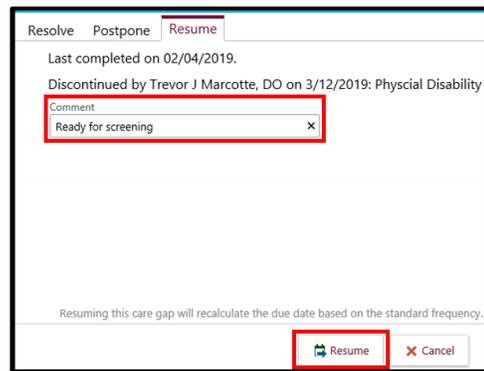
When a **Care Gap** is **Discontinued**, it's prevented from ever coming due, but remains in the list of the patient's **Care Gaps** for clinical reference.

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

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.
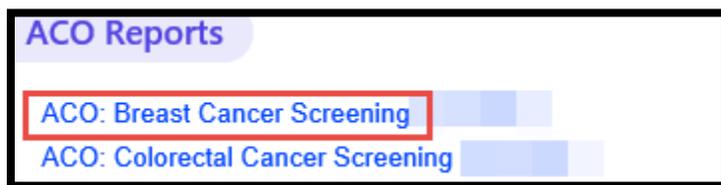3. Click **Resume.**

ACO Reports

Running ACO Reports

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

Office Managers and Staff:
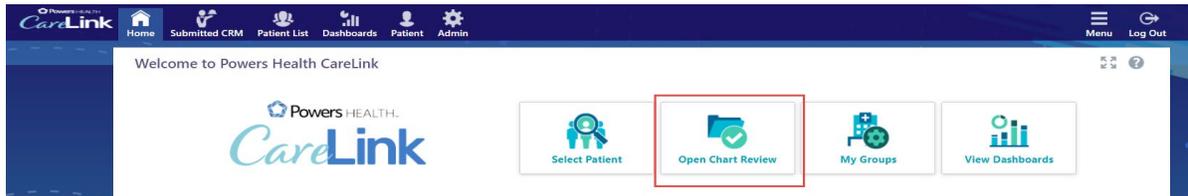• As with **Care Gap** reports, click on the report you would like to ru

Epic Powers Health CareLink

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.

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

Epic CareLink Tip Sheet 9July2024