RUH

CareLink Community User Quick Start Guide

CareLink Community User Quick Start Guide

Getting Started

CareLink is a tool that provides real-time web access to patient information so you can access patients' clinical data and communicate with **Loma Linda University Health** and **Connect Partners** to provide quality patient care. You can also use CareLink to quickly refer patients to our organization.

CareLink is a collection of different web pages, or activities, that correspond to different tasks. The *activity* that you use depends on what you want to accomplish.

This guide takes you on an introductory tour of CareLink. The first pages include information to help you get started, such as browser requirements and how to log in. The rest of the guide contains explanations of how to use CareLink. Terms that appear in *italics* throughout the guide are further defined in the glossary at the end of the guide.

Help and contact information

For help using an activity, click on the webpage.

- If you forget your password or need it reset, please call **(909) 558-4840**
- For all other issues or training needs, Site Admins are highly advised to contact Community Partner Support: **(909) 558-4840**.

Training Assistance

For Training concerns or questions please contact :
Joyceanne Belen, RN III, BSN
EPIC Credentialed Trainer - Riverside University Health Systems – Medical Center
(951) 486-4000 ext **18507**
J.belen@ruhealth.org

Browser, system, and connection requirements

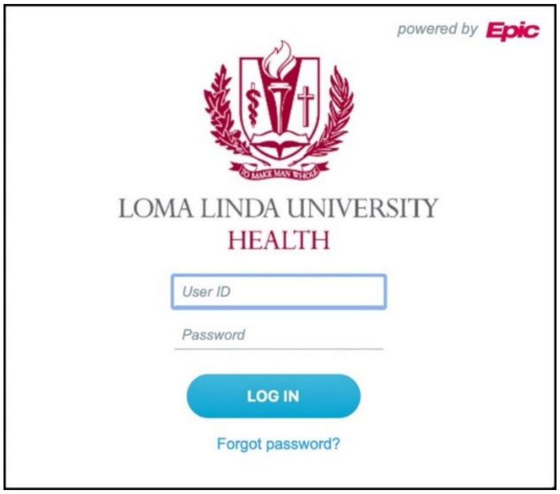
You must use one of the following Internet browsers to access CareLink:

- Google Chrome 50 and any later versions
- Microsoft Edge version 79 or later
- Microsoft Internet Explorer 11

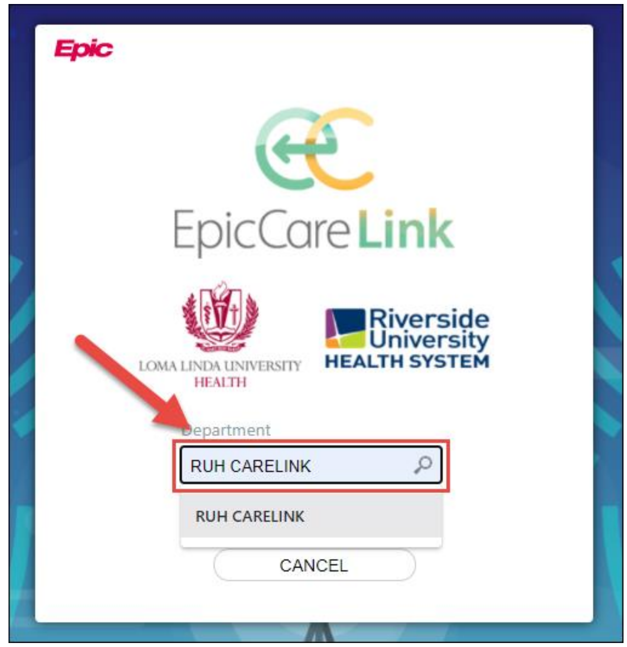
CareLink requires a minimum screen resolution of 1024x768 pixels. We recommend that you use a high-speed Internet connection to achieve the best system speed and performance.

How do I log in?

1. Open your web browser and access the following URL: **https://llucarelink.org/EpicCareLink/common/epic_login.asp**
2. Enter the user ID and password that you received for CareLink.



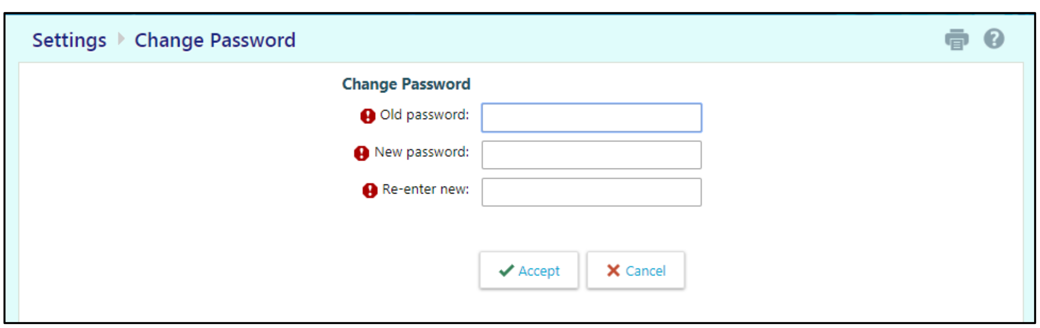
3. Enter the department – **RUH CARELINK.**



4. If a Terms and Conditions page appears, read the agreement and select **Accept** to acknowledge your agreement with the terms.
   - **Note about password reset prompts:** Users will be prompted to reset password when logging in for the first time, or anytime that the user's password has been reset.

How do I reset my password?

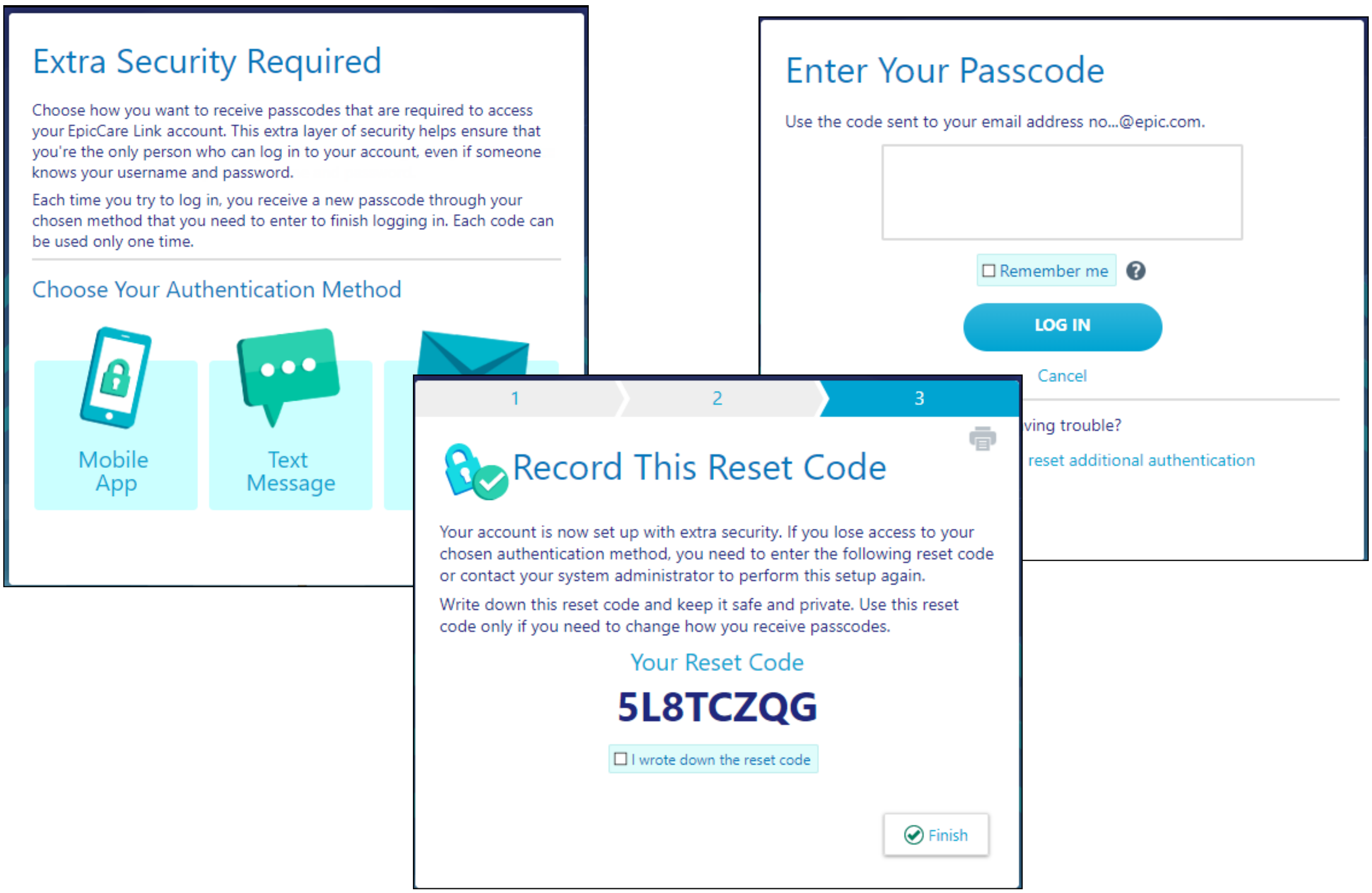
Users will be prompted to reset their password when logging in for the first time. If an end user needs to reset their password, they may select the Menu **Menu** option. Locate the Settings **Settings** option from the drop-down menu and select **Change Password**.



If a user needs his/her password **reset** or they have forgotten their password, the user must contact the Community Partner Support line at: (909) 558-4840 where our dedicated analyst will be able to further assist them.

Sign Up for Two-Factor Authentication

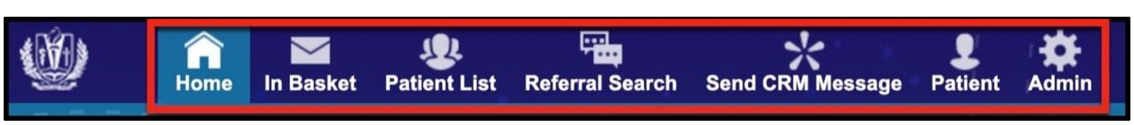
For greater security, users are prompted to secure each session with an authentication code. Users are prompted to select the best way for the authentication code to be sent. Once set up is complete, users are shown a backup reset code. Should any users need to reset where the auth code is sent, please contact the Community Partner Support: **(909) 558-4840**.



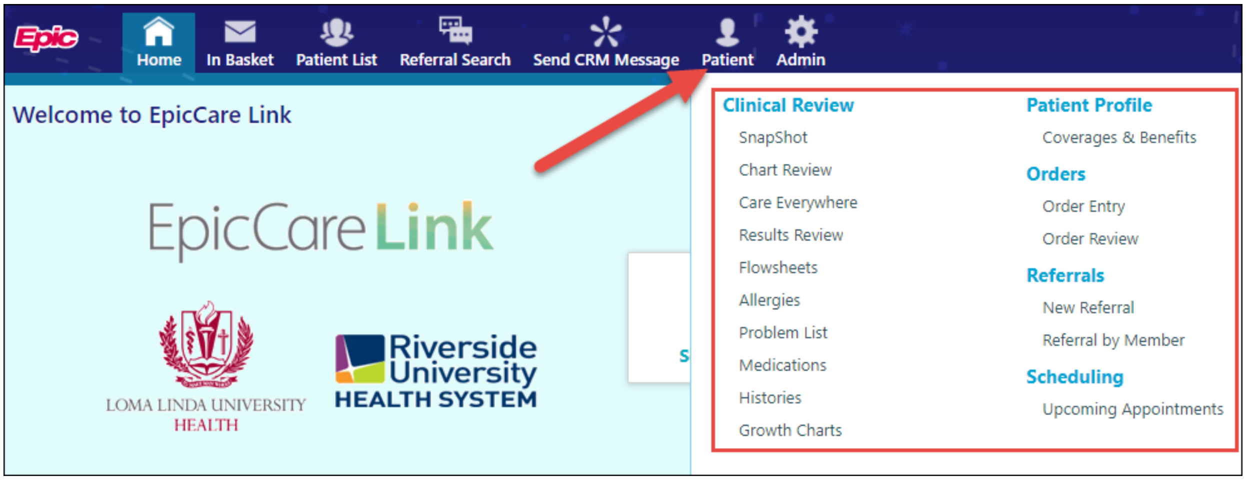
Navigating in CareLink

When you log in to CareLink, several set of navigation tools appear at the top of the page.

A) **Navigation Tabs**: Use these tabs to open different activities in CareLink. Each tab contains one or more related activities. For example, the **Patient** tab contains patient-specific activities. When you click a tab, the default activity for that tab opens.



B) **Activity Menu**: Use this menu to open the various activities that are contained in the selected navigation tab. For example, the **Patient** tab activity menu contains the **Allergies** and **Chart Review** activities.



C) **Action Options**: Use these buttons, located on the top right of the screen, to see all your available activities or to log out.

How do I log out?

To maintain patient confidentiality, you need to log out or *secure* your screen when you are done working or must leave the computer for any reason. There are two ways to do this:

- Log out of your CareLink session by selecting  **Log Out**. The next time you log in back into CareLink, you are directed to your home page.

- To secure the session, select **Menu > Secure**. When you log back in to CareLink, you return to the same activity that you were in before you secured the screen

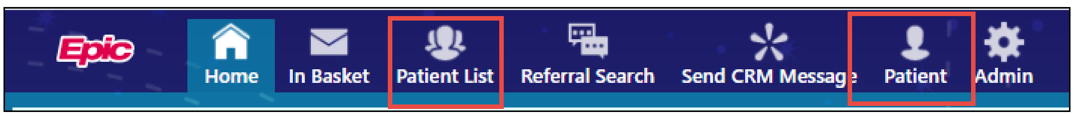
Accessing the Patient Chart

There are various ways to access a patient's chart:

1. From your home screen there are two activities to choose from **Select Patient** or **Open Chart Review**.

    - The **Select Patient** icon will direct the end user to view their patient list, or also have the capability to search all patients within the same window.
    - The **Open Chart Review** icon will allow user to select the patient of choice from their patient list or search for a patient, to review the patients chart.

2. Within the sessions header there are two activities to choose from **Patient list** and **Patient**.

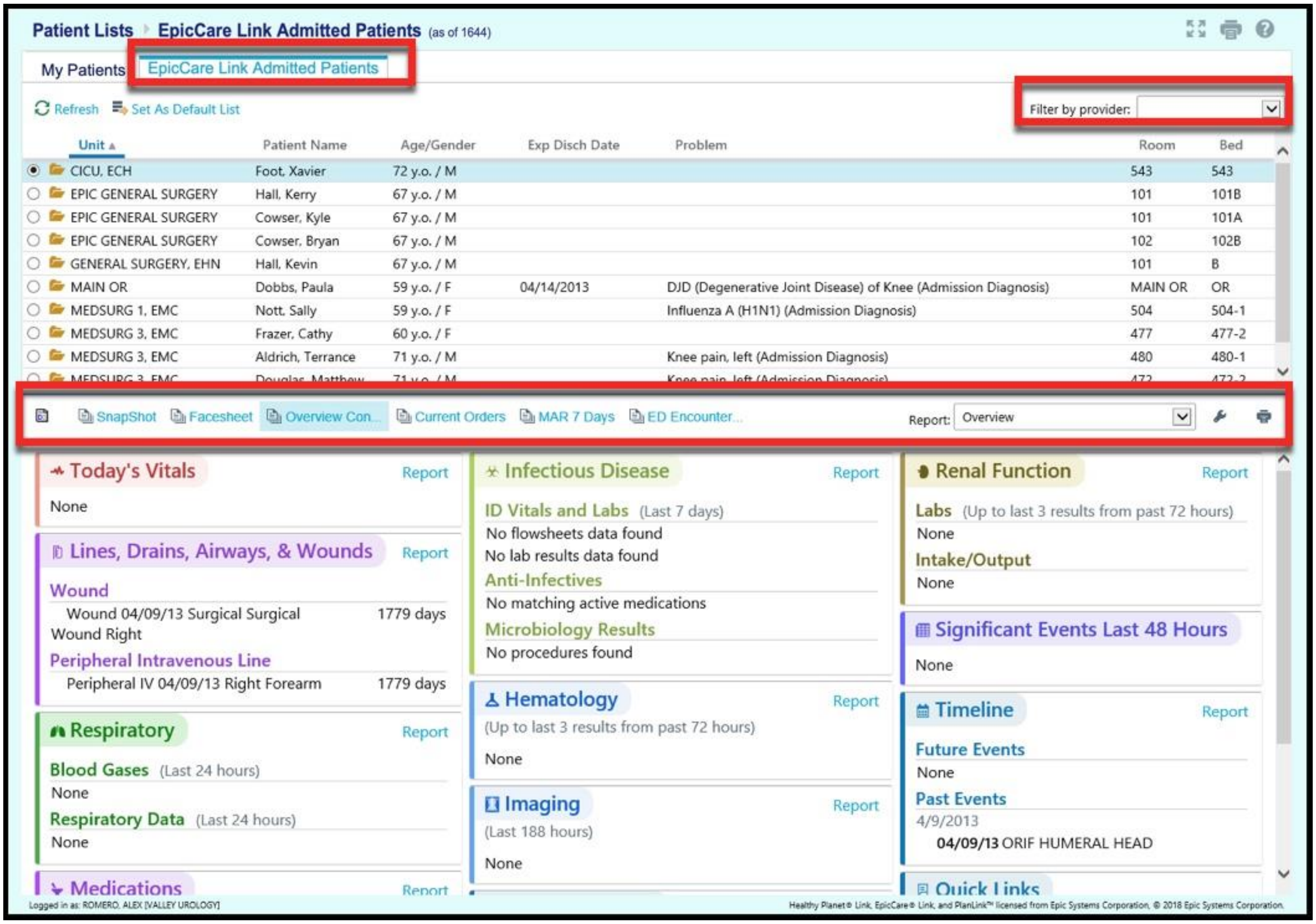


    - The **Patient List** icon will populate patients that have a direct relationship to your establishment. *If you are the patient's PCP and are listed as the patient's PCP you will be able to <u>always</u> have access to your patient through your Patient List icon without having to search for your patient.*
        - For patients to appear on this list, you must have a direct relationship to the patient. If you have access to many patients, your patients might appear on more than one page. Use the alphabetical search index at the top of the page to find patients by clicking the first letter of the patient's last name.

    - The **Patient** Icon will allow you to search for a specific patient either by searching from your patient list or by Searching All Patients.

Select your patient's chart from a list of current patients

1. Click **Patient List** and go to the **My Patients** tab.
2. Click a patient's name to open their chart.
3. To view a list of currently admitted patients, select the **EpicCare Link Admitted Patients** navigation tab. For patients to appear on this list, you must have a provider relationship of PCP, attending, admitting, or treatment team on the admission.
4. Select a patient's name to view additional patient-specific information in the report pane.
5. If you view a report frequently, click to add a button for the report to the toolbar. From that page, you can also remove your report toolbar buttons, rearrange the order of buttons, and rename the reports.
6. Click to open a patient's chart.

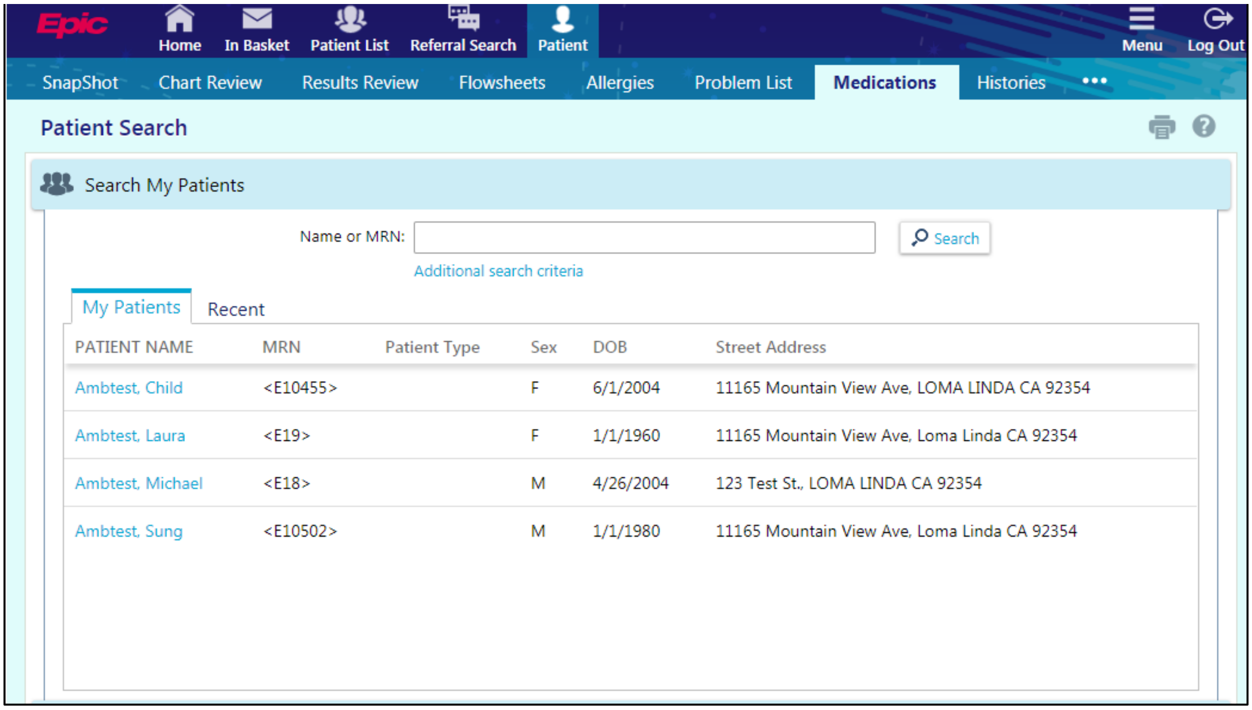


To see only the patients for whom you are the PCP, select your name in the **Filter by Provider** field.

Search for a patient's record based on name or MRN

If you know specific information about a patient, such as their name, you can use the **Patient Search** activity to enter that information and then select the appropriate patient from the list of possible matches.

1. Click  **Patient** icon and enter the patient's name or MRN.
2. The Patient Search activity opens.
3. Enter the patient's Name or MRN.
4. Press Enter or select the patient's name from the drop-down list of potential patient matches.
5. In the Search Results window, click the name of the patient whose chart you want to open.



In two clicks, you can quickly open a patient chart that you recently had open. In the **Search My Patients** section of the Patient Search activity, select the **Recent** tab and then click the name of the patient.

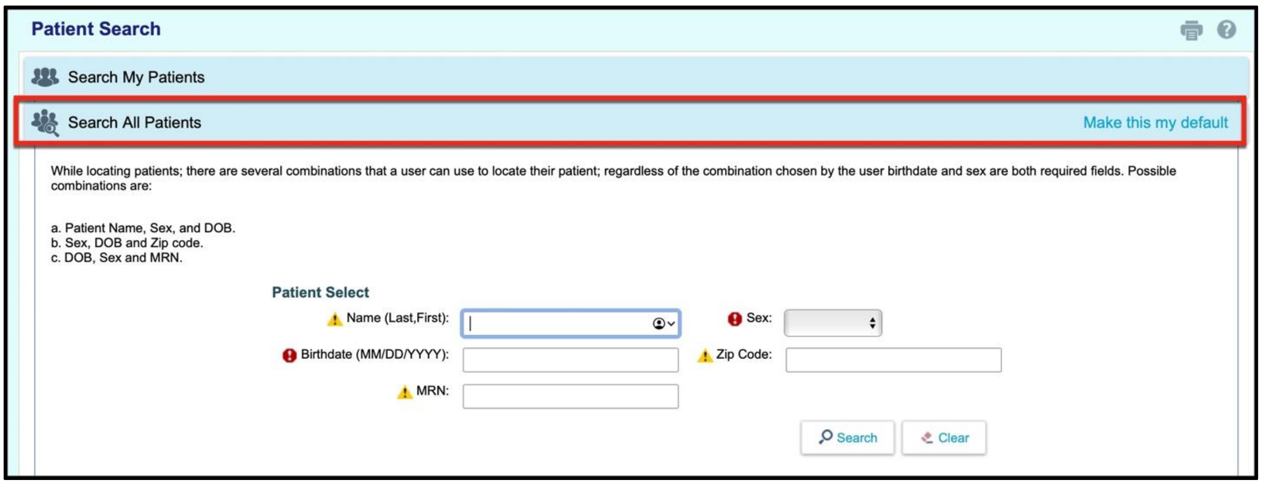
What if I can't find a patient?

If you don't find a patient using the methods above, you might not have been granted access to their chart yet, or they may not have a record in the system. Use the **Search All Patients** section of the Patient Search activity when you need to gain immediate access to a patient's chart for the first time, such as in the case of an emergency.

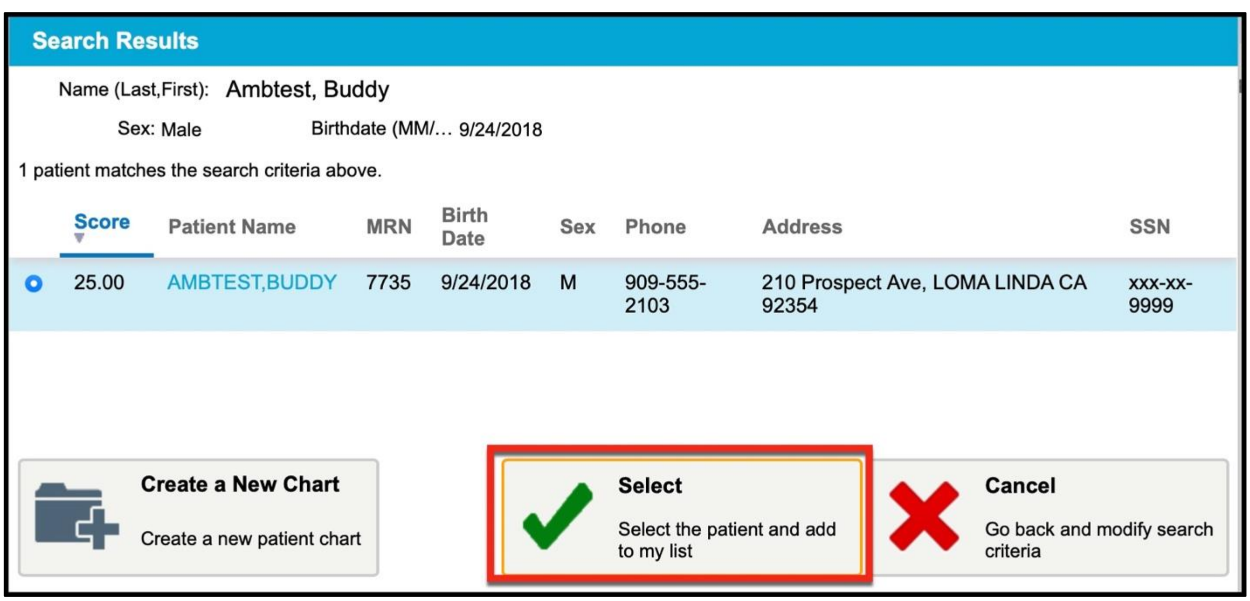
There are two possible ways to search for patients:

a. You must enter the patient's **Last and First name, Sex, Date of Birth, Or**
b. You are also able to enter the patient's **Sex**, **Date of Birth** and **Zip Code** Or
c. You are also able to enter the patients **DOB**, **Sex** and **MRN**.

1. If your initial search returns no results, select **Search All Patients** from the Search Results window.

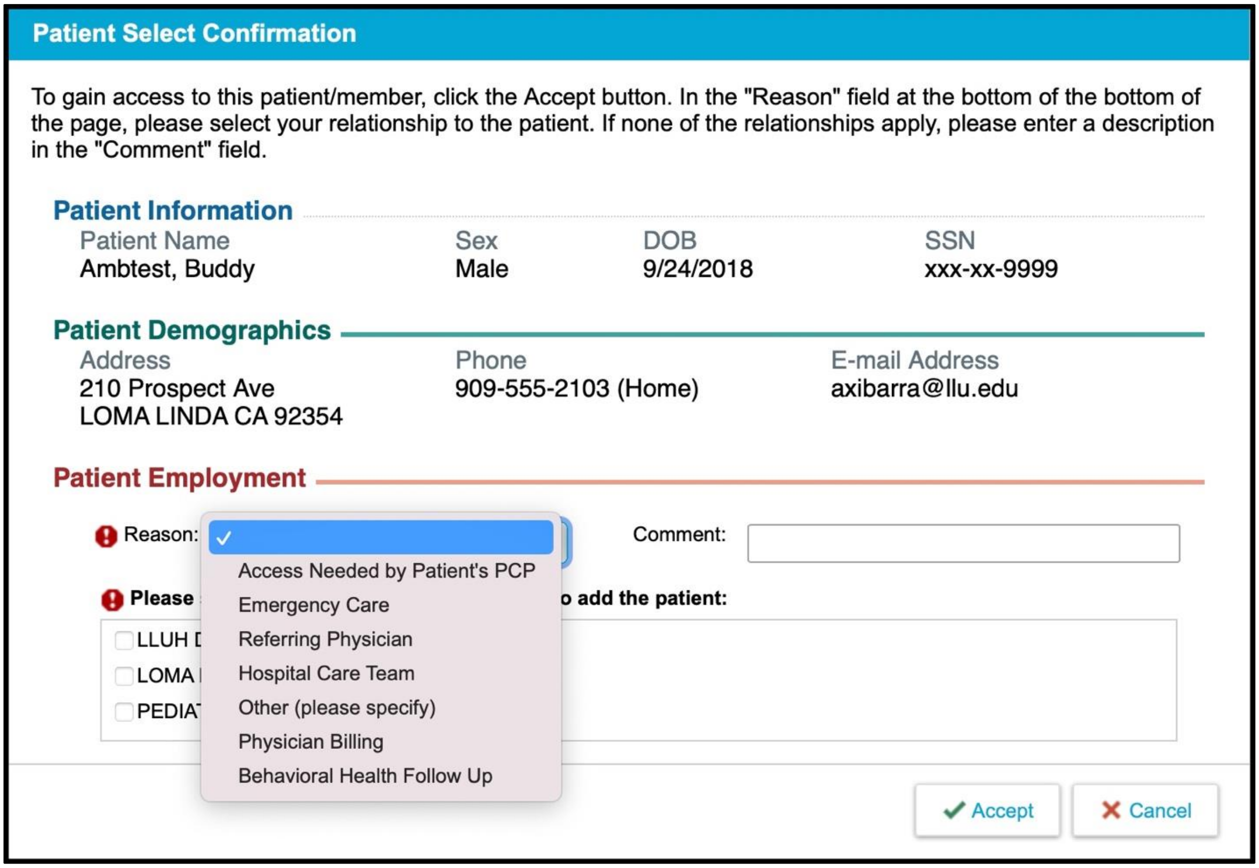


2. Complete any combination of information end user has for the patient, and then click **Search**.
3. Select the patient record you want to open by selecting **Accept**.



If the patient's record doesn't exist, you can create one in EpicCare Link by clicking **Create a New Chart** in the Patient Search activity.

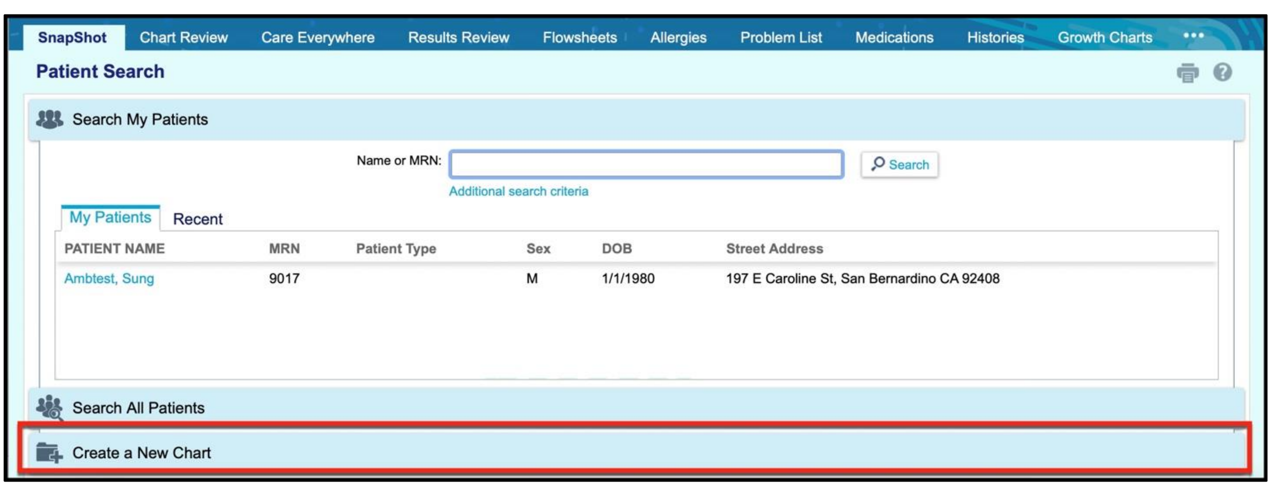
4. The user is then prompted to confirm the patient information and will need to provide justification for accessing the patient's chart in the **Reason** field and add any comment(s) if needed. Once complete, select accept to access the patient's chart.



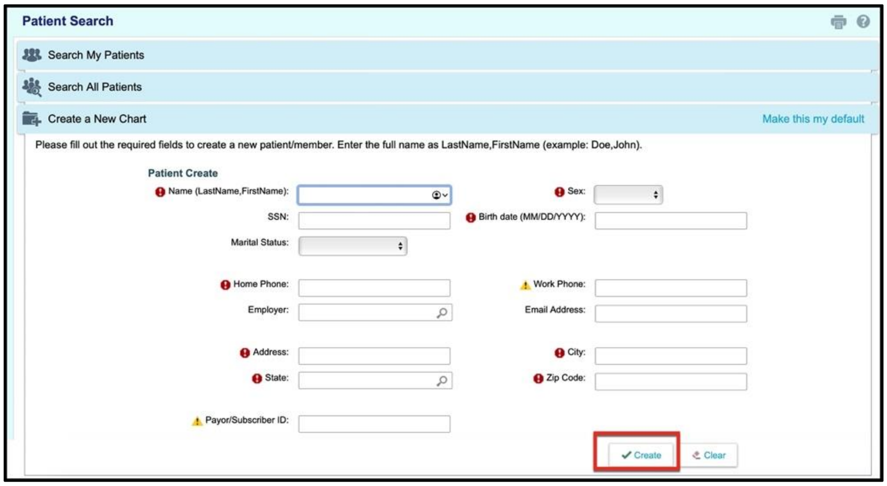
Creating a New Patient

There are a few circumstances in which a new patient will need to be created; perhaps you are needing to place a referral order for the patient you are not able to locate through Search All Patients or Search My Patients. Users can create a New Patient.

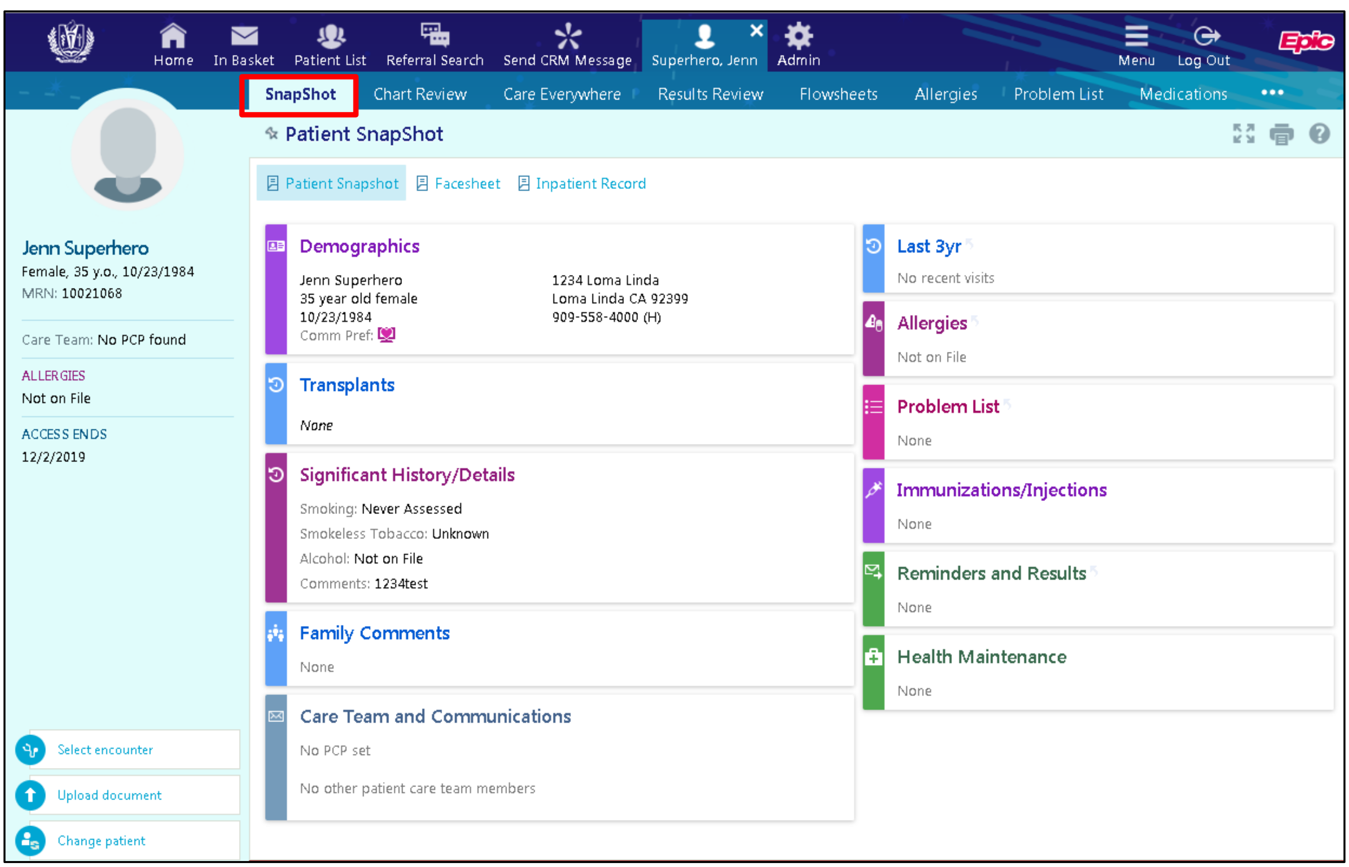
1. From the Patient Search screen, select the **Create a New Chart** option located towards the bottom of the screen.



2. On the **Create a New Chart** tab the fields outlined by red stop signs need to be filled in. The fields in yellow are highly recommended and preferred. Once the user has completed all fields select **Create**.



3. After the patient's chart has been created, CareLink will take the end user to the new chart **Snapshot** activity.



Within the QuickStart guide users will learn how to place orders (pg.27) or referrals (pg.31).

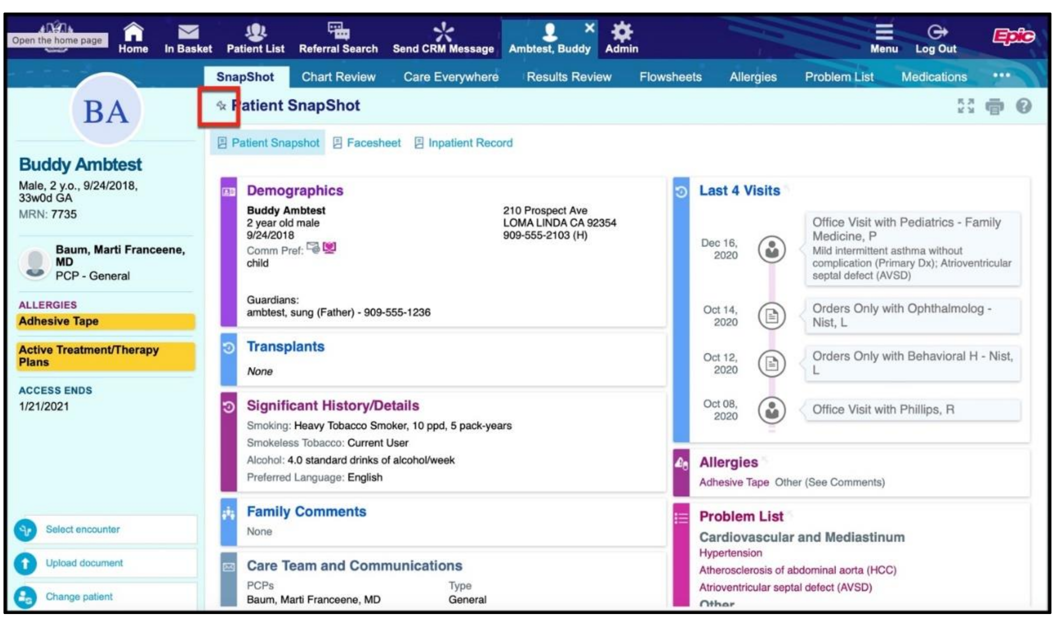
What if after I have followed all steps above, I still can't find a patient?

If the information you have does not result in locating the patient, you will need to request the patient's records through Medical Records.

For **Riverside University Health System** patients select the link and follow the outlined instructions:
http://www.ruhealth.org/en-us/medical-center/patients-visitors/medical-records/Pages/default.aspx

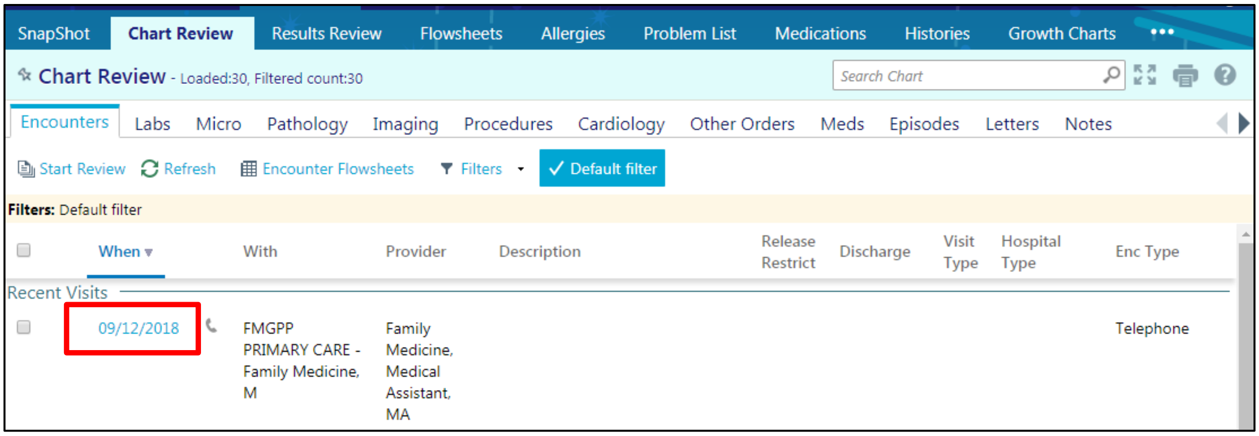
Review the patient's chart before a visit

1. Open the patient's chart. Once a user selects a patient's chart to review the chart opens to the Patient's Snapshot, users can quickly review the patient's allergies, problem list and Care Team members.
2. If an end user prefers to default to another tab, users can "pin" the tab that they desire to the desired tab first when selecting a patient.



3. Within the patient's chart, click **Chart Review**, and select a tab that includes information you want to review.

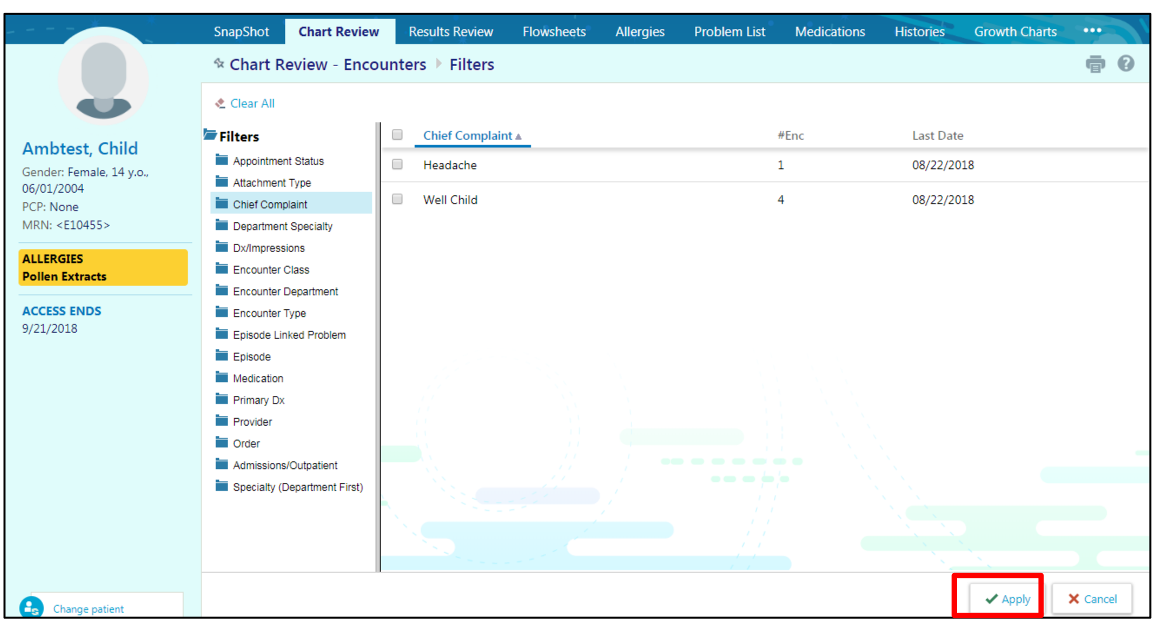
4. To view more detailed information, such as a specific patient visit, select the date *link* that appears in the row. The report opens.



Find information quickly in the patient's chart

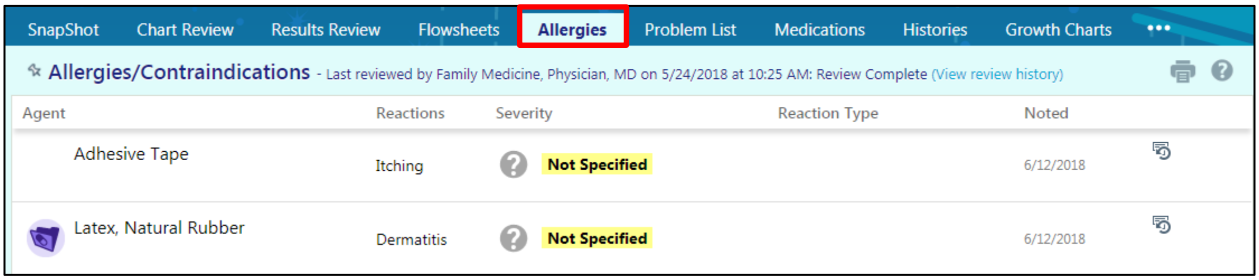
For patients with large charts, it can be helpful to narrow down the list of visits, labs, medications, or other information in Chart Review. For example, on the **Encounters** tab within **Chart Review**, users can filter the list, so they only see visits associated with certain providers.

1. In Chart Review, select a tab.
2. Click **Filters**. The Filters page opens.
3. Select a filter type and then select check boxes next to the values that you want to see. For example, select Encounter Type and then select Documentation filter.
4. Click **Apply**. The results of your search appear.



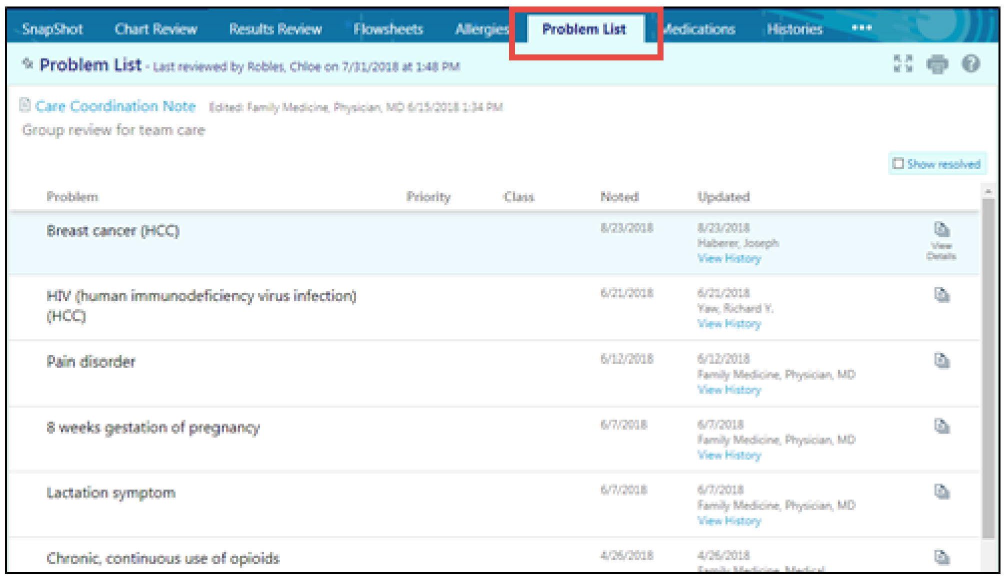
View a patient's allergies

Select the **Patient** tab and click **Allergies**.



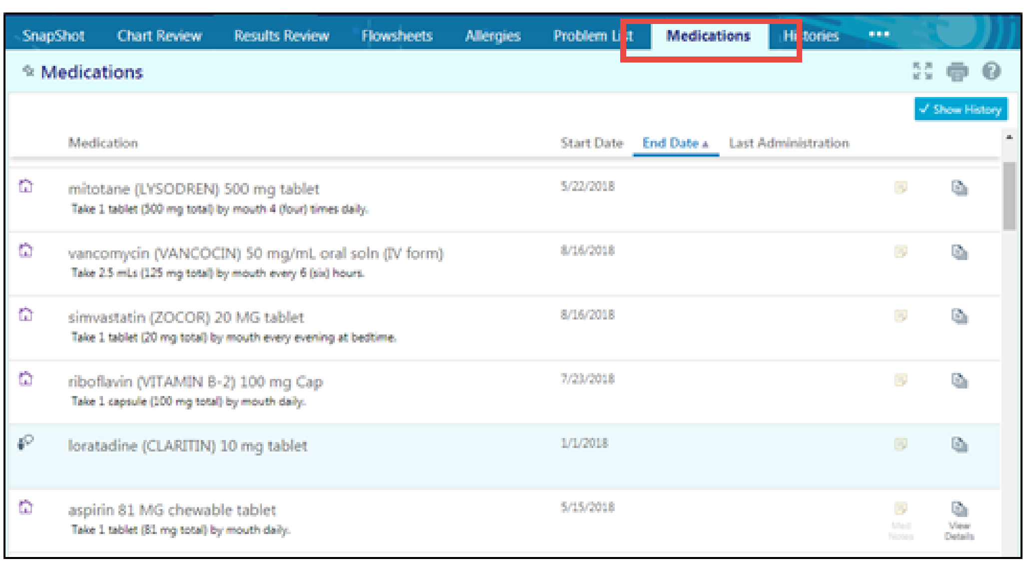
View a list of the patient's current medical problems

Select the **Patient** tab and click **Problem List**.



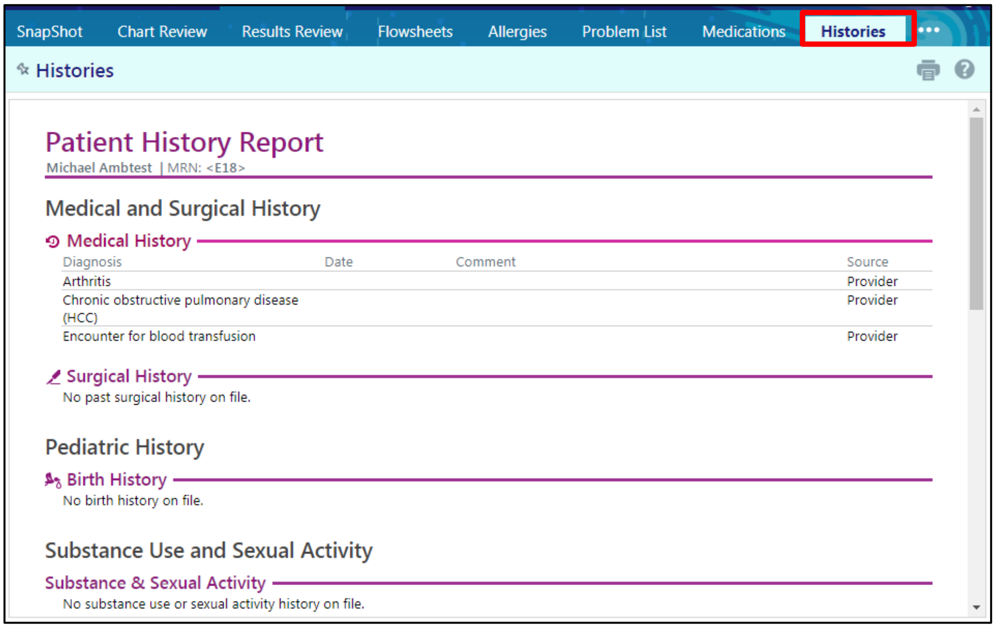
View a patient's current medications

Select the **Patient** tab and click **Medications**.



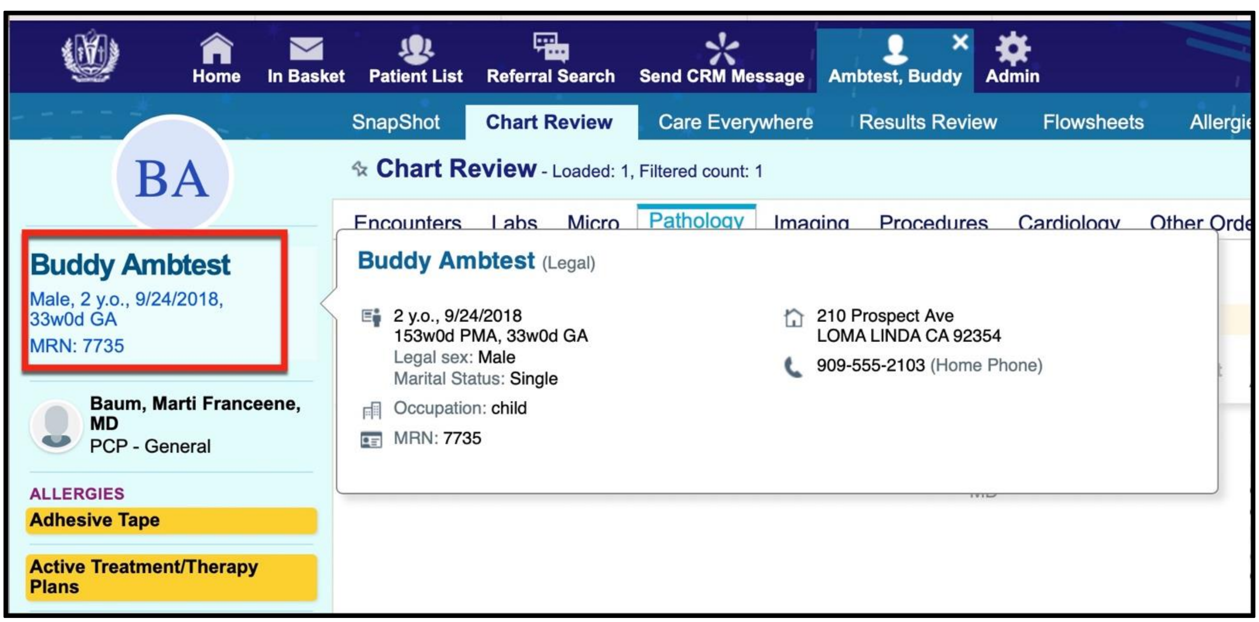
View a patient's history

Select the **Patient** tab and click **Histories** to see a report with information about the patient's medical, surgical, family, and social history. Social history includes topics like tobacco use and sexual activity.



View a patient's demographics

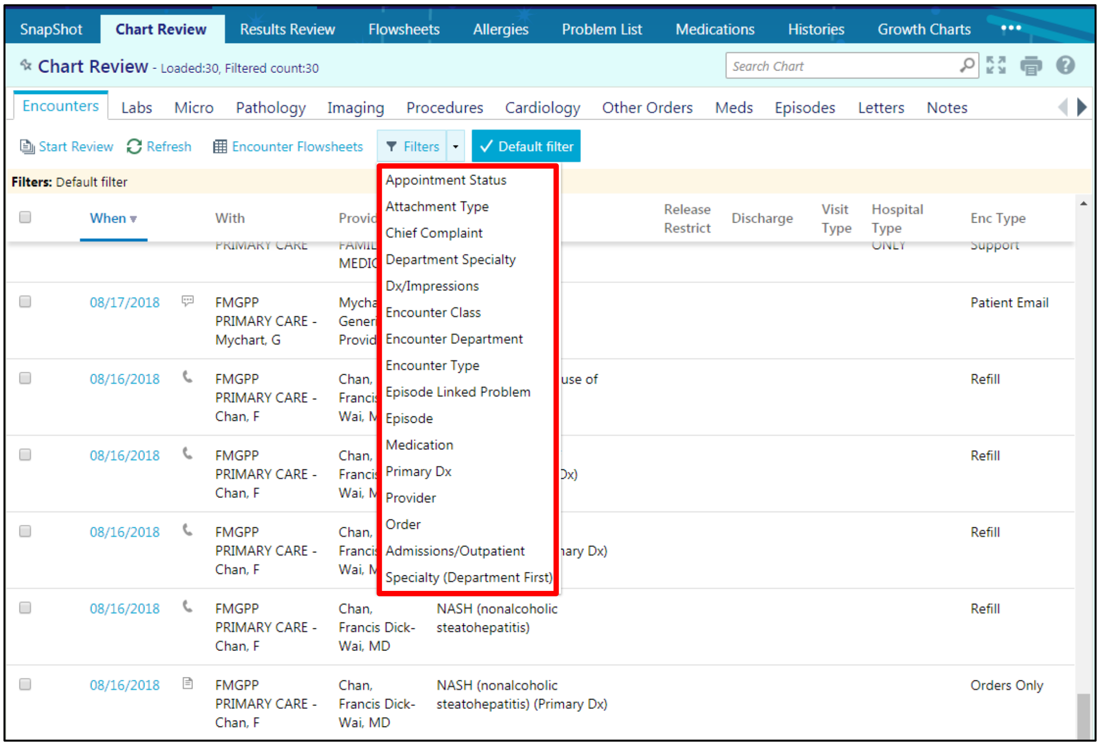
With the patient chart open, hover over the patient name in the Storyboard. Demographic information will display for the patient.



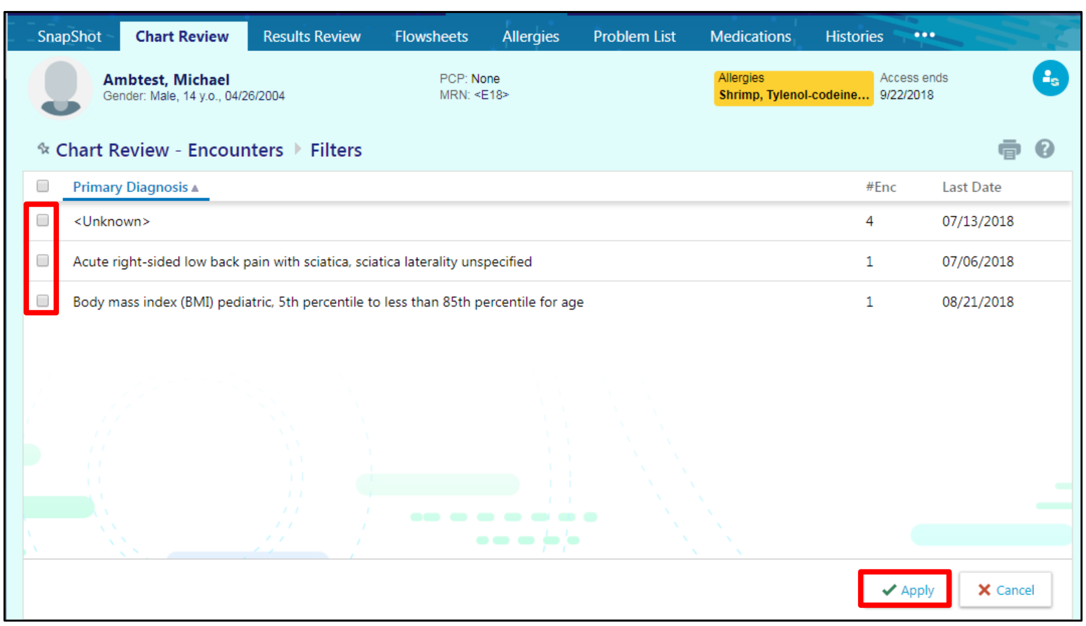
Use filters to narrow the list of information you see

You can also use filters to find visits, labs, medications, or other information in **Chart Review**. For example, on the **Encounters** tab, you can filter the list, so you see only the visits associated with certain providers.

1. In Chart Review, select a tab.
2. Click **Filters** and select a filter type. Then, select check boxes next to the values that you want to see. For example, select Primary Diagnosis to view the different diagnosis that the patient has.



3. Review the desired diagnosis by selecting the check box next to the DX. Once complete select the Apply icon on the lower right-hand corner of your screen to view requested information.

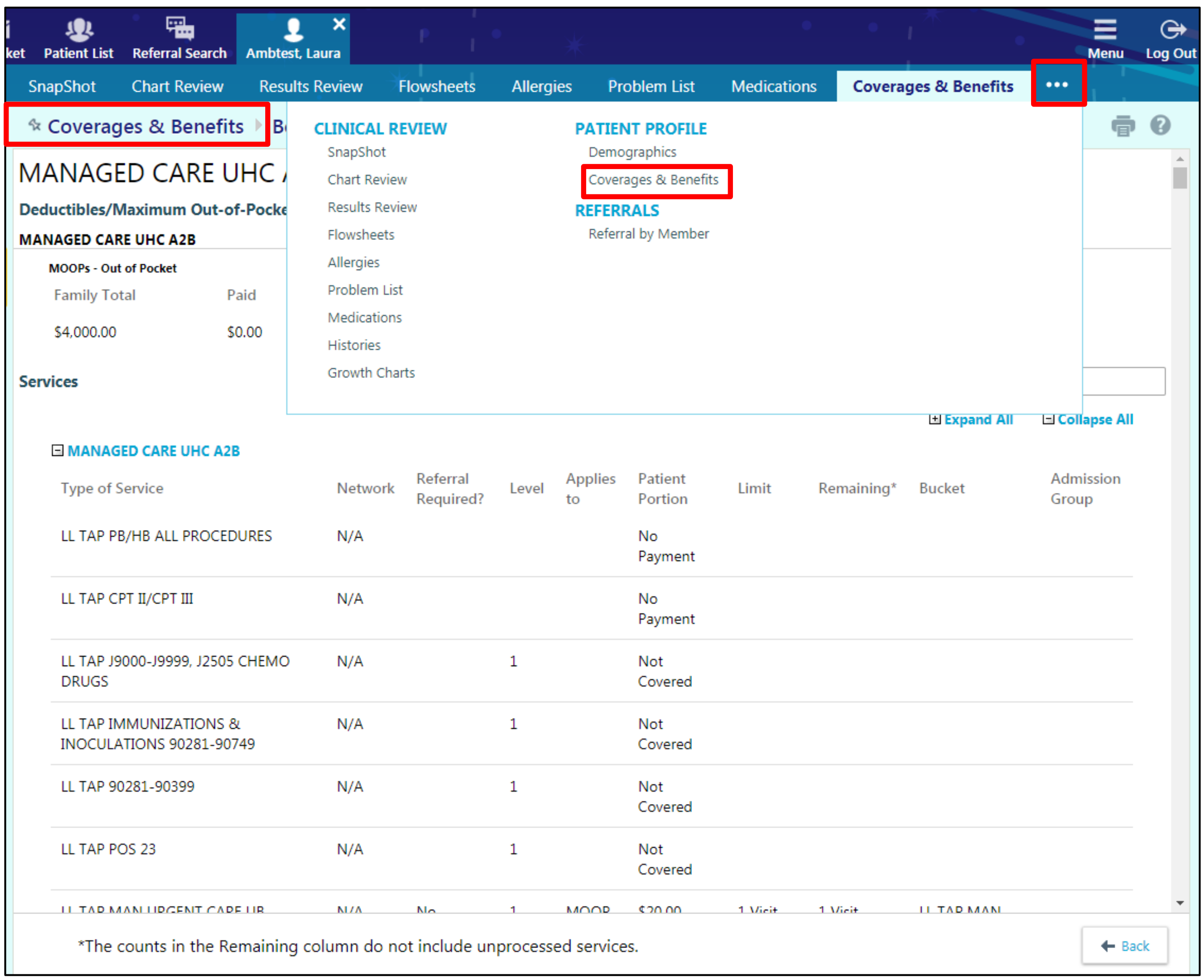


View a patient's billing information

To view information about the patient's eligibility for health plans, coverage's, service areas, networks, and more, select the **Patient** tab and click **Billing Info/Coverages & Benefits**. You can expand and collapse the sections in the Services section and use the **Jump to** search bar to find specific services.

You can also see details about a coverage on the Benefits Summary page to:

- Determine whether a service is covered in or out of network.
- Determine whether coverage is active.
- Determine whether benefits for a service are metered and what the limits are for each level of benefits.
- Determine what the patient portion will be for a service.
- Review a complete summary of benefits.

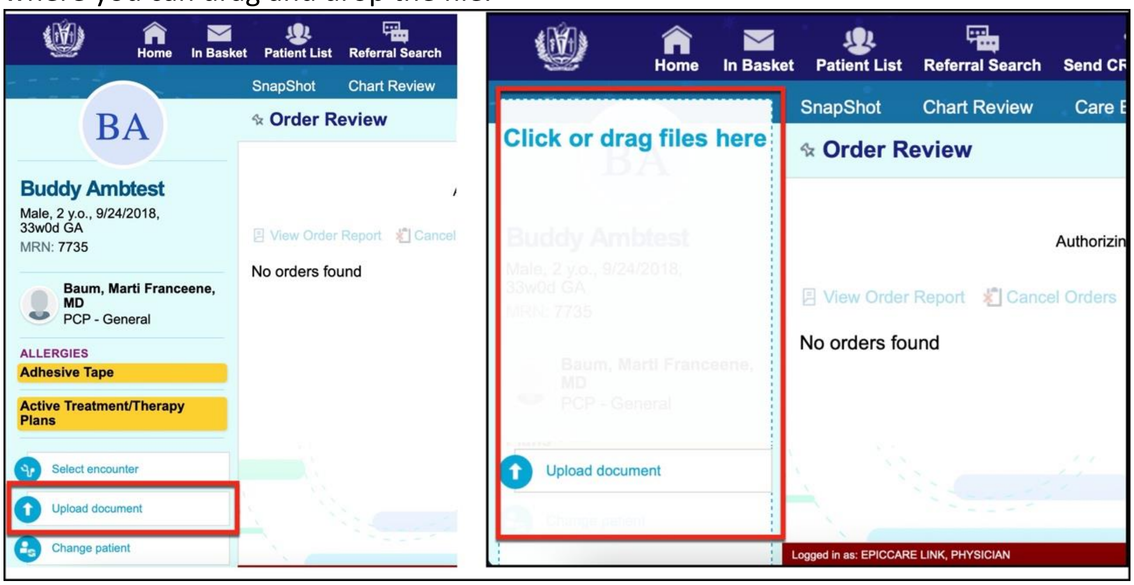


Uploading Files to the Patient Chart

Upload a file

You can attach a file to the patient's chart, such as an electronic copy of exam notes. The file is sent to an administrator at Loma Linda who verifies it before it's added to the chart.

1. Drag and drop a file from your computer into the section below the patient's photo on the left side of the screen. Alternatively, click **Upload document** on the left side of the screen to open a window where you can drag and drop the file.



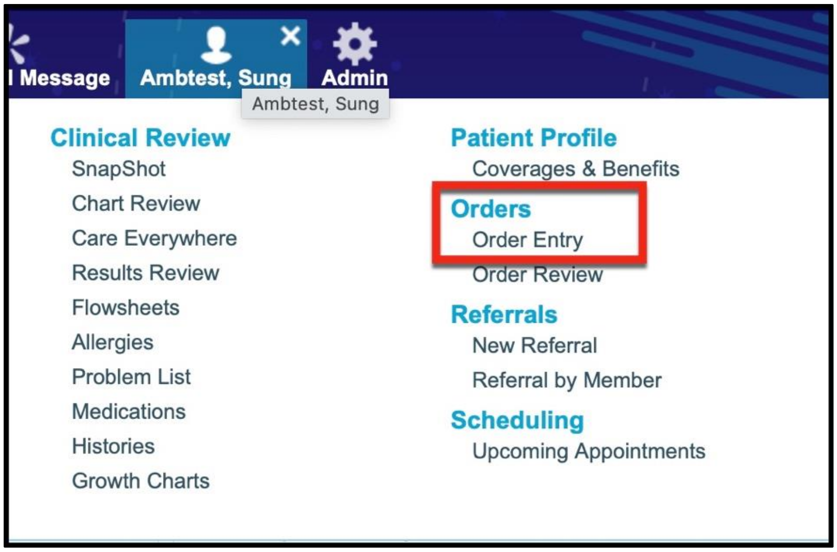
   - If you don't want to drag and drop a file from your computer, click **Add file** to browse for the file on your computer and select it.
   - Any files that you add must be smaller than the maximum allowed file size and be of an appropriate type.
     - The maximum allowed file size appears in a message below the **Add file** button.
     - To see which types of files you can add, hover over ⓘ.
2. Select a document type for the file, such as a study document.
3. Enter a description of the file.
4. If you want to remove a file that you selected, click ✖.
5. If the Message for reviewer section appears, enter a message for the administrator who review files.
6. Click **Submit for Review**.

Placing Orders

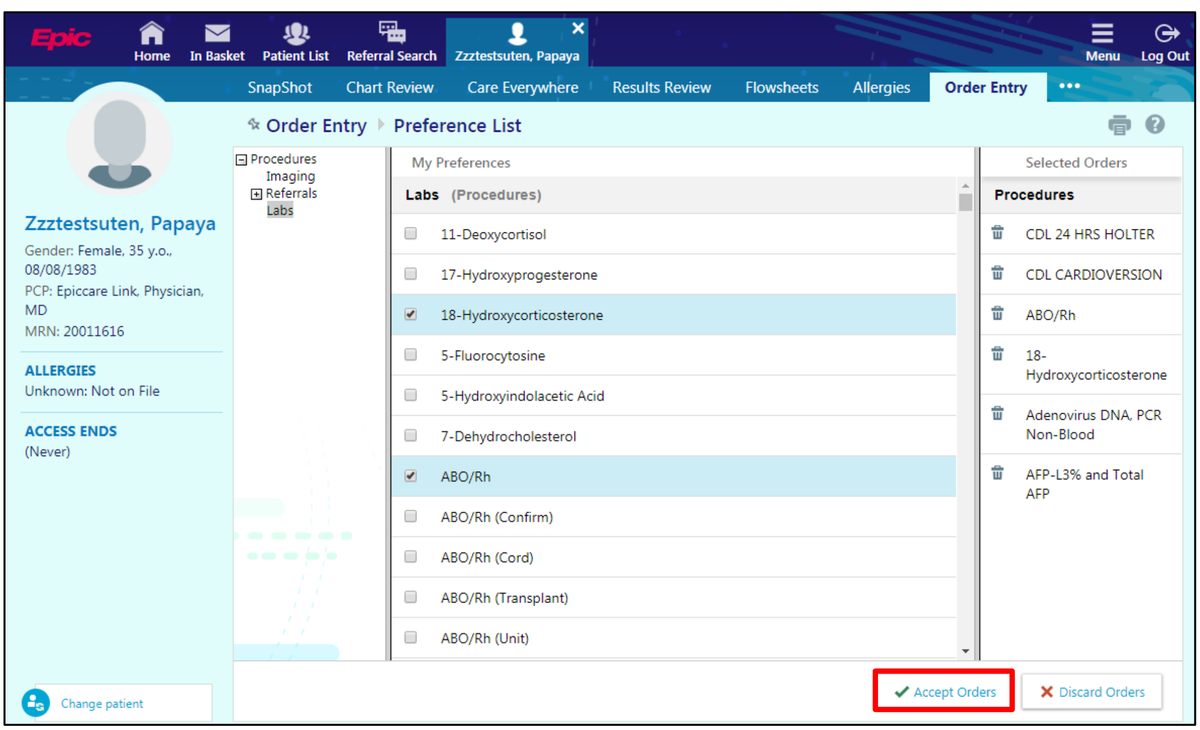
You can use CareLink to place orders for your patient, including ambulatory referrals for consultations and follow up visits, as well as imaging and lab procedures to take place at Loma Linda University Health.

Place a new order

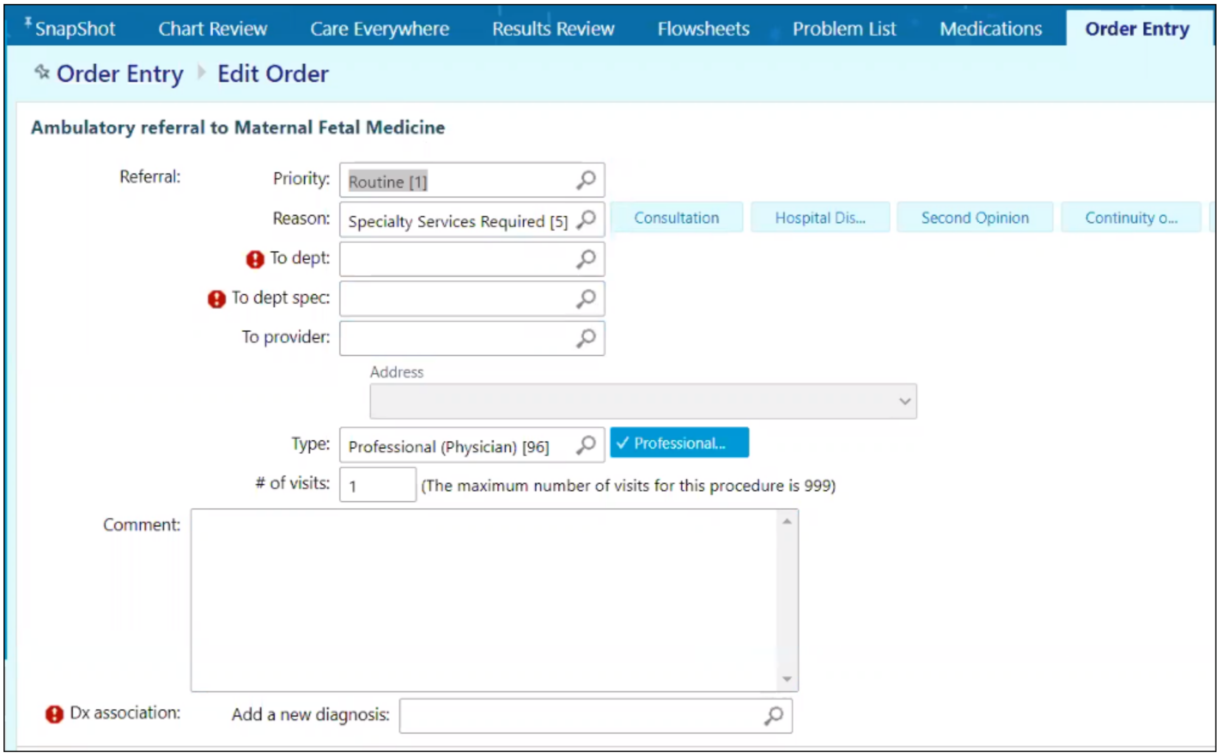
1. Select the **Patient** tab and click **Order Entry**.



2. Select an ordering clinic and authorizing provider and click ✔ **Accept**.
3. Click **Preference List** to see a list of available orders.
4. Select the check box next to each order that you want to place. Use the subsections in the left pane to filter orders by type.



5. Click ✔ **Accept Orders** to review a list of your orders and make any necessary changes before signing them.
6. If there's a:
    a. required (❗) sign you will need to address that field.
    b. recommended (⚠) icon next to an order, is recommended.
    c. You can attach files within orders by using the attach file icon.

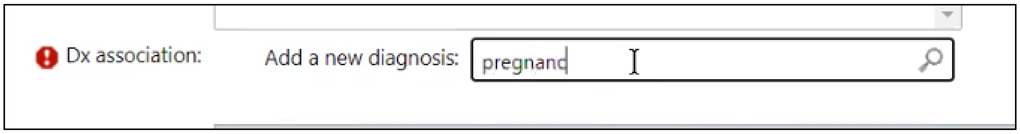


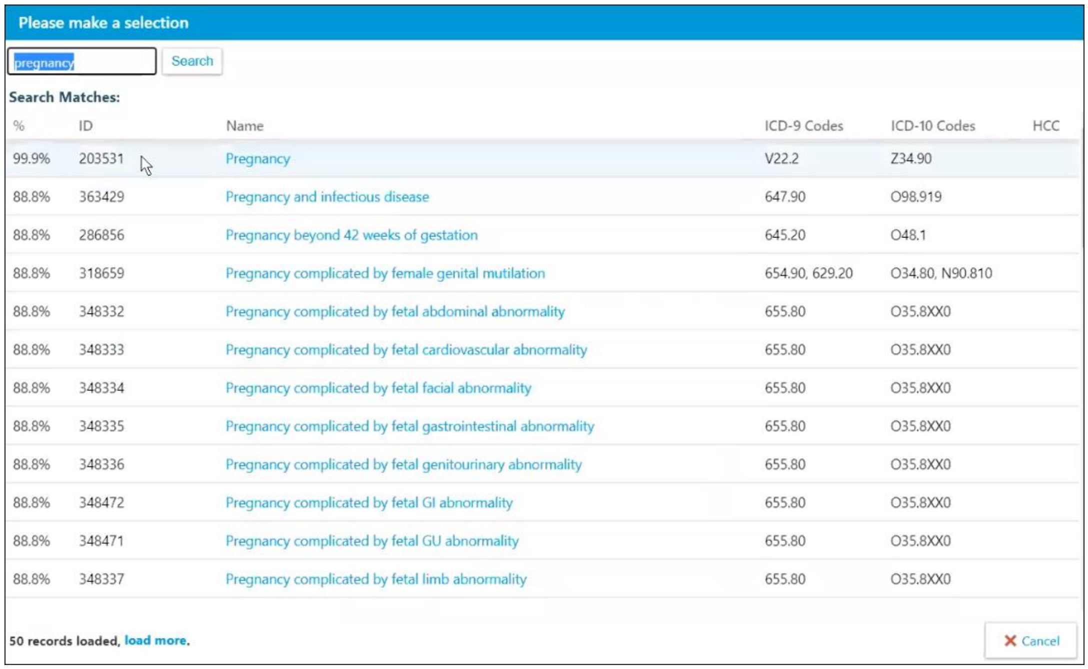
7. Accept and sign the orders.

Associating Diagnoses

You can use the Diagnosis Association page to associate diagnoses for multiple orders at the same time. You can:

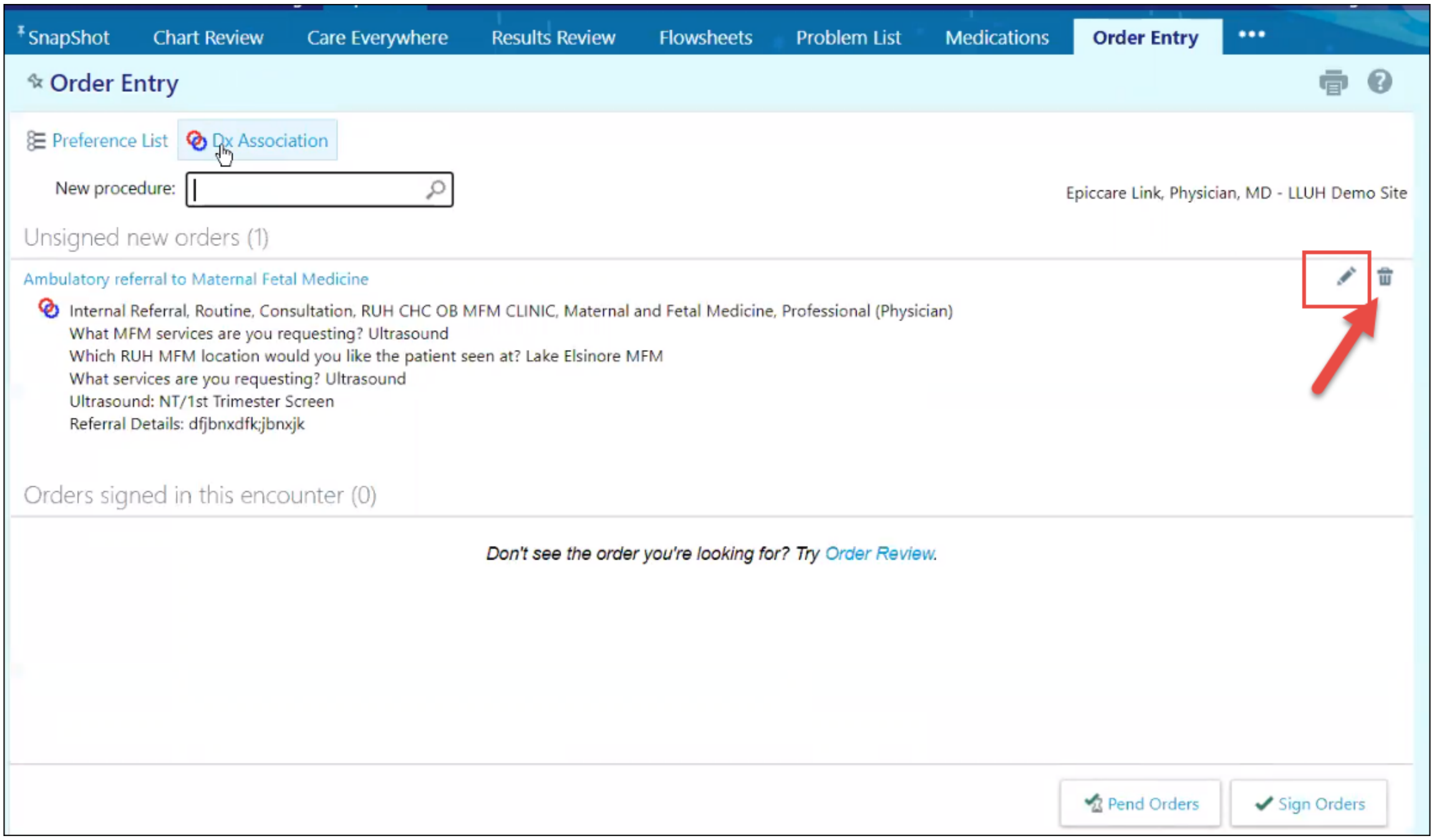
1. Within the DX association field users can free text then make adequate selection, once complete select **accept.**





Cancel or Edit an order

1. Select the **Order Entry** tab and select the trash bin to cancel the order placed.


SnapShot
Chart Review
Care Everywhere
Results Review
Flowsheets
Problem List
Medications
Order Entry
Order Entry
Preference List
Dx Association
New procedure:
Epiccare Link, Physician, MD - LLUH Demo Site
Unsigned new orders (1)
Ambulatory referral to Maternal Fetal Medicine
Internal Referral, Routine, Consultation, RUH CHC OB MFM CLINIC, Maternal and Fetal Medicine, Professional (Physician)
What MFM services are you requesting? Ultrasound
Which RUH MFM location would you like the patient seen at? Lake Elsinore MFM
What services are you requesting? Ultrasound
Ultrasound: NT/1st Trimester Screen
Referral Details: dfjbnxdfk;jbnxjk
Orders signed in this encounter (0)
Don't see the order you're looking for? Try Order Review.
Pend Orders
Sign Orders

Monitoring Your Patients

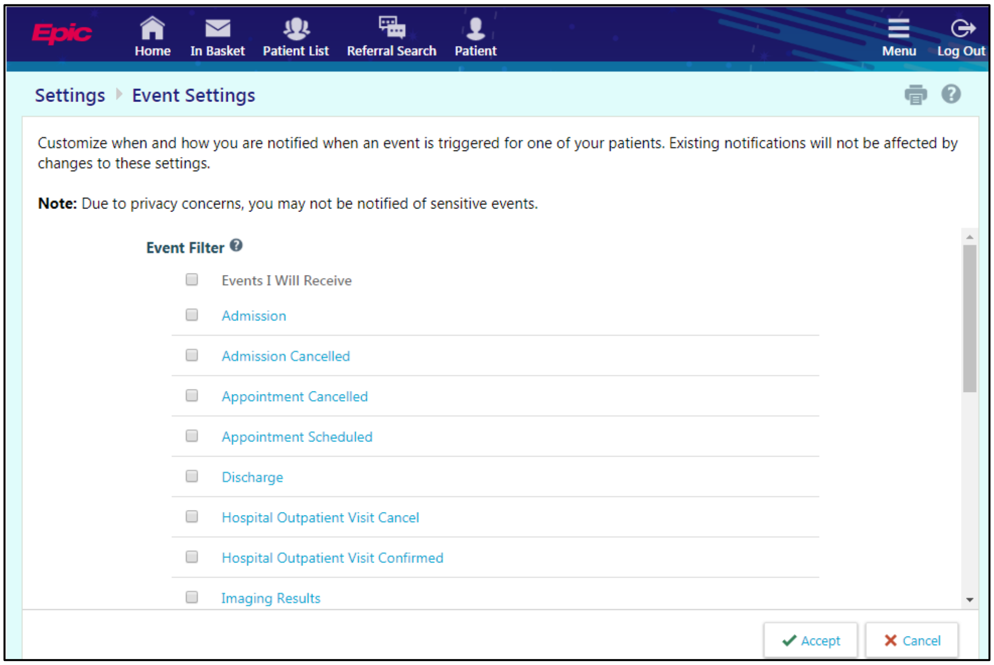
Event Monitor allows you to monitor *events* that occur in your patients' care, such as inpatient admissions or discharges, completion of outpatient visits, or new lab results. You can view these events on the Welcome page in the Event Dashboard or in your In Basket.

Target your event notifications

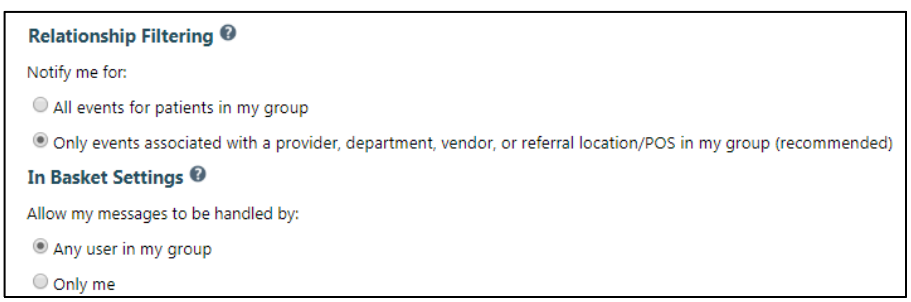
To focus on the medical events that matter most to you, use event and relationship filters in Event Monitor. You can tailor which types of events you're notified of and for which patients. For example, you can choose to be notified of only the events associated with you or certain providers in your group. You're associated with an event if you're the attending provider, admitting provider, referring provider, a treatment team member, a care team member, or the patient's PCP.

1. Access the Event Settings page by selecting **Menu > Settings > Event Settings**.

2. Choose which types of events you'll receive notifications for by selecting the check boxes in the Event Filter section. To receive notifications for all the available event types, select the **Events I Will Receive** check box.
3. Choose which events you'll receive notifications for by selecting one of the options in the Relationship Filtering section:
   a. **All events for patients in my group**. This option includes events for any patient that you have access to.
   b. **Only events associated with a provider or department in my group (recommended).** This option includes only events associated with the providers and departments in your provider group. For example, if a patient you have access to is admitted to the hospital, but none of the providers in your group is associated with the admission, you would not receive a notification.
   c. **Only events associated with me**. This option includes only events associated with you.
   d. **Only events associated with certain providers or departments**. This option includes only events associated with the provider or departments you select.



4. Choose who your notifications are sent to in the In-Basket Settings section:
   a. **Any user in my group**. Your notifications are sent to a group of users at your organization, and any of the users can access the message and mark it as Done, which removes it from the In Baskets of all the users in the group. This option helps reduce the risk of duplicate follow-up and can save time.
   b. **Only me**. You are the only user who can mark the notifications as Done. Other users might still see and act on the same notifications, but they can't mark the message as Done. This option helps ensure that you see every notification.

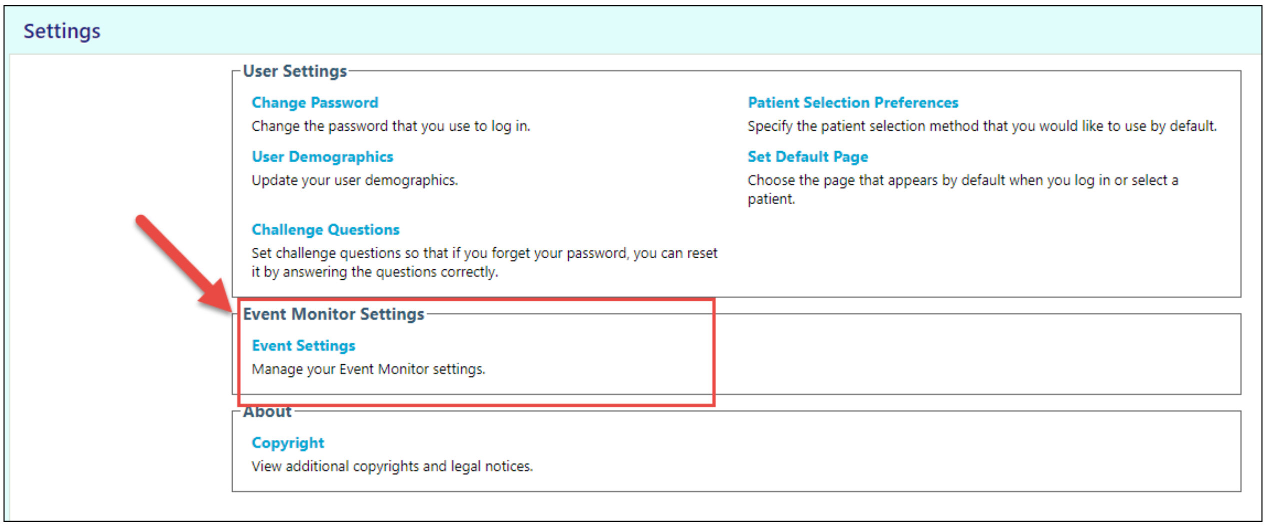


ⓘ	Please note that the default setting had no event alerts checked. Each user must select which alerts they wish to receive before any alerts will populate in the InBasket or Event Dashboard.

View a patient's recent events

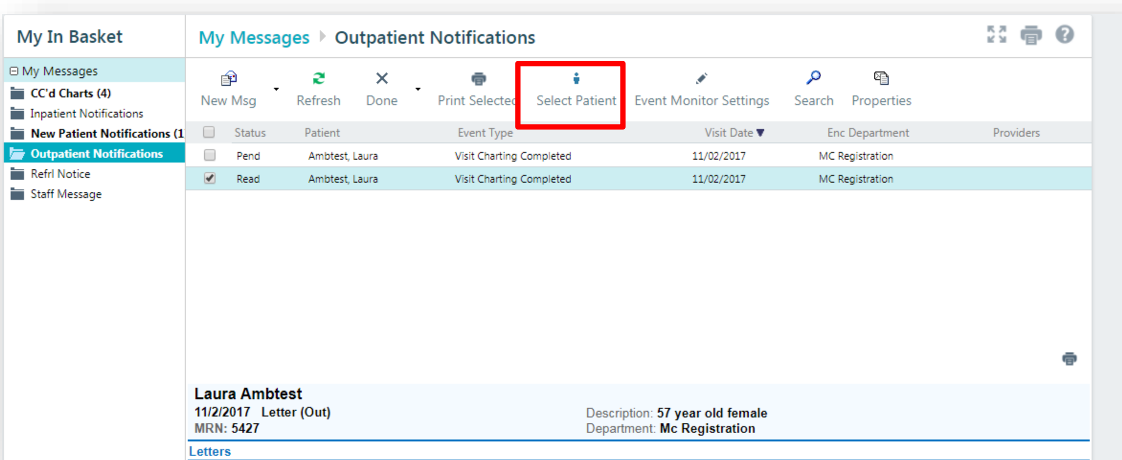
Select the Settings activity from the Menu option. The Event Dashboard appears in the middle of the user's screen, showing recent events for events on your patients.

If necessary, you can view more information about events by clicking the name of the patient in the Patient column. This takes you to In Basket, where you can view additional information about the event and mark it as Done if you are finished reviewing it.



Open a patient's chart from an event message

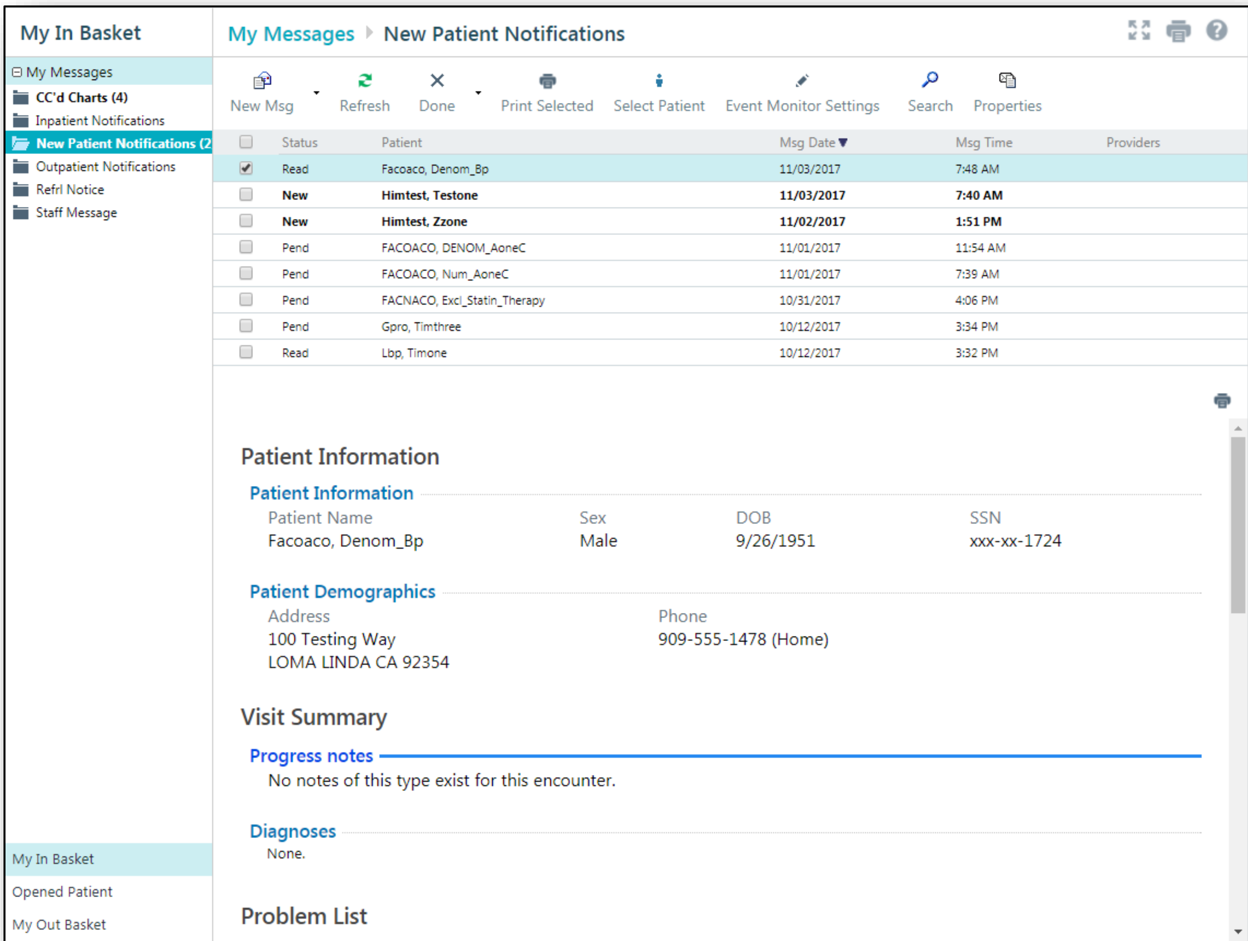
Select the In Basket message for the patient's event and click **Select Patient** to access the patient's chart.



In Basket: Viewing Messages

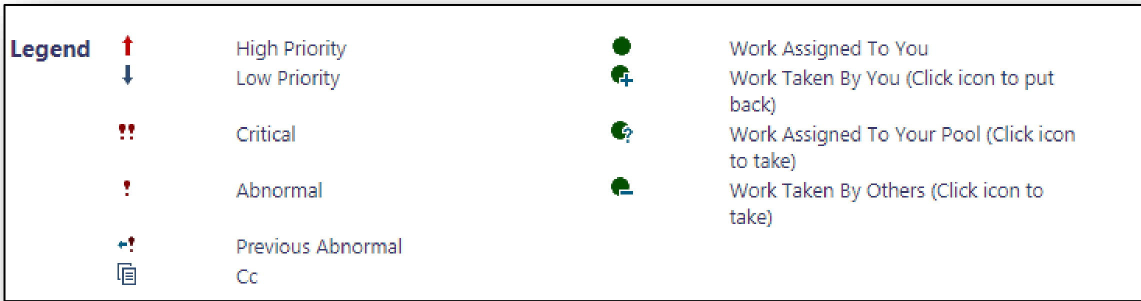
In Basket is a quick and easy way to communicate with your colleagues. From here, you can view and sort messages, search for messages based on a number of criteria, and respond to your messages.

Select the **In Basket** tab to access your messages. Folders that group types of messages appear in the left pane. For example, you might see **Inpatient Notifications** or **Results Notifications** folders. If you have new messages, the folder title appears in bold, and the number of new messages appears in parentheses next to the folder name. If you have a new high-priority message, the folder appears with a red arrow.



View a message

1. Select the folder for the type of message you want to view (for example, **Result Notifications**). The messages in that folder appears in a list in to the right.
2. You will notice, in the lower pane, a folder legend. This legend will help you navigate through the icons that might appear in a message.



3. Select a message to read its contents.

Search for a message

1. Click **Search** in the toolbar.
2. Enter as many search criteria as you want. You can search by patient, message type, status, recipient, priority, date, or any combination of these.
3. Click **Search**. Your search results appear.
4. To return to your normal In Basket view, select **My In Basket** at the bottom of the left pane.

Print multiple messages at once

If you are working with a paper system, it can be useful to print multiple In Basket messages that you can then keep on file. Note that you can print multiple messages at once only for certain message types.

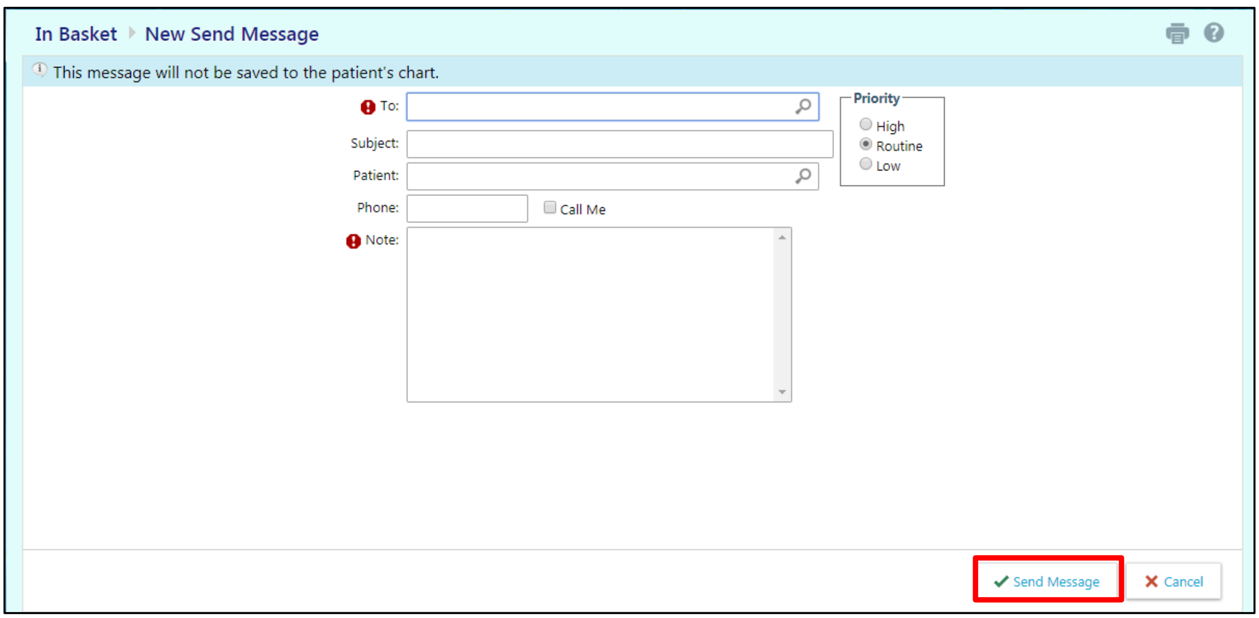
1. Select the folder containing the messages that you want to print.
2. Select the check boxes next to the messages that you want to print.
3. Click **Print Selected** on the toolbar.
4. Select the appropriate print settings and print the messages.

In Basket: Sending Messages

In Basket is a communication tool where you can send and receive secure messages similar to email. Messages are sent to individual recipients or to a number of recipients grouped in a class or a pool. You can also associate a patient with the message using the **Patient** field on the message form so that the recipient can refer to the patient's chart.

Send an In Basket message

1. Select the **In Basket** tab.
2. Click the arrow next to **New Msg** and select the type of message you want to send.
3. In the **To** field, *completion match* on the name of the person or group to whom you would like to send your message. To see a list of all possible recipients, click .
4. Enter a brief subject in the **Subject** or **Summary** field.
5. If you are sending a message regarding a patient, either click **Use <patient name>** to pull in the patient's name, or search for a different patient. This attaches the patient's name to the message.
6. Complete any other required fields.
7. Type your message in the **Note** field.
8. When you are finished, click **Send Message**.



Reply to or forward a message

Click a message to select it.

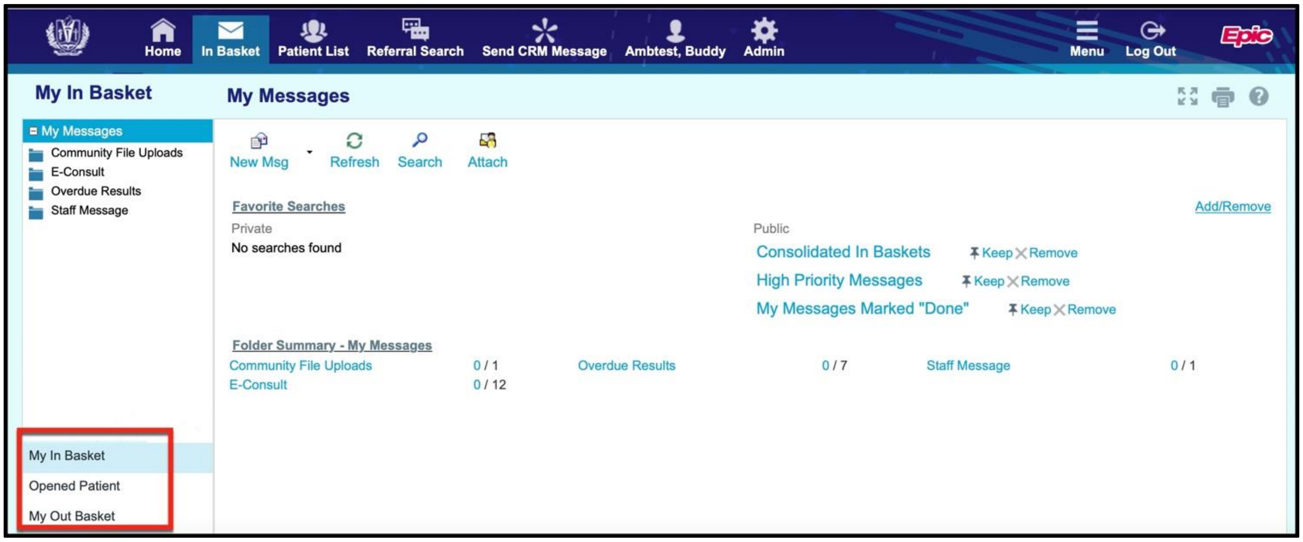
- To reply to a message, click **Reply**.
- To forward a message, click **Forward**.

Note: Reply and Forward options might not be available depending on the message you've received.

View messages you've sent

1. Select the **In Basket** tab and click **My Out Basket**. The folders and messages in your Out Basket appear.

2. Select a message type in the folder pane, and then select a particular message in the top right pane to view it.
3. To return to your In Basket, click **My In Basket** in the bottom left corner.



Managing Your Clinic

The Manage My Clinic activity is a central location from which you can change users' passwords and request new users to be created in the system.

Verify User Records

The first site Administrator to log in to their new CareLink site will receive a site verification message from your Loma Linda University Health asking you to verify that all users working at your site are current and active. Site Administrators will also receive this prompted regularly to perform user verification for security maintenance.

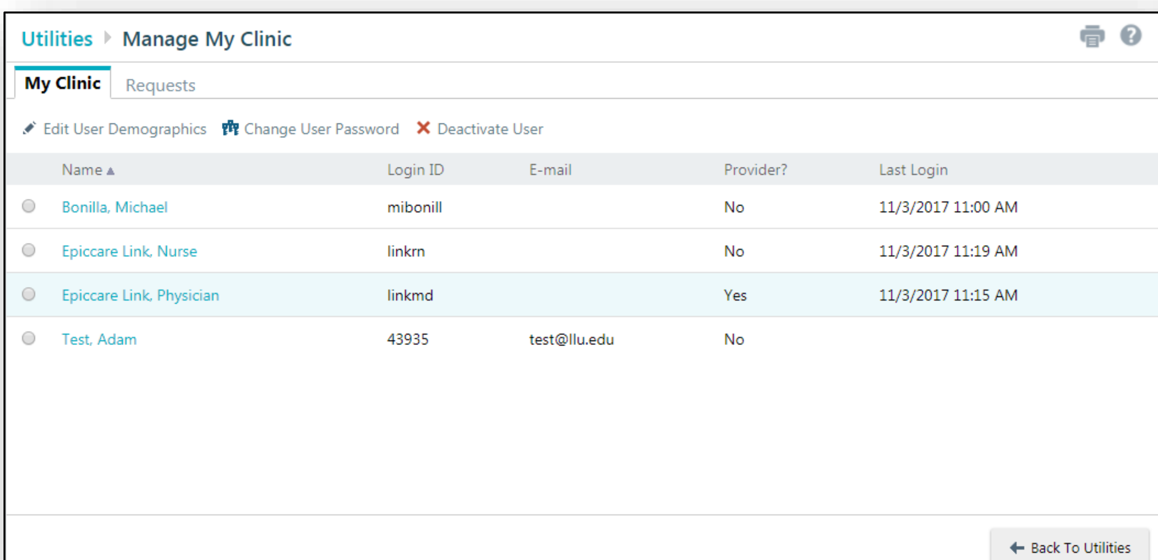
From the message, you can select **Verify Now** and you are brought to the **Site Verification** activity in Manage My Clinic. From the **Site Verification** activity, you can verify that all the users working at your site are current and you can deactivate user records to prevent unauthorized access by users whose accounts are outdated.

1. On the **Site Verification** tab, select No for all the users whose accounts you want to deactivate. You can enter a comment in the Comments field that appears.
   - Note that Yes has been selected by default for all users.
2. Select the Acknowledgement check box to acknowledge that you have reviewed and confirmed the list of users.
3. Click ✔**Verify** to verify the list of users and close the screen.

Deactivate a User

If a user should no longer have access to CareLink, you should deactivate her user record.

1. Select the **Admin** tab and click **Manage My Clinic**.
2. On the **My Clinic** tab, select and deactivate the user.
3. Enter a comment indicating why you're deactivating the user and click **Deactivate**.



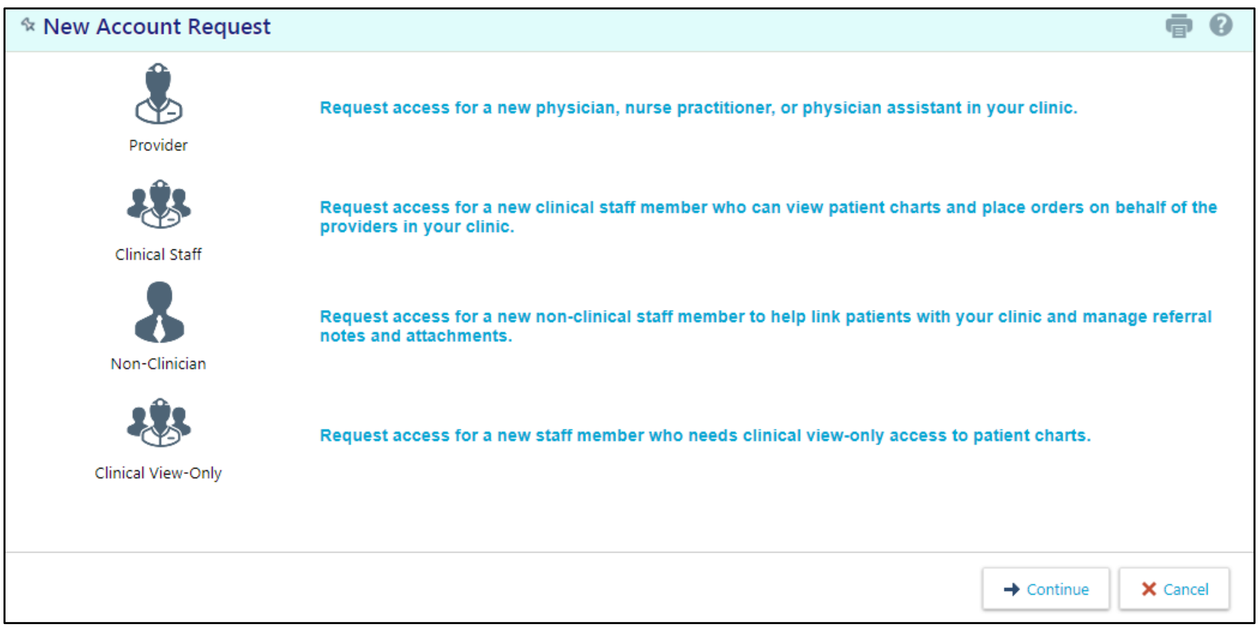
Request a new user in CareLink

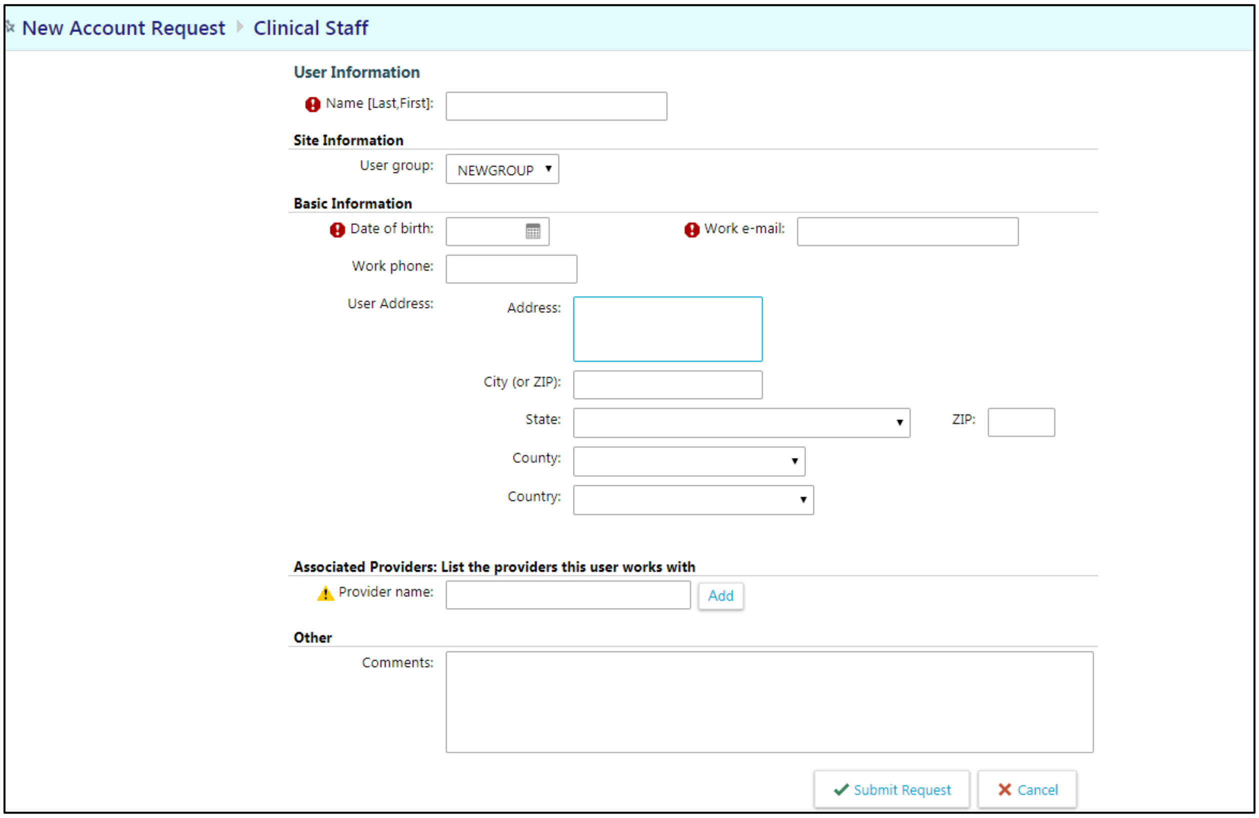
The New Account Request page allows users to send requests for new accounts directly to an administrator's In Basket. Those messages include the information administrators need to create the requested accounts in a few clicks.

1. Select the **Admin** tab and click **Manage My Clinic**.
2. Select the **Requests** tab and click **Request New Account**.
3. Choose the type of account you want to create. For example, to create an account for a new physician at your site, click **Request access for a new provider**.
4. Enter the user's demographic information.
5. In the **User group** field, select the user group to which the user should belong.
6. Enter a comment about your request, if necessary, and click **Submit Request**.

    - See CareLink Access Roles with Functions to review the access that is granted with each role.

7. After the request has been processed, the Site Administrator(s) will be contacted directly to receive the new user's temporary user name and password, unless another directive has been communicated from the Site Administrator.





You can see the status of user requests that have been submitted in the Status column on the **Requests** tab.

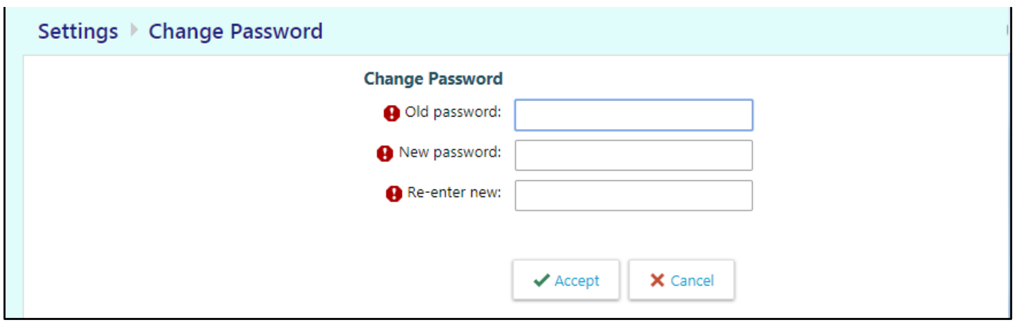
Using Program Utilities

You can use the CareLink Setting options to perform a variety of account maintenance tasks, including changing your password and setting the page that appears when you first log in. You can set your preferences for notifications, to specify which event alerts you will receive.

ⓘ	You can also use utility options for other tasks, like determining your default patient selection method. A description of each utility appears on the Utilities page in CareLink.

Change your password

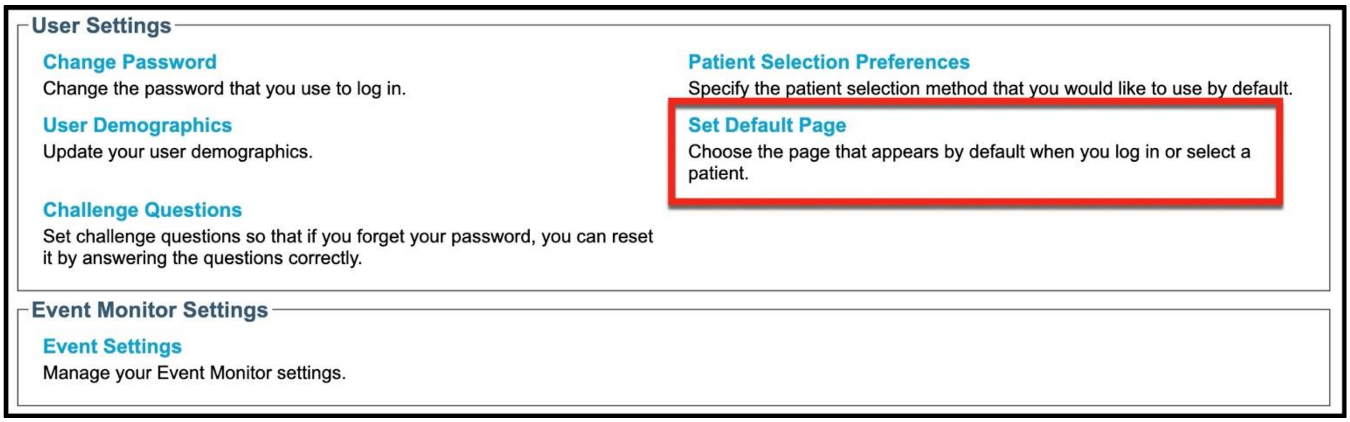
1. Go to **Menu > Settings > Change Password**.
2. Enter your old password, then a new password, and then your new password again.
3. Click ✔ **Accept**.



Change your default page

Use the Set Default Page utility to determine which page you see first when you log in to CareLink. For example, if you prefer to review your In Basket messages each time you log in, you can save time by setting your login page to In Basket.

1. Go to **Menu > Settings > Set Default Page**.
2. Go to the page that you want to set as your default page.
3. Click **Set Default Page** to set the current page as your default page.

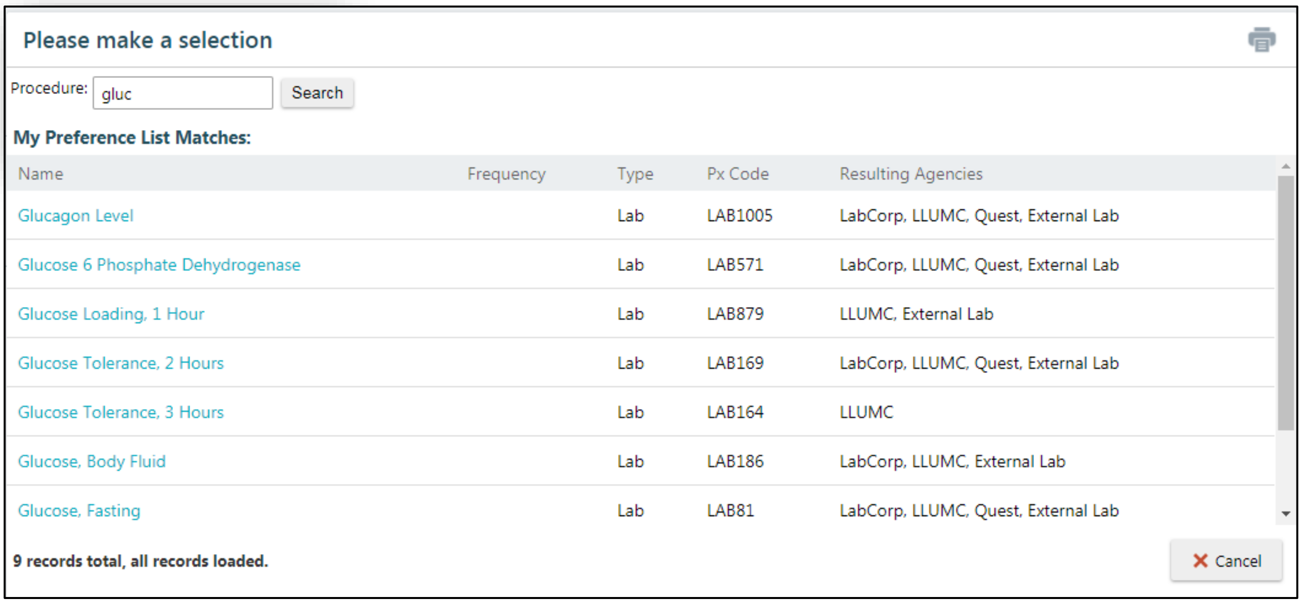


To reset your start page to the system default, go to the Set Default Page utility and click **here to clear your default page and use the system settings instead**.

CareLink Glossary

Activity
Any web page that corresponds to a specific task, such as selecting a patient, reviewing a patient's results, or creating a referral. There are several different activities in CareLink, and the activities that you use depend on the tasks that you want to complete. Each activity has a name in CareLink, such as Results Review, that helps you determine the activity's purpose.

Completion matching
Entering a partial word in a field instead of a whole word to reduce the amount of time you spend typing. For example, entering "gluc" and then pressing Enter in the **New procedure** field in Order Entry shows you all of the procedures beginning with "gluc." Since it is likely that few procedures have names that start with this letter combination, it is easy to find the procedure without typing the whole name. You can use this shortcut for any information that is stored in the database, such as procedures and other providers' names.


Please make a selection

Procedure: gluc Search

My Preference List Matches:

Name	Frequency	Type	Px Code	Resulting Agencies
Glucagon Level		Lab	LAB1005	LabCorp, LLUMC, Quest, External Lab
Glucose 6 Phosphate Dehydrogenase		Lab	LAB571	LabCorp, LLUMC, Quest, External Lab
Glucose Loading, 1 Hour		Lab	LAB879	LLUMC, External Lab
Glucose Tolerance, 2 Hours		Lab	LAB169	LabCorp, LLUMC, Quest, External Lab
Glucose Tolerance, 3 Hours		Lab	LAB164	LLUMC
Glucose, Body Fluid		Lab	LAB186	LabCorp, LLUMC, External Lab
Glucose, Fasting		Lab	LAB81	LabCorp, LLUMC, Quest, External Lab

9 records total, all records loaded.

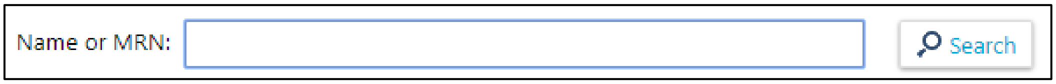
Cancel

Encounter
One visit with a provider. This might include a visit type such as an inpatient stay, an office visit, or a telephone call from a patient. Encounters appear in Chart Review. When you view an encounter, you can see all of the information associated with that specific visit, including the patient's vital signs, progress notes, procedures and medications ordered during the visit, and more. Encounters are classified by date, type, and provider.

Event
A clinically relevant business event that occurs for a patient. Events are recorded in the system at several points in a patient flow. For example, events are triggered when a patient schedules an appointment, is admitted to the hospital, cancels an appointment, has new results, etc. The urgency of events can vary. For example, a scheduled appointment for a physical might not be as urgent as an admission to the hospital.

Field

Any place in CareLink where you can enter information. Each field has a prompt to indicate the type of information you should enter, such as **Name** or **MRN**.



Search All Patients

A tool that you can use to open the record for a patient with whom you do not have an established relationship. This tool might be useful in case of emergencies or at other times when you might need to access a patient's record before you've been granted access. From the **Search All Patients** section of the Patient Search activity, you are prompted to enter specific pieces of information about the patient before you can gain access to the record.

Link

Text that you can click to access a different web page. Links appear in several places in CareLink. When your mouse pointer moves over a link, the pointer typically changes to a hand icon and the text of the link becomes underlined.

Provider

Any person involved in patient care, such as a nurse, the patient's primary care physician, or a referring provider. Patient information in CareLink is often associated with a specific provider. For example, procedure orders are associated with the provider who wrote the orders. Similarly, when you create a referral, you can enter a referred by and referred to provider.

Recommended field

Information that is suggested but not required. appears next to recommended fields. You can continue to save or submit information if you do not complete recommended fields.

Required field

Information that you are required to enter. appears next to required fields. You cannot save or submit a form until you complete all required fields.

Secure screen

A method for securely hiding patient information when you need to temporarily stop your work in CareLink. Click **Secure** to secure your computer. When you are ready to continue your work, you can re-enter your password and click **Resume** to return to the same activity that you were using before you secured the screen

Time Mark

Click **Time Mark** in the Results Review activity to indicate that you have seen the patient's new results. When you do so, the results are no longer considered new to you. The next time you access Results Review for the patient and select the **New Results View** from the View menu, only the results that have been entered since you clicked **Time Mark** appear. New results appear in italic font, and all other results that you indicated that you've seen appear in normal font.