EpicCare Link (ECL) FAQs

1. **What Is EpicCare Link?**
   - EpicCare Link (ECL) is Epic's free web-based tool for granting community access to Hawai'i Pacific Health (HPH)'s patient database. Community providers can access ECL to review patient charts, send and receive secure messages, and complete other tasks such as placing imaging and referral orders for patients to allow for better continuity of care.

2. **Can ECL users print and/or export data from the application?**
   - ECL allows the ability to print to PDF.
   - Exporting capabilities are not available.

3. **Does ECL access allow In-Basket and SecureChat capabilities?**
   - ECL only has access to In-Basket capabilities. SecureChat capabilities are available only to physician users credentialed at a HPH facility.

4. **Does ECL allow me to view Care Everywhere encounters?**
   - ECL users are only able to view existing Care Everywhere encounters that were previously queued by another Hyperspace user. ECL does not allow users to queue Care Everywhere encounters.

5. **Are there any restrictions of ECL access?**
   - Unable to view images (e.g., x-ray, CT, MRI, etc.)
   - Unable to add new patients within Epic.

6. **How long does it take to acquire ECL access?**
   - New groups to ECL can take up to 2-4 weeks to process.
   - Additional user requests for an existing group can take up to 1-2 weeks to process.

7. **If I want to enroll in ECL, or need my ECL account reactivated, who do I contact?**
   - To enroll in ECL or to reactivate an existing ECL account, please email our external user request email box at [externaluserrequest@hawaiipacifichealth.org.](mailto:externaluserrequest@hawaiipacifichealth.org)

8. **Does my ECL access ever expire?**
   - Based on the purpose of the access, we may set expiration dates on user accounts. Accounts also auto-deactivate after 180 days of inactivity.

9. **If I have issues with ECL (e.g., unable to view an encounter, submit an order, and/or unable to access the online EpicCare Link portal) who do I contact?**
   - For issues with logging in to ECL, please contact our IT Service Desk at (808) 535-7010 and select option #1 to speak to one of our IT Technicians.
   - For all other ECL troubleshooting issues, please email a brief description of the issue to our external user email box at externaluserrequest@hawaiipacifichealth.org.

10. **How do I submit an order through ECL?**
    - Please refer to the HPH EpicCare Link Referral Ordering Workflow Guide.

11. **What if I cannot locate my patient within ECL?**
    - For patients that you are unable to locate within ECL, it means that they are not an HPH patient. For non-HPH patients, we recommend faxing their orders to the respective department instead.

12. **Can multiple users share a generic ECL account?**
    - **NO** – Each user must have their OWN individual ECL account set up with 2-factor authentication (2FA), not to be shared with anyone else.
        o The ECL account owner will be responsible for all activity under their account.

13. **How do I Set Up my 2FA Verification for EpicCare Link?**
    - Please refer to our 2FA Verification instruction Guide.

14. **Is HPH auditing ECL user access?**
    - Yes – All questionable activity within ECL is thoroughly investigated by HPH Privacy Office.
        o The ECL group's Entity Designated Access Manager (EDAM) will be notified of any impermissible activity detected and the affected patient(s) will be mailed a breach notification letter.