



Community User — Getting Started with Boston Children's Clinician Link

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Getting Started


Boston Children's Clinician Link is a tool that provides real-time web access to patient information so you can access patients' clinical data and communicate with Boston Children's Hospital to provide quality patient care. You can also use Boston Children's Clinician Link to quickly refer patients to our organization.

Boston Children's Clinician Link 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 includes information to help you get started, such as browser requirements and how to log in.

Note: Each organization configures Epic differently, so what you see in the guide might differ from what you see in your system.

Help and contact information

For help using an activity, click  .

- If you forget your password or can't log in, call Care Link Support at 857-218-3258, ext: 8-3258.
- For all other issues, send an email to BCHclinicianlink@childrens.harvard.edu.

If you need to submit a help desk request, your help desk support is likely going to ask you for key technical information.

To get this information, go to **Settings > Session Information Report**.

Browser, system, and connection requirements

You must use one of the following Internet browsers to access Boston Children's Clinician Link:

- Google Chrome 88 and any later versions
- Microsoft Edge version 88 or later
- Mozilla Firefox version 78 or later

Boston Children's Clinician Link 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 go to <http://clinicianlink.bostonchildrens.org>.
2. Enter the user ID and password that you received for Boston Children's Clinician Link.

Note: If you don't have a username and password, contact your site administrator.

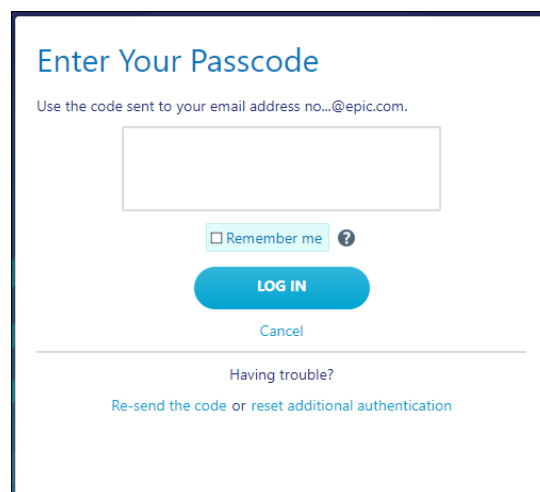
Set up an authentication method

When you first log in with your username and password, you're prompted to choose how you receive single-use passcodes that are required to access your account. This extra layer of security helps ensure that you're the only person who can log in to your account, even if someone knows your username and password.

You can receive the passcodes through a mobile application, a text message, or email. Each time you try to log in, you receive a passcode through your chosen method that you need to enter to finish logging in. Each passcode can be used only one time.

After you enter the passcode, you can select the **Remember me** check box to indicate that you're using a device that's not shared

with anyone else. This means that you won't be asked for a passcode the next time you sign in from the same device for a period of time. Note that if you log in through a different device or browser, or your browser's settings are reset, you are still prompted for a passcode.

A screenshot of the 'Enter Your Passcode' login screen. The title 'Enter Your Passcode' is in blue. Below it, a smaller line of text says 'Use the code sent to your email address no...@epic.com.' There is a large, empty rectangular input field for the passcode. Below the input field is a checkbox labeled 'Remember me' with a question mark icon to its right. Below the checkbox is a blue button with the text 'LOG IN' in white. Below the button is a link that says 'Cancel'. At the bottom of the screen, there is a link that says 'Having trouble?' and below that, a link that says 'Re-send the code or reset additional authentication'.

Record your reset code


When you set up an authentication method, the system gives you a reset code to use if you need to change how you receive passcodes. For example, if you get a new smartphone you can use the reset code to set up your new phone to receive passcodes.

Write down the reset code that appears on the screen and keep it private. You need to enter the reset code from the login screen if you need to change your authentication method. Note that you can also use this code to change your authentication method from the Settings menu after you log in.


1

2

3



Record This Reset Code




Your account is now set up with extra security. If you lose access to your chosen authentication method, you need to enter the following reset code or contact your system administrator to perform this setup again.

Write down this reset code and keep it safe and private. Use this reset code only if you need to change how you receive passcodes.

Your Reset Code

5L8TCZQG

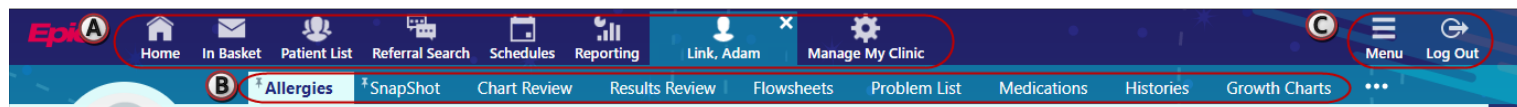
☐ I wrote down the reset code


 **Finish**

Important: A new passcode is sent to you each time you log in. Enter this code to complete the login process. Unlike passcodes, the reset code appears only once after you set up your authentication method. Use this reset codes only if you need to change how you receive passcodes.

Navigating in Boston Children's Clinician Link


When you log in to Boston Children's Clinician Link, several sets of navigation tools appear at the top of the page.



- A) **Navigation Tabs:** Use these tabs to open different activities in Boston Children's Clinician Link. 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.
 - If there are more activities than can fit on the screen, hover over the ellipsis on the far right of the menu to see all the activities contained in the tab.
 - You can also click  to pin an activity so it appears first in the menu. If you pin multiple activities, they appear in the order that you pinned them. Click and drag pinned activities in the menu to change their order.
- C) **Action Options:** Use these buttons, located on the top right of the screen, to see all of your available activities or to log out.

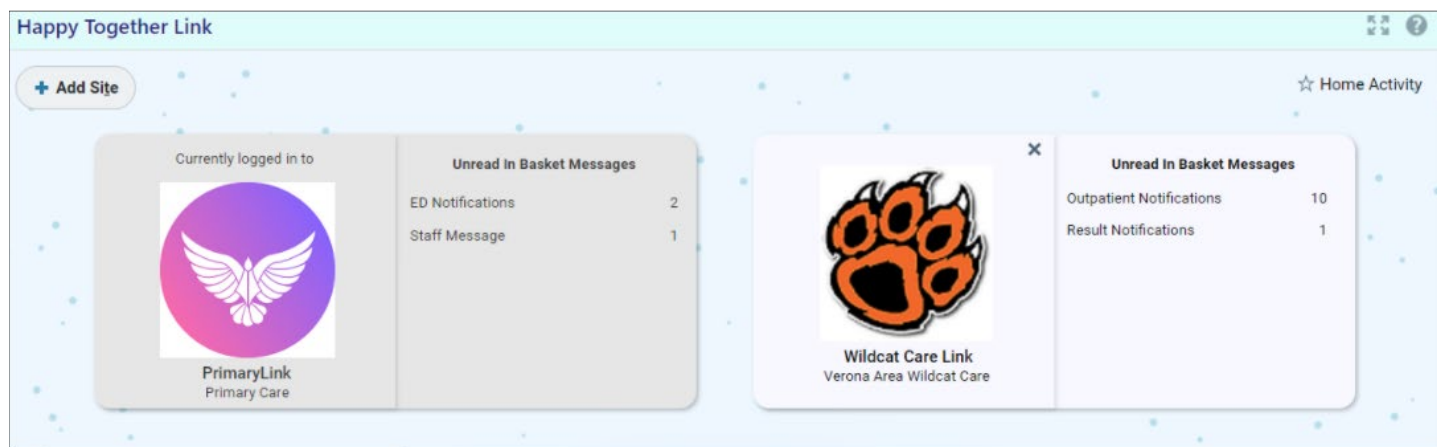
How do I log out?

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

- Click  **Log Out**. The next time you log in, you are directed to your start page.
- Secure the computer by going to **Menu >Secure**. When you log back in, you return to the same activity that you were using before you secured the screen.

Using Happy Together Link

With Happy Together Link, you can add Link accounts you might have with other organizations for reviewing patient information. From the Happy Together Link page, you can switch from one account to another without having to enter your login information again. You can also see when there are unread messages for each account so you know whether there are any updates you need to review.



Add an account

Happy Together is on the home page of EpicCare link. To add a Link account to the Happy Together Link page:

1. Click **+ Add Site**.
2. Search for the account by the organization, site name or postal code.
3. Select the site from the search results.
4. In the new window that opens, enter your account credentials for the site.

After you add an account to the Happy Together Link page, click it to jump to that account from your current account.

Remove an account

To remove an account from the Happy Together Link page:

1. Click the **✕** icon on the site's card.
2. After verifying that you want to remove the account, click **Accept**.

Make Happy Together Link your default page


You can make Happy Together Link your default page so it appears right away when you log in to Boston Children's

Clinician Link. To make Happy Together Link your default page, click **☆ Home Activity** in the top-right corner of the page.

Updating Program Settings


You can use the Boston Children's Clinician Link settings options to perform a variety of account maintenance tasks, including changing your password and setting the page that appears when you first log in. In addition, you can choose to receive email notifications at an external email address when you are granted access to a patient. You can set your preferences for these notifications, as well as specify the email address at which you'd like to receive them.

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**.

Manage your email Notification preferences

By default, email preferences are off by default, but you can change.

1. Go to **Menu > Settings > My Demographics**.
2. Enter your email address, title, degree, languages, and specialties, if applicable. The fields that appear depend on your user role.
3. Click **Receive e-mail notifications** if you want to receive notifications for unread In Basket messages at your specified email address.
4. In the **Days between e-mails** field, enter the number of days you want to wait between notification emails.
5. Click **Receive notifications for group events** if you want to receive email notifications about all patient events for the provider groups you belong to.
6. Click  **Accept**.


Change your default login page

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.

Note: To reset your default page to the system default, go to the **Set Default Page** and select **Click here to clear your default page and use the system settings instead**.

Set up notifications

You can receive text or email notifications when you receive specific types of In Basket messages. For example, you might want to receive a text when you have a new In Basket message about a patient being discharged from the hospital.

1. Go to **Menu > Settings > Notification Preferences**.
2. Select the email and text check boxes depending on the type of notifications you want to receive for each type of message.
3. Enter the email address that you want to receive the email notifications.
4. Enter the phone number that you want to receive the text messages.
5. Click  **Accept**.

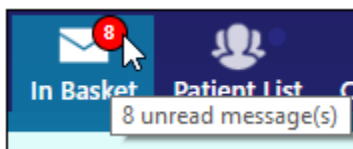
In Basket

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 **CC'd Charts** or **Referral Authorization** 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.




A count of your unread In Basket messages appears on the In Basket tab, so you can see whether you have any new messages without having to open your In Basket.






View a message

1. Select the folder for the type of message you want (for example, **Result Notifications**).
2. Select a message to read its contents.



Indicate that you're working on a pool message

When an In Basket message is sent to a pool that you're a part of, click the  icon to take the baton for the message. The  icon becomes a  icon, which indicates to other members of the pool that you're working on the message.

If you need to stop working on a message before you're able to complete it, click the  icon again to pass the baton back to the pool. The message then appears with the  icon.


If another member of your pool is working on a message, it appears with a  icon.

Search for a message

1. Click  **Search**.
2. Enter as many search criteria as you want and click  **Search**. You can search by patient, message type, status, recipient, priority, date, or any combination of these.
3. To return to your normal In Basket view, click **My In Basket**.

Print multiple messages at once




If you are working with a paper system, you can print multiple In Basket messages to 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 and select the check boxes next to the messages that you want to print.
2. Click  **Print Selected**.
3. Select the right print settings and print the messages.

Sending Messages



In Basket is a communication hub 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, click the arrow next to  **New Msg**, and select the type of message you want to send.
2. 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 .
3. Enter a brief subject in the **Subject** or **Summary** field.
4. 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.
5. Complete any other required fields.
6. Enter your message in the **Note** field.
7. 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 Sent Messages**.
2. Select a message type and then select a particular message to view it.
3. To return to your In Basket, click **My In Basket**.

Triaging Referrals







You can triage referrals that are sent to your organization to ensure that the correct people can act on them.


Triage a referral

1. Open your **Referral Triage** In Basket folder.
2. Each message corresponds to a referral request. Select a message to view details about the request.
3. Click one of the following to triage the referral:
 -  **Accept**
 -  **Reject**
 -  **Redirect**
4. After you choose an option to triage the referral, document information about your decision. For example, you can select a reason for rejecting a referral, or redirect a referral to a specific location provider, department, or specialty. When you accept or reject a referral, the referring organization is notified of your decision and can see the information you documented.

Placing Orders

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 required () or recommended () icon next to an order, you can enter more information. Click an order's name to edit details like quantity or associated diagnoses.
 - For a procedure order, you can attach a file, such as a scanned image, to the order.
 - To associate a diagnosis with a single order, either select the check box for a recent diagnosis in the **Dx Association** section or enter a new diagnosis in the **Add a new diagnosis** field and press **Enter**.
7. Accept and sign the orders.
8. If there's decision support associated with any of the orders, select a follow-up action and click  **Accept**.

9. Enter your password if prompted and click  **Accept**.

Note: If you already know the name of the order in EpicCare Link, you can search for it in the **New Procedure** field. You can also save time by using a partial word search. For example, search for “gluc” to see all procedures beginning with gluc.

Save an order for later

Pend an order to save it for later. For example, you might pend an order if you need to review information in the patient's chart before you finish filling out the order details. Non-clinical staff can also pend orders to be reviewed by the prescribing clinician.


1. From the Order Entry activity, select the order that you want to place.
2. Click the order name to edit its details as needed.
3. Click  **Pend Orders**.

Note: A prescribing clinician needs to sign an order for it to be transmitted to Boston Children's Hospital.

Continue a pended order




When you return to the Order Entry activity, you can resume any orders that you pended. You can also see orders that were pended by other people at your site. For example, you might have support staff who prepared an order for you to sign.

Click  **Continue Order** to resume editing a pended order.


To jump to the Order Entry activity from your In Basket, access your **My Unsigned Orders** In Basket folder, click  **Order Entry**.

Associating diagnoses for multiple orders

You can:

- Associate all of the patient's orders with all of the patient's diagnoses by clicking  **Associate All** on the Diagnosis Associate page.
- Manually associate orders and diagnoses by selecting the appropriate check boxes.
- Select a problem from the Quick Picks list, which includes the patient's problems and recently-used diagnoses, and click the left arrow () icon to add the problem as a diagnosis for the encounter.
- Remove a diagnosis from the Diagnoses list by selecting the diagnosis and clicking the delete the selected diagnosis () icon.






Cancel a signed order

1. Select the **Patient** tab and click **Order Review**.
2. Select and cancel the order.
3. Enter a reason for canceling and click  **Accept**.

Referrals

Create a new referral

To create a referral, you might be required to enter information such as the referring and referred to providers, procedures to be performed, or diagnoses associated with the referral. You can also enter notes to communicate other information about the referral. You can only place referrals to BCH providers and services.


1. Select the **Patient** tab and click **Order Entry**.
2. Click  **Preference List** to see a list of available orders.
3. Click **Referrals** and select the referral you want to order.
4. Click  **Accept Orders**.
5. In Order Entry, click the link for the referral to add information such as the associated diagnoses, attach any relevant files, and enter any comments. Click  **Accept** when you're finished.
6. Click  **Sign Orders**.
7. Enter your password if prompted and click  **Accept**.

View a list of referrals for a patient

1. Select the **Patient** tab and click **Referral by Member**.
2. The patient's active referrals appear, including any that are new, open, authorized, or pending review. To see all referrals, select **Show All Referrals** in the **View Option** field.
3. For more information about a referral, click the referral ID link to view a report.





Note: You can't edit a referral that you've already created; but you can add additional notes or attachments to it and send a referral message.

View a list of referrals submitted or received by specific providers or locations

1. Select the **Referral Search** tab.
2. Select either **Incoming** or **Outgoing** depending on whether you want to see referrals sent to your organization or referrals placed by your organization.
3. In the **Referred To** or **Referred By** section, select one or more providers or locations.
4. In the **Referral Status** section, select each referral status that you want to include in your search results.
5. If you selected **Outgoing** in step 2, select a scheduling status in the **Scheduling Status** section.
6. Enter dates in the **From** and **To** fields to limit your search to particular dates.
7. Click **Search**.
8. For more information about a referral, click the referral ID link to view a report. Click  to open the associated patient's chart.

Accessing the Patient Chart


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

1. Click  **Patient** and go to the **My Patients** tab.
 - If you have access to many patients, your patients might appear on more than one page. Use the field at the top of the page to search for patients by their name.
2. Click a patient's name to open their chart.
3. To view a list of currently admitted patients, click  **Patient List** and select the tab for admitted patients. 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.

Note: 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 are going to search for a patient's record based on MRN, you must know the patient's **Boston Children's Hospital MRN**.

1. Click  **Patient** and enter the patient's name or MRN.
2. In the Search Results window, click the name of the patient whose chart you want to open.



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 might 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. Note that you must enter the patient's first and last name when using this method.

1. If your initial search returns no results, click **Search All Patients** from the Search Results window.
2. Complete all of the required fields, and then click  **Search**.
3. Select the patient record you want to open, select the reason you need access to the patient's chart in the **Reason** field, and add any comments. Enter any additional comments and click  **Accept**.

Remove a patient from your patient list

You can remove a patient from your list if you no longer need access to them. For example, you might remove a patient from your list if the patient moves away.

1. From the list of patients, hover over the patient you want to remove and click .
2. Review the information in the window that appears to confirm that you want to remove the patient, then click  **Remove Patient**.

Receiving notifications about your patient

Use Event Monitor to track events that occur in your patients' care, such as inpatient admissions or discharges, outpatient visits, or new lab results. You can view these events on the home screen or in your In Basket.

By default, you will not receive notifications about your patient's care or services at Boston Children's Hospital. This decision was made to respect your time and prevent you from receiving numerous notifications throughout the day. You can opt in to receive notifications.

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. Go to **Menu > Settings > Event Settings**.
2. Choose which types of events you'll receive notifications for in the Event Filter section.
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. For example, if you choose to receive referral notifications, you are notified of any authorized referrals, even if the referral isn't to you or your group.
 - b. **Only events associated with my group.** For example, if a patient you have access to is admitted to the hospital, and the patient's PCP is in your group, you receive a notification even if the PCP isn't associated with the admission.
 - c. **Only events associated with me (recommended).**
 - d. **Only associations that I select.** This option includes only events associated with the relationships 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.

View a patient's recent events


Select the **Home** tab and hover over each type of event in the Event Monitor section to review recent events for your patients.

If necessary, you can view more information about events and mark them as Done in In Basket by clicking the name of the patient in the Patient column.



For more information on In Basket, refer to [In Basket: Viewing Messages](#).

Open a patient's chart from an event message


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


Reviewing the Patient Chart

Review the patient's chart before a visit

1. Open the patient's chart, click **Chart Review**, and select a tab that includes information you want to review.
2. To view more detail, such as a specific patient visit, click the date link that appears in the row.



To view details on several rows at once, select the check boxes in those rows, and then click  **Start Review**.



3. To send a message to the patient's PCP regarding an office visit, click **Ask a Question**, fill out the message form, and click  **Send Message**.

Find information quickly in the patient's chart





For patients with large charts, you can enter text in the **Search Chart** field to quickly find the information you need. For example, search for "cholesterol" to see a list of relevant matches in the patient's chart, such as lipid panel results and progress notes that mention cholesterol.

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 Encounter Type, and then select the Billing Encounter filter.
3. Click  **Apply** to make the results of your search appear.

View trending data in graph or table format in Chart Review



1. In Chart Review, select the check box for the data you want to view. For example, select specific visits or lab tests.
2. Select the type of flowsheet that you want to create.
 - Click  **Encounter Flowsheets** to graph data such as vital signs or medications. Then select a specific flowsheet, such as Diabetes - Brief.
 - Click  **Lab Flowsheets** to graph lab result data.
3. Click and drag to select the table cells that contain data that you want to graph.
4. Click  **Line Graph** or  **Bar Graph** to create a graph of the selected data.

View a patient's trending lab results in Results Review

1. Select the **Patient** tab and click **Results Review**.
2. Select the date range for the results data you want to see and click  **Accept**.
3. To view a specific result component type, such as Hematology, or a specific result component, such as Hemoglobin, expand the tree on the left. Select the name of the component or component type that you want to view.
4. To view more columns of results, click  **Load More**. To view all columns of a patient's results for the time range that you selected, click  **Load All**.

Click  **Time Mark** so the next time you view the patient's results, you can easily distinguish any new results from those that you have already seen.

Customize the way results appear

1. In Results Review, click  **Options**.
2. To make the most recent results appear from left to right by default, select the **Trend Dates in reverse chronological order** check box.
3. Set your other default preferences, such as the default number of columns to show, using the other options.
4. Click  **Accept**.

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

Select the **Patient** tab and click **Demographics** to see a report with demographic information like the patient's address, PCP, emergency contacts, and more.

View a patient's billing information



To view information about the patient's eligibility for health plans, coverages, service areas, networks, and more, select the **Patient** tab and click **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 particular coverage on the Benefits Summary page to:

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

Uploading Files to the Patient Chart

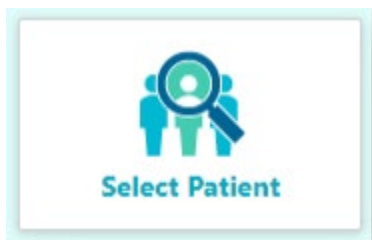
You can attach a file to the patient's chart, such as an electronic copy of exam notes.

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 the **Community Upload** document type.
3. Enter a description of the file.
4. If you want to remove a file that you selected, click .
5. Click **Attach To Patient's Chart**.

Creating a chart in EpicCare Link

1. Log into [Boston Children's Clinician](#) Link. The EpicCare Link home page appears.
2. Click **Select Patient**.

The Patient Search screen appears.



3. Do a thorough search for an existing record. Search by last name, first name. Typing the first three letters to find a match using completion matching.

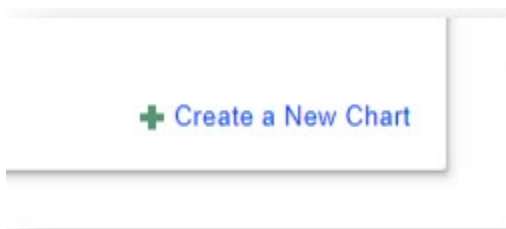
Patient Search

A button with a magnifying glass icon over two stylized human figures and the text "Search My Patients" next to it.

Name or MRN

for,kim

4. If no matches appear, click the **Search All Patients** link. Complete the required fields and click **Search**.
5. If no matches appear, click **Create a New Chart**.



6. Enter all required fields and click **Create Chart**. The patient's chart opens