

EpicCare Link Training

IMPORTANT - PATIENT INFORMATION ACCESS

encompass provides a new, secure single record that will ultimately replace NIECR as the method for accessing patient health information. As encompass is rolled out across Northern Ireland it will require referring clinicians and external staff to make use of **EpicCare Link** to view patient records.

Note that SET is the first Trust to go-live on encompass starting 9th November, 2023, after which all new, pertinent clinical information will be documented in encompass and not NIECR. GPs with patients and service users seen at SET, along with other community clinicians and non-live Trusts, will need to start using EpicCare Link from 9th November to review up-to-date clinical information for their patients. NIECR will also need to be referenced for non-live Trust data and historical information.

Please read below to find out further information about **EpicCare Link**.

What is EpicCare Link?

EpicCare Link is a web-based portal that provides read-only access to encompass - the new electronic health and care record being implemented at HSCNI. EpicCare Link grants access to clinical information documented in encompass and some limited functionality such as requesting imaging tests.

Do I need to be trained on how to use EpicCare Link?

Because of its read-only nature and limited functionality, EpicCare Link does not require robust training and is intuitive to use. User Guides and some video recordings will be available to explain all interactive features, but training is not a requirement to access the portal.

How will I be trained to use EpicCare Link?

EpicCare Link users will be trained through a variety of tip sheets, user guides, and video demonstrations. These will showcase common workflows that can be completed in EpicCare Link including: ordering images, placing referrals, and monitoring patients. Note that GPs will continue using CCG for referral entry and can continue requesting images via current method if preferred.

Where can I access these materials?

There are a few ways you can access the training materials. Please review the following categories of EpicCare Link users and use the appropriate path.

- **HSCNI staff and users with HSCNI email addresses:** If you have an HSCNI email address, then you should be able to access training materials through this link: [EpicCare Link Training Materials](#). If for some reason you cannot access this link, you will be able to review training materials the same way as Non-HSCNI staff, described below.

- Non-HSCNI staff and those without HSCNI email addresses: If you are not able to access the materials through the provided hyperlink, then you will be able to access them after you receive your EpicCare Link login credentials. Once you log into EpicCare Link, you will be able to review all tip sheets and user guides from the main dashboard. Note that videos will not be accessible from the ECL dashboard, but these are not required training.

How will I receive my credentials to access Link?

You will receive your login credentials via secure email. The email address linked to your NIECR account will be used for this communication. If you have an active NIECR account, you can expect to receive your credentials by 26th October.

What if I still have questions after reviewing the training materials?

The included **EpicCare Link FAQs** should answer additional questions relating to EpicCare Link.

Additionally, the encompass build team is offering two Q&A sessions via Microsoft Teams on the following dates:

- 18th October at 1:00pm (1.5hr)
- 25th October at 1:00pm (1.5hr)

To sign up for a Q&A session, please contact epiccarelinkhelpdesk@hscni.net . Note that space for these sessions will be limited so we recommend sending a delegate if your practice or service has shared queries.

If you have any further questions about EpicCare Link after reviewing the FAQs and attending a Q&A session, please use the epiccarelinkhelpdesk@hscni.net email address for your queries.