

What is EpicLink?

EpicLink is Epic's web-based application for connecting Hoag to community practices. Through EpicLink, community users will be given secure access to patient information in the Hoag Epic data repository. EpicLink allows Hoag to extend patient information to external facilities and improve the continuity of care in our community.

How does EpicLink work?

EpicLink provides registered users with secure access to their patients' electronic health record information from Hoag affiliated facilities.

What computer equipment does EpicLink require?

To access EpicLink you need a PC or Macintosh computer, a high speed or DSL internet connection, (dial-up not recommended) and current browser edition of Internet Explorer or Mozilla Firefox. EpicLink uses industry standard encryption technology, ensuring that only you and your staff have access.

Is there a fee for using EpicLink?

Hoag is providing EpicLink at no cost. EpicLink is a web-based service that requires no installation on your servers or computers.

What information is available within EpicLink?

EpicLink provides view-only access to the patient's Hoag medical record, including lab results, diagnostic test results, hospitalization records, procedural information, discharge instructions, progress notes, medications, allergies, medical history, and more.

How long does a primary care provider have access to a patient's medical record?

Providers who have been identified in the Hoag electronic health records system (Epic) as the patient's primary care provider (PCP) will have access to the health record for as long as the provider is listed as the patient's PCP.

How long will other users with a relationship to the patient have access to the health record?

Other users with a temporary relationship to the patient, such as consulting and referring physicians, their staff, a regulatory agent, or a provider at a community facility (e.g., a nursing home) will have access to a patient's record for 90 days following the user's first login to EpicLink.

How do I sign up for EpicLink?

If you are an existing site, please contact your Site Administrator to request access.

Who should I contact if I am having problems accessing EpicLink?

Please email HPP.Providers@hoag.org.

How long does it take to get an account?

Once the request is submitted, it generally takes up 10 business days to process the account. Upon which the user's account information will be emailed to the email address specified in the request.

Is training required to use EpicLink?

No, training is not required. Hoag's Provider Relations team is available to provide virtual training for EpicLink. A training sign-up link, as well as guides and self-training materials, are available at www.hoag.org/hpp/epiccare-link.

Can I share my EpicLink username and password with someone else?

Access to EpicLink is necessary to perform your duties in support of patient care. When you agree to the terms and conditions and sign Hoag's User Agreement for using EpicLink, you agree to keep this information private and not allow anyone else to use this information. You are responsible for any activity that occurs under your username and password. Even if you are called away from your computer and someone else is active with this information, you are responsible. If others in your clinic or department need EpicLink access, they can request their own account credentials.

Who can reset my password?

Please contact your Site Administrator to reset your password. Otherwise, request a password reset via email with your username to HPP.Providers@hoag.org.

Where can I see my 2021 referrals/authorization submissions?

You will have *view only* access to EZ-Net for January and February to view historical authorizations. Historical authorizations will be transferred over to EpicLink. However, there may be a delay in viewing in Tapestry depending on the date submitted and approval date.