

TGHEpicLink FAQs

What is TGHEpicLink?

TGH EpicLink is a tool that provides real-time Web access to patient information.

How does my office gain access to TGHEpicLink?

Fill out and submit the TGH EpicLink access form on www.tgh.org. New offices and site administrators will be notified of their ID and password via email.

What are the system requirements?

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

- Microsoft Internet Explorer 7 or higher (for Microsoft Windows).
- Mozilla Firefox 3.0 or higher (for Microsoft Windows and Mac OS X).
- Google Chrome
- Apple Safari
- TGH EpicLink requires a minimum screen resolution of 1024x768 pixels and it is recommended that you use a high-speed Internet connection.
- For a better EpicLink experience, use an Internet connection that is not through a VPN or multiple layers of security.

How do I log in?

- Open your Web browser and access the following URL: www.tgh.org.
- Click EpicLink at the bottom of the page under “For Health Professionals.”
- Click the “Login to TGH EpicLink” button.
- Enter your user ID and password.
- Read and accept the terms and conditions.

How do I make sure my patient data is kept secure?

To maintain patient confidentiality, do not share your username and password with anyone else, and be sure to change your password regularly. After each use, remember to log out or “secure screen” when you are done working or need to leave the computer for any reason.

How do I navigate TGHEpicLink to access a patient’s chart?

To access the patient’s chart, you can either select the patient from a list of your current patients or you may search using the following: name, date of birth and other criteria.

What if I can’t find the patient I am looking for?

If you do not find the patient using the methods above, you may be able to search for the patient’s chart by entering more detailed information about the patient. If you have entered the name and date of birth and there are no results, you may click “First Access.” You must complete all of the required fields and then click “Search.” If you are able to provide the required information, the system may allow you to access a patient you were not previously granted access to.

What is “monitoring a patient” and how do I do it?

“Event Monitor” allows you to monitor events that occur in your patient’s care, such as inpatient admissions or discharges, completion of outpatient visits, or new lab results. You can view these events on the “Event Dashboard” in your “In Basket.”

TGH EpicLink FAQs

continued

How do I view a patient's Face Sheet?

Face Sheets are available through the Encounter Report option in Chart Review.

- To view patient's demographic information, select the "Clinicals" tab and click on "Patient Profile" on the menu, and then click "Demographics" on the list of options that appears.
- To view information about the patient's eligibility for health plans, coverage, service areas, networks and more, select the "Clinicals" tab and click "Patient Profile > Eligibility."
- To view information about a specific coverage, select the "Clinicals" tab and click "Patient Profile > Benefits."

How do I configure "Event Monitor?"

On your homepage, click "Change Settings" on the Event Monitor dashboard. Under "Event Filter," you can select the items you want to be notified of by checking or unchecking the options. Under "Relationship Filtering," you can select to receive events for all your patients, only patients associated with one of your providers, or choose a single provider in your group whose patients you want to monitor. Click the question mark by each heading for a pop-up ToolTip.

How do I quickly navigate a patient's chart?

- In "Chart Review," select the tab that contains the information you want to see (For example, "Encounters" or "Labs").
- Click "Filters." The Filters page opens.
- Select the check boxes next to the values that you want to see. For example, choose a specific anatomical region or provider.
- Click "Apply." The results of your search appear.
- To remove the search criteria and begin a new search, click "Clear All."

What is "In Basket?"

"In Basket" is a quick and easy means of communicating events occurring with your patients. Entries will only exist in your "In Basket" if you gain access to new patients or have the "Event Monitor" configured.

How do I print messages or patient data?

If you are working with a paper system, it can be useful to print out more than one message to keep on file. To do so:

- Select the folder containing the messages that you want to print.
- Select the check boxes in the rows of the messages that you want to print.
- Click "Print Selected."
- Select your print settings.

Is there a user manual somewhere that I can reference?

Yes, there is a complete user manual available to you on the homepage of EpicLink, immediately after logging in.

Who can I contact for issues with TGH EpicLink?

The Technology Support Center (TSC) at Tampa General is prepared to assist you with any questions or troubleshooting. They are open 24 hours a day, 7 days a week. To access the TSC, call (813) 844-7490 and select the prompt for "TGH EpicLink."