*eRecord*Link

Quick Use Guide

For eRecordLink questions call 774-261-1292
or email webservices@reliantmedicalgroup.org
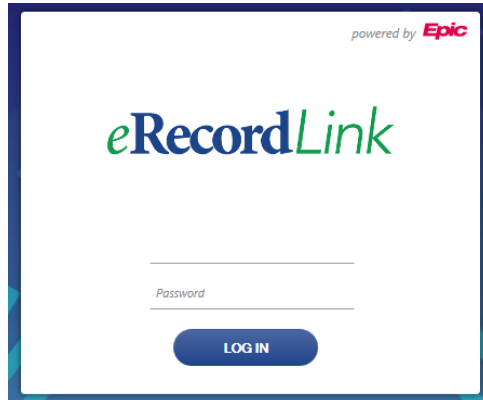
RELIANT
MEDICAL GROUP
Part of OptumCare®

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Table of Contents:
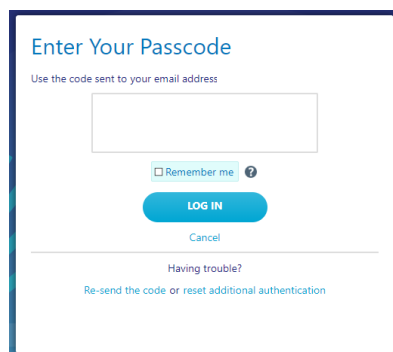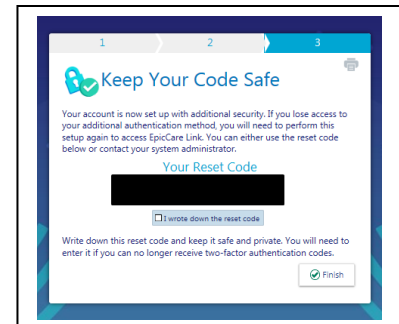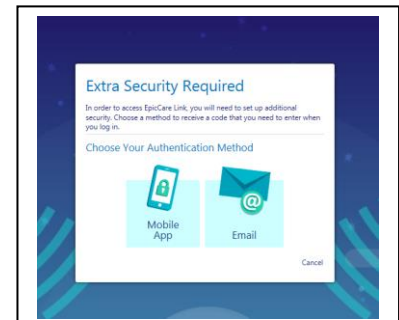
Logging In to eRecordLink:

- Go to https://reliantmedicalgroup.org/for-providers/
- Click on the **eRecordLink** icon
- Enter username
- Enter password
- Click the **Log In** button
- Select correct department (LINK COMMUNITY)
- Click **Accept** button

2 Factor Authentication:

- Upon first login you will be prompted to choose a method for receiving the passcode, either email or app downloaded on your mobile device
- Follow the on-screen prompts
- Save the Reset Code for future reference, this will be needed if you wish to change delivery method or obtain a new mobile device if you are using the app
- Each time you log in, the system will send you a one-time passcode, using the method you selected (email or app as you chose) and prompts you to enter the passcode. Checking off **Remember me** allows you to log in for 24 hours without the passcode

Logging Out of eRecordLink:

- Click the **log out** button on eRecordLink home page (upper right corner)
- The Login screen will appear
- Click the X button at the top right

Securing eRecordLink:

- Click on the **Menu** button on eRecordLink home page and then the **Secure** Icon
- The secure screen will appear
- Enter Password to log back in
- Select **resume** button
- New user can login by clicking on **change user** button
- The login screen will appear
- New user will follow the login instructions

Initial Patient Search:

- Select the **Patient List tab** at the top of the eRecordLink home page
- Select **Search All Patients** link

Search All Patients

- **Search All Patients** window will appear
- Enter patients name: full last name , full first name
- Enter sex of the patient
- Enter date of birth: Month/Day/Year
- All above info needs to be completed in full
- Select the **search** button

Search All Patients

Enter patients full name in format Last, First

Patient Select

Last Name, First:	link,epic	Sex: Female
Birthdate:	5/15/1942	⚠ Zip Code:

🔍 Search   ✎ Clear

- The patient will appear in the search window
- Click on the link that is the patient's name
- Click **Select** button
- Patient Select Confirmation will appear, click **Accept**.

If you are unable to locate your patient using **Search All Patients** please contact eRecordLink support at either 774-261-1292 or webservices@reliantmedicalgroup.org . The Web Services department is available Monday through Friday from 8:30 am to 5:00 pm.

We will need the patient's:
- full name
- sex
- date of birth
- complete mailing address
- home telephone number
- If the patient does not speak English and requires an interpreter please also include what language they speak.

The web services department will then add this patient to our records and notify you directly. If you leave a voicemail message please be sure to also include your contact information.

After the patient has been added to our records you will then be able to create your order.

Creating Orders:

- Select the **Orders** tab on top
- Select **Authorizing Physician** in the drop down
- Select **Accept**
- Type the order in the procedure field
- Select **search**
- Select the code link for your needed order
- Click on the name of the order to answer required questions
- Enter the pre-auth number in the Comment field
- Answer questions for the order
- Associate a diagnosis with your order
- Select **accept**
- Select **Sign Orders**
- Close Patient Record by selecting link below log out button

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Hints for Ordering*:*
Ordering Consults
When trying to find consults for specialties you can type in the first four or five letters of the specialty and select search. (Ex: Cardi – Cardiology, Ortho – Orthopedics)
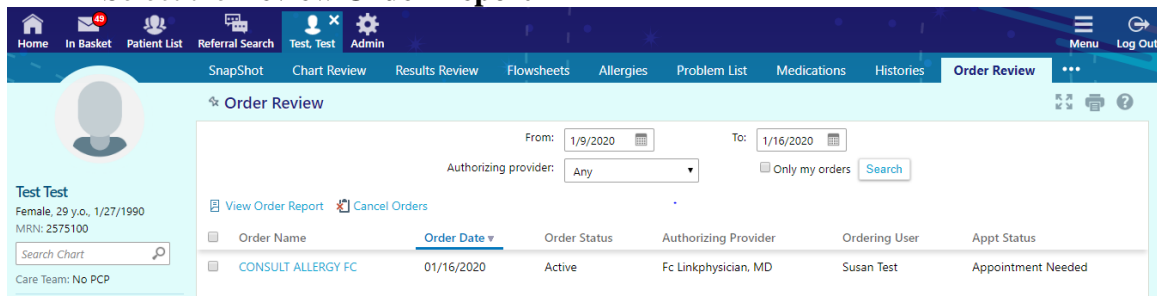
Ordering Radiology
When trying to order Radiology tests, use the radiology abbreviations followed by the body part.
(Ex: XR Hand, MRI Abd, CT Head, US , Mammo)

Required Questions: 🛑
Questions that have a red stop sign are required to answer to order the procedure or consult. Other questions are optional but will supply the department with extra information

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Looking Up Orders:

- Select **Patient List** tab at the top of eRecordLink
- Select the patient from your list of patients by clicking on their name
- Select **Orders Review** activity tab on the top
- Order review screen will appear
- Review order by clicking on the name or select the radio button to the left
- Select the **Review Order Report**

Canceling Orders:
- Select **Patient List** tab at the top of eRecordLink
- Select the patient from your list of patients by clicking on their name
- Select **Orders Review** activity tab on the top
- Order review screen will appear
- Select the radio button to the left of the order
- Click the **Cancel order** button
- Cancel order screen will appear
- Select a reason for canceling order in the drop down
- Comments field is an option if you need to elaborate on the cancel reason
- Click **Cancel Orders**
- Order Review screen will appear
- Exit the patient's record

eRecordLink Home Page:

eRecordLink Header:

- ▪ **Workspace Tabs:** Home, In Basket, Patient List, Referral Search are all workspaces that are included on the home screen that allow you to navigate to different areas.
- ▪ **Patient:** This button will bring you to the patient search page.
- ▪ **Admin:** Allow you to view the users in your office.
- ▪ **Menu ~Settings:** allows you to update your password and two factor authentication preferences.
- ▪ **Menu ~Secure:** Allows you to secure eRecordLink where you are currently working for 5 minutes. When you log back in you will be put directly back where you were last working.
- ▪ **Log Out:** Use this button to log out of the eRecordLink System.

Getting Started:

- ▪ **Select Patient:** Allows you to search for existing patients that you have completed First Access on.
- ▪ **Patient Lists:** Selecting this option will show a complete list of patients that you are following
- ▪ **Inbasket:** Select this link to enter your inbasket in eRecordLink.
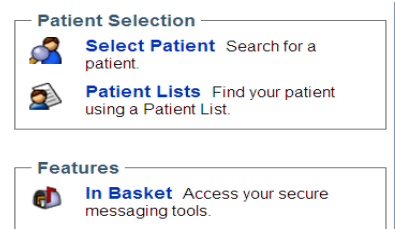
You May want to follow up on…
- ▪ **Outpatient Notifications:** This is an overview of your Outpatient Notification folder of your inbasket in eRecordLink. The folder will show you when an order is booked for an appointment and notes from completed consults.

Outpatient Notifications

Status	Patient	Event Type	Visit Date	Department
New	Kreighbaum, Phil	Appointment Booked	02/04/2020	Leominster Mammography
New	Kreighbaum, Phil	Appointment Booked	01/30/2020	Leominster Mammography
New	Kreighbaum, Phil	Appointment Booked	01/30/2020	Leominster Mammography
New	Kreighbaum, Phil	Appointment Booked	01/22/2020	Leominster Mammography
New	Kreighbaum, Phil	Appointment Booked	01/22/2020	Leominster Mammography
New	Kreighbaum, Phil	Appointment Booked	01/22/2020	Neponset St. Mammography
New	Bear, Pooh	Appointment Booked	01/22/2020	Neponset Internal Medicine

eRecordLink Inbasket:

InBasket Folder Overview:

- **Completed Orders Folder:** When a consult is completed the referring physician will receive a message in this folder that will show all the details from the consult and updated consultant's notes.
- **Outpatient notification Folder:** When a referred patient is booked for appt the referring provider will be notified in this folder. Either radiology, consults or office visits will be shown here.
- **Staff Message Folder:** This will show when you have a message from the Reliant Medical Group providers or staff. This folder is comparable to email interactions while the messages will not be part of the patient's medical record.

Initiating a Staff Message:

- Go to the eRecordLink inbasket
- Select **New Msg** button
- To: In the **To** field type in the first three or four letters of the provider's last name. The system will give you all possible matches, click on the correct one to select the provider. (Required)
- Subject: free text field (Optional)
- Patient: type in the first three letters of the last name then a comma then type in the first three letters of the first name and select enter key. The system will give you matches to the letters. Select the patient. (Optional)
- Phone: if you want the provider to call you back you can type in the number here and select the call me check box to the right. (Optional)
- Note: type the message to the provider. (Required)
- Select send message in the lower right hand corner

* If the provider replies to the message, the message will come back to your staff message folder.

Managing Messages in the Inbasket

In the eRecordLink folders there is an Activity Toolbar that contains workflow specific buttons. The toolbar is consistent across all eRecordLink folders and will allow you to view, interact or delete messages.
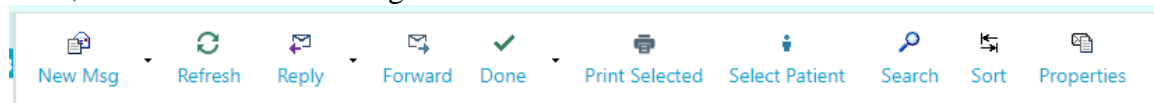
- **New Msg:** The new button will start a new staff message to interact with staff or Reliant Medical Group Staff. These messages are equivalent to emails.
- **Refresh:** The refresh button is used to update the folders or message alerts. Also any doned message will be removed from the folder.
- **Reply:** The reply button will allow you to reply to the sender with a staff message.
- **Forward:** The forward button will allow you to send a copy of the selected message to another recipient
- **Done:** The done button is used to remove messages form the folder. When selecting the done button the message will disappear when the system refreshes.
- **Print Selected:** The print selected button will allow you to print the selected message.
- **Select Patient:** The select patient button will allow you to enter the patient's eRecordLink chart to view clinical info.
- **Search:** The search button allows you perform advanced searches on your eRecordLink inbasket.
- **Sort:** The sort button allows you to set the order of your messages in the folder on three particular fields in the message.
- **Properties:** The properties button will show a window, where you can get general information about the message, create and edit remarks and flags, and postpone the message. By default, the General tab appears.

Patient List Tab

The Patient List in eRecordLink show all patients that a provider is following using eRecordLink. From these tabs you will be given easy access to the patient's eRecordLink chart or enter orders on the patient.

| SnapShot | Chart Review | Results Review | Flowsheets | Allergies | Problem List | Medications | Histories | Growth Charts | ••• |

Patient's eRecordLink Chart

- **SnapShot:** A brief overview of the patient that allows you to review info like immunizations, demographics, medication list, past medical history and other clinical info.
- **Chart Review:** Chart Review allows you to toggle between various tabs that sort patient information into logical groups. Simply click the tab with the type of information that you want to review, or search the entire list of a patient's encounters from the Encounters tab
- **Results Review:** In Results Review, you can view all results, new results, or results for a specific time frame.
- **Allergies:** In Allergies, you can view the patient's specific allergies, reactions, severity and when the allergy was noted.
- **Problem List:** The problem list is designed to be a complete list of the major health issues a patient is dealing with and is used to manage these issues over the long term.
- **Medications:** The medication list will show current meds that the patient is taking. Also you will be able to view the patient's historical meds.
- **Histories:** A printable report of the patient's medical, surgical, social, family history and active problem list.
- **Growth Charts:** You can view your patient's growth in the Growth Chart activity. Several growth chart datasets and corresponding curves are available in the Growth Chart activity depending on your patient's age, sex, and diagnoses.

Patient Profile

Patient Profile
Demographics
Documents
Misc. Reports
Coverages

- **Demographics:** Basic demographics of the patient like address, phone number, preferred pharmacy, emergency contacts and aliases.
- **Documents:** An overview of clinical and clerical documents that Reliant Medical Group has on file like DNR or Power of Attorney.
- **Misc Reports:** A group of reports that will allow you to print clinical info on the patient more easily. Examples of available reports are: immunization summary, health maintenance and active medication list.
- **Coverages:** An active list of the patient's insurance coverage.