

Requesting Access to Hartford HealthCare Link

Hartford HealthCare Link is a tool that provides real-time Web access to patient information so you can view patients' clinical data within the Hartford HealthCare electronic medical record. Hartford HealthCare Link is accessible through a Web site using approved Internet browsers on PCs or tablets. Portal or direct connection to the Hartford HealthCare network is not required. Browser, system, and connection requirements are listed below.

Note: Hartford HealthCare Link access can only be requested by users who do not have full or read-only access to Epic through the Hartford HealthCare portal, Citrix, or Hyperspace.

Browser, System, and Connection Requirements

You must use one of the following Internet browsers to access Hartford HealthCare Link:

- Apple Safari 9 and any later versions
- Google Chrome 50 and any later versions
- Microsoft Internet Explorer 11
- Mozilla Firefox 45 and any later versions

On tablets, you must use iPad Safari or Android Chrome browsers. Hartford HealthCare Link is not supported on mobile browsers at this time.

Hartford HealthCare 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.

Types of Access

There are currently three types of access available for Hartford HealthCare Link:

1. View-only access
2. View access *plus* access to the In Basket for managing post-acute referrals
3. View access *plus* access to the In Basket for co-signing verbal orders from home health clinicians

Request View-Only Access for Hartford HealthCare Link

View-only access requests are processed through the Credentials Verification Office (CVO). The CVO verifies that the user has an appropriate clinical need to access patient data. Questions to the CVO can be directed to 860-972-9093. To request view-only access:

1. E-mail the following information to HHCLinkSupport@hhchealth.org for each user who needs access:
 - First and last name
 - E-mail address
 - Specialty
 - Credentials (e.g., MD, PA, APRN, RN)
 - Practice/organization name
 - Practice manager's phone number
 - Name of the medical director of physician who will be responsible for Epic access with NPI number
 - Role within the practice (e.g., provider, nurse, office staff, biller, site manager)
 - Hartford HealthCare network log-on, if applicable (i.e., if user was previously employed by Hartford HealthCare)
 - NPI number, if applicable
2. Training is not required for Hartford HealthCare Link. A tip sheet will be provided on how to use the application.
3. User names and passwords will be returned to the requestor for distribution to users by the CVO.
4. End users can access Hartford HealthCare Link at hhclink.hhchealth.org.
5. First time users will be required to change their temporary password provided by during account setup through the Hartford HealthCare portal. Instructions for changing their password will be provided with log-in information.
6. First time users will be required to review and accept terms and conditions.

Request View Access with the In Basket for Managing Post-Acute Referrals

Access to the In Basket can be provided to community agencies and vendors that receive post-acute referrals from Hartford HealthCare case managers, including skilled nursing facilities, visiting nurse agencies, home health care agencies, dialysis and infusion centers, transportation companies, and durable medical equipment vendors. This access allows users to view information about a patient, communicate with case managers, and accept or decline a referral.

Access to the In Basket for post-acute referral management is only provided to select facilities and must be approved by a manager. Many of these facilities historically used programs like AllScripts and RightCare to manage referrals. If you are unsure if your facility can receive referrals through Hartford HealthCare Link, please contact the Hartford HealthCare Link support team at HHCLinkSupport@hhchealth.org.

To request view access *plus* access to the In Basket for post-acute referral management:

1. E-mail the following information to HHCLinkSupport@hhchealth.org:
 - First and last name
 - Job title
 - Phone number
 - E-mail address
 - Facility name
 - If the facility is associated with a parent organization (e.g., Apple Rehab, iCare), the parent organization name
 - If the facility is associated with a parent organization, the names of other facilities in the parent organization for which the user needs access to referrals (e.g., Apple Rehab Farmington Valley, Apple Rehab Laurel Woods)
 - Manager's name
 - Manager's e-mail address
 - Manager's phone number
2. Training is not required for Hartford HealthCare Link. A tip sheet and link to an e-Learning will be provided on how to use the application and manage referrals.
3. User names and passwords will be returned to the requestor for distribution to end users by the Hartford HealthCare Link support team.
4. End users can access Hartford HealthCare Link at hhclink.hhchealth.org.
5. First time users will be required to change the temporary password provided during account setup through the Hartford HealthCare portal. Instructions for changing their password will be provided with log-in information.
6. First time users will be required to review and accept terms and conditions.

Request View Access with the In Basket for Co-Signing Verbal Orders

Access to the In Basket can be provided to community providers to co-sign orders placed by staff from Hartford HealthCare at Home. This process will replace signing faxed orders. Plan of care updates and discharge or transfer summaries will continue to be faxed. Please note that access to Hartford HealthCare Link is only provided to users who do not already have access to the Hartford HealthCare instance of Epic through the Hartford HealthCare portal, Citrix, or Hyperspace (e.g., physicians with admitting privileges at Hartford HealthCare hospitals, surgeons who perform procedures at Hartford HealthCare facilities). Additionally, proxy access to the In Basket is not available, so support staff members cannot view a provider's In Basket. Please contact your Hartford HealthCare at Home account executive with any questions.

To request view access *plus* access to the In Basket for co-signing home health orders:

1. E-mail the following information to HHCLinkSupport@hhchealth.org for each user who needs access:
 - First and last name
 - E-mail address
 - Specialty
 - Credentials (e.g., MD, PA, APRN, RN)
 - Practice/organization name
 - Practice manager's phone number
 - Name of the medical director of physician who will be responsible for Epic access with NPI number
 - Role within the practice (e.g., provider, nurse, office staff, biller, site manager)
 - Hartford HealthCare network log-on, if applicable (i.e., if user was previously employed by Hartford HealthCare)
 - NPI number, if applicable
2. Training is not required for Hartford HealthCare Link. A tip sheet will be provided on how to use the application and co-sign orders through the In Basket.
3. User names and passwords will be returned to the requestor for distribution to end users by the Hartford HealthCare Link support team.
4. End users can access Hartford HealthCare Link at hhclink.hhchealth.org.
5. First time users will be required to change the temporary password provided during account setup through the Hartford HealthCare portal. Instructions for changing their password will be provided with log-in information.
6. First time users will be required to review and accept terms and conditions.