



EMC Information Systems Access Authorization Form for Medical Office Staff



Fill out this form , have the Physician initial and sign it, and then E-mail back to MedicalOfficeStaffAccess@emc.org

New Applicant

Update Current System Access

Provider Last Name:

Provider First:

MI:

EMC Doctor ID:

Address:

Office Phone/Extension:

Office Contact Name
(if applicable):

PHYSICIAN OFFICE/SUPPORT STAFF ACCESS:

Complete this form for Medical Office Staff Access to EpicCare Link. Office Staff cannot get access if their Physician has never been setup. EpicCare Link provides Medical Office Staff with access to patient results (lab and radiology), ED reports and Transcription, and to Patient Folder (MPF/OneContent). Physicians who need access should contact EMC's Medical Staff Office.

I certify that I have a confidentiality and security agreement with my staff and I agree to hold members of my staff responsible for appropriate access to patient information. (Physician/Provider Initials)

Staff Names (Last, First MI)	Role (Please select 1)	Email Address for Duo Enrollment	Last 4 of SSN
	<input type="checkbox"/> Site Administrator <input type="checkbox"/> Clinical Support <input type="checkbox"/> Front Desk Biller		
	<input type="checkbox"/> Site Administrator <input type="checkbox"/> Clinical Support <input type="checkbox"/> Front Desk Biller		
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***Email address is used to send DUO enrollment instructions*

***Last 4 of SSN will be asked if staff need to reset/enable their password when calling the Help Desk*

Disclaimer: Please review the attached EpicCare Link Terms of Use policy. It is the office's responsibility to notify EMC Information Systems of any changes in staffing when they either have someone leave or change positions.

Role definitions:
▪ Site Administrator: Office/Clinic Manager
▪ Clinical Support: MA, LVN, RN
▪ Front Desk Biller: view only



TO BE SIGNED BY A PROVIDER ONLY:

Signature:

(Physician/Provider)

Date of Request:

EPICCARE LINK TERMS OF USE

EpicCare Link is provided by Eisenhower Medical Center (“EMC”) subject to compliance with the terms and conditions set forth below. Please read the following information carefully. YOUR CONTINUED USE OF EPICCARE LINK WILL INDICATE YOUR AGREEMENT TO BE BOUND BY THE THESE TERMS OF USE. IF YOU DO NOT AGREE TO BE BOUND BY THESE TERMS, PLEASE PROMPTLY EXIT AND DISCONTINUE YOUR USE OF EPICCARE LINK.

VALIDATION OF CONTINUED ACCESS

A site administrator must be designated to validate authorized users for your practice/office/company (the “Site”). EMC will periodically request for you to certify that the individuals listed as authorized EpicCare Link Users for your Site continue to require and are authorized to access EpicCare Link. You agree to provide such certification in the manner requested by EMC. You must update your site information and notify Eisenhower Information Systems Help Desk at 760-837-8585 immediately if any individual listed as an authorized EpicCare Link User for your Site has terminated his or her employment or otherwise no longer requires access to EpicCare Link. FAILURE TO COMPLY WITH THESE VALIDATION REQUIREMENTS MAY LEAD TO TERMINATION OF YOUR SITE’S ACCESS TO EPICCARE LINK.

Use of Content

EpicCare Link is designed for use by physicians, other healthcare professionals, and their authorized staff (each a “User,” also referred to herein as “you” or “your”) to facilitate the secure transfer of patient and medical information. While at an EMC facility or the Site, EMC authorizes you to access patient identifiable information via EpicCare Link solely for the purposes of treatment, payment, and certain health care operations to the extent permitted without patient authorization under federal and state privacy laws. **USE OF EPICCARE LINK FOR ANY OTHER PURPOSE IS PROHIBITED AND MAY RESULT IN THE SUSPENSION OR TERMINATION OF ACCESS PRIVILEGES.**

Other improper activities that may lead to the suspension or termination of your EpicCare Link access include, but are not limited to:

1. Uploading or transmitting any communications or content of any type that may infringe or violate any rights of any party;
2. Using EpicCare Link for any purpose in violation of local, state, national or international laws;
3. Using EpicCare Link as a means to distribute advertising or other unsolicited material to any third party;

4. Sharing your password with another person or misusing or abusing your EpicCare Link access privileges;
5. Using language or transmitting material that is unlawful, obscene, defamatory, threatening, harassing, hostile, abusive, slanderous, hateful or embarrassing to any other person or entity; or
6. Interfering with the proper working of this website including, but not limited to, the transmission of any virus, worm, trap door, back door, timer, clock, Trojan horse, or other limiting routine, instruction or design.

Patient Privacy & Confidentiality

Unauthorized access to EpicCare Link includes access by a User when there is no need to know the information or a need to pass the information to others. This means that, unless the User or recipient needs the information to perform his/her job, the User should not access the patient or medical information or disclose it to or discuss it with anyone. This includes information about the User's own medical record and his/her family members, friends and co-workers.

You acknowledge and agree that:

1. in the performance of your professional duties, you must hold patient and medical information in confidence;
2. you have a need to access the patient and medical information provided via EpicCare Link and that you will only access the minimum amount of information necessary to accomplish the authorized purpose;
3. you will take reasonable steps to protect the privacy and security of the information accessed through EpicCare Link such as logging out when leaving your computer unattended; and
4. Your Site provides ongoing training to staff on compliance with federal and state patient privacy laws.

IN CASE OF AN ACTUAL OR SUSPECTED UNAUTHORIZED ACCESS, USE, OR DISCLOSURE INVOLVING INFORMATION OBTAINED VIA EPICCARE LINK, WHETHER BY YOU OR ANY OTHER PERSON, YOU MUST IMMEDIATELY NOTIFY EISENHOWER INFORMATION SYSTEMS HELP DESK AT 760-837-8585.

Also, in case of an actual or suspected breach of confidentiality involving information obtained via EpicCare Link, you agree to cooperate with EMC in every reasonable way to investigate such breach and to mitigate any harmful effect caused by such breach.

YOU ACKNOWLEDGE AND AGREE THAT EVERY VIOLATION OF THESE TERMS OF USE IS CONSIDERED SERIOUS AND MAY RESULT IN TERMINATION OF YOUR ABILITY TO USE EPICCARE LINK.

EpicCare Link ID and Password

In order to access EpicCare Link, you will be provided with a unique identification (ID) code and password. This ID and password are unique codes that identify you in the EpicCare Link system.

Inquiries and entries that you make via EpicCare Link will be logged with your identity. You acknowledge and agree to keep this ID and password completely confidential and not share this password or the access it provides with others. You acknowledge and agree that, at all times, you are to be the only individual in possession of and using your EpicCare Link ID and password.

EMC may, at any time and for any reason, disable your EpicCare Link ID or password. Your privileges to use EpicCare Link are subject to periodic review and revision by EMC without advance notice to you. You acknowledge that EMC may monitor each and every time EpicCare Link is accessed. You acknowledge and agree that any action you take with respect to EpicCare Link may be tagged with a unique identifier and traced back to you.

Also, you acknowledge and agree that you are responsible for any access to or use of EpicCare Link utilizing your ID and password. This includes data accessed, viewed, printed, edited or otherwise manipulated. **IF YOU HAVE REASON TO BELIEVE THAT YOUR USER ID OR PASSWORD FOR EPICCARE LINK HAS BEEN COMPROMISED, YOU MUST IMMEDIATELY NOTIFY EISENHOWER INFORMATION SYSTEMS AT 760-735-8585 AND YOU ALSO MUST IMMEDIATELY CHANGE YOUR PASSWORD.**

Disclaimer

EMC will only maintain the web access application for EpicCare Link. You acknowledge and agree that all other maintenance, including but not limited to connectivity and devices, will remain your own responsibility. Content and features of EpicCare Link are subject to change or termination without notice to you in the discretion of EMC.

EpicCare Link may not be available to you due to system failures, back-up procedures, maintenance, or other causes beyond the control of EMC. Access is provided on an “as-is, as-available” basis and EMC does not guarantee that you will be able to access EpicCare Link at any particular time.

EMC TAKES NO RESPONSIBILITY FOR AND DISCLAIMS ANY AND ALL LIABILITY ARISING FROM ANY INACCURACIES OR DEFECTS IN SOFTWARE, COMMUNICATION LINES, VIRTUAL PRIVATE NETWORK, THE INTERNET OR YOUR INTERNET SERVICE PROVIDER (ISP), ACCESS SYSTEM, COMPUTER HARDWARE OR SOFTWARE, OR ANY OTHER SERVICE OR DEVICE THAT YOU USE TO ACCESS EPICCARE LINK. THE USE OF EPICCARE LINK, THE PATIENT AND MEDICAL INFORMATION ACCESSIBLE VIA EPICCARE LINK, AND RELATED CONTENT IS AT YOUR OWN RISK. YOU ACKNOWLEDGE AND AGREE THAT EMC PROVIDES TO THE USER NO WARRANTY OR ASSURANCE OF ANY KIND, EXPRESSED OR IMPLIED, REGARDING THE AVAILABILITY, CONTINUITY, COMPLETENESS, CHARACTERISTICS OR PERFORMANCE OF EPICCARE LINK.

Ownership

You agree and acknowledge that EMC owns all rights, interests and title in and to its medical records, data, trademarks, service marks, and logos and that such rights, interests and title shall

remain vested in EMC at all times. Nothing on EpicCare Link should be construed as granting any license or right to use any trademark, service mark, or logo displayed on EpicCare Link without the express permission of EMC or the third party that may own the trademark, service mark, or logo.

Indemnification

To the fullest extent permitted by law, you shall defend, indemnify, and hold harmless EMC, its employees, directors, officers, agents, and subcontractors from and against all claims, including any liability or expense, losses, damages (actual or consequential), suits, judgments, litigation costs (including, without limitation, reasonable attorney's fees, defense costs, costs of breach notification and mitigation, regulatory investigations by the Office for Civil Rights or state regulatory agencies, and equitable relief), arising from or in any way related to (A) your violation of these terms of use, (B) your acts or omissions or those of your employees, affiliates, contractors, agents and permitted assigns (the "User Parties") in any way relating to or arising out of your or their use of EpicCare Link, or (C) your or the User Parties' access to or use, disclosure, retention or disposal of patient or medical information obtained via EpicCare Link. EMC will provide prompt written notice of any such claims, but failure to provide such notice will not release you from any of your obligations pursuant to these terms of use except to the extent that you are actually prejudiced by such failure. This indemnity shall not be construed to limit EMC's rights, if any, to common law indemnity. EMC retains the final right of approval for any and all communications to its patients, employees, media regulators or any other party for whom EMC may be obligated to notify regarding the disclosure of patient information. EMC shall have the option, at its sole discretion, to employ attorneys selected by it to defend any such action, or to provide advice regarding breach notification.

Additional Terms

These terms of use shall be governed by the laws of the State of California and any dispute arising hereunder must be submitted to binding arbitration in Riverside County, California in accordance with the rules of commercial arbitration of the Judicial Arbitration and Mediation Service. These terms of use contain the entire agreement between the parties with respect to the subject matter contained herein and it shall not be modified or amended by User except by signed written instrument. These terms of use may be changed at any time in the discretion of EMC and updated terms will be posted on the EpicCare Link website for user access.