

TGHEpicLink FAQs

What is TGHEpicLink?

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

What about ChartView? I thought that was TGH's online medical record system.

In an effort to offer community practices the most advanced record reporting, Tampa General will be replacing ChartView Web with the TGH EpicLink system. Users will gain access to more detailed patient information, along with real-time reports and results utilizing this single platform. TGH EpicLink will begin populating with patient data on October 1, 2011. All hospital visits that take place on or after October 1, 2011, will be found in TGH EpicLink. Patient records for visits prior to October 1, can be viewed in ChartView Web.

How do I gain access to TGHEpicLink?

Fill out and submit the TGH EpicLink access form on www.tgh.org. Your ID and password will be mailed to your workplace via US Postal Service.

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).
- TGH EpicLink requires a minimum screen resolution of 1024x768 pixels and it is recommended that you use a high-speed Internet connection.
- In addition, you will need to be Java-enabled to display graphs and scanned images.

How do I log in?

- Open your Web browser and access the following URL: www.tgh.org.
- Click on the "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, or 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.”

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 configure “Event Monitor?”

You can use “New Patient Settings” to automatically add events occurring with new patients associated with your practice to be included in your “In Basket” messages. Click on the “Utilities” tab and then select the “New Patient Settings.” In the “Add new patients to list of monitored patients” field, enter “YES” if you would like new patients who are granted access to automatically be added to your list.

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.”

How do I view a patient’s Face Sheet?

- 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 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 Web at www.tgh.org in the TGH EpicLink section.

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.”