TogetherCare
Powered by Epic to deliver
people-centered care

EpicCare Link vs. Hyperspace

About EpicCare Link

EpicCare L-ink is a web-based portal that allows community providers, such as referring physicians and others, access to a subset of patient data. Community providers, and a variety of other clinical and clerical roles, can access EpicCare Link to review patient charts, send and receive secure messages, and complete other tasks. One of the greatest benefits of utilizing EpicCare Link is improving the continuity of care in the community.

About Hyperspace

Hyperspace is the full read and write access electronic health record (EHR) that is used by all Trinity Health employed clinicians and community clinicians who see patients in a Trinity Health-owned hospital or outpatient health care facility.

Clinician type	TogetherCare Hyperspace or EpicCare Link?
• Trinity Health employed clinician	**TogetherCare Hyperspace**
• Not a Trinity Health employed clinician • BUT you see patients in a Trinity Health owned hospital.	**TogetherCare Hyperspace**
• Not employed by Trinity Health • AND you don't see patients in a Trinity Health owned hospital • BUT you care for patients who are seen in a Trinity Health hospital.	**EpicCare Link**

User Job Roles & Types of Access

Below are the most common job roles and their types of access.

Standard Clinical	Who Are They?	Types of Access
Physician	Physician, Nurse Practitioner, Physician Assistant	Those who support all clinical workflows in EpicCare Link, including placing orders, scheduling appointments, and creating and viewing patients' charts. Chart Review, Event Monitor, In Basket, Managed Access, Patient List, First Access Patients Chart, Orders (Referrals, Lab, Radiology), View Assessments, View Patient Billing Info, Quick Appointments, Upcoming Appointments, Document Upload, Care Management Tasks, Close Care Gaps
Clinical Staff	RN, LPN, Medical Assistant, etc.	Staff of community clinics who support clinical workflows, including placing orders, scheduling appointments, and reviewing patients' charts. Chart Review, Event Monitor, In Basket, Managed Access, Patient List, First Access Patients Chart, Orders (Referrals, Lab, Radiology), View Assessments, View Patient Billing Info, Quick Appointments, Upcoming Appointments, Document Upload, Care Management Tasks, Close Care Gaps
Non-Clinician	Front Desk Staff, Schedulers, Referral Staff, etc.	Staff of community clinics who support non-clinical workflows, including scheduling appointments and managing referrals. Chart Review, Event Monitor, In Basket, Managed Access, Patient List, First Access Patients Chart, Orders (Referrals, Lab, Radiology), Quick Appointments, Upcoming Appointments, Document Upload
Biller	Biller/Coder	Reviews medical services and associated charges for billing purposes. This user can view an admitted patient's clinical documentation and physician notes to verify that the documentation supports the charges. Chart Review, Event Monitor, In Basket, Managed Access, Patient List, First Access Patients Chart
Post Discharge Care Clinician	Skilled Nursing Facility, Home Health, Hospice, Acute Rehab, DME, etc.	Users who accept or decline discharge placement requests via In Basket and manage their patients' care. Chart Review, Event Monitor, In Basket, Managed Access, Patient List, First Access Patients Chart, Orders (Referrals, Lab, Radiology), View Assessments, View

TogetherCare Powered by Epic to deliver people-centered care		Patient Billing Info, Upcoming Appointments, Document Upload, Care Management Tasks, Close Care Gaps, View Grease Board, Update Coverage & Benefits, Discharge Placement
EMT	Emergency Medical Technicians, including non-emergent Transportation Services	Emergency medical technicians who view basic clinical information before or during patient transport. Chart Review, Event Monitor, In Basket, Managed Access, Patient List, First Access Patients Chart, Orders (Referrals, Lab, Radiology), Quick Appointments, Upcoming Appointments, Document Upload
Care Coordinator		Community care managers who use Healthy Planet Link to coordinate patient care and complete care management workflows. Chart Review, Event Monitor, In Basket, Managed Access, Patient List, First Access Patients Chart, Orders (Referrals, Lab, Radiology), View Assessments, Update Demographics, View Patient Billing Info, Quick Appointments, Upcoming Appointments, Document Upload, Care Management Tasks, Close Care Gaps
Specimen Collectors	Including Lab Outreach	Specimen collection users who use Beaker tools for collecting lab specimens in EpicCare Link. Chart Review, Event Monitor, In Basket, Managed Access, Patient List, First Access Patients Chart, Orders (Referrals, Lab, Radiology), View Assessments, View Patient Billing Info, Quick Appointments, Upcoming Appointments, Document Upload, Care Management Tasks, Close Care Gaps
Research Monitor	Research Study Monitor	View Only
Auditors/Payers	Insurance Companies	No Access to EpicCare Link or Hyperspace