HSS

HSS Care Link FAQ

1. What is HSS Care Link?

➢ HSS Care Link is a web portal that allows HSS Rehabilitation Network Members & Collaborative Partners to securely view patient medical information as well as exchange secure messages with our physicians and clinical teams to coordinate patient care.

2. What are the computer system requirements to use Care Link ?

➢ The following operating systems support the use of HSS Care Link:
  - o Microsoft® Windows® 7, 8.1, 10
  - o macOS®: 10.14 Mojave, 10.15 Catalina, 11.0 Big Sur
➢ The following browsers support the use of HSS Care Link™ Personal:
  - o Microsoft® Internet Explorer™
  - o Google Chrome™
  - o Apple Safari®

3. What is the web address to access HSS Care Link?

➢ The web address to access HSS Care Link is CareLink.hss.edu

4. Who do I contact if I forgot my username/password?

➢ Contact your practice site administrator.
➢ If you are with site Admin, contact TECH Support.

5. What is the number for TECH SUPPORT?

➢ Care Link tech support at 646.989.1701.

6. What is Dual Authentication (2FA)?

➢ Two Factor Authentication, or 2FA, is a security system that requires two distinct forms of identification to access online accounts.
➢ HSS uses this mechanism as an added layer of security beyond just a username and password.
➢ Refer to resources in eAcademy for additional details.

7. How do I reset my Dual Authentication code?

➢ Use the "Reset Code" issued when you first activated your 2FA.

8. Who do I contact if I lost my Dual Authentication "Reset Code"?

➢ Contact HSS Help Desk to perform the Dual Authentication setup again. 646.989.1701.

9. How do I add my practice to HSS Care Link?

➢ Please contact the HSS Rehab Network office to add a new practice location. 212-606-1317 or email: rehabnetwork@hss.edu

10. How do I add a staff member to my profile?

➢ Designated site administrators are the only members who can add new users after your practice has completed the onboarding phase.
➢ The Site Administrator from your practice can begin the process of activating a new user: log into CARE LINK > click Admin >New Account Request >Select the User Role >then update all the required field information specific to the user role >click Submit >then monitor the response from the HSS security team via the In Basket tab.

11. Do I need to have an adobe reader to view PDFs from within HSS Care Link?

➢ Yes. Adobe® Reader™ version 7.0 or greater to view PDF files

12. Does my EMR need to "print to pdf" to upload into HSS Care Link?

➢ It is preferred but not required, if your EMR does not "print to PDF you will need to convert your files to PDF by using another third-party system. Ie. adobe

13. What patient information do we have access to through HSS Care Link?

➢ **The therapist can see the patient**: Allergies, Current Medications, Demographics, Medical/ Surgical History, Flowsheet Data, Upcoming Appointments, Referral information, Chart Review & In basket Correspondence.
➢ **Office Staff can see** Referral Information & In Basket Correspondence.

14. How far back does chart access allow?

➢ Historically one year before the active referral & up to four months post referral date?

15. How long do I have access to a patient's chart?

➢ You have access so long as there is an active referral.

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16. Who should I call if my chart access expired?

➢ Contact the physician's office to initiate a new referral for the patients.

17. Will my staff be trained on how to navigate HSS Care Link?

➢ Yes, all staff who will access HSS Care Link will need to undergo role-specific training.
➢ Takes place independently in the HSS e-Academy portal.
➢ Consists of multiple learning video modules along with a tip sheet.

18. How long is the training?

➢ Approximately 1 hour for each type of training/set of videos.

19. Can I take the training over if I do not pass?

➢ Yes