



## **Atlantic Health Carelink FAQ**

### **1. What is AHS Carelink?**

AHS Carelink is an online tool for connecting private and referring physicians and associated clinical staff to Atlantic Health System's patient information in one electronic health record. At this moment, it will provide "view only" access to Atlantic Health System's patient's health records including hospitalizations and real-time clinical data, for those who do not have access to Atlantic Health's Epic EMR.

### **2. How does AHS Carelink work?**

AHS Carelink provides registered users with secure access to their patients' electronic health record information and test results from Atlantic Health System.

### **3. What computer equipment does AHS Carelink require?**

You must use one of the following Internet browsers to access AHS Carelink:

- Google Chrome version 88 or later. Previously, version 50 or later was supported.
- Microsoft Edge version 88 or later. Previously, version 79 or later was supported.
- Mozilla Firefox version 78 or later. Previously, version 45 or later was supported.
- Safari version 14 or later.
- Internet Explorer version 11 or later.

On tablets, you must use iPad Safari or Android Chrome browsers.

AHS Carelink 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. In addition, you need Java enabled to display graphs and scanned images in AHS Carelink.

### **4. Is there a fee for using AHS Carelink?**

Atlantic Health System is providing AHS Carelink at no cost.

### **5. What information is available within AHS Carelink?**

AHS Carelink provides view-only access to the patient's health record including:

- Lab Results
- Diagnostic test results
- Hospitalization records
- Procedural information
- Discharge instructions
- Progress notes
- Medications
- Allergies
- Medical history

- Visit summary

## 6. How do I sign up for AHS Carelink?

To sign-up for Carelink you can go to <http://atlanticealth.org/carelink> and submit your request. You will need to sign an Agreement and provide information about your site and users.

## 7. Who should I contact if I am having problems accessing or using AHS Carelink?

All questions regarding AHS Carelink can be emailed to [Carelink@atlanticealth.org](mailto:Carelink@atlanticealth.org).

## 8. How long does it take to get my practice signed up?

Once the request is submitted, it generally takes 2-3 weeks to process the account, upon which user's account information will be emailed to you.

## 9. Is training required to use AHS Carelink?

AHS Carelink offers tools, tips, and suggestions as you navigate. There are online guides and training videos in the Quick Links section of AHS Carelink.

## 10. Can I share my AHS Carelink user name and password with someone else?

**Absolutely do not share logins!** If you have access to AHS Carelink as part of your job, it is so you can perform your duties as you care for your patients. Agreement to the Terms and Conditions means you agree to keep this information private and not allow anyone else to use this information. You are responsible for any activity that occurs using your user name and password.

*If you are called away from your computer and someone else is active with this information, you are responsible. Please be aware of your surroundings.*