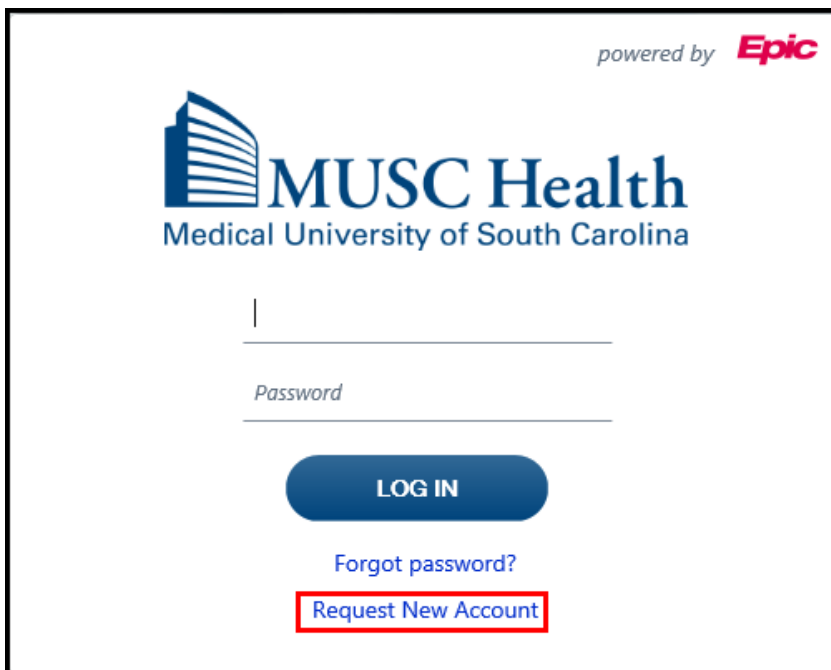


## MUSC Health CareLink | Enrollment Guide

MUSC Health's physician portal is MUSC Health CareLink. MUSC Health CareLink allows approved non- MUSC community practices to view the medical record of patients referred to MUSC. Gaining access for your practice is simple, please follow the steps below.

### New Account request process:

To request a new MUSC Health CareLink account, please visit [www.muschealthcarelink.com](http://www.muschealthcarelink.com). Select the **Request New Account** link located under the Log in button.



### Overview of requirements for access:

- 1) One user in the practice must assume the role of MUSC Health CareLink Site Administrator
- 2) Print, Sign and return a practice level agreement (covered on page 3 of this document)
- 3) Dedicated User requests for each user needing access.

## New Account Request Menu

To begin the enrollment process, select ***Request access for a new site***. Then choose the type of site you are requesting.

### Create User Accounts for Your Site



#### Request a new site

A site represents your workplace and must exist before you can add user accounts.



Choose a type of site to create:

##### Site

Request access for a new site

##### Post-Acute Care Site

Request access for a new site to receive discharge planning service requests

##### Community Based Organization

Request access for a new site to receive social needs service requests



#### Add a user to an existing site

If someone at your workplace already has access, your workplace has a site.

**Please note:** If your practice has multiple locations with unique patient populations, please follow the 'Request access for a new site' workflow for each location. This will group the patients and staff accordingly instead of batching all patients and all staff into the same group. If you have any questions please email the MUSC Health carelink support team [carelink@musc.edu](mailto:carelink@musc.edu)

## Site Information

Enter the practice name, phone, NPI and other demographics.

1. Site Information 2. Users 3. Verification

### Site Information

Practice name:

Phone:  Fax:

Practice NPI #:

### Address

Address:

City:

State:  ZIP:

County:

Country:

### Other

Download [Required](#) Site Agreement

Attachments:

10.0 MB Total Allowed 0 Files

Comment:

[Next](#)

[Cancel Request](#)

## URGENT STEP – MUSC Health CareLink Practice Agreement

Click the practice agreement link (above the comment field) to open and print a copy of the practice agreement. This can be emailed, faxed, or attached to the request. Please note this is for practices. If you are a billing or payor group, please email [carelink@musc.edu](mailto:carelink@musc.edu) and we will send you the correct agreement. This agreement must be signed by someone that can legally sign on behalf of your practice. No users will be provisioned access until a signed practice agreement is returned to MUSC.

Download [Required](#) Site Agreement

Attachments:

10.0 MB Total Allowed 0 Files

## Add Users

|                                                                                                     |                                                                          |
|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| <br>Non-Clinician  | <a href="#">Request a new non-clinician in an existing site.</a>         |
| <br>Clinical Staff | <a href="#">Request a new clinical staff member in an existing site.</a> |
| <br>Provider       | <a href="#">Request a new provider in an existing site.</a>              |

Access is provided to non-clinical, clinical support staff and providers. Select the appropriate template for each user request and enter all required information. Providers are any practitioners with an NPI; Clinical staff is the nursing staff, Non-clinical are non-licensed office staff. Each user must have a separate request submitted. Be sure to enter all of the providers for your practice (MD's, PA's, and NP's) using the provider template.

### **URGENT STEP** – MUSC Health CareLink Site Administrator

One staff member must assume additional responsibility for the practice as the MUSC Health CareLink Site Administrator. This user will be responsible for managing the access of all users within the practice. These duties include:

- Submitting requests for new staff
- Deactivating staff that leaves the practice
- Resetting passwords for staff in the practice
- Quarterly user verification for all account holders in your practice.

#### Site Administrator

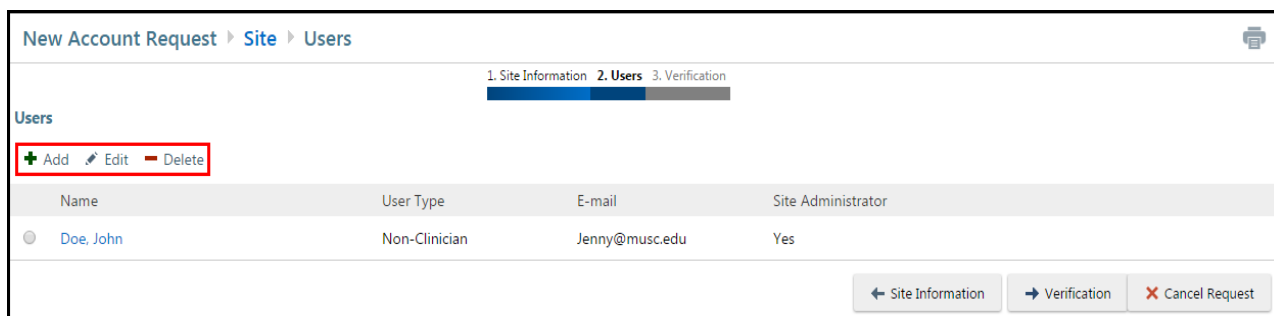
A site administrator is the person responsible for maintaining a site's records. These responsibilities include verifying that user accounts are current, deactivating the accounts of users who are no longer active at the site, and submitting requests to activate new user accounts. Every site must have at least one administrator.

☐ **Make this user a site administrator**

At the bottom of each user request is the **Make this user a site administrator** check box. Selecting this box will denote who should be provisioned site administrator privileges.

## Add Users, Continued

Once all users are entered its time to verify. Before moving on, take a moment to ensure all user information is correct. If you need to add another user, edit or delete a specific request, select the radio button to the left of the user and select the appropriate button from the toolbar.



New Account Request ▸ Site ▸ Users

1. Site Information 2. Users 3. Verification

Users

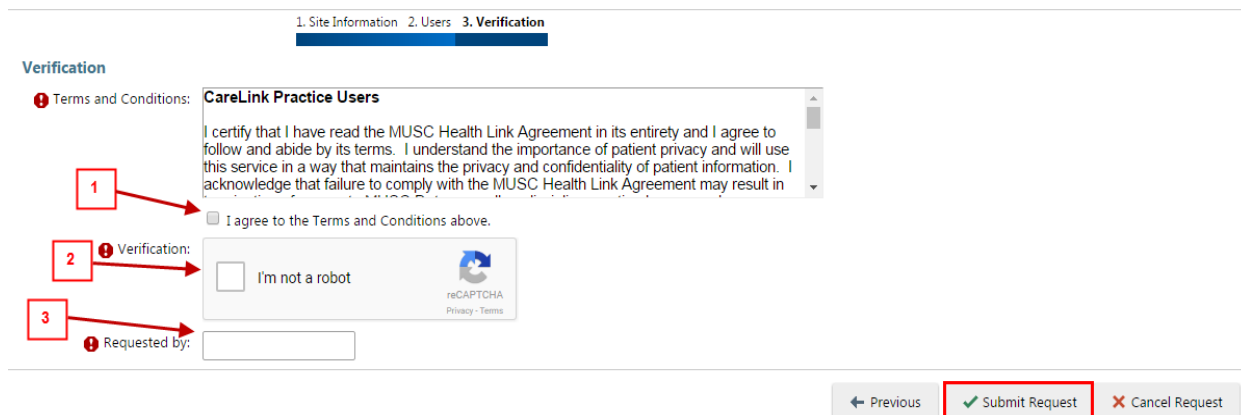
+ Add Edit Delete

| Name                                       | User Type     | E-mail         | Site Administrator |
|--------------------------------------------|---------------|----------------|--------------------|
| <input checked="" type="radio"/> Doe, John | Non-Clinician | Jenny@musc.edu | Yes                |

← Site Information → Verification × Cancel Request

Next, click the  **Verification** button to continue.

## Verification



To verify your request, please complete all three required items seen in the screen shot above.

- 1) **Terms and Conditions:** Review the Terms and Conditions and check the, *I agree to the Terms and Conditions above* check box.
- 2) **Verification:** Enter your unique Captcha code in the white text box located within the yellow Privacy & Terms box.
- 3) **Requested by:** Enter your name. This will assist the MUSC Health CareLink team in the event that they have a question about the requests(s).

Click the **Submit Request** button when you are ready to continue.



## Confirmation Page

The MUSC Health CareLink confirmation page will populate confirming your request(s). Please print the confirmation page for reference. To print the confirmation page click the printer button  found in the upper right corner of the page.

New Account Request ▸ Confirmation



Reference #: 149532207

### Request Received

Please use the reference list below for what to expect next:

#### New Users:

- Site Administrator - New Site Admins should expect an **email within 5 days** that will include login information & the Site Administrator Guide (PDF).
- All Other - Login information will be available to Site Administrators. Expect an **In Basket notification via Carelink within 5 days**.

#### New Sites:

- New Site Contracts require execution of the applicable CareLink Agreement. Depending on various factors (such as the number of changes requested), this may take **up to 6 weeks**.
- Once the CareLink Agreement is executed, requesting parties should expect to receive login information via email.

#### Questions?

Email: [carelink@musc.edu](mailto:carelink@musc.edu)

Call: 843-792-9700 (MUSC Health IS)

New Site Contracts require execution of the applicable CareLink Agreement. Depending on various factors (such as the number of changes requested), this may take up to 6 weeks. Contact MUSC Health's CareLink team if you have any questions at [carelink@musc.edu](mailto:carelink@musc.edu)