

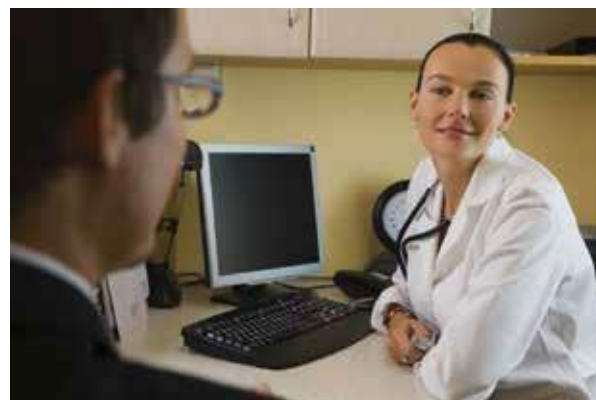
Link2CHOP Overview & Quick Reference Guide



Call 1-800-TRY-CHOP (1-800-879-2467) and press 2 for 24/7 support.

Activating your Link2CHOP Account

1. The first step in using Link2CHOP is activating your Link2CHOP account.
2. You will receive an email from Abe Cooperman in Physician Referral notifying you that your Link2CHOP account activation email instructions will be sent imminently.
3. Next, you will receive an email from "IdentityAdmin" with a link and instructions to activate your Link2CHOP account.
 - Step 1: Access the CHOP Identity Claiming Portal by clicking on the link provided in the email, <https://claimID.chop.edu>.
Note: Please have the following information available when claiming your CHOP digital identity:
 - CHOP Key: provided in the email
 - Employee ID: provided in the email
 - Birth Date: Your birth date provided to CHOP on the initial questionnaire
 - Email Address: Email address on file with CHOP (email address used to receive this email message)
 - Step 2: Accept CHOP's End User License Agreement.
Note: You must read and agree to CHOP's End User License Agreement (EULA) standards before your identity can be enabled. These standards outline our policies for privacy and confidentiality of Hospital and patient information. You must click on the link provided, you cannot simply agree.
 - Step 3: Set your password and password reset challenge questions.
Note: 1) Passwords must meet CHOP's password complexity standards, which are outlined in the Identity Claiming Portal.
Note: 2) You will be prompted to set four challenge questions that can be used to reset your password. You must set your challenge questions in order to have Link2CHOP access.
4. Once you have successfully completed the Link2CHOP activation steps above, you will receive a confirming email and a link to the Link2CHOP application <https://link2chop.chop.edu>.
5. We recommend you store your CHOP Key in a safe place — we will need it if you require password help in the future.
6. If you need assistance with the above process or have any questions, please call 1-800-TRY-CHOP (1-800-879-2467) and press 2.



Logging in to Link2CHOP

1. Enter <https://link2chop.chop.edu> into your browser to get to the CHOP log-in screen. We recommend that you save it as a favorite or add as a shortcut on your desktop.
2. Enter your Username and Password. Click "Submit."
3. Once your credentials have been approved, you will have access to the Link2CHOP patient information portal and will be on your Home Page.



Link2CHOP Overview & Quick Reference Guide

Home Page Tab

1. Left Side
 - Search for a patient.
 - **New!** Place an Order – this link will take you to the referral order entry section where you can request an expedited or standard specialty care appointment for patients who are currently CHOP patients (seen in any specialty or facility). New to CHOP patients cannot be referred using this tool at this time.
 - “In the News” keeps you up to date with timely communication from CHOP.
 - “Quick Links” help you to navigate CHOP resources from the portal, such as looking up CHOP specialist names or programs, for follow-up patient care in a convenient way.
2. Right Side
 - The right side of the page shows you your alerts and event notification which include new patient encounters or changes in patient status in the following categories:
 - Outpatient – Inpatient – New patients
 - Results – ED notifications

In Basket Tab

1. Left Navigation — “My In Basket” — allows you to manage your communication from CHOP regarding your patients. The information is summarized in folders, and you can click them to see the contents. They include:
 - Discharge summary • Outpatient notification
 - Inpatient notification • Results notification
 - New patient notification
2. To manage the “In Basket” communication, you can:
 - Read — select the patient name from the list that you would like to review.
 - Get additional information.
 - Delete items from the list by using the “Done” button — check the box and click “Done.” When you note “Done” on a message, it is not deleted, but filed in the patient’s chart. You can go to the chart and see the information at any time.
Note: When you select “Done” to a message in your folder, it may or may not remove it from other’s “In Basket” folder associated with this patient in your practice depending on how you have your preferences set up in utilities.
 - Print information — use the printer icon in the upper right corner of the document.

Patient Lists

1. My Patients: a list of all patients associated with your practice will be listed. Scroll down and click on the patient record you’d like to view.
2. Link2CHOP Admitted Patients: a list of all the patients who are currently admitted to CHOP. Click on the patient record you’d like to view.
3. **New!** Search All Patients (previously First Access): click on the “Search All Patients” link if the patient you’d like to view is not on either of the above lists. You have agreed only to view records of patients in your care. (See Search All Patients instructions below.)
4. Patient PCP filter: can sort patients based on the PCP associated with the patient in CHOP’s records.



Link2CHOP Overview & Quick Reference Guide

Search All Patients (previously First Access)

1. You can use “Search All Patients” to find patients who are in your care but do not show up on your patient lists. Note: You should only attempt to access patient information that you are legally entitled to access under HIPAA guidelines and the User Agreement. CHOP will routinely monitor the use of this function.

- Click the “Search All Patients” link at the bottom of the patient list.
- Fill in the required information. You must match three of four elements of this information with the information we have in the CHOP system in order to gain access to patient information.

Note: If there is no consent on file at CHOP to share patient information electronically, you will not be able to view the patient’s chart. There is a link to the consent document that you can print and have the parent / guardian / patient sign and fax to 1-844-FAX-CHOP (329-2467). Please allow up to 48 hours for access to be granted.

- Last Name, First Name
- Birthdate
- Sex
- Home Phone

Note: The number the patient provides to us is the number that is required in this box. If you try a number and it doesn’t work, try another number. We may have a cell number in the home phone slot. You will not be locked out for trying this process more than once.

- In the next screen, you will be asked to provide a reason for using the “Search All Patients” process, and you need to enter a comment providing more information about why you are requesting access to this patient. This information is required to move to the patient record.
 - Once you have successfully gained access to the patient’s record, you will have access to this patient’s information for 10 days.
 - This process will send a notification to CHOP and upon investigating, if you are the PCP, access will be applied accordingly.
 - Please contact your physician liaison if you notice you have not been granted permanent access to your patient.

Clinical Tab

There are 2 ways to find the patient you are looking for. You can select any of the following:

1. Search My Patients – this is the first step you should try to bring up your patient’s record. Most records that are associated with your practice will come up in this tab.
 - Type the patient’s “last name, first name” in the Name/MRN box and click the Search button
 - My Patients – a list of your patients that match your search will come up. If your patient does not come up, proceed to the “Search All Patient’s” tab to retrieve your patient’s chart.
 - Recent Patient Tab: for convenience, the system keeps a list of patients that you have recently viewed.
2. Search All Patients: if you have used the Search All Patients process described previously to open a chart, you will land on the Snapshot view of the chart as well. See below to continue to view the chart.

Once you have chosen a patient, you will be open to the Patient Snap Shot view of the patient’s chart. You can see all of the information contained in the chart at a glance.



Link2CHOP Overview & Quick Reference Guide

To obtain detailed information, click on the “Chart Review” tab on the left navigation bar.

- Chart Review Tabs

- Encounters: summary of all encounters that a patient has with CHOP. These include outpatient visits, inpatient stays, ED visits, outpatient labs, phone calls, etc.
- Labs: lab results for all labs done in a CHOP facility
- Imaging: reports and images available for all studies done at a CHOP facility
- Procedures: all procedures that are done at a CHOP facility
- Other orders: list of orders submitted by CHOP
- Medications: list of all medications that the patient is on that CHOP has entered into the Link2CHOP system. You can sort by “current” and “historical.”
- Episodes: collection of patient encounters with a common purpose, such as linking prenatal visits for a pregnancy
- Letters: consultative letters from specialist visits and other communication
- Notes: discharge notes, operative notes, progress notes, etc.
- Miscellaneous Reports: reports and other tools that don’t fit into the above tabs, i.e., CHOP immunization records

Tip: For the ideal experience, always use the “Back” button in the lower right hand corner to navigate these tabs.

Icons on top right

1. Patient

- Search for a patient • Recent patient

2. Utils

- Change current user settings and personal profiles to determine what you see in Link2CHOP and how you see the information.
- Current default setting for the Alert Dashboard on the Home Page lists all options.
- Some reports, such as Discharge Summaries and Letters, will be faxed.

3. Secure

- This will lock the current session.

4. Log off

- Log out of Link2CHOP.

