



MSK Care Link Resources

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Memorial Sloan Kettering
Cancer Center

Frequently Asked Questions

What is MSK Care Link?

MSK Care Link is a secure, online tool that allows approved, external physicians and clinical teams access to select MSK patient information in the MSK Epic data repository. Users can access MSK Care Link at any time with an internet connection and a computer.

What are the advantages of MSK Care Link?

On MSK Care Link you can submit patient referrals, view your patient's test results, clinical reports, and imaging, and communicate directly with the MSK care team. Your patient's medical information is provided in real time, allowing you to track their admissions, progress, and discharges as they occur.

Who can use MSK Care Link?

MSK Care Link is available to external physicians, clinical staff, and support staff.

What information and actions can clinicians and their staff view/take within MSK Care Link?

Once you enroll and sign in to MSK Care Link, you can view a read-only summary of your patient's MSK Epic chart. Within the chart, depending on your role (see more about roles in the user roles section), you will be able to:

- View visit summaries, pathology results, medications, procedures, allergies, and other clinical documents/notes, as well as reference quality images.
- Upload relevant documents and attach them to the orders you place for your patient and track their status.
- Send and track electronic referrals to MSK.
- Place and track second opinion pathology orders.
- Send and receive messages with MSK providers.
- Access records for new patients referred to you by MSK.
- Set up alerts for new activity/messages from MSK providers.

What are the different user roles/types of access for MSK Care Link?

- **Physicians, NPs, PAs**
Types of access: Chart Review, Event Monitor, In Basket, Managed Access, Patient List, First Access Patients Chart, Orders (Referrals, Second Opinion, Pathology), View Assessments, Update Demographics, View Patient Billing Info, Upcoming Appointments, Document Upload, Care Management Tasks, Close Care Gaps
- **Clinical Staff (RN, LPN, MA, Referral Staff, etc.)**
Types of access: Chart Review, Event Monitor, In Basket, Managed Access, Patient List, First Access Patients Chart, Orders (Referral only), View Assessments, Update Demographics, View Patient Billing Info, Upcoming Appointments, Document Upload, Care Management Tasks, Close Care Gaps
- **Non-Clinician (Front Desk Staff, Schedulers)**
Types of Access: Chart Review, Event Monitor, In Basket, Managed Access, Patient List, First Access Patients Chart, Update Demographics, Upcoming Appointments, Document Upload
- **Research Monitor**
Types of Access: View only

What is a Site Administrator?

Each practice needs to designate a site administrator. If you are a solo practitioner, you will designate yourself as the site administrator when you enroll (more in the next section on how to enroll) in MSK Care Link but will not have to perform the duties listed below for sites with multiple users.

For sites with multiple users, you will elect a clinic site administrator and one backup administrator. The site administrator is responsible for:

- Managing access to MSK Care Link for all users at your site.
- Using the 'Manage My Clinic' function, where you can deactivate users at any time, and you can also request new user accounts.
- Resetting passwords if needed.
- Performing site verification- every six months the administrator will be prompted to verify that all users at their site should still be active. If anyone is no longer working at the facility or no longer requires access to MSK Care Link, their status should be changed to no longer active. Administrators have 30 days to complete each verification cycle.

- Communicating with MSK if your team has issues or questions you cannot resolve/answer. You can email MSK at, epicmsklink@mskcc.org.
- * *Training guides, which will detail how to manage your site and perform the tasks listed above, are available for site administrators on the home page of MSK Care Link. You can access these once you enroll.*

How do I request access and enroll in MSK Care Link?

- Does your workplace currently not use MSK Care Link? If so, please do the following:
 - Follow the prompts in the “[Request Access for MSK Care Link for a New Account](#)” section of this document, and your request will be reviewed and approved by MSK staff.
 - Once the ‘New Site Request’ is approved, the site administrator can create new user accounts for other members of their site or create an account for themselves if they are the sole user at their site. Instructions on adding a new user to a site are located [here](#).
 - All physicians/clinicians at your site will need to have their own user account, even if another member of the staff will be the person responsible for managing MSK Care Link, this is because an “authorizing provider” selection is needed to send referrals or second opinion pathology requests.
 - Please make sure to use an organization/work email, not a personal email when enrolling.
- If someone at your workplace already has access, please do the following:
 - Request to ‘[Add a User to an Existing Site](#)’. Follow the prompts and your request will be reviewed and approved by MSK staff.
 - You can also reach out to your site administrator who can arrange access for you.
 - Please make sure to use your organization/work email, not your personal email when enrolling.

Once you are approved you will receive an email with your username and your site administrator will be prompted to create a temporary password for you. When you log in you will then be asked to change your password.

Is training required?

No training is required to access MSK Care Link, however, once you have enrolled you can login and access online training under the “Quick Links” section to assist with navigating the portal. MSK Care Link is designed so that physicians and clinical staff need minimal training to use it successfully.

What are the technical requirements for MSK Care Link?

To access MSK Care Link you will need a computer and a high-speed internet connection. You should also use an up-to-date browser (Internet Explorer, Chrome, Firefox or Safari). You may access MSK Care Link via a tablet, but using a smartphone is not recommended as it is not optimized for smaller screens.

Can I share my MSK Care Link credentials with colleagues or any other individuals?

No, if you have access to MSK Care Link, it is so you can perform your specific duties caring for patients. When you signed the user agreement, you agreed to keep your credentials private and not allow anyone else to use this information.

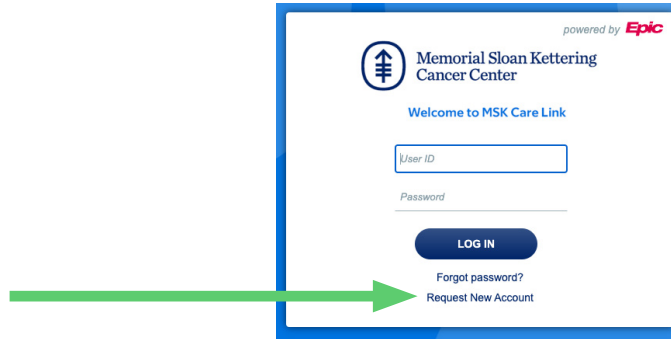
Who should I contact if I am having problems accessing EpicCare Link?

If you have a site administrator, please contact them first. If you do not have one, please contact the MSK Service Desk at epicmsklink@mskcc.org with your question and contact information, and someone will reach out to assist you.

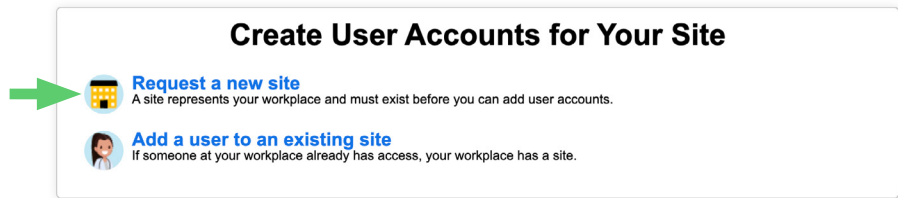
How to Request Access for MSK Care Link for a New Account

If your workplace does not currently use MSK Care Link, and you would like to request access for your site, please follow these steps:

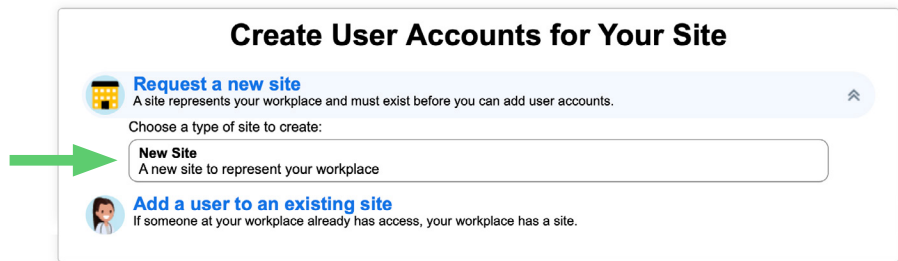
1. Identify who the site administrator will be at your workplace and have that person navigate to link.mskcc.org to enroll. Select “Request New Account”.



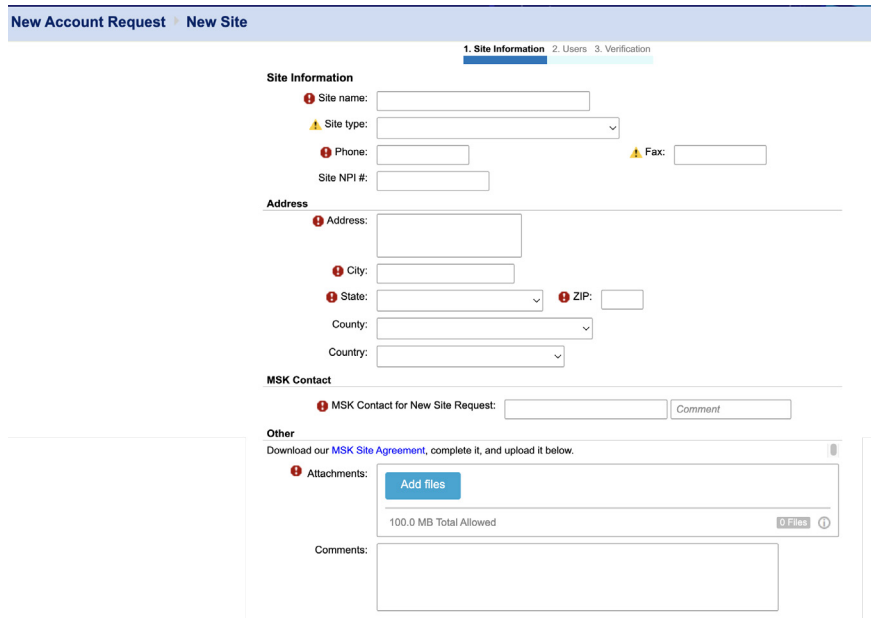
2. Next, select ‘Request a New Site’.



3. Then, under choose the type of site to create, select “New Site”.



4. Next, you will fill out your site information, and then download, fill out, and upload the MSK Site Agreement form. Please make sure that the person at your practice who signs the site agreement form has signature authority.



5. Next, add yourself as a user to your site. Select the appropriate role and enter in your information. Make sure to click the box at the bottom that says, 'Make this User a Site Administrator.'



Add a user to your site

Choose a type of user to create:

Provider
Request access for a new provider

Clinical Staff
Request this user type if you need access to medical records

Non-Clinician
Request access for a new non-clinician

Research Monitor
Request access for a new research monitor

Auditor
Request access for an auditor

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

✓ Submit Request

✗ Cancel

-
6. The final step is to submit for verification. Once the 'New Site Request' is approved, you (as the site administrator) will be able to log in to MSK Care Link and create new user accounts for other members of your team who will need access. You will receive an email in approximately one week letting you know you have been approved.

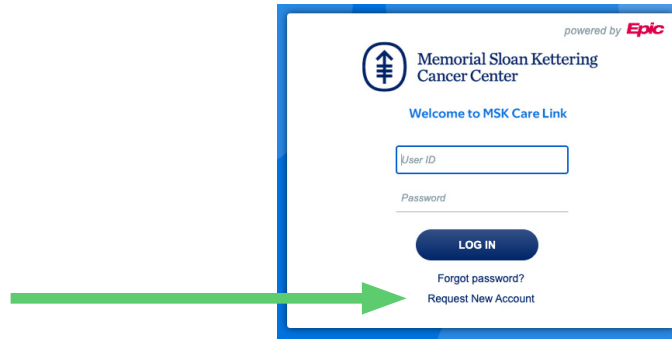
Please note:

- i. All physicians/clinicians at your site will need to have their own user account, even if another member of the staff will be the person responsible for managing the MSK Care Link task. This is required because an "authorizing provider" selection is needed to send referrals or second opinion pathology requests.
 - ii. Please make sure to use an organization/work email, not a personal email when enrolling.
- If you have any additional questions, please reach out to epicmsklink@mskcc.org.

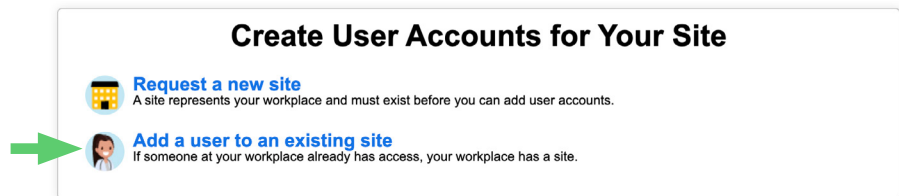
How to Add a User to an Existing Site on MSK Care Link

If your workplace already has access to MSK Care Link and you would like to add a new user(s) to your site, please do the following:

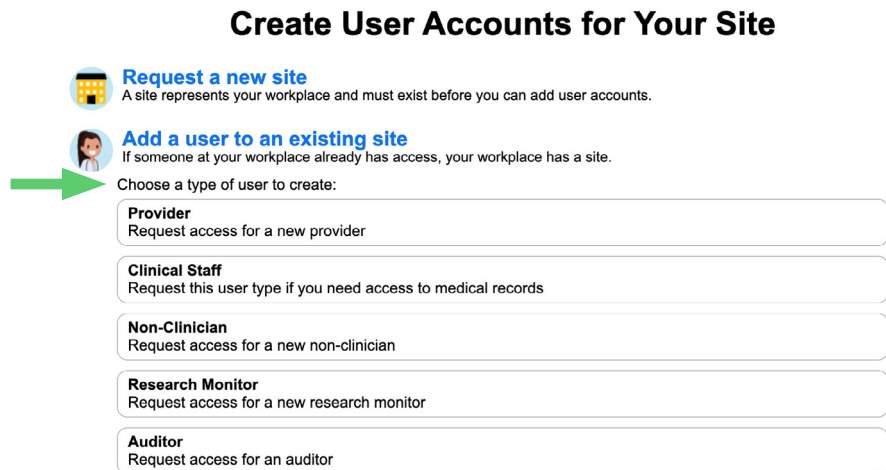
1. Navigate to link.mskcc.org to enroll. Click “Request New Account”.



2. Next, select “Add a user to an existing site.”



3. Then choose “A type of user to create” and make sure to choose the correct role for the user.



4. You may then add a user to your site. Enter the user and the site information and submit request. Next, a member of the MSK team will review and process the request.

User Information

🔴 First name:

🟡 Middle name:

🔴 Last name:

🔴 Work email:

📌 Ensure this email address can be accessed. A verification email will be sent when this request is submitted.

- a. The user will be notified via email once their request has been approved. The email will notify the user of their username and tell them to work with their Site Administrator to login.
- b. The Site Administrator will be notified to set the user's temporary password.
- c. The user will login with their username and temporary password and once logged in, will be prompted to create a new password.

* Please make sure to use an organization/work email, not a personal email when enrolling.

Site Information

Site name:

Site type:

Site NPI #: Phone:

Fax:

Address:

City:

State: ZIP:

County:

Country:

Basic Information

Work phone:

User Address: [Copy site address](#)

Address:

City:

State: ZIP:

County:

Country:

Other


Comments:

Terms and Conditions: **MEMORIAL SLOAN KETTERING CANCER CENTER MSK CARE LINK TERMS AND CONDITIONS OF USE**

These terms and conditions of use ("Terms") are a contract between users ("you") and Memorial Sloan Kettering Cancer Center ("MSK", "we", "our", or "us") and apply to the

I agree to the Terms and Conditions above.

Verification: This reCAPTCHA is for testing purposes only. Please report to the admin if you are seeing this.

I'm not a robot 

Requested by:

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

If you have any additional questions, please reach out to epicmsklink@mskcc.org.