

# EpicCare Link Access Request Process



EpicCare Link allows community physicians and staff to access Catholic Health patient information for demographic and clinical information review. Please review the instructions below on how to request access today! For questions please call the Help Desk at 716-828-3600.



*Please note that EpicCare Link users will not have Epic Hyperspace access.*



## Already have EpicCare Link and need to add providers or staff to an existing site?

- If your site already has access to sign into EpicCare Link but desire to extend access to additional staff please follow these steps:
- To do so, please visit [epiccare.chsbuffalo.org](http://epiccare.chsbuffalo.org).
- Choose **Request New Account**.
- Click the link pertaining to the type of request (e.g., clinical, front desk, billing).
- Your access request will be reviewed—this may take 24–48 hours.
- An email will be sent to the address entered in the request form displaying the login credentials.

## Need to Create a new site and add providers or staff?

- If this is your first-time requesting access for your site follow these steps:
- Please visit [epiccare.chsbuffalo.org](http://epiccare.chsbuffalo.org).
- Choose **Request New Account, then select Access for a New Site**.
- Complete the fields pertaining to site access.
- Upon adding facility details, choose the type of request needed per user.
- Continue creating the new user requests until your staff are entered.
- Your access request will be reviewed—this may take 24–48 hours.
- An email will be sent to the address entered in the request form displaying the login credentials.