

What is ProMedica Link?

ProMedica Link is ProMedica's secure web-based application that quickly and securely connects referring providers and their staff to information about their patients which is stored in the electronic medical record of ProMedica facilities using the Epic system. ProMedica Link will replace the iCare Physician portal once all facilities are using Epic.

Who can use ProMedica Link?

ProMedica Link is available to physicians who are not on the medical staff with any ProMedica facilities. Additionally, access can also be granted to support staff to help ensure continuity of patient care. Examples of users outside of ProMedica who may need to review clinical and administrative information of patient seen at our facility include:

- Referring physicians, provided that the patient identifies the physician as part of his or her care team
- Referred-to physicians and other post-acute care facilities
- Contracted physicians
- Clinical and office support staff

Do I need access to ProMedica Link or Epic Hyperspace?

Epic Hyperspace is the full version of Epic that allows for documentation, order entry and medical record access for Epic trained staff. Providers who practice at ProMedica use Hyperspace to access patient information. Other authorized users who do not have Hyperspace access may use ProMedica Link to access patient information.

Is there a cost?

There is no cost associated with using ProMedica Link

Will ProMedica Link require a specific browser or technology?

Users will need a PC or Macintosh computer, a high-speed internet connection (dial up is not recommended) and Internet Explorer (IE 8 through 10), Mozilla Firefox 10 and any later versions, Google Chrome or Apple Safari. On tablets, you must use iPad Safari or Android Chrome. ProMedica Link uses industry-standard encryption technology ensuring that only you and your staff have access.

Can my staff access a patient's medical record on my behalf?

You can request ProMedica Link access for clinical staff, non-clinical staff and office administrators in your practice. Each staff member will need to enroll in ProMedica Link, electronically sign the terms and conditions, and abide by the rules of patient confidentiality. You and your clinical staff, including physician assistants, nurses, administrative personnel and office manager, will have access to your patients' medical records. At least one person at your site must be designated as the site administrator who will have certain additional administrative responsibilities.

How will I know when a patient's medical records have been updated or test results posted?

You will receive a message in your ProMedica Link InBasket. If that message remains unopened for one day you will receive an email reminder in your personal or professional email account, if you have also provided that address.

What are the advantages of ProMedica Link?

ProMedica Link will provide you with real-time access to your patients' medical records, test results and imaging reports as well as notification of your patients' outpatient visits, admissions and discharges.

Will I continue to receive faxed notification and discharge summaries?

Yes, providers will continue to receive communications regarding their patients via their communication preference method in their Provider record.

How long does a Primary Care Provider have access to a patient's medical record?

Providers who have been identified in ProMedica's EMR system by the patient as the patient's Primary Care Provider will have access to the medical record for as long as the provider is indicated as such.

How long will other providers with a relationship to the patient have access to the medical record?

Providers with a temporary relationship to the patient, such as consulting, care team members, attending and referring physicians will have access to a patient's ProMedica medical record for 90 days after their last encounter with the patient.

How long will a skilled nursing or long term care facility with an accepted referral have access to the medical record?

Once the referral is accepted, the facility will be linked to the patient for 30 days. Extensions can be coordinated by calling the Health Information Management Department at 419-291-4172.

Will training and support be available?


Training for ProMedica Link can be completed online at your own pace. User training materials can be accessed by logging on to ProMedica Link and accessing the “E-learning” and/or “Users Quick-Start Guide” on the ProMedica Link home page.

NOTE: After you are enrolled in ProMedica Link, you can login to complete the online training at your own pace. Training information will be located on the left column of the screen under Quick Links.

Welcome to ProMedica Link



I want to...

 [Select a patient](#)

In the News...

When you click on the eLearning links below you will be prompted to “Open” or “Save”. Choose Open then use Internet Explorer as the program in which you open it. This should present the video.

Quick Links

- [Users Quick Start Guide](#)
- [E-learning - Introduction](#)
- [E-learning - Monitoring Your Patients](#)
- [E-learning - Site Administrator Workflows](#)
- [FAQs](#)