myBeaumontConnection FAQ

What is myBeaumontConnection?

myBeaumontConnection is a web-based application for connecting physician practices, skilled nursing facilities and billing offices to Beaumont Health. It provides office staff members secure read-only access to select patient information in our Epic/oneChart data system.

How do I log into myBeaumontConnection?

You will access myBeaumontConnection directly from the web address: epiccarelink.beaumont.org/EpicCareLink/common/epic_login.asp

What internet browsers are supported?

The application can be accessed using Internet Explorer 11, Firefox 45 or later, or Chrome 50 or later on the Windows operating system. Users of the Macintosh operating system can use Firefox 45 or later, Chrome 50 or later, or Safari 9 or later to access the applications. Microsoft Edge is not supported.

EpicCare Link can also be accessed by iPads running iOS 9 or later using the Safari browser and Android tablets using the Chrome browser. The native Android browser and other third-party browsers are not supported. The Chrome browser on iOS is also not supported.

To function properly with your web application, a browser must be able to accept cookies, and it must be enabled to run JavaScript. These are enabled by default when you install the supported browsers, so they're supported unless you have explicitly disabled them.

Note: In Mac OS X, you must enable full keyboard access to tab between fields in web applications. To do this, access System Preferences > Keyboard & Mouse > Keyboard Navigation > Full keyboard access, and select the All Controls options.

Who will use myBeaumontConnection?

Physician office staff members, skilled nursing staff, and billing office staff.

Will myBeaumontConnection replace the current Beaumont Physician login used today?
No. These are two different applications, used by two different groups of people. The access is similar since both links are available by entering www.beaumont.org, scrolling to the bottom of the page and selecting ‘Physicians’.

Physicians will continue to the login screen as they do today by selecting the ‘Epic/oneChart’ link.

myBeaumontConnection will continue to the login screen by selecting the ‘Physician Office Staff – myBeaumontConnection’ link.

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**What are the benefits of myBeaumontConnection and why should I use it?**

Office staff can view and print patient information including demographics, lab, radiology, cardiology, medical transcription, authorizations, insurance information (face sheets), and monitor your patient’s events. Some offices will also have the ability to also order patient procedures.

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**Will our office be able to order patient procedures?**

Yes, in offices that request ordering capability, the office staff will be able to place orders on behalf of their physician. The physician in turn will co-sign the order in their In Basket (via oneChart or myBeaumontConnection depending on their access). If desired, the provider can place the order directly within myBeaumontConnection without the need for a co-sign.

Note – myBeaumontConnection ordering includes Imaging Clinical Decision support for CMS required Appropriate Use Criteria (AUC) consultations for high-tech imaging orders (CT, MR, PET, Nuclear Medicine).

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**What if only some of my providers have Beaumont credentialing?**

Currently, only providers linked to the office will have their corresponding patients listed. If you have a provider without Beaumont credentialing, the site administrator could request a user ID for them, and specify in the comments that they are a provider not affiliated with Beaumont. After we validate the provider information, we will include them in the list of providers associated with the office. If we are not notified that the new user should be associated as a provider, their corresponding patient list would not be included in the practice patient list and their patients would need to be looked up individually.

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**Will I be able to monitor my patient’s events?**
Yes. After following the instructions located in the training guide located on the Physician Office Staff webpage, an automatic message notification will appear on your myBeaumontConnection home page and In Basket when significant events occur for your patients. The event notifications are configurable by you.

**How do I obtain access to myBeaumontConnection if my office already has access?**

Contact your site administrator, who will provide you with the necessary paperwork to complete. After you complete and submit the ‘Confidentiality and myBeaumontConnection usage agreement’ form, the site administrator will log into myBeaumontConnection and put in an electronic request. The site administrator will be notified when your ID and password are activated.

**How do I obtain access to myBeaumontConnection (if your office does not currently have access to myBeaumontConnection)?**

Ask your physician if he/she would approve your request. If yes, then the physician would complete and sign the Site Administrator form located on the office staff web page. This form also requires the physician to specify a site administrator, who would also complete the ‘Confidentiality and myBeaumontConnection usage agreement’ form. Then, these forms are emailed to mbc@beaumont.org or faxed to 248-350-4142. For further questions, contact the Physician IT Support Line at 888-481-2448.

**What is the site administrator responsible for in myBeaumontConnection?**

This person will be your point of contact for myBeaumontConnection. They are able to reset passwords for the office staff users in your group, and request and delete users. The site administrator is usually the practice manager, office manager, or supervisor.

**Is training required?**

No, but you are strongly encouraged to familiarize yourself with the myBeaumontConnection user reference guide. Detailed information is provided for application feature and functions. For further assistance, please contact your site administrator or review the myBeaumontConnection user reference guide.
How will I learn about myBeaumontConnection?
Your site administrator or someone at your office can provide you with training. Also, you can review the training guide and references that are posted on the Physician Office Staff page. For further assistance, please contact us at mbc@beaumont.org.

Do users need to complete, sign and submit a new Confidentiality and myBeaumontConnection usage agreement form?
Yes. Each new user will click the “Confidentiality and myBeaumontConnection usage agreement form” link on the office staff information web page; print, read, sign the form, and provide it to the site administrator.
Then, the site administrator will submit the form on behalf of the user prior to electronically requesting new user access.

Can a physician take on the “role” of administrator?
No. Beaumont physicians will access OneChart via their remote access.

Can third-party billers access myBeaumontConnection?
Yes. Third-party billers will be able to obtain access specific to their needs.

Will I still be able to call HIM for copies of reports?
Please access all patient reports from the myBeaumontConnection system. If a report is not found in MBC, then contact HIM for assistance.

How will I locate reports for a patient whose care has not been provided by my physician?
Select the ‘Search all Patient’s option which allows you to search for a patient record to which you do not currently have access to. Complete all required data on the ‘Search all Patients’ screen as well as one of the recommended fields to gain access to the data.
What if I am not able to complete a ‘Search all Patients’ request because I do not have all of the required patient data such as the last 4 digits of their Social Security Number?

Your physician can access the patient reports/encounters in the OneChart/Epic system.

Who do I contact with questions or issues related to myBeaumontConnection?

For problems, please call the Physician IT Support Line at 888-481-2448. You can also contact us by email at: mbc@beaumont.org.