

LLUH CareLink - Frequently Asked Questions

What is LLUH CareLink?

LLUH CareLink is a free, secure web portal that offers community physicians, their staff, and authorized external organizations access to certain health information for their referred and admitted patients. Through CareLink we'll keep you informed about your patients' treatment at Loma Linda University Health (LLUH), and you'll have the information you need to plan ongoing care.

Who can use LLUH CareLink?

Community physicians, their support staff, and authorized external organizations.

What are the features of LLUH CareLink?

- Notifications of various clinical events regarding your patients' care throughout our system:
 - Patient admission and discharge from the hospital, labor & delivery, and/or emergency department
 - New clinical information from completed outpatient visits
 - New lab or radiology results or reports
- Chart Review
 - Lab results
 - Imaging reports
 - Medication lists
 - Allergies
 - Medical history
 - Clinical notes
 - Scanned documents
 - Existing referrals
- Online physician order entry for lab, imaging, and referral orders
- Electronic messaging to LLUH providers
- Site administration tools (new user requests, password resets)

How are you ensuring patient information remains private and protected?

Authorized users at each site only have access to information of patients with whom they have a documented relationship. Users must have certain identifying information to look up a patient record, and access to the record is only granted for a maximum 120 days. All users are required to abide by the LLUH CareLink Site Agreement as well as Terms and Conditions. LLUH reserves the right to revoke access at any time. More information about PHI and patient privacy is available in the Terms and Conditions document on www.lluhconnection.org.

Do I need to install any software?

- In order to use LLUH CareLink, you must use one of the following browsers on Microsoft® Windows®:
 - Microsoft Internet Explorer® version 7, 8, 9, 10 or 11
 - Mozilla Firefox™ version 10 or above
 - Google Chrome™
 - Apple Safari™
- Alternatively, you can use LLUH CareLink on Mac OS® X with the following browsers:
 - Apple Safari™
 - Google Chrome™

- Mozilla Firefox™ version 10 or above
- In order to view scanned documents, your computer must also have Java Runtime Environment installed.

How much does it cost to participate in LLUH CareLink?

There is no cost associated with LLUH CareLink.

How do I request access for my clinic?

Complete the “Request New User Access” form on www.lluhconnection.org, and a representative will contact you to begin the process. Once a site has signed the necessary agreements, the designated Site Administrator can request access for new users through the tools available on LLUH CareLink.

I can't log in. Who do I contact?

Please work with your Site Administrator to change your password. If the issue cannot be resolved, the Site Administrator can contact the LLUH Service Desk for assistance.

How do I...(find a patient, place an order, access notes)?

Once CareLink access is granted, you will have access to training materials within LLUH CareLink. If you have questions about training, please contact your Site Administrator.