



Accessing Documentation EZLink On-Line

- 1) Enter the following address into your web browser:
<https://healthcare.covisint.com/portal/private/mdch>
- 2) Enter your username and password.
- 3) Click the **Login** button.
- 4) Select **Documentation EZLink** from the menu on the left side of your screen.

Finding or Creating a Patient Record

- 1) Click on the **Lookup** menu.
- 2) Select **Patient**.
- 3) Type in a few letters of the patient's last name.
- 4) Click the **Search** button. If the patient record exists in Documentation EZLink it will appear at the bottom of the screen. Click on the patient name in the resulting list to open the patient record.
- 5) If the patient record does not appear a new record must be created. Click on **New**. The minimum information required to create a patient is the last name, first name and date of birth. Fill in the remaining information if you have it.
- 6) Click the **Save** button.

Adding an Electronic Document to a Patient Record

- 1) Select **Documents**. Click on the **Add Documents** menu.
- 2) Select **Add by Print Job**. Name the document
- 3) Select the **CSHCS** Category and fill in all of the known information such as **Recipient ID**, **County Code**, etc.
- 4) Click the **Print** button.
- 5) The **Print Now** window must remain open until you have printed the document. Open the program containing the document you wish to attach to the patient record.
- 6) Print the document.
- 7) Select the **ProviderLink Printer**.
- 8) Click the **Close** button.
- 9) Switch to the **Print Now** window.
- 10) Select **Close**.
- 11) The document is now attached to the patient record. Note the **Type** shows **Print**.

Adding a Paper Document to a Patient Record

- 1) Select **Documents**.
- 2) Click on **Add Document**.
- 3) Select **Add by Fax**.
- 4) Name the document.
- 5) Select the CSHCS Category and fill in the pertinent information.
- 6) Select **Print**.
- 7) Select **Close**.
- 8) Place the printed Fax Cover Page on top of your paper document.
- 9) Fax it to the number listed at the top of your Fax Cover Page.
- 10) The document is now attached to the patient record. Note the **Type** shows **Fax**.



Sending Documents to CSHCS

- 1) Click on the – **Select a Quick Lookup** – drop down list.
- 2) Select **MDCH – CSHCS General Mailbox - Online**.
- 3) From the patient record select **MDCH – CSHCS General Mailbox**.
- 4) Click the **Browse** button and select the desired documents from the list. Once selected the documents will appear in the **Documents to Attach:** area.
- 5) Enter the type of documents you are sending to CSHCS.
- 6) Add text in the **Message** area if you have special instructions for CHSCS.
- 7) Click the **Send** button.
- 8) Click **Intake** in the **Work Lists Linked to this Patient** area.
- 9) Click the **Remove** button.
- 10) Click the **Save** button.

Tracking Messages

- 1) Click on History Items.
- 2) If there is information in the Read column, CSHCS has read the message.

Reading and Replying to Messages from CSHCS

- 1) Click on the **red** number in the **Unread** column.
- 2) Click on the subject of the message.
- 3) Read the response from CSHCS and take any appropriate actions.
- 4) Click on the patient's name to return to the Patient Information screen.
- 5) Resolve any issues identified by CSHCS.
- 6) Click on **History Items**.
- 7) Click on the subject of the message from CSHCS.
- 8) Click Reply.
- 9) Attach any additional documents by clicking the Browse button and selecting from the resulting list.
- 10) Enter the text of any message you would like to send to CSHCS.
- 11) Click the **Send** button.
- 12) Click on the patient name.
- 13) Click **Intake** in the **Work Lists Linked to this Patient** area.
- 14) Click the **Remove** button.
- 15) Click the **Save** button.