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What is Affiliate Link?

Affiliate Link (AFL) is a tool that provides real-time web access to patient information within Kaiser Permanente's HealthConnect (KPHC) electronic medical record system. Users can, for example, confirm member benefits and eligibility, view clinical data, create and view referrals/authorizations or view claims.

Activating Your Account & Logging In

1. Access the Community Provider Portal: http://www.providers.kaiserpermanente.org/cod/
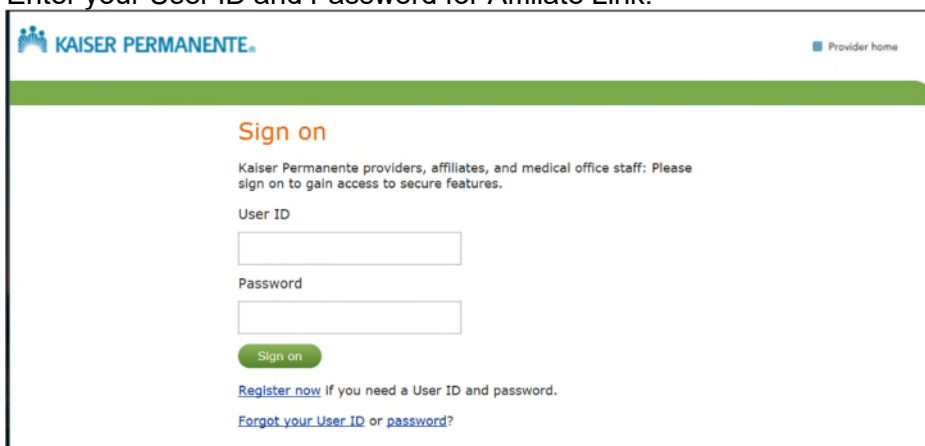
2. To activate your KP Online Affiliate Account, follow the instructions in link Step by Step Guide to Activating Your KP Online Affiliate Account.

3. Once your Affiliate Link account is activated, click the Continue to KP Online-Affiliate link, or add the following direct URL to your favorites: https://epiclink-co.kp.org/cor/epiclink.

4. Enter your User ID and Password for Affiliate Link.

Notes:

If a "Terms and Conditions" pop up appears, read and click **Accept**.

If a message from KP Administration regarding your log on, read the message and click **Accept**.

For help with passwords or logging in, contact the Provider Relations Department at **1-866-866-3951.**

Home Page

After first logging in to Affiliate Link, the system will default to the Home page (the default landing page can be re-configured, refer to the Settings section that begins on page 3). Navigation buttons, tabs, menus and links provide navigation within the Affiliate Link application.

This is what you will see on the Home page:

1. Affiliate Link tool bar with buttons to navigate to:
   - **Home Page**
   - **In Basket**
   - **Referral Search**
   - **Claims**
   - **Upcoming Appts**
   - **Patient lookup**
   - **Menu** (where you can access **Settings**- please refer to following section)
   - **Log Out**
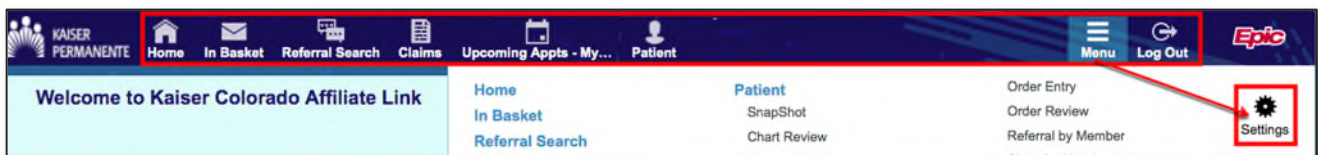
2. **Links** to quickly: Select Patient, Open Chart Review, Place Order and Claim Search.

3. **Event Monitor** can be customized by the user to show recent events that occur in a patient's care. View more information about events by clicking the line to open it in the In Basket, where you can view additional information about the event and mark it as " Done" if finished reviewing it.

4. **Quick Links** for training and quick reference materials.

5. **News**, **References** and **Help/Contact Information**.
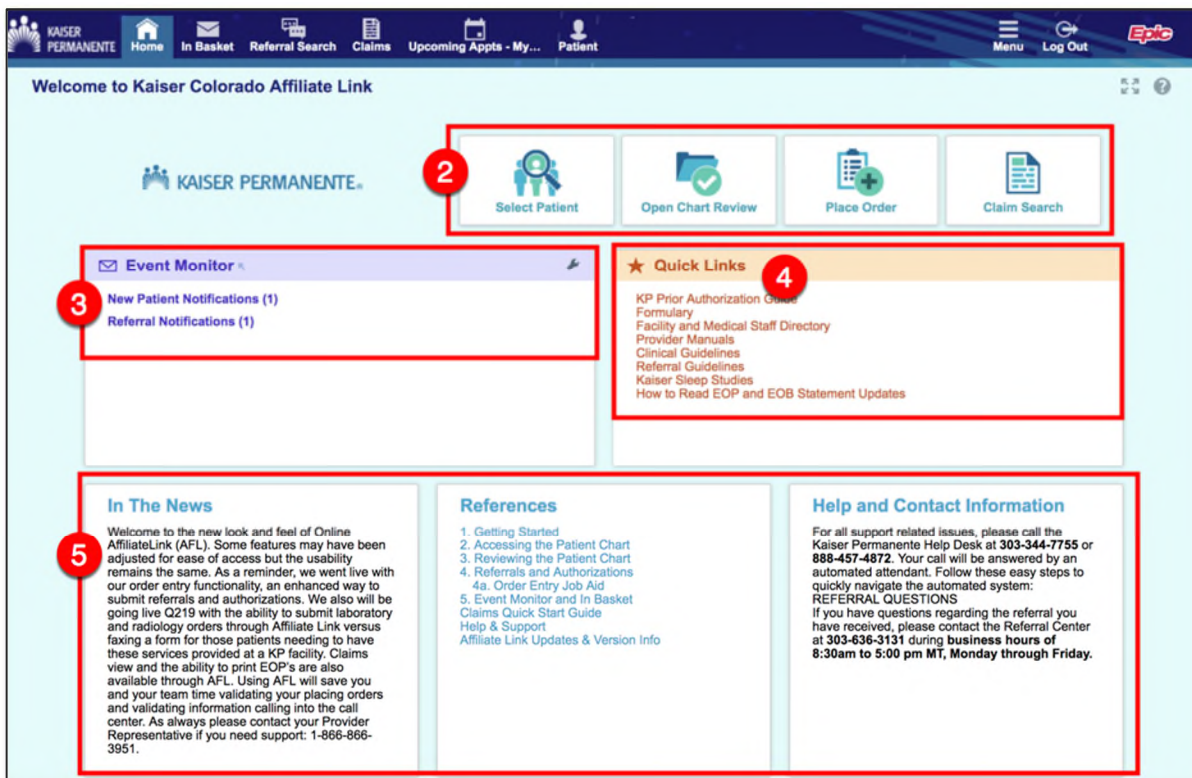
Settings

Use **Settings** to perform a variety of account maintenance tasks.

To open Settings, click the **Menu** button in the top toolbar and then select **Settings**.
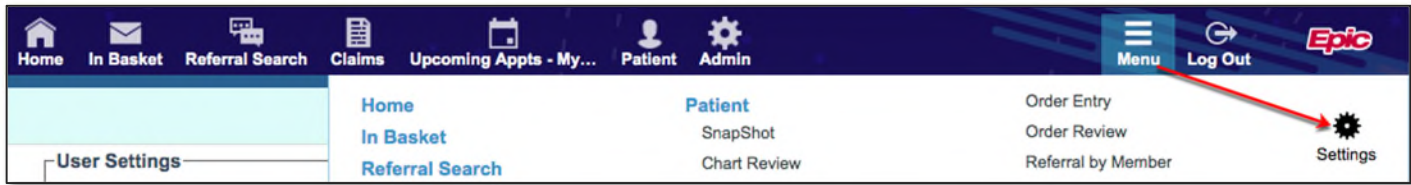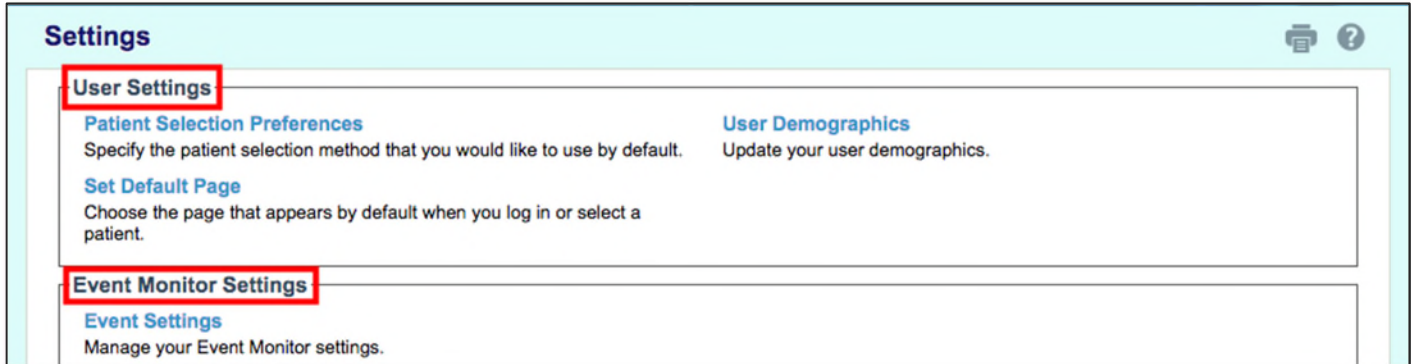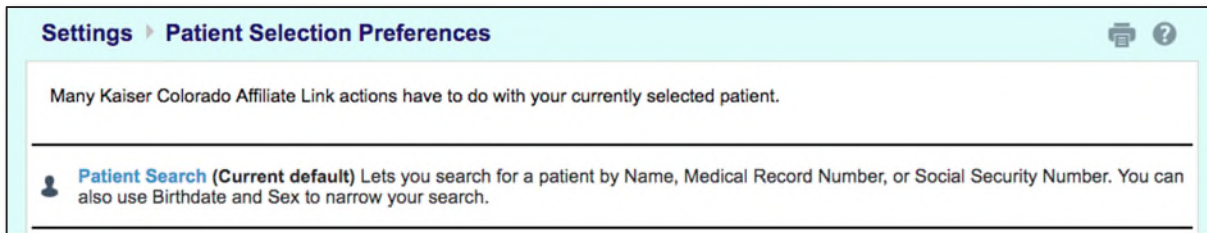

You can customize the *User* and *Event Monitor* Settings. Please see below for more information about how to use these sections.

User Settings

Patient Selection Preferences

This one is set by default to search for a patient by Name, Medical Record Number, or Social Security Number.

User Demographics

Update your user demographics.

Select the **User Information** tab to:

1. Enter an e-mail address if you wish to receive e-mail notifications
2. Receive e-mail notifications - Yes/No
3. Determine the number of days between e-mails. By default, the system will send you email notification every day that you have a new, unread message. If this is too often, you can change "**Days between e-mails**" to the frequency of your choice.

4. Receive notifications for group events - Yes/No
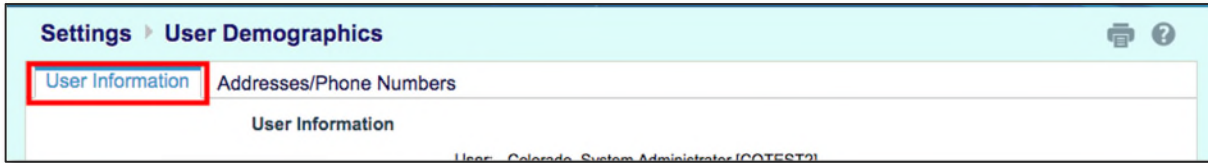
Select the **Address/Phone Numbers** tab to list your phone number and address.
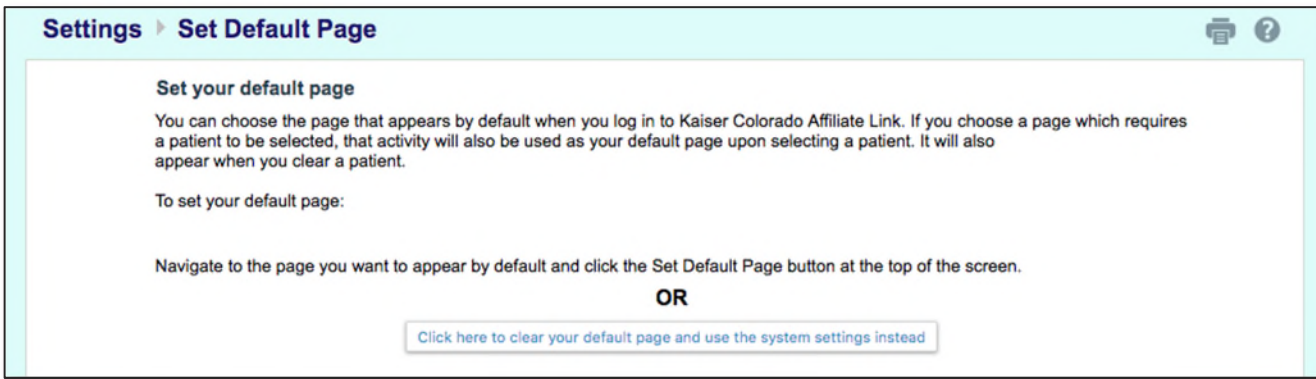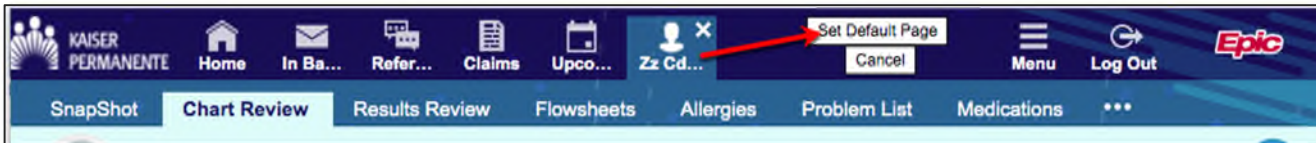

Set Default Page

Choose the page that appears by default when you log in or select a patient. As directed, navigate to the page you want to appear by default and click the Set Default Page button at the top of the screen.

For example, click the Patient Chart tab and then click "Set Default Page".

Event Monitor Settings

Event Settings

Customize when and how to be notified when an event is triggered for a patient. Existing notifications will not be affected by changes to these settings. **Note:** Due to privacy concerns, you may not be notified of sensitive events.

> **Event Filter:** Select the events that you would like to receive notification for.

Relationship Filtering: Click the third dot to filter by events associated with certain providers, departments, vendors, or referral locations. Next, select the providers/vendors that apply to you; otherwise, you will see EVERYTHING for your group.

Logging Out

To maintain patient confidentiality, always log out when work is finished or if there is a need to leave the computer for any reason. **Note**: The system will automatically log a user out after 10 minutes of inactivity.

Click **Log Out** on the top toolbar to log out of Affiliate Link.
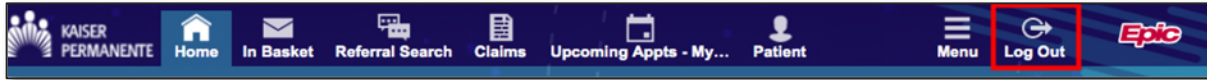
Changing your Affiliate Link Password or Profile Information

To make changes to your Password or Profile information:

1. Open Affiliate Link.
2. Click **Manage Your Account**.
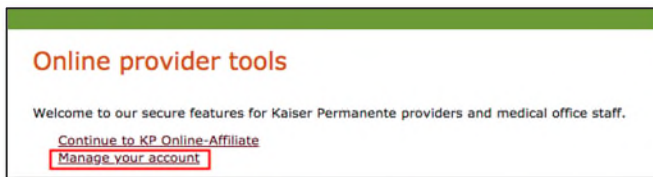
3. Log in, if needed.
4. Click the **Security** link to make changes to your Password or to change your security questions.
   a. Click the password link and follow the onscreen instructions to change your password.
   b. Click the security questions link and follow the onscreen instructions.
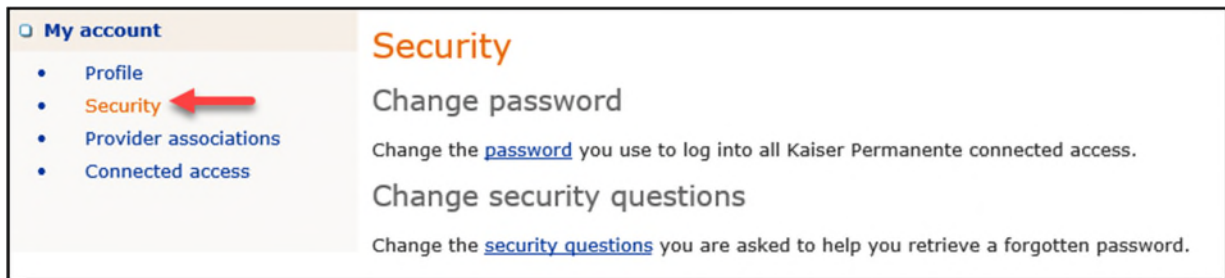
5. Click the **Profile** link to:
   a. Change Personal Information
   b. Change Work Information
   c. Change Supervisor Information
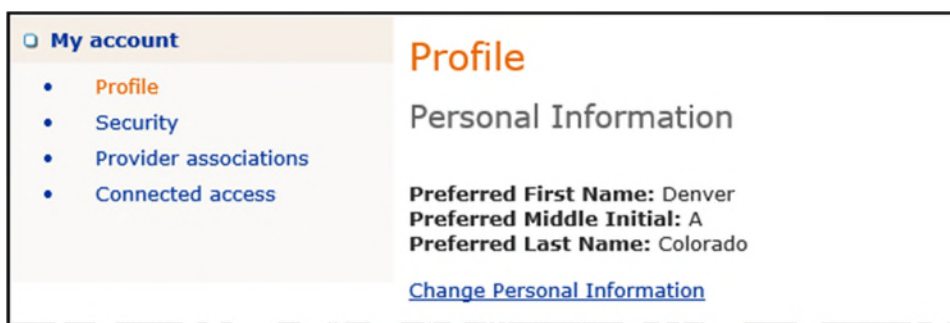
Affiliate Link Glossary

Activity

Any web page that corresponds to a specific task such as selecting a patient, reviewing a patient's results, or creating a referral. There are several activities in Affiliate Link, and activities used depend on the tasks to be completed. Each activity has a name such as *Results Review* that determine the activity's purpose.

Completion matching

Entering a partial word in a field instead of a whole word to reduce the amount of time spent typing. For example, entering "gluc" and pressing Enter in the **New procedure** field in Order Entry shows all procedures beginning with "gluc." Use this shortcut for information that is stored in the database such as procedures and providers' names.

Please make a selection

Procedure: gluc   Search

My Preference List Matches:

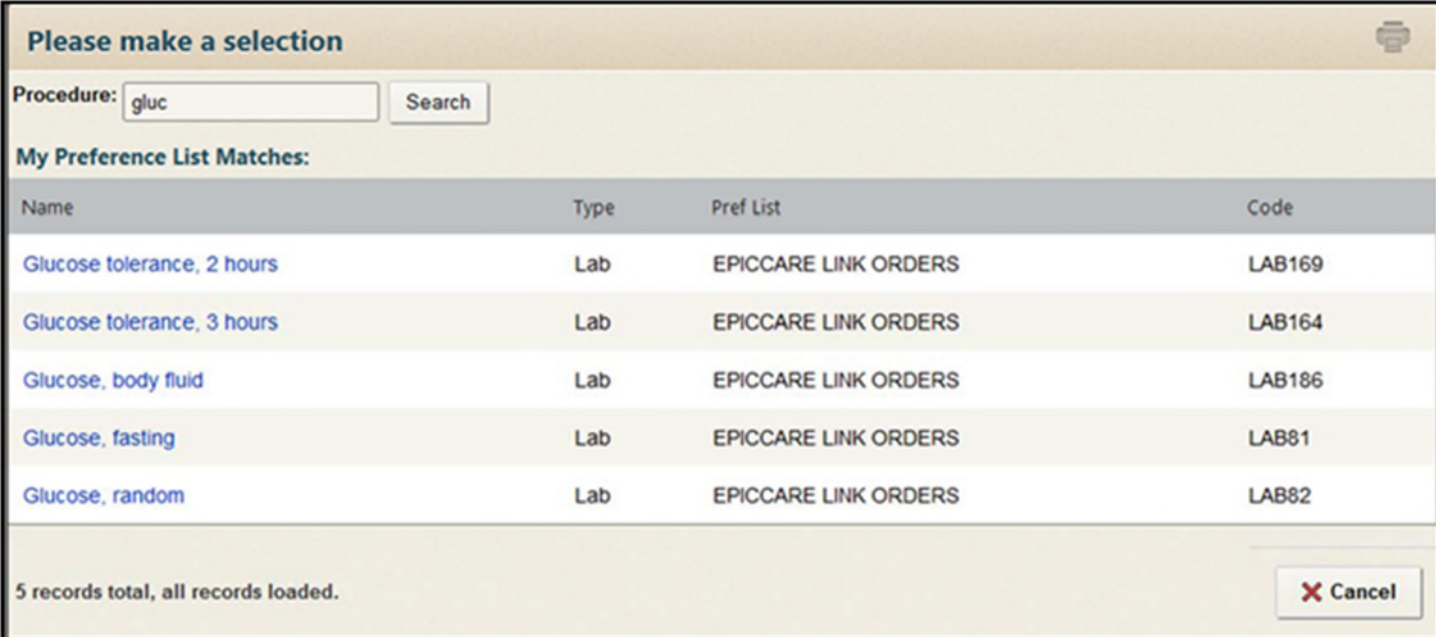| Name	Type	Pref List	Code
Glucose tolerance, 2 hours	Lab	EPICCARE LINK ORDERS	LAB169
Glucose tolerance, 3 hours	Lab	EPICCARE LINK ORDERS	LAB164
Glucose, body fluid	Lab	EPICCARE LINK ORDERS	LAB186
Glucose, fasting	Lab	EPICCARE LINK ORDERS	LAB81
Glucose, random	Lab	EPICCARE LINK ORDERS	LAB82

5 records total, all records loaded.   ✗ Cancel

Encounter

One visit with a provider. This might include a visit type such as an inpatient stay, an office visit, or a telephone call from a patient. Encounters appear in Chart Review. When viewing an encounter, all information associated with that specific visit, including the patient's vital signs, progress notes, procedures and medications ordered during the visit, etc. is viewable. Encounters are classified by date, type, and provider.

Event

A clinically relevant business event that occurs for a patient. Events are recorded in the system at several points in a patient flow. For example, events are triggered when a patient schedules an appointment, is admitted to the hospital, cancels an appointment, has new results, etc. The urgency of events can vary. For example, a scheduled appointment for a physical might not be as urgent as an admission to the hospital.

Field

Any place in Affiliate Link where information is entered. Each field has a prompt to indicate the type of information to be entered, such as **Name** or **MRN**.

Search All Patients

A tool used to open the record for a patient with whom the user does not have an established relationship. From the **Search All Patients** section of the Patient Search activity, the user is prompted to enter specific information about the patient prior to access.

Link

Text clicked to access a different web page. Hyperlinks appear in several places in Affiliate Link. When the mouse pointer moves over a link, the pointer changes to a hand icon and the text of the link becomes underlined.

11/15/2013

Provider

Any person involved in patient care, such as a nurse, the patient's primary care physician, or a referring provider. Patient information in Affiliate Link is associated with a specific provider. For example, procedure orders are associated with the provider who wrote the orders. Similarly, when a referral is created, a referred by and referred to provider is entered.

Recommended field

Information that is suggested but not required. A yield sign appears next to recommended fields. A user can continue to save or submit information if recommended fields are not populated.

Required field

Information that you are required to enter. This icon appears next to required fields. A user cannot save or submit a form until all required fields are populated.

Time mark

Click **Time Mark** in the Results Review activity to indicate that a patient's new results have been viewed. When done, the results are no longer considered new. The next time Results Review is accessed for the patient and **New Results View** is selected from the View menu, only the results that have been entered since the **Time Mark** was clicked appear. New results appear in italic font, and all other results viewed appear in normal font.

Help and Contact Information

For help using an activity, click the question mark on the upper right of the webpage.

For help with passwords or unable to log in, contact the Provider Relations Department at **1-866-866-3951.**