

El Rio Connect Frequently Asked Questions

What is El Rio Connect and how does it work?

El Rio Connect is El Rio's branded version of EpicCare Link. It is a secure web-based tool that will allow qualifying referring practices access to real-time medical record information for shared patients. It provides the opportunity to have a more transparent flow of information amongst providers and improve the continuity of care in our community. Effective November 1st, 2021, El Rio will no longer be utilizing Crimson for patient referral management and instead will be sending referral notifications via El Rio Connect.

What computer equipment does El Rio Connect require?

You must use one of the following Internet browsers to access El Rio Connect:

- Google Chrome 50 and any later versions
- Microsoft Edge version 79 or later
- Microsoft Internet Explorer 11

You must also use the Windows or Macintosh operating system. Chromebooks are not supported.

El Rio Connect requires a minimum screen resolution of 1024x768 pixels. We recommend that you use a high-speed Internet connection to achieve the best system speed and performance.

What information is available within El Rio Connect?

Once you get access to El Rio Connect, you will have full access to the patient medical records with whom you have a relationship. You will see El Rio encounter summaries, progress notes, active medication, test results and chronic conditions among other clinical information. You will also have the ability to communicate directly with El Rio providers and care team members via a messaging system in the portal. You can also elect to receive real-time notifications when one of your patients is seen at an El Rio office.

Is there a fee for using El Rio Connect?

El Rio Health is providing El Rio Connect at no cost. It is a web-based service that requires no installation on your servers or computers.

How long will my providers or users have access to a patient's medical record?

If you or one of your providers is part of the patient's ongoing care team and is documented as such within the El Rio system, you will have access to the patient medical records for as long as you have a documented relationship with the patient. If you don't have any previous relationships with a patient but we refer a patient over to your care, you will receive immediate access to the patient's record and will maintain that access in El Rio Connect for at least 90 days. If you lose access to a patient's record, you can request ad hoc access to their chart for 14 days.

How do I sign up for El Rio Connect?

You can reach out to El Rio Connect Support via email at ElRioConnectSupport@elrio.org or call the El Rio Connect Support team at 520-309-3950 or you can go to www.elriocconnect.org and click on "Request New Account".

Is training required to use El Rio Connect?

El Rio Connect is intuitive to use and as such we will not require any formal training prior to receiving access. We do strongly encourage you to read over the Getting Started quick start guide and supplemental tip sheets once you receive access to the system. If you ever have any questions about the features or your access, please contact El Rio Connect Support via email at ElRioConnectSupport@elrio.org or call the El Rio Connect Support team at 520-309-3950.

What if I need more access to El Rio medical records or systems?

If you need more access than El Rio Connect provides, please reach out to 520-670-3767 to discuss your needs.

Who do I contact with support questions or issues?

You can reach out to El Rio Connect Support via email at ElRioConnectSupport@elrio.org or call the El Rio Connect Support team at 520-309-3950.