CHRISTUS® Trinity Mother Frances Health System offers applications and features to improve our providers experience with ConnectCare, our EMR powered by EPIC.

**Single Sign On**
The SSO system conveniently manages your accounts for quick and easy access to PC's and commonly used applications, saving clicks and time.

**Wireless Network**
Select CHRISTUS Guest Wi-Fi for high speed internet access.

**Citrix Remote Access**
Access to Epic from anywhere, including your mobile devices.

**Epic App for Mobile Devices**
Haiku and Canto are native IOS and Android applications that provide quick access to patient information.

**Community Physician EPIC access**
TrinLINK is a web portal for read only access to patient chart and In Basket access for community physicians and their office staff.
Single Sign On (SSO) / Tap-and-Go

What is Single Sign On?
The SSO system conveniently manages your accounts for quick and easy access to PC's and commonly used applications, saving clicks and time. Once you enter a password for an enrolled website or application, SSO remembers the password to log you in automatically the next time you access the application.

What is Tap-and-Go?
Tap-and-Go badge readers will be available at clinical shared workstations. Tap your Associate Badge or Physician ID Badge to sign in and out of the system, saving time and clicks. SSO also provides a more secure lock screen, ensuring that data and applications are protected from unauthorized access.

How do I Enroll?
After the ConnectCare go-live, users will be automatically enrolled as they login. To complete the quick one-time process, users will be asked to:

✓ Answer three challenge questions
✓ Login and enter their password twice

For help enrolling, contact the ConnectCare Hotline, 903.606.5959

Key Facts

5 Minutes—After 5 minutes of inactivity, a time out warning screen saver will appear asking if you are still using the workstation. Press any key or move the mouse to continue working.

10 Minutes—After 10 minutes of inactivity, the system will lock out.

12 Hours—Your badge is active for 12 hours, after which you will need to enter your password again.

Lock before you Walk! Lock the computer by badging out or + before you walk away!

SSO is a login and password saver, it does not change the way applications behave.

Your badge is your signature! If you lose your badge, contact the IT Service Desk immediately at (903) 606-5533 or the Clinician Hotline at (903) 606-5959.
1. Go to [http://www.tmfhc.org](http://www.tmfhc.org)
2. Scroll to the bottom of the screen and click on Health Care Professionals.
3. Click on the Remote Access Gateway hyperlink.

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**Healthcare Professionals**

*(formerly Physician Portal)*

- Allied Health Professionals Manual
- ConnectCARE Provider Support (800) 531-5330 or via email. Trainers are available Monday - Friday, 9am - 5pm, at CHRISTUS Trinity Mother Frances Hospital - Tyler to provide side-by-side support and answer questions by calling the hotline.
- CHRISTUS Trinity Mother Frances Hospital Medical Staff Policies, Rules and Regulations - August 2013
- CHRISTUS Trinity Clinic Medical Professionals Directory
- ConnectCARE Health Proven Instructions
  - [download for Android](http://www.christushealth.com/healthpro.html)
  - [download for iPhone](http://www.christushealth.com/healthpro.html)
- Physician Login
- Hospital Affiliation Verification
- ICD-10 Information
- Password Self Service
- Physician Self Service
- Remote Access Gateway

**Remote Access Gateway**

- [Remote Access Gateway](http://www.christushealth.com/healthpro.html)
ConnectCARE

4. Create a shortcut of the screen below by right clicking anywhere on the screen and selecting Create Shortcut. You can also add it to your favorites toolbar.

5. Log In with your network User ID and Password (the same you use for Epic/ConnectCARE)

6. You will be prompted to install Citrix XenApp, click INSTALL.

7. Your Remote Access desktop should look similar to this:
Mobile device email configuration

1. In your mobile device go to Settings

2. Scroll down to Accounts & Passwords

3. Select Add Account

4. Select Exchange

5. Enter your User ID and Password

We recommend downloading the Outlook app from your app store.

Call the ConnectCare Hotline for any questions
Haiku and Canto Setup Instructions

1. Go to the App store for your device, download and install the Epic Haiku Application if you are on a mobile device or the Epic Canto app for your iPad and iPad Mini. **Canto is not currently supported on Android tablets.**

2. Once installed, launch the application.
   - iPhone: Tap at the top of the screen where it says "No environments configured."
   - Android: Click Settings> About> Install ID >Email> Proceed to Step 4.

3. In the resulting Configurations screen, tap on the Identifier button in the bottom left corner of this window and then choose the Email option.

4. An email message on the screen with the device ID. Below the device ID, provide the following information:
   - Your **TMF login** name that you use in Epic or other network applications.
   - The **last four digits** of your **social security number**.
   - **Type of device** (iPhone, iPad or Android Phone)

The Device ID and other pieces of information will help us ensure that we associate your device with the correct account in Epic. Failure to provide these will delay the setting up of your account.

5. Send the email to **ccapps@tmfhc.org**. Be sure to send this email from your device as you will receive a reply containing a link to download and install a configuration file that must be launched from your device. You can expect a response in 1-2 business days. Call the IT ServiceDesk at 903.606.5533 for assistance.
TrinLINK is our community physician web portal. It provides real-time, read-only access to patient clinical data, demographics and insurance information as well as In Basket messaging capabilities. There are three primary users of the application.

*Outside physicians and their clinical staff that want to keep tabs on their patients’ care and their lab or imaging results.

*Outside physician’s office staff that need access to patient demographic and insurance information needed to bill for services provided by the provider in a CTMF facility.

*Transfer of Care Facilities (Hospice, Nursing Home, Home Health, DME, etc.) that want to receive discharge placement request from CTMF electronically instead of paper fax.

The setup process for TrinLINK is as follows:

- The setup process starts when a manager or physician at a practice/facility requests a registration packet by phone at 903-606-7850 or by email to trinlink@tmfhs.org. The registration packet contains instructions and several documents that need to be signed by all physicians and each user requesting a TrinLINK login.

- Practice/Facility faxes/emails the signed documents to the TrinLINK Team.

- The TrinLINK Team contacts the office via phone, verifies information and plans their go-live.

- Upon approval of access by the Medical Staff Office, the TrinLINK Team builds the organization and users in Epic. (This is the first I have ever heard of this step with Medical Staff Office)

- Training for the application is required via HealthStream (CTMF Learning Management System). Once you receive your TrinLINK login there is a Quick Start Guide you may reference on the Home Page.

- Upon completion of the build and training has been verified, each user’s login credentials will be communicated via secure email or by phone.