Tip Sheet

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COTTAGEONE LINK ENROLLMENT

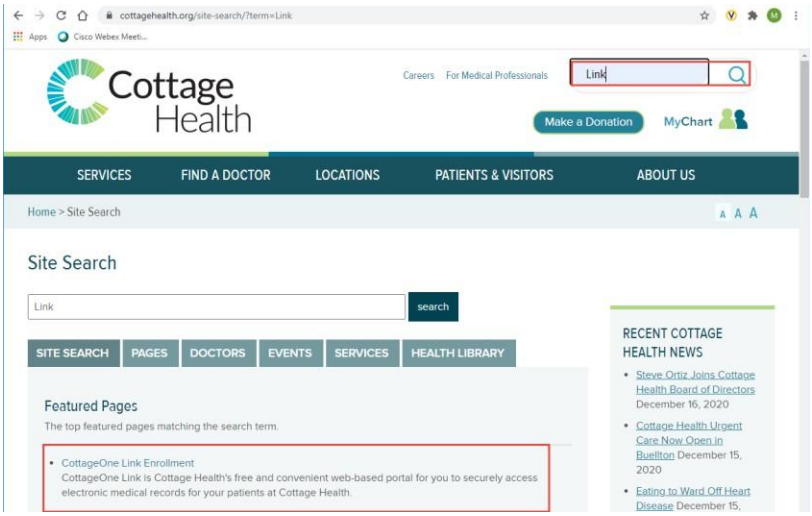
Overview:

CottageOne Link is Cottage Health's free and convenient web-based portal for you to securely access electronic medical records for your patients at Cottage Health.

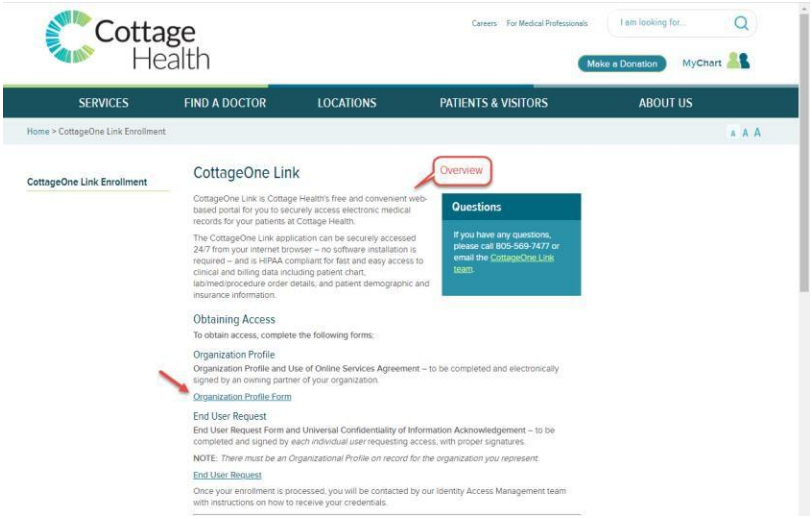
The CottageOne Link application can be securely accessed 24/7 from your internet browser – no software installation is required – and is HIPAA compliant for fast and easy access to clinical and billing data including patient chart, lab/med/procedure order details, and patient demographic and insurance information.

I. To Request Access:

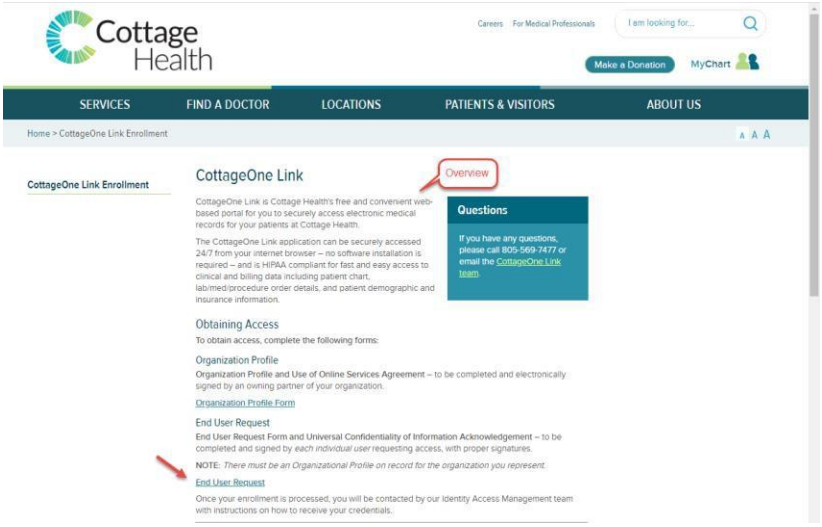
1. Go to Cottage Health website, search 'Link' and click on **'CottageOne Link Enrollment.**'



2. If a **new organization** for Link access, **click Organizational Profile Form, fill out form and submit**. This form must be completed and e-signed by the CEO, President, GM, Owner, MD or an Executive of the organization or office, acknowledging the Agreement for Use of Cottage Health's Online Services. If **existing organization** stop here and **contact your Site Administrator** for access.



3. If a new organization for Link access, the Site Administrator(s) designated in box 5 of the Org Profile Form **click End User Request Form, complete form (check mark Site Admin) and submit**.



II. What happens next:

1. Submission forms are received and vetted by the CottageOne Link team.
2. Upon approval, access requests are provisioned by Cottage Health's Identity Access Management (IAM) team.
3. IAM notifies the requester by email that their account has been provisioned and provides contact information for them to receive their individual credentials and provides the url for the CottageOne Link application. This typically takes 1-3 days.
4. For **Site Administrators** a Tip Sheet is provided for the Manage My Clinic/Group tool (for Site Administrator use only). They have the responsibility and security to manage the CottageOne Link accounts of other users at their organization. This includes editing user demographics, resetting passwords, **requesting new user accounts**, and deactivating user accounts.

III. Guidance:

- Each Link user must attest to the Universal Confidentiality of Information Acknowledgment when logging in for the first time by reading the Agreement and clicking on 'Accept.'
- Patient data view is governed by provider-patient associations and by user job role.
- Link login requires Two-Factor Authentication (2FA) and a Tip Sheet will be provided by IAM.
- **Quick Links** section on the Link homepage provides Users Guide and other useful Tip Sheets.

Questions

If you have any questions, please call the Service Desk at 805-569-7477 or email cottage@service-now.com.