CareGate Link
Frequently Asked Questions

What is CareGate Link?
Texas Health CareGate Link is a web-based application that facilitates secure access to clinical and demographic patient information documented during the patient's encounter at a Texas Health hospital.

How can I sign up for CareGate Link?
CareGate Link registration is simple. The steps include:
- Access the CareGate web site logon page www.CareGate.net
- Select the "**New User Registration**" link
- Complete the on-line registration
- For non-Physician registrations, print and complete the Shared Data Access Authorization Form.
    - Identify the Primary and Secondary Security Administrators
    - List the staff member(s) that require access
    - Identify and list all physicians in the requesting office
    - Obtain an Authorizing Physician's signature
    - Fax the completed form

Your information will be verified, and you will receive your individual logon ID and password.

Why do I need to specify a Security Administrator and what will be required?
Each physician group/organization must identify a primary and secondary Security Administrator whose responsibilities include approving new access, reporting terminations, auditing access, and reporting role changes to ensure appropriate access. Communications will be sent to the practice/group on a regular basis, and the Security Administrator must validate all users within 90 days of the notification or all users for the organization will lose access to information and be deactivated.

What does CareGate Link cost?
The system is free. There are no initial costs or monthly charges for CareGate Link.

How do I get to CareGate Link?
Once you login to www.CareGate.net, an icon will be available to access CareGate Link.

What are the hardware and software requirements?
A computer with Internet access and web browser software is all that is required to access CareGate Link. Internet Explorer and FireFox web browsers can be used to access CareGate Link.

What type of information is available in CareGate Link?
CareGate Link allows clinical users to view a patient's demographic and clinical information associated with an encounter at a Texas Health hospital including information from inpatient, outpatient and emergency room visits. Some of the available information includes:
- Laboratory results;
- Dictated radiology results;
- Medications;
- Vitals signs;
- Physician notes;
- Admission and discharge summaries;
- Additional information captured in the Texas Health electronic health record system.

CareGate Link access is determined by user roles. User Roles are defined by Texas Health based on your specific job responsibilities and are approved by privacy and compliance.

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How quickly is information from a hospital encounter available in CareGate Link?
Since CareGate® Link is a view into the hospital's electronic health record, most information is available real-time as soon as it is validated by the appropriate clinician or physician.

Will logons and passwords be required for access?
After registration is complete, an individual logon ID and password will be provided.

Will physician office staff be able to access CareGate Link?
Yes, once the physician has been granted access, office staff may register for access.   Office Staff may be limited to two users if your provider is not credentialed at THR.

How will users receive electronic notification that patient information is available in the CareGate Link system?
Within CareGate Link, you can specify if, and how, you want to receive electronic notifications that your patient has a hospital encounter.

Will there be on-going support?
Yes, telephone support is available 24-hours a day, seven days a week via the Texas Health Help Desk at 800-306-4690.

As mentioned above, you will need to register as a user of the CareGate Portal by following these easy steps:
Access the CareGate® web site logon page www.CareGate.net
- Select the "**New User Registration**" link
- Provide the information requested.
- Your information will be verified, and you will receive your individual logon ID and password.

Allow a minimum of 2 weeks for the delivery of user login and password once all registration requirements are complete.