



Healing Hands. Caring Hearts.™

Dear Physician:

To improve continuity of care and patient safety, Texas Health Resources now provides convenient electronic access to patient clinical information for physicians in North Texas and surrounding areas. Through CareGate® Link, you can find clinical summaries, test results, and other relevant information about a patient's hospital visit for any of your patients who have received care at a THR hospital.

Texas Health – one of the largest faith-based, nonprofit health care delivery systems in the United States – is pleased to offer this **free** service to physicians.

Accessing patient information

With the information available in CareGate® Link, you can proactively see hospital encounter information prior to, or during a patient's visit to your office. For example, a patient may visit you for a follow up to an emergency room visit. With CareGate® Link, a physician can view all of the medications and tests related to an ER visit. CareGate® Link provides access to patients' medical records at your fingertips.

CareGate® Link Registration

Registration for CareGate® Link is simple and only takes a few minutes. The few simple steps include:

- Access the CareGate® website 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 within a few days.

Thank you

As always, thank you for your role and commitment to improving the health of the communities we serve. We look forward to registering you for CareGate® Link.

Enclosed is additional introductory information about CareGate® Link.

Sincerely,

A handwritten signature in black ink that reads "Michael L. Stoltz". The signature is written in a cursive style.

Michael Stoltz, MD
President, Texas Health Resources Organization for Physicians

CareGate® Link

Frequently Asked Questions

What is CareGate® Link?

Texas Health Resources CareGate® Link is a Web-based patient information access system 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 and only takes a few minutes. The three simple steps include:

- Access the CareGate web site logon page www.CareGate.net
- Select the "New User Registration" link
- Provide the information requested.

What does CareGate® Link cost?

The system is free to physicians. There are no initial costs or monthly charges for 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 physicians 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.

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 given access, he or she can register one office staff member via the Staff Registration link under the MyAccount menu on the CareGate home page.

How will physicians/office staff 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.

How do I access CareGate® Link training?

You will be taken automatically to the web-based training upon clicking the CareGate® Link icon located on www.CareGate.net.

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 CareGate which is Texas Health’s physician web portal for 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 within a few days.