



Cone Health Hub

Frequently Asked Questions

What is Cone Health Hub?

Cone Health Hub is a secure, web-based portal that provides Cone Health community affiliates access to our electronic medical record, Cone HealthLink. The name Cone Health Hub is our locally branded name for EpicCare Link. The system is view-only with some service-oriented features that are configured to facilitate patient care. Examples of community affiliates include:

- Referring providers
- Post-Acute Care facilities

What patient information is available in Cone Health Hub?

Cone Health Hub provides view-only access to the patient's full Cone Health electronic medical record including: lab results, diagnostic test results, hospitalization records, discharge instructions, progress notes, medications, allergies, medical history and more.

Can you chart in Cone Health Hub?

Cone Health Hub is view-only with no charting or documentation capabilities.

Can you input records from your Organization's EMR system into Cone Health Hub?

No. Records cannot be inputted into Cone Health Hub because the system is view-only.

What providers use Cone Health Hub as opposed to Cone Health Link?

A community provider that is not credentialed to work at a Cone Health facility can use Cone Health Hub.

What training options are available for Cone Health Hub?

Users can work with their designated Site Administrator to receive one-on-one training. E-Learnings and tips sheets are also available as links from the Welcome page in Cone Health Hub. Users can also contact the IT Service Desk at 336-832-7242 to speak with a Cone Health Hub trainer. Cone Health does not offer in-person or on-site training.

Is there a fee for using Cone Health Hub?

Cone Health provides Cone Health Hub at no cost to those who collaborate in caring for Cone Health patients. Cone Health Hub is a web-based service that requires no installation on your servers or computers.

What computer equipment does Cone Health Hub require?

To access Cone Health Hub you will need a PC or MAC computer, a high-speed or DSL internet connection and a current browser edition of Internet Explorer or Mozilla Firefox. Cone Health Hub uses industry-standard encryption technology ensuring that only you and our staff have access to patient records.

Can Cone Health Hub be used on a Tablet?

Cone Health Hub can be accessed by Apple iPads running iOS 6 or 7 using the Safari browser and Android tablets using the Chrome browser. The native Android browser and other third-party browsers are not supported. The Chrome browser on iOS is also not supported.