



Who to Contact for Help

- **Workflow and/or Functionality-** Please first utilize the documents listed under the Quick Links section on the Home Page of EpicCare Link. These guides include steps for all of the functionality in EpicCare Link.
- **Password Reset** – Please contact your Site Coordinator at your facility
- **Unblocking Account-** Please contact your Site Coordinator at your facility
- **Two Factor Authentication Reset-** Please contact your Site Coordinator at your facility
- **Broken Functionality/Other-** Please contact your RHM Coordinator listed below

Southeast Michigan

- **Ann Arbor/Brighton/Chelsea/Howell**
- General Phone Number, Monday-Friday, 9am-3pm: 833-546-5736
 - Nancy Hartley: Nancy.Hartley@trinity-health.org
- **Livonia/Oakland**
 - Amanda Mabande: Amanda.Kennedy@trinity-health.org
 - Kye Jones: kye.jones@trinity-health.org

West Michigan

- General Email Address: epiclinksupport@trinity-health.org

Albany

- Missy Belotti : Karen.Belotti@sphp.com

Indiana

- General Email Address: EpicCareLink@SJRMC.com
 - Carlie Erne
 - Karyn Delgado
 - Maria Kurzhal

Ohio & Maryland

- General Email Address: PHelpdesk2@mchs.com
- General Phone Number: 614-234-8999 option 2

Idaho/Oregon

- General Email Address: WestRegionHealthInformaticsHelp@trinity-health.org
- General Phone Number: 208-367-3742 (EPIC)

Florida

- General Email Address: EpicCareLink@holy-cross.com

Georgia

- General Email Address: EpicCareLinkSupport@stmarysathens.org
- General Phone Number: 706-389-2244, Option 2

MidAtlantic (PA/DE)

- General Email Address: THMAEpicCareLinkSupport@trinity-health.org

Syracuse

- General Email Address: EpicCareLinkSupport@sjhsyr.org
- General Phone Number: 315-726-7800

Fresno

- General Email Address: epiccarelink@samc.com
- General Phone Number: 559-450-3742

Trinity Health of New England (CT/MA)

- General Email Address: EpicCareLinkSupport@trinityhealthofne.org

PACE (AL, DC, LA, NH, NC, RI, NJ)

- General Email Address: PACEEpicCareLinkSupport@trinity-health.org