



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 HM Coordinator listed below

Southeast Michigan

- **Ann Arbor/Brighton/Chelsea/Howell**
- General Phone Number, Monday-Friday, 9am-3pm: 734-712-9000
 - Nancy Hartley: Nancy.Hartley@trinity-health.org
 - Tiffany Evans: Tiffany.Evans@trinity-health.org
 - Kari Inman: Kari.Inman@trinity-health.org
 - Kristina Ward: Kristina.Ward@trinity-health.org
- **Livonia/Oakland**
- General Email Address: LIPOSMHealthInformaticsAndAnalytics@trinity-health.org
- General Phone Number: 248-858-3742 or 734-655-2777
 - Kacie J. Farrell: Kacie.Farrell@trinity-health.org
 - Amanda Mabande: Amanda.Kennedy@trinity-health.org
 - Kye Jones: kye.jones@trinity-health.org

West Michigan

- General Email Address: epiclinksupport@trinity-health.org
- General Phone Number: 833-685-8500
- **Muskegon/Lakeshore/Hackley**
 - Reference email & phone # above
- **Grand Rapids**
 - Michelle Venneman

Albany

- Missy Belotti : Karen.Belotti@sphp.com

Indiana

- General Email Address: EpicCareLink@SJPMC.com
 - Carlie Erne
 - Karyn Delgado
 - Ana Piper
 - Maria Kurzhal

Ohio

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

Maryland

- General Email Address: SSMD-EpicCareLink@holycrosshealth.org

Idaho/Oregon

- General Email Address: healthinformatics@saintalphonsus.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

MidAtlantic (PA/DE)

- Alicia Irving: airving@mercyhealth.org
- General Email Address: THMAEpicCareLinkSupport@trinity-health.org