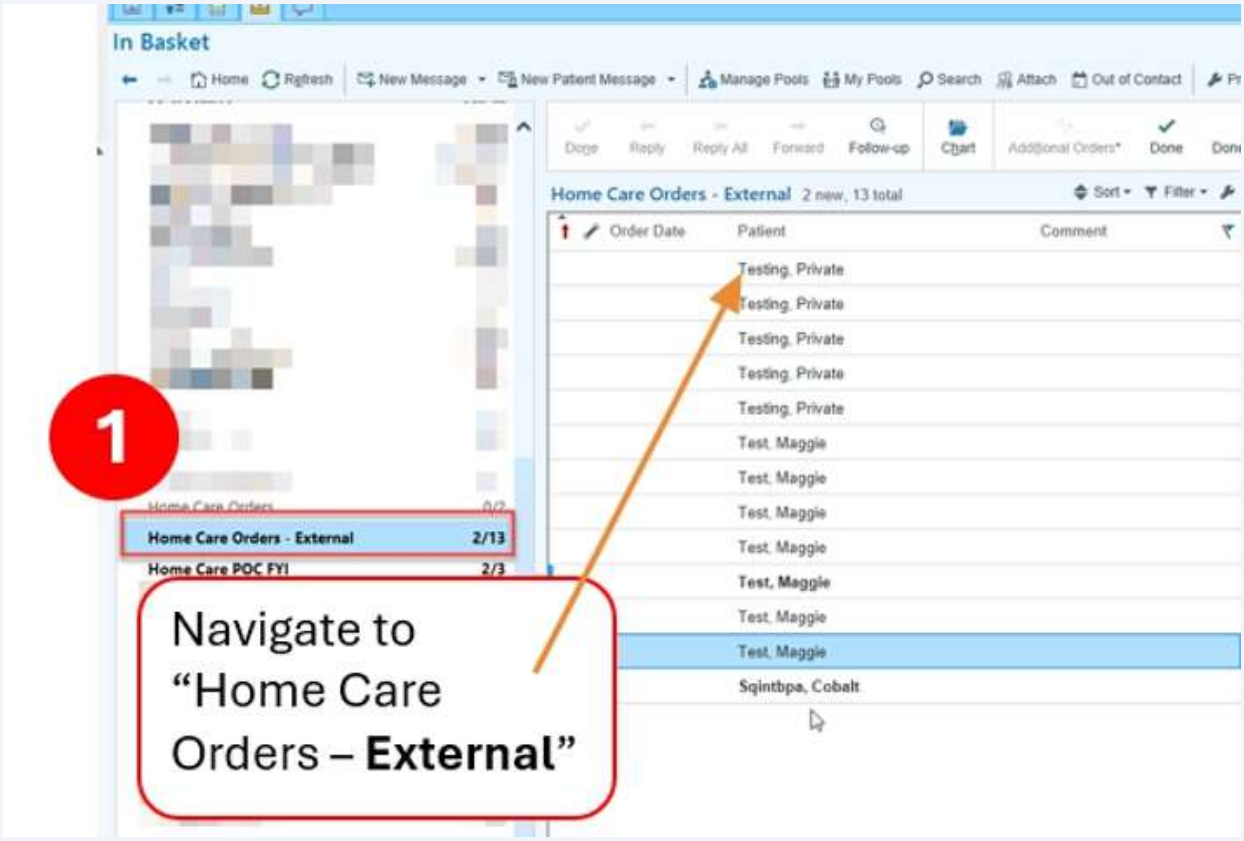
In-Basket Hartford Provider's Guide to Signing Home Care Orders via Provider Link

Hartford In-Basket Providers step-by-step instructions to help easily access the platform, review pending orders, and sign them efficiently. By using this guide, healthcare professionals can save time, reduce administrative overhead, and focus more on delivering quality patient care.

1 Open your In-Basket in Epic.

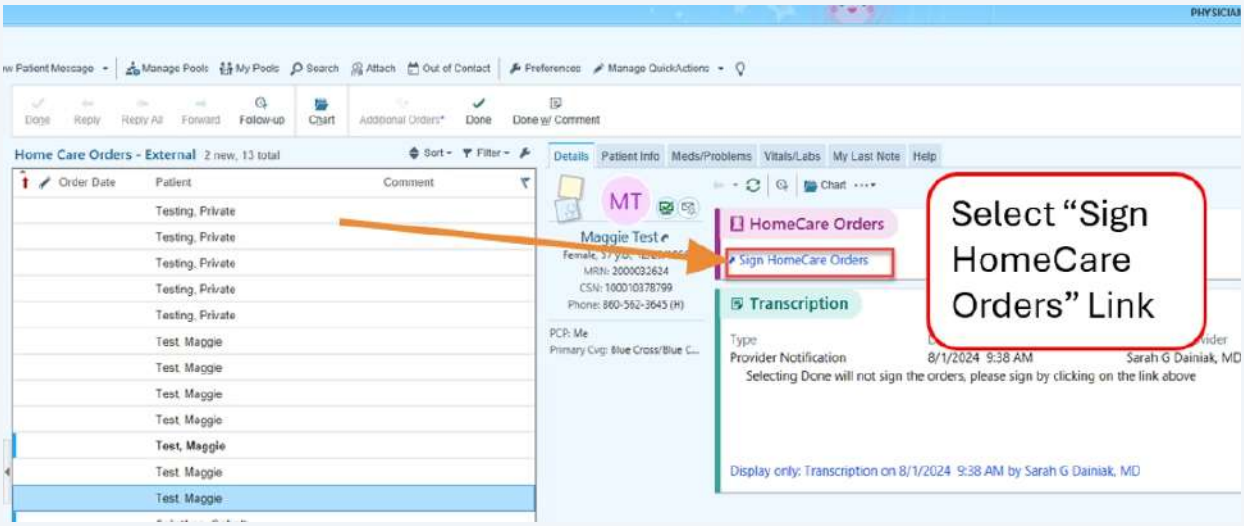
Locate and select the Home Care Orders – External folder.

Click on one of the notifications listed under the Open section to view the order details.



2 Click the blue “Sign HomeCare Orders” button.

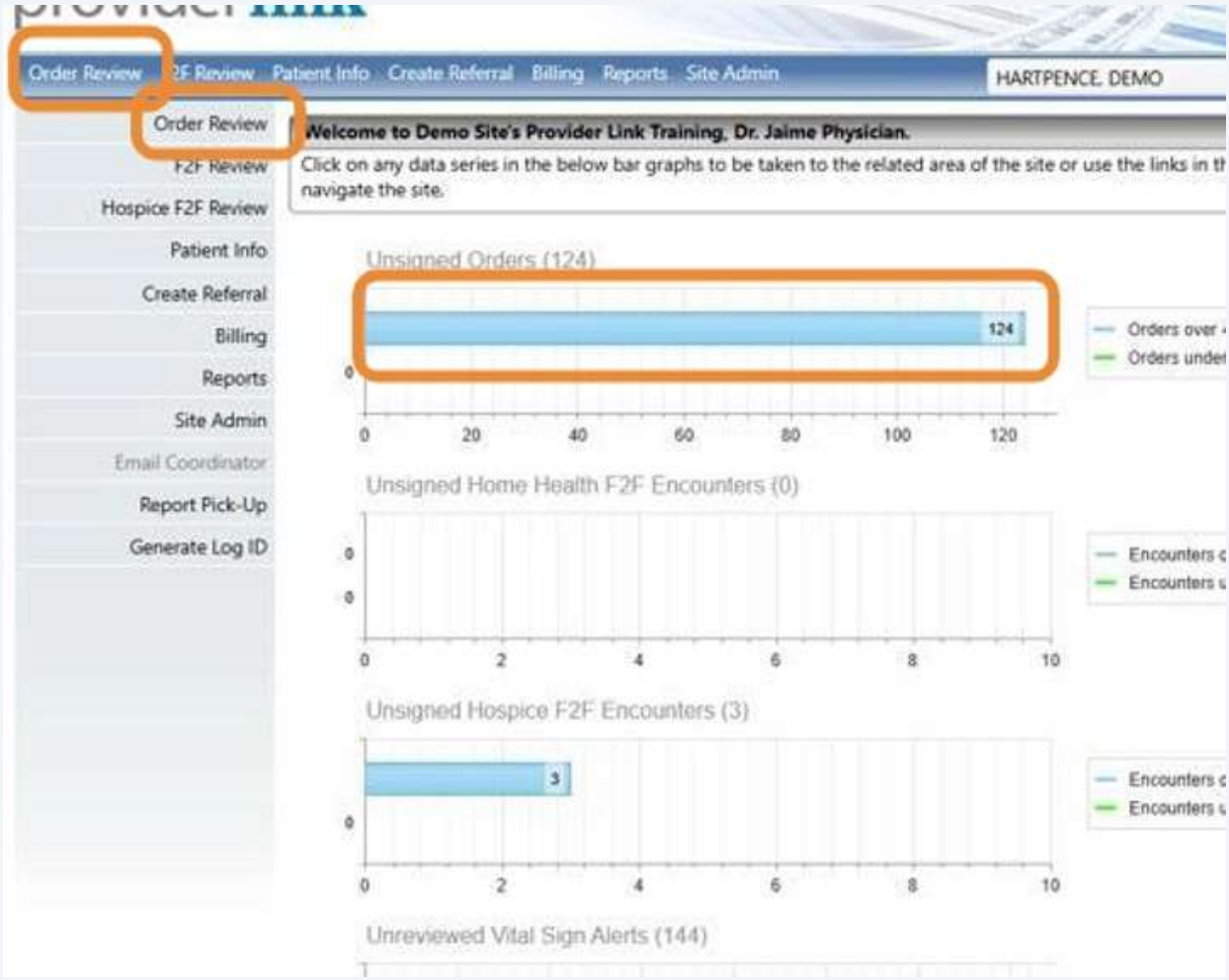
This will automatically open Provider Link and sign you in using single sign-on (SSO) no credentials needed.



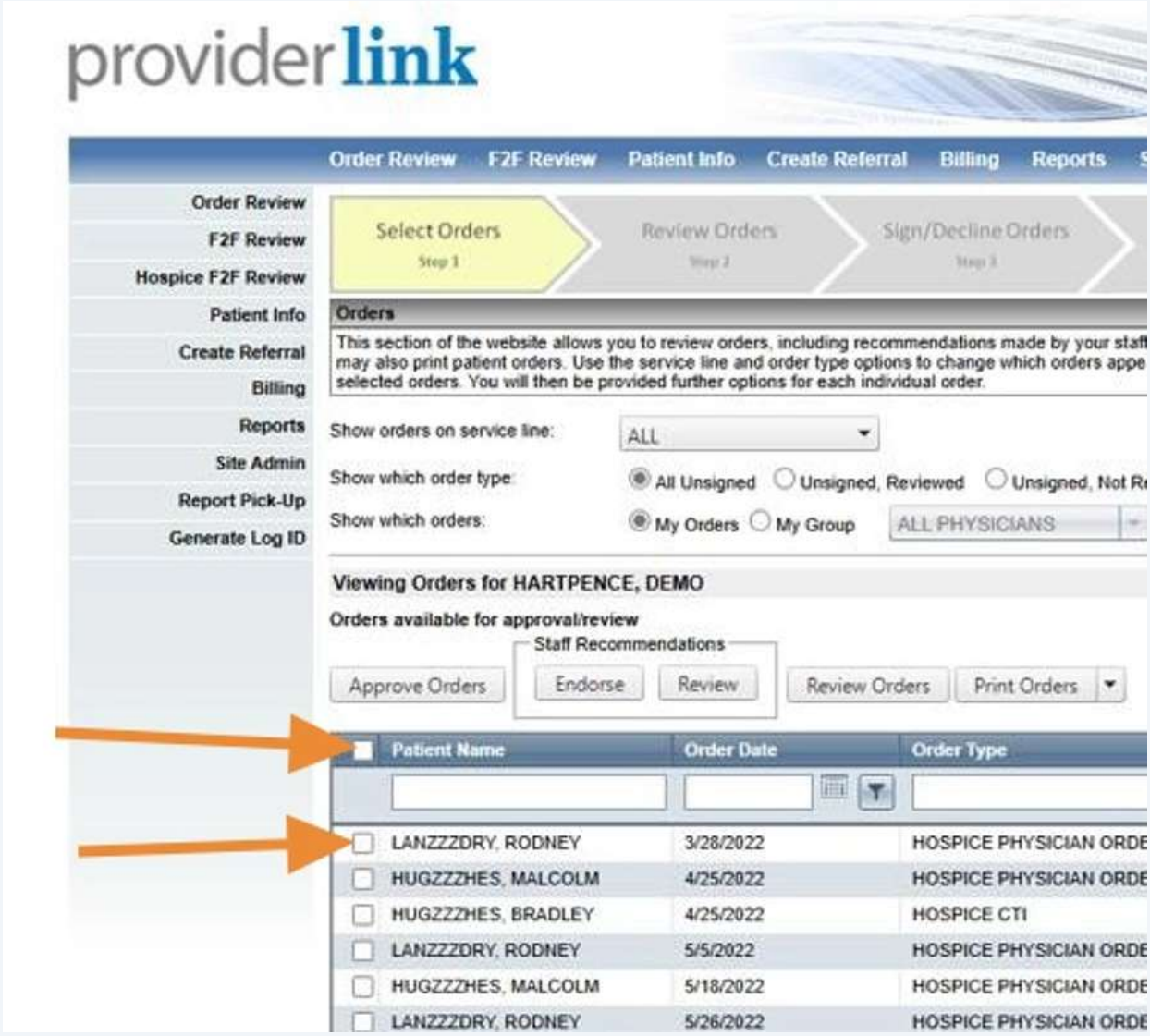
3 Once logged into Provider Link, providers will land on their homepage view. This is an example of the dashboard view. This view offers a snapshot of key information such as unsigned orders, Face-to-Face encounters, and vital signs.

To begin signing orders, navigate to the Order Review section.

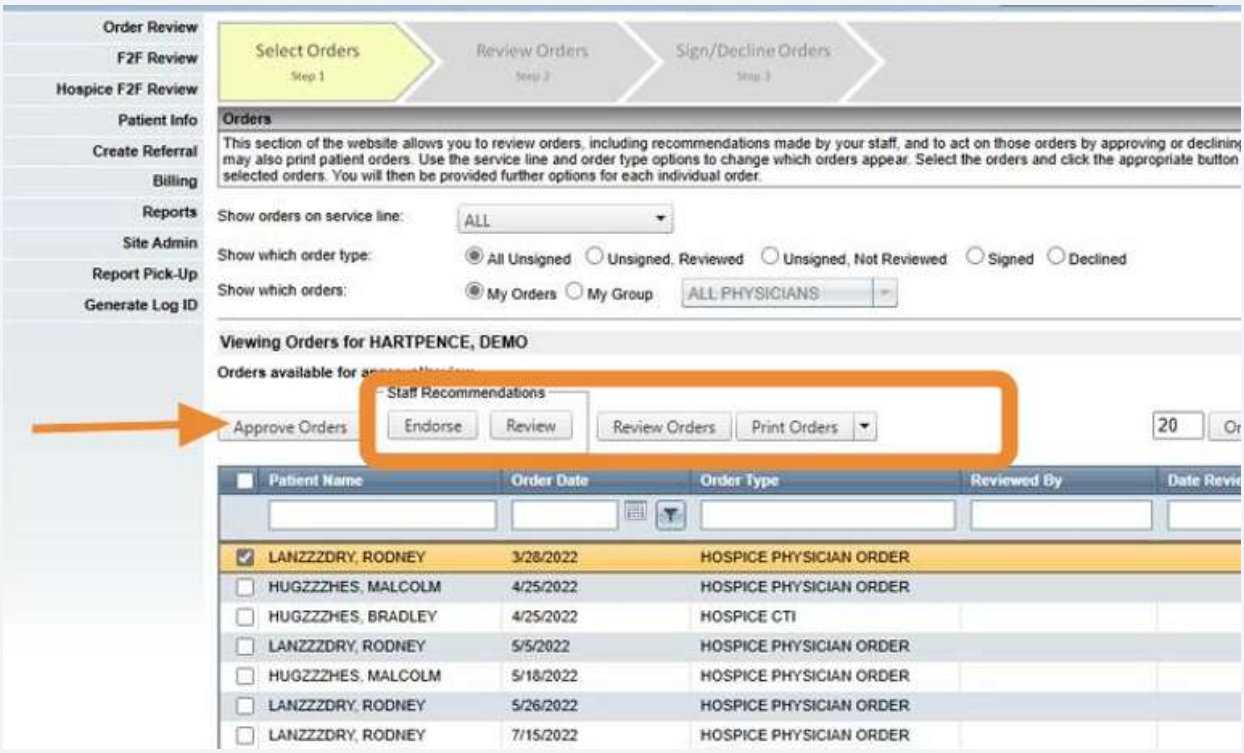
In the Dashboard view, there are three ways access order review.



4 The provider can use the selection box to choose multiple patients at once or select a single patient by clicking the box next to their name.



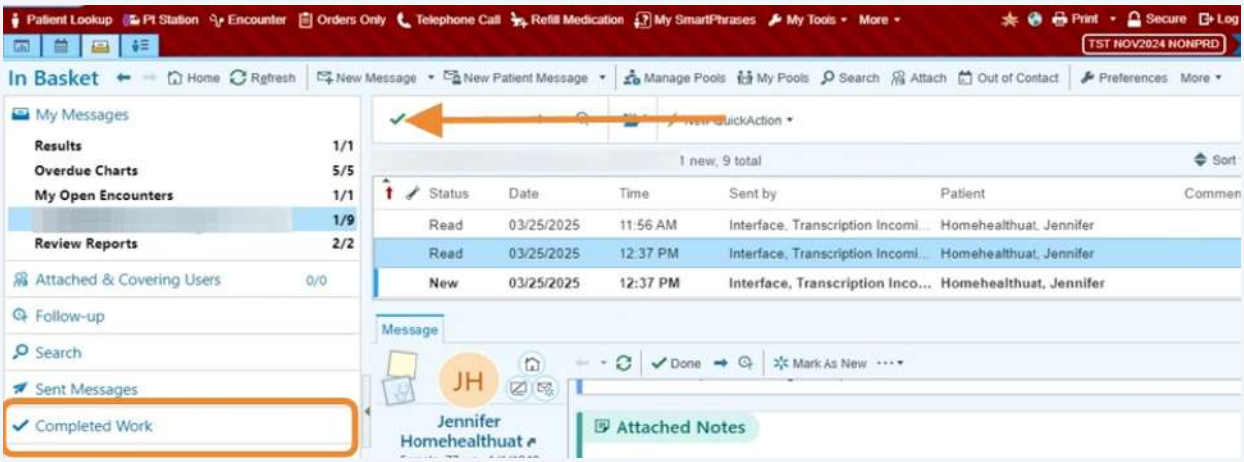
5 The provider can review the order, print it, check staff recommendations, or approve it. In this example, the provider selects the "Approve Orders" button to sign the order.



6 Once the Approve Orders button is selected, the next screen will display the actions being taken.

The provider will then click Confirm to complete the signing process.

For In-Basket providers, no password is required—the order will be signed using single sign-on (SSO).

7 Final Step:

Return to the In-Basket and navigate to the External Orders folder.
Manually mark the notifications as Completed to clear them from your queue.