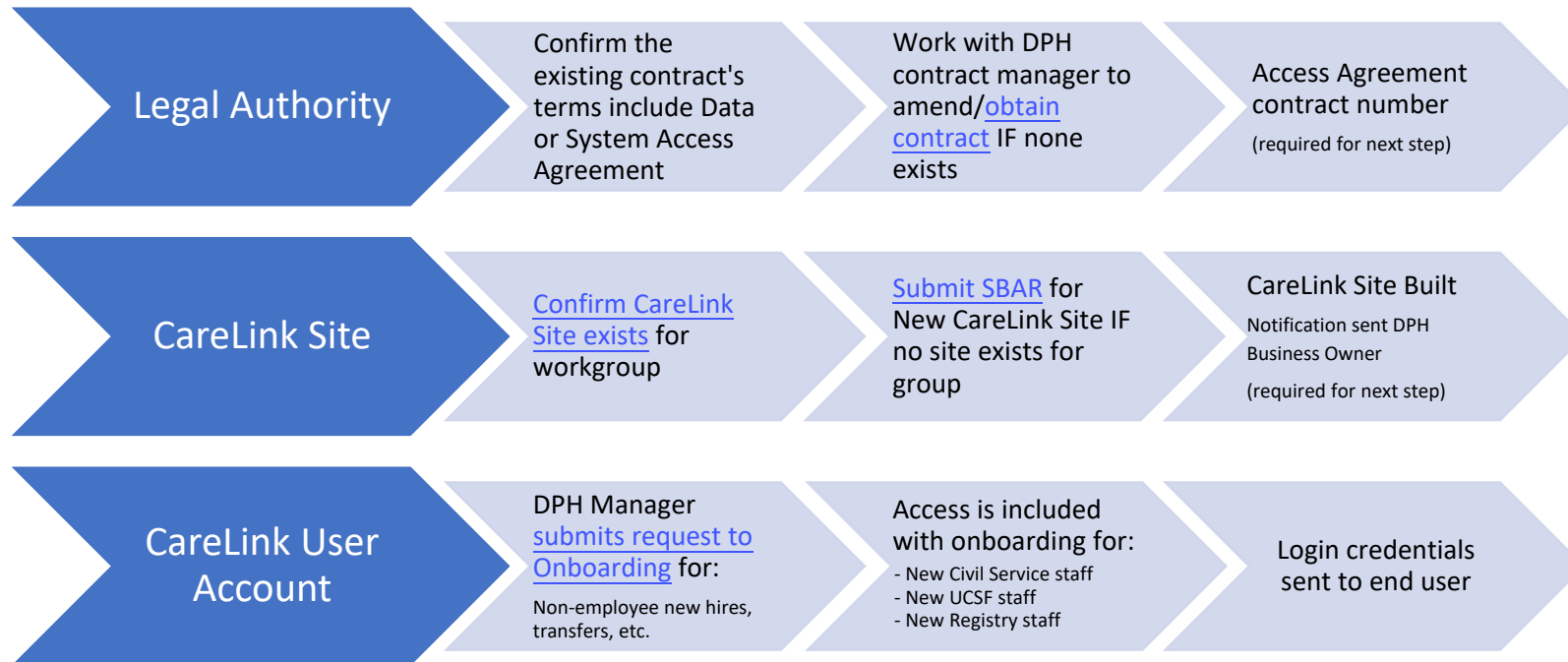# CARELINK ACCESS REQUEST PROCESS

Please follow the steps below to ensure successful CareLink enrollment.
Failure to include any of the requested items will result in delays in the processing of your request, no exceptions.

PROCESS FOR DPH MANAGED DEPARTMENTS, CLINICS AND PROGRAMS (for access by DPH workforce*)

Legal Authority	Confirm the existing contract's terms include Data or System Access Agreement	Work with DPH contract manager to amend/obtain contract IF none exists	Access Agreement contract number (required for next step)
CareLink Site	Confirm CareLink Site exists for workgroup	Submit SBAR for New CareLink Site IF no site exists for group	CareLink Site Built — Notification sent DPH Business Owner (required for next step)
CareLink User Account	DPH Manager submits request to Onboarding for: Non-employee new hires, transfers, etc.	Access is included with onboarding for: - New Civil Service staff - New UCSF staff - New Registry staff	Login credentials sent to end user

* Workforce, as defined by HIPAA:

Workforce means employees, volunteers, trainees, and other **persons whose conduct, in the performance of work for a covered entity** or business associate, **is under the direct control of such covered entity** or business associate, whether or not they are paid by the covered entity or business associate.

Source: eCFR :: 45 CFR Part 160 -- General Administrative Requirements, Subpart A - General Provisions, 160.103

PROCESS FOR EXTERNAL ORGANIZATION USE (for access not under contract with SFDPH)

Legal Authority	Check if Data or System Access Agreement is in place	Request System Access Agreement if needed	Access Agreement contract number (required for next step)
CareLink Site	Check if CareLink Site exists for workgroup	Request new CareLink Site if needed	CareLink Site Built Login credentials sent to Designated CareLink Site Administrator (required for next step)
CareLink User Account	CareLink Site Administrator submits New CareLink User Request	For Users working at new or multiple locations, open Helpdesk ticket to update access for an existing User Account	Login credentials sent to end user