Introducing Novant Health Link

Novant Health is dedicated to improving how external users access needed patient information via Novant Health Link (NH Link). That's why we're making our Dimensions electronic health records (EHR) easier, faster, and more efficient for you to access. NH Link achieves these goals, as well as provides a secure channel for communication.

Who is NH Link for?

1. Office Staff of active Novant Health Medical Staff Physicians.
2. Providers NOT Current Medical Staff or Affiliated with Novant Health and their Office Staff.
    a. Providers that currently use Dimensions will NOT need NH Link access.
3. Release of Information (ROI) Service requestors
4. Post-Acute Facilities
5. And more…

What is NH Link?

NH Link is our secure, web-based portal that replaces Faxing. NH Link takes multiple sources of Novant Health services and brings them together for real-time access to Dimensions. The following is a non-exhaustive list of what NH Link offers:

- Patient Charts, including Test Results, Notes, Diagnostic Images, Demographics, etc.
- Create and/or receive Referrals to and from Novant Health and other NH Link groups.
- Receive Placement Requests from Novant Health Acute facilities.
- Place and Schedule Outpatient Diagnostic and Imaging Orders.
- Submit Surgical Case Requests.
- Submit Transfer Center Request Orders to complement the phone call.
- Billing Information, including Insurance Auth/Precert numbers, Cards, and Benefits.
- Send Secure Messages to Novant Health Providers and Medical Staff.
- View Provider and/or Patient Schedules at Novant facilities.

Accurate as of 5/12/2025. For the most recent version, please visit the Home page of NH Link.

NOVANT HEALTH

- Real-time Patient Notifications, including ED visits, hospitalizations, and diagnostics.

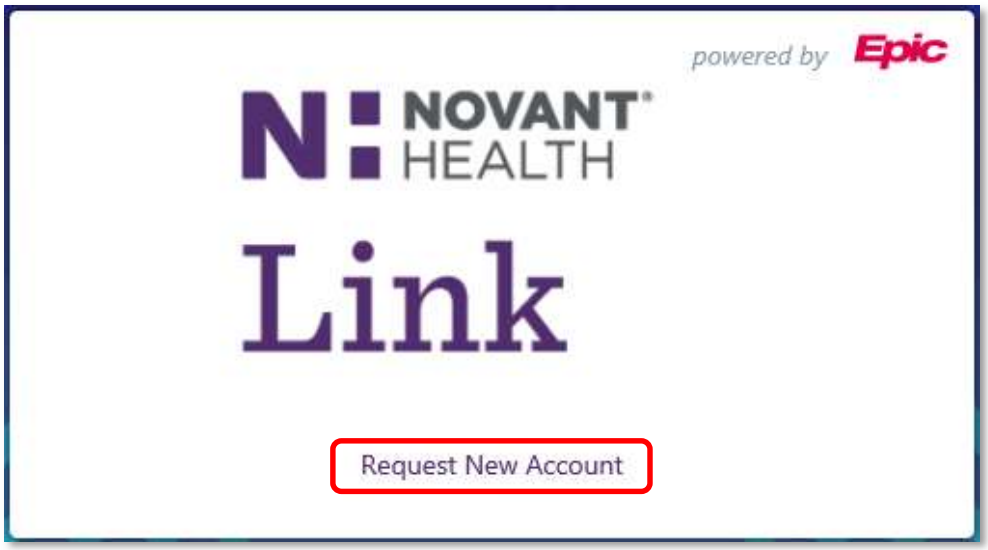
How do I Sign Up?

At least one Site Administrator must be designated for each NH Link group. They will submit the request for access to initially register the facility's NH Link group, and they will be responsible for managing all NH Link users with the NH Link group and maintaining the NH Link group's Provider List.

How to Request a NH Link Account:

1. Navigate to the NH Link Registration Website: https://nhlink.mynovant.org

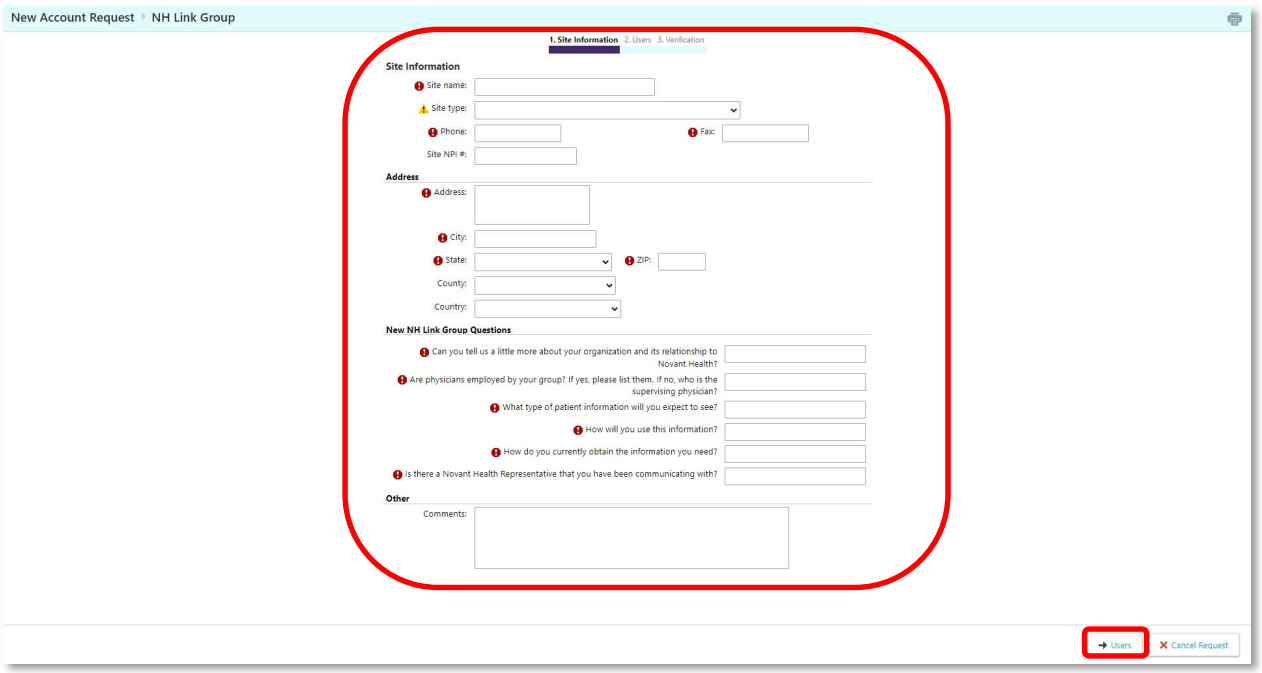
2. Click the Request new account link:



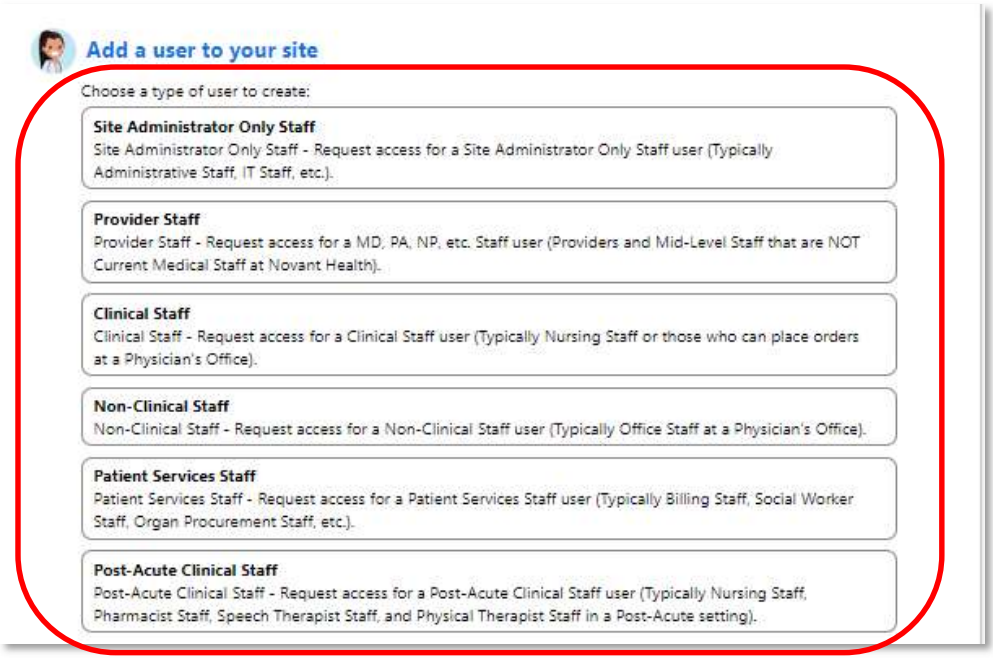
3. Select If you need to create a new NH Link Group to expand the option, then select:
   a. NH Link Group to begin the registration process.
   b. NH Link – Post-Acute Care Group to begin the registration **only** if you are a DME **or** Post-Acute Care facility and should receive Continued Care and Services Requests.



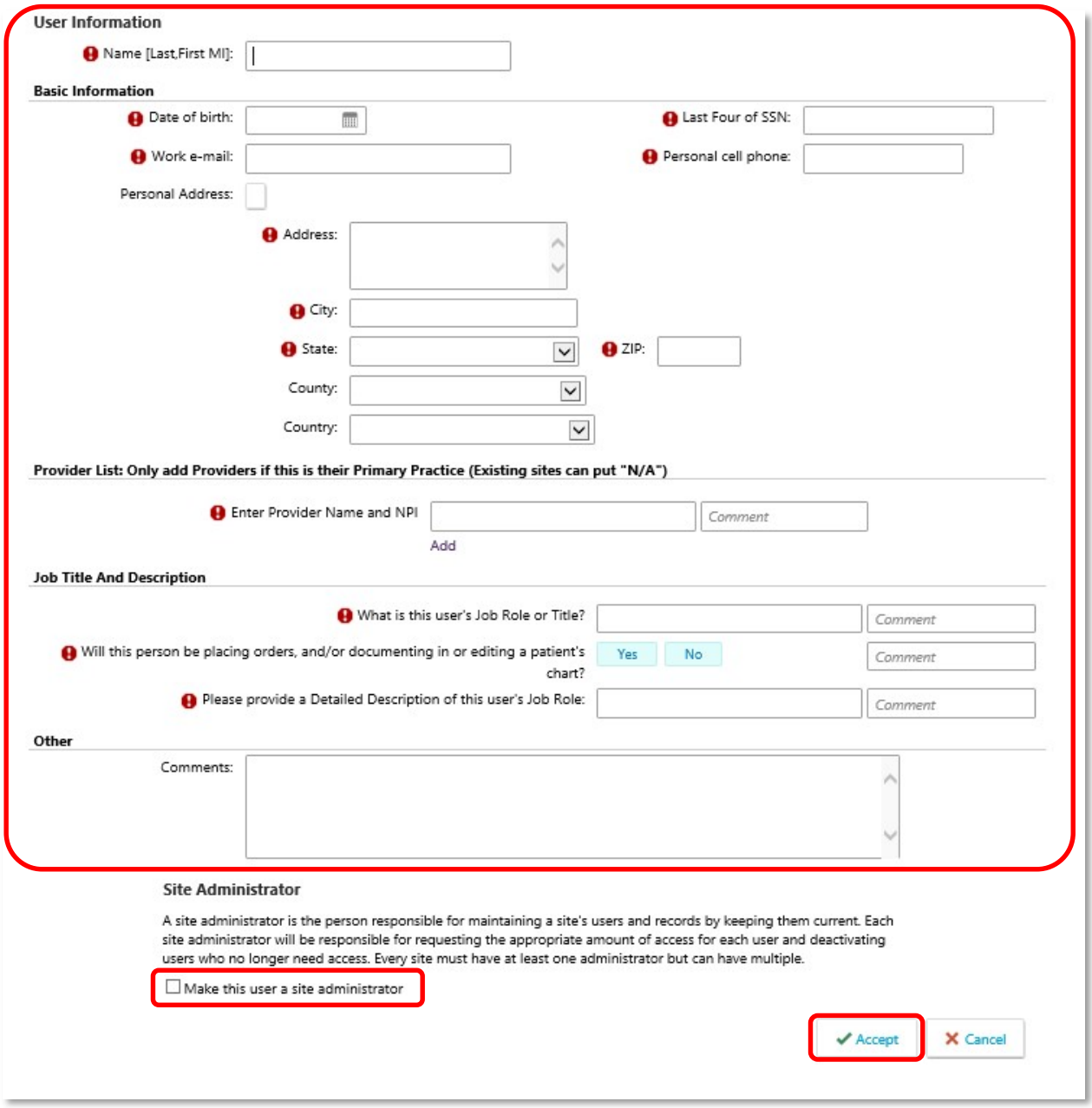
4. Complete the Site information and click the Users button:



5. Pick the appointed Site Administrator's user access type that best matches their job role at the facility:

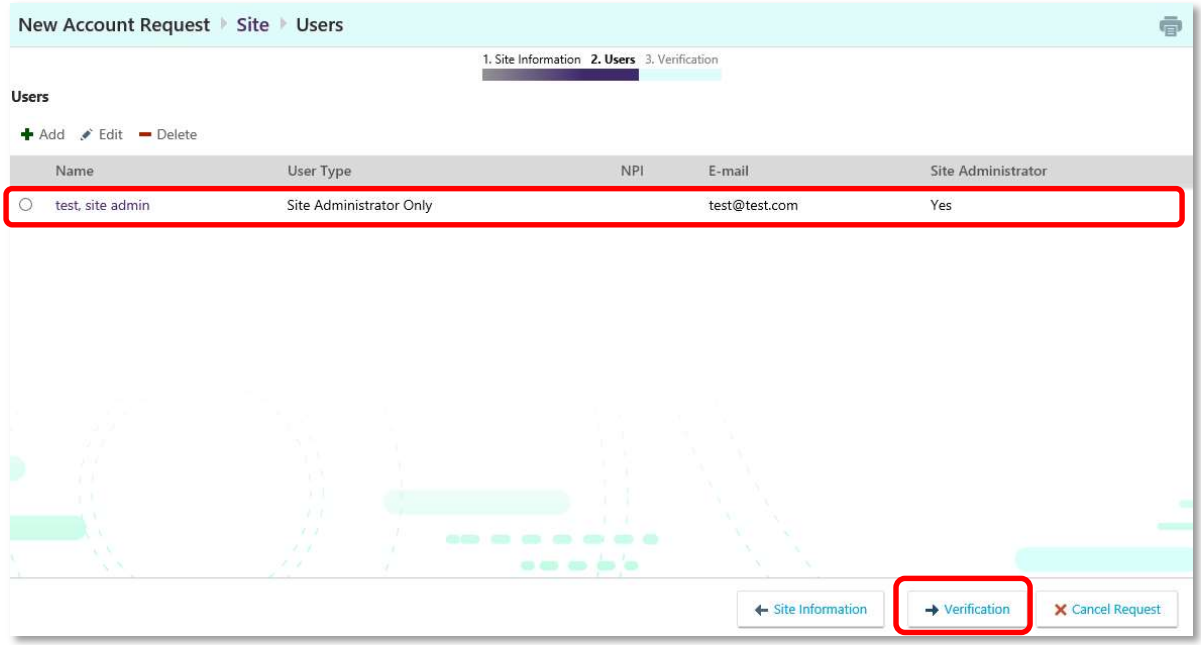


6. Fill out the User Information, making sure to fill out all of the required User Information. Check the Make this user a site administrator box and click the Accept button:

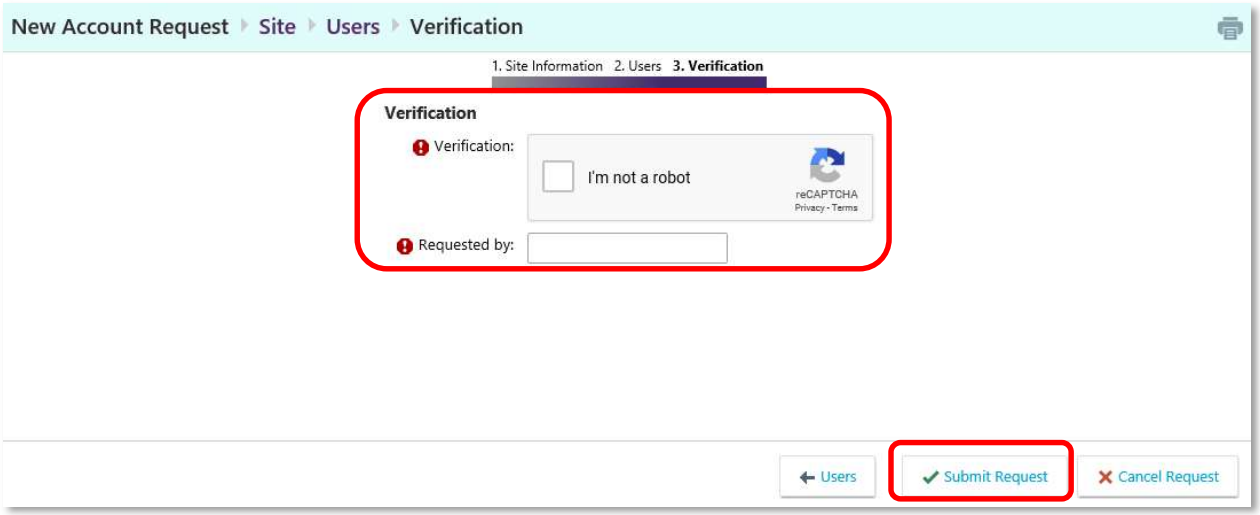


7. For this request, set up the Site Administrator *only* and click the Verification button:

*****Do not submit additional users at this time.*****



8. Complete the Verification and Requested By field. Click the Submit Request button:



9. Once submitted, a confirmation screen will appear with instructions and a DocuSign link to the NH Link Site Agreement. Click the link to complete the form via DocuSign. Be sure to review the information for accuracy before selecting Finish.

10. The NH Link Site Agreement will be sent to our Leadership for final approval and signing. Once the document is complete, all parties will receive the final version for filing via email.

11. We will need the first Site Administrator approved by a lead Provider, Office Manager, head Attorney, or someone of higher authority at the facility. An Analyst from the NH Link Team will reach out via email for this approval.

12. Once approval is received, the Site Administrator's request will begin processing through our Security Team's OneIM System. If an email from the OneIM System is received (OneIM_NoReply@novanthealth.org), please set your password and then wait to receive your NH Link Welcome Letter before moving forward.

13. Once your request is fully completed by the NH Link Team, you will receive your NH Link Welcome Letter via email with all next-step information needed to access NH Link.

Once your facility's NH Link group has been registered on NH Link, the Site Administrator can request new user and group accounts from the Admin Tools activity within their NH Link account. This will also allow the Site Administrator to track all requests submitted for your facility's NH Link group. as well as the status:



Further questions or troubleshooting assistance:

1-866-9NOVANT, Option 3

NHLink@novanthealth.org

Accurate as of 5/12/2025. For the most recent version, please visit the Home page of NH Link.