

## How to Launch LinkU Through the InContext Application

### Purpose:

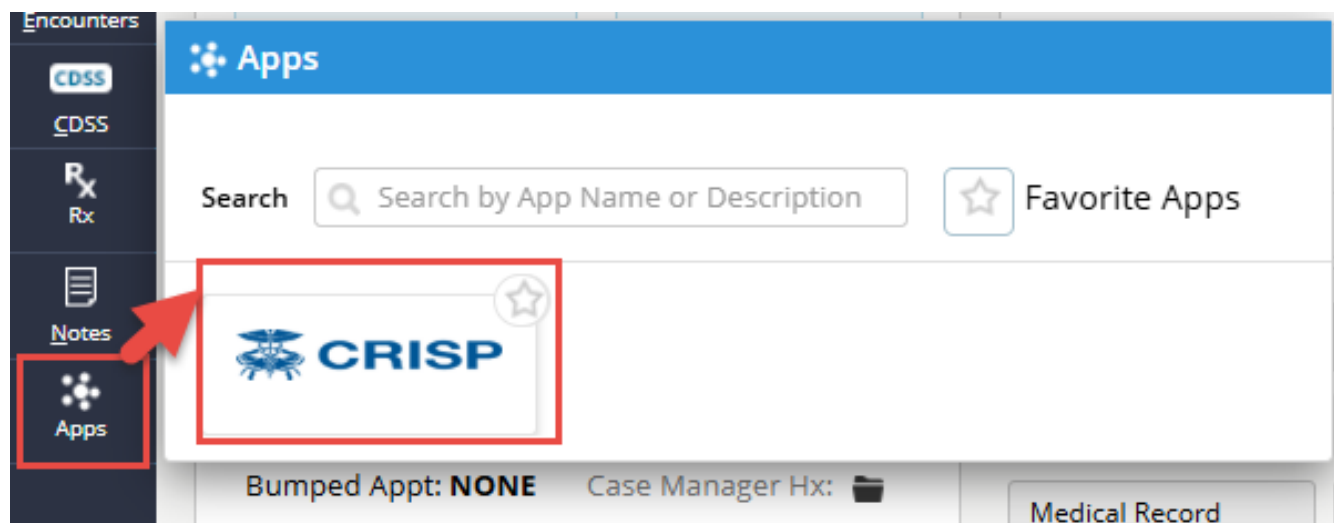
This guide walks users through how to access **LinkU**, DC Health's instance of findhelp, by launching the **LinkU** application from within the **InContext application** in your EHR. It explains the steps to access LinkU to complete social needs screening assessments, search for resources, and make closed-loop referrals.

### Before you get started, confirm access:

If your organization has not yet been onboarded to LinkU through CRISP DC, contact Abby Lutz at [abby.lutz@crisphealth.org](mailto:abby.lutz@crisphealth.org) to request access.

### Step 1: Launch the InContext Application

- Open the **InContext** app from within the patient's chart in your EHR (example within eCW)



- You will be placed within the CRISP Interface for the selected patient
- Expand the **left side menu**

**HIE InContext** **Gilbert Testpatient Grape**  
Male | Jan 1, 1984

HEALTH RECORDS ENCOUNTERS PROBLEMS STRUCTURED DOCUMENTS IMMUNIZATIONS ALLERGIES

ALL LABORATORY RADIOLOGY CLINICAL NOTES

Health Records

Date Collected (ET) ↓	Source	Category	Description
2025-03-12	Shady Grove Adventist Hospital	Clinical Notes	History and Physical
2024-10-25	Maternal Opioid Misuse Care Plan	Clinical Notes	MOM Care Plan Substantive Outreach
2024-10-25	Maternal Opioid Misuse Care Plan	Clinical Notes	MOM Care Plan Follow Up
2024-08-30	Maternal Opioid Misuse Care Plan	Clinical Notes	MOM Care Plan Substantive Outreach
2024-08-20	Maternal Opioid Misuse Care Plan	Clinical Notes	MOM Care Plan Substantive Outreach
2024-08-12	Maternal Opioid Misuse Care Plan	Clinical Notes	MOM Care Plan Substantive Outreach
2024-08-12	Maternal Opioid Misuse Care Plan	Clinical Notes	MOM Care Plan Follow Up
2024-08-12	Maternal Opioid Misuse Care Plan	Clinical Notes	MOM Care Plan Substantive Outreach
2024-08-12	Maternal Opioid Misuse Care Plan	Clinical Notes	MOM Care Plan Follow Up
2024-08-08	Maternal Opioid Misuse Care Plan	Clinical Notes	MOM Care Plan Substantive Outreach

Expand Menu

## Step 2: Launch the LinkU Application

- Click on **"APPS"** on the left-hand menu

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Male | Jan 1, 1984

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2024-08-20	Maternal Opioid Misuse Care Plan	Clinical Notes	MOM Care Plan Substantive Outreach
2024-08-12	Maternal Opioid Misuse Care Plan	Clinical Notes	MOM Care Plan Substantive Outreach
2024-08-12	Maternal Opioid Misuse Care Plan	Clinical Notes	MOM Care Plan Follow Up

PATIENT INFORMATION  
CLINICAL DATA  
MEDICATION MANAGEMENT  
CARE COORDINATION  
SOCIAL NEEDS DATA  
DATA FROM CLAIMS  
MY PATIENT SUMMARY  
**APPS**

- Select “LinkU” from the app list

The screenshot shows the HIE InContext interface for patient GILBERT GRAPE (Male | Jan 1, 1984). The left sidebar contains a list of apps: APPS, LINKU, MYDIRECTIVES, SCREENING, and USER SETTINGS. The LINKU app is highlighted with a red box. A red arrow points from this box to a separate LinkU app icon, which is a blue square with a white LinkU logo.

Date Collected (ET) ↓	Source	Category	Description	Provider
2025-04-21	Rhode Island Hospital	Clinical Notes	COC PAC	1740296862 DANIEL SAVITT
2025-04-07	St. Agnes Hospital	Laboratory	SPINAL FLUID & GRAM STAIN	KOWDLEGOP GOPAL KOWDLEY
2025-04-07	St. Agnes Hospital	Laboratory	BLOOD CULTURE	KOWDLEGOP GOPAL KOWDLEY
2025-04-07	St. Agnes Hospital	Laboratory	MIC GRAM NEG UR COMBO 103	KOWDLEGOP GOPAL KOWDLEY
2025-04-07	St. Agnes Hospital	Laboratory	MIC GRAM POS COMBO 45	KOWDLEGOP GOPAL KOWDLEY
2025-04-07	St. Agnes Hospital	Laboratory	WOUND CULTURE AND GRAM STAIN	KOWDLEGOP GOPAL KOWDLEY
2025-04-07	St. Agnes Hospital	Laboratory	CATHETERIZED URINE CULTURE	KOWDLEGOP GOPAL KOWDLEY
2025-04-02	St. Agnes Hospital	Laboratory	MIC GRAM POS COMBO 45	KOWDLEGOP GOPAL KOWDLEY
2025-04-02	St. Agnes Hospital	Laboratory	SPINAL FLUID & GRAM STAIN	KOWDLEGOP GOPAL KOWDLEY
2025-03-26	St. Agnes Hospital	Laboratory	AFB STAIN NON SPUTUM	KOWDLEGOP GOPAL KOWDLEY

- A new browser tab or window will open
- You will automatically be logged into LinkU with the selected patient's information preloaded

The screenshot shows the LinkU web application interface. At the top, there is a navigation bar with links for Support, Site Tools, and Gilbert's Profile. Below this, a banner reads 'Currently helping Gilbert Grape'. A green button labeled 'Standard Needs Assessment' is prominently displayed. Below the button, a message says 'Welcome to LinkU Staff' and 'Find health, food, housing, and more, anywhere.' followed by 'Let's get started!'. There is a search bar with the text 'ZIP 80019' and a 'Search' button. On the right side, there is a graphic with various icons (house, car, heart, etc.) and the text 'LinkU Make the Connection'. At the bottom, a footer message states: 'If you or someone you know is in crisis, call or text 988 to reach the Suicide and Crisis Lifeline, chat with them online via their'.

## Step 3: Conduct Screening and Referrals

- Within **LinkU**:
  - Conduct a **Social Needs Screening**

The screenshot shows the 'Standard Needs Assessment' form in the LinkU system. The form is titled 'Standard Needs Assessment' and includes a 'Select Language' dropdown menu. Below the title, there is a 'General Information' section with the following questions and input fields:

- Are you completing this form on behalf of another person? \*
  - ☐ Yes
  - ☐ No
- First Name \*
- Last Name \*
- Preferred Name \*
- Gender \*

Below the input fields, there is a note: 'The following questions should reflect the information for the person being assessed'.

- **Search for Community Resources** relevant to the patient

The screenshot shows the LinkU search results for community resources. The search criteria are 'washington, dc (20003) / housing / help find housing'. The results are sorted by 'RELEVANCE' and show 1-25 of 56 results. The first two results are:

- Information and Referral** by Georgia Avenue Family Support Collaborative
  - Reviewed on: 03/28/2025
  - Description: Our Information and Referral program links families and individuals to agencies that assist with a variety of needs. This service is designed to help at-risk populations avoid crises and...
  - Main Services: help find housing, help find childcare, navigating the system, help find work, one-on-one support
  - Serving: anyone in need, all ages
  - Next Steps: Call 202-722-1815. Serves your local area. Open Now: 8:00 AM - 5:00 PM EDT
- Permanent Supportive Housing On-Site** by U.S. VETS - United States Veterans Initiative
  - Reviewed on: 03/28/2025
  - Description: Permanent Supportive Housing On-Site program provides housing on U.S.VETS campuses to veterans who are economically self-sufficient. Supports and amenities may include rental assistance, sobriety...
  - Main Services: help pay for housing, help find housing, long-term housing, navigating the system
  - Other Services: independent living, addiction & recovery, individual counseling, financial education, support network, one-on-one support, peer support, support groups, help find work
  - Next Steps: Call 877-548-7838. 1.97 miles (Serves your state) 111 K Street Northeast, Washington, DC 20002

- **Make Closed-Loop Referrals** directly through the platform. A closed-loop referral is a coordinated process where a provider sends a referral for a service to a specific organization, the receiving organization delivers the service, and then the organization providing the service confirms that the service was delivered.

The screenshot shows a web form titled "Information and Referral" by Georgia Avenue Family Support Collaborative. It includes a "Reviewed on" date of 03/28/2025 and a description of the program. A "Next Steps" section lists a phone number and local area service. A "Serving" section indicates it's for anyone in need. The form has buttons for "MORE INFO", "SAVE", "SHARE", "NOTES", "SUGGEST", and a prominent "REFER" button. Below these is a section for "Eligibility" (Must be a DC resident) and "Who is this for?" (For myself or my family, or I'm referring someone else). The "I'm referring someone else" section has input fields for "Your Name" (Abby Lutz) and "Tell us about the person you're helping:". This section includes a search for "Someone you've Connected before:", a "Use contact info on file" field, and a "Connecting someone new:" section with fields for "Their Name" (First and Last Name), "Their Email Address", "Their Phone Number", and "Their Language" (English).

*To learn more about the LinkU platform, please visit [crispdc.org/hrsn](https://crispdc.org/hrsn). For general questions about LinkU or the CRISP DC Portal, please reach out to [dcoutreach@crisphealth.org](mailto:dcoutreach@crisphealth.org)*