

How to Launch LinkU from the DC Portal

Purpose:

This guide walks users through how to access **LinkU**, DC Health's instance of findhelp, by launching the **LinkU** application within the **DC Portal**. 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 to request access through the DC Health Information Exchange (DC HIE).

Step 1: Search for a Patient

- Log into the **CRISP DC Portal**, using Google Chrome (preferred browser).
- Use the **Patient Search** tool to locate the individual.

The screenshot shows the 'Patient Search' interface. On the left, there are input fields for 'First Name' (gilbert), 'Last Name' (grape), 'Date of Birth' (01/01/1984), and 'Gender'. Below these are fields for 'SSN' and 'Reset' and 'Search' buttons. On the right, the 'Search Results' table is displayed with columns for 'First Name', 'Last Name', 'Date of Birth', and 'Gender'. The results table contains three entries:

First Name	Last Name	Date of Birth	Gender
Gilbert	Grape	01/01/1984	Male
GILBERT	GRAPE	01/01/1984	Male
GILBERT	GRAPE - DO NOT USE	01/01/1984	Male

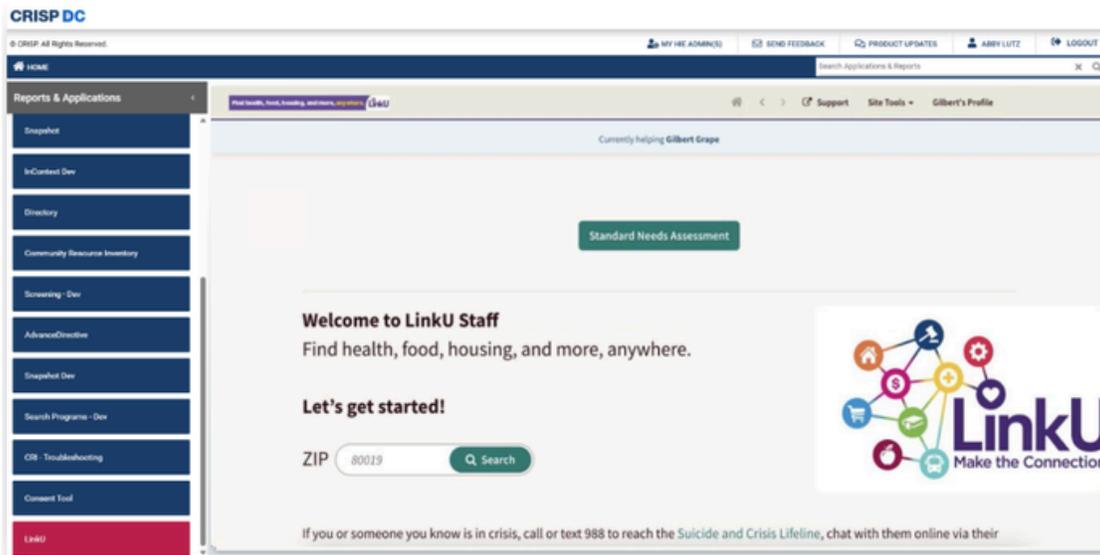
Step 2: Select the LinkU Tile

- Click on the patient's name and select LinkU from the drop-down of applications.

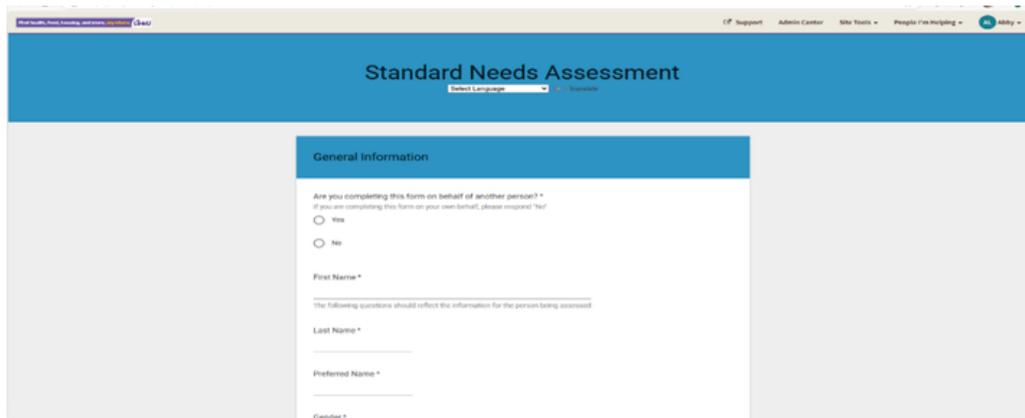
The screenshot shows the 'Patient Search' interface with the 'Search Results' table. A dropdown menu is open over the first result, showing a 'Select App' dialog with a close button (X). The dialog lists four applications: 'Clinical Information Test', 'Screening', 'Consent Tool', and 'LinkU'. The 'LinkU' option is highlighted with a red box.

Step 3: Conduct Screenings and Referrals

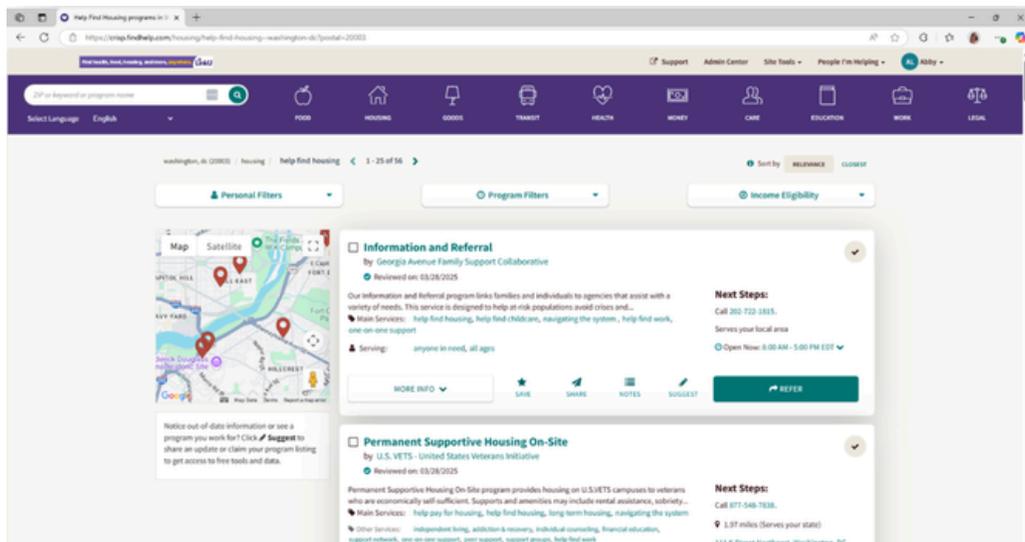
- You will automatically be logged into **LinkU** with the selected patient's information preloaded.



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



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



Step 3: Conduct Screening and Referrals cont.

- Within **LinkU**:
 - **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 "Next Steps" section with contact information and a "REFER" button. Below is a detailed form for providing referral information.

Information and Referral
by Georgia Avenue Family Support Collaborative
Reviewed on: 03/28/2025

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

MORE INFO | SAVE | SHARE | NOTES | SUGGEST | REFER

Eligibility Must be a DC resident

Who is this for?
 For myself or my family
 I'm referring someone else

Your Name * Abby Lutz

Tell us about the person you're helping:

Someone you've Connected before:
Use contact info on file * Start typing their name

Or

Connecting someone new:
Their Name * First Name Last Name
Their Email Address
Their Phone Number
Their Language English

To learn more about the LinkU platform, please visit crispdc.org/hrsn. For general questions about LinkU or the CRISP DC Portal, please reach out to dcoutreach@crisphealth.org.