

Frequently Asked Questions

1. What is LinkU and how does it differ from other tools?

LinkU is a comprehensive screening and referral tool that allows you to search for resources and make closed-loop referrals all in one place. It is different from other tools because its integrated within CRISP DC so that you can Single Sign on from CRISP DC into the LinkU platform.

2. How do I log in?

- Log into CRISP DC via the HIE Web Portal or the InContext app in your EHR.
- Open the LinkU tile (or select it from additional applications).
- If you have login issues, email Abby Stretz (CRISP DC Project Manager) at Abby.Stretz@crispdc.org.

3. What data is shared with the DC HIE?

Screening Assessment data and referral data that are captured in LinkU will be shared back to the DC HIE.

4. What if I can't find a resource?

If you are not able to find a resource, you can always broaden the zip code in which you are searching. Use the categories and subcategories to narrow down the search. Lastly, you can use the filters at the top to narrow down your search results.

5. What if an organization is not accepting closed-loop referrals?

If an organization is not accepting closed-loop referrals, another contact method will be indicated on the program card for you or the patient to directly contact the organization. If you would like to keep track of the referral through the LinkU platform, you can log a referral for the patient, and you will be able to update the status of the referral through the patient's profile. Logged referrals will not be sent to the receiving organization.

6. Who do I contact if I experience an error message when logging into LinkU?

If you receive an error message when launching the LinkU platform, please contact CRISP DC Project Manager, Abby Stretz, at Abby.Stretz@crispdc.org.

7. Who do I contact if I don't see the LinkU application or tile in CRISP DC?

If you don't see the LinkU application on your CRISP DC account, please contact CRISP DC Project Manager, Abby Stretz, at Abby.Stretz@crispdc.org.

8. What if I want additional training on the LinkU platform?

If you would like additional training on the LinkU platform, or if you were unable to attend a training. Please reach out to CRISP DC Project Manager, Abby Stretz, at Abby.Stretz@crispdc.org.