

How to Launch LinkU Through the InContext Application

Purpose:

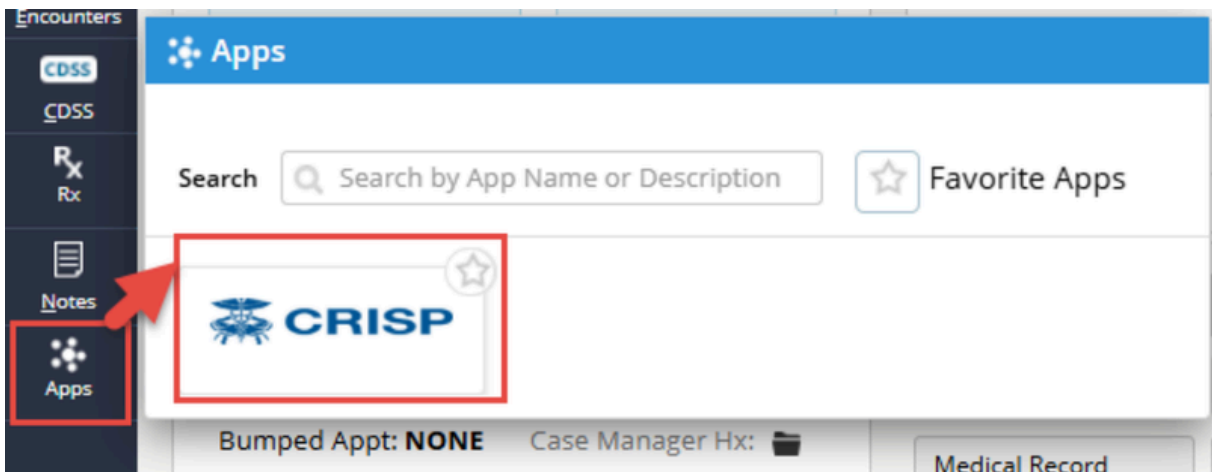
This guide walks users through how to access **LinkU**, DC Health's instance of findhelp, by launching the **LinkU** application from within the **InContext** application in your EHR. It explains the steps to access LinkU to complete social needs screening assessments, search for resources, and make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

Before you get started, confirm access:

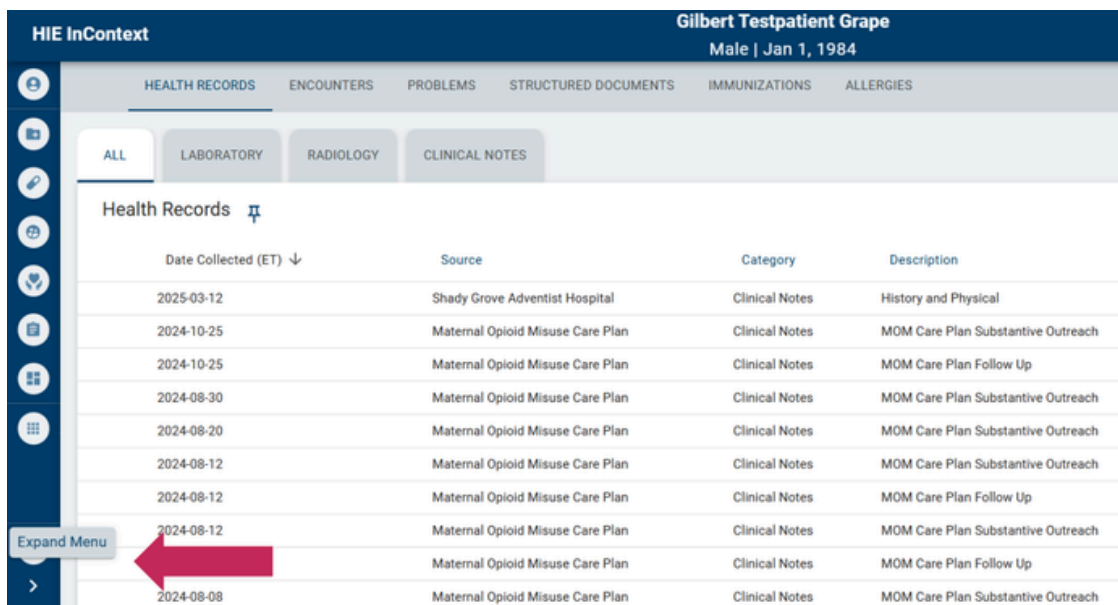
If your organization has not yet been onboarded to LinkU through CRISP DC, contact Abby Stretz at Abby.Stretz@crispdc.org to request access.

Step 1: Launch the InContext Application

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

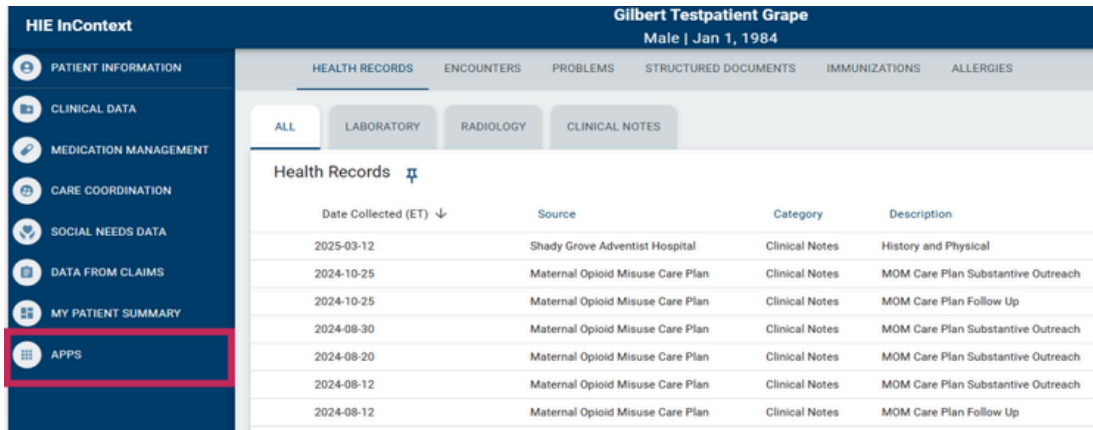


- You will be placed within the CRISP Interface for the selected patient
- Expand the **left side menu**

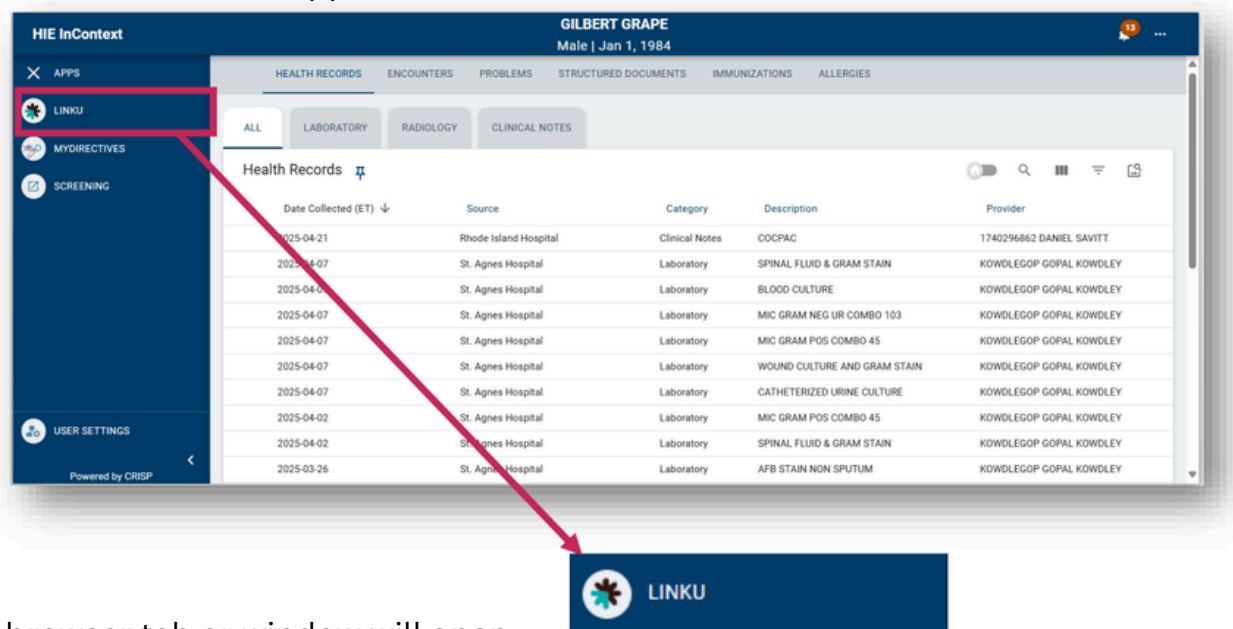


Step 2: Launch the LinkU Application

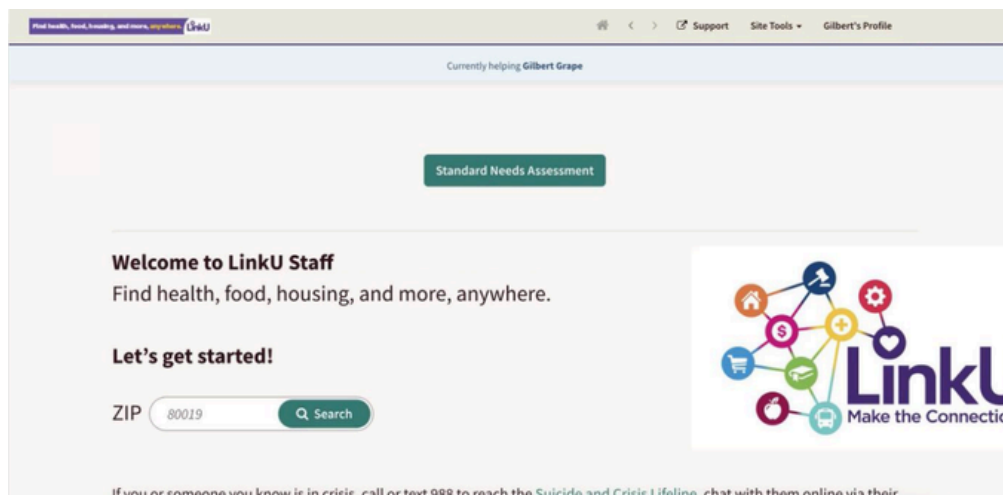
- Click on **“APPS”** on the left-hand menu



- Select **“LinkU”** from the app list



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



Step 3: Conduct Screening and Referrals

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

The screenshot shows the 'Standard Needs Assessment' form. It has a blue header with the title. Below the header is a 'General Information' section. The first question is 'Are you completing this form on behalf of another person?' with 'Yes' and 'No' radio buttons. Below this are text input fields for 'First Name', 'Last Name', 'Preferred Name', and 'Gender'. A note states: 'The following questions should reflect the information for the person being assessed'.

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

The screenshot shows the 'Help Find Housing programs' search results page. It features a map on the left with red location pins. On the right, there are two program cards. The first card is for 'Information and Referral' by Georgia Avenue Family Support Collaborative, reviewed on 03/28/2025. It lists main services: help find housing, help find children, navigating the system, help find work, and one-on-one support. The second card is for 'Permanent Supportive Housing On-Site' by U.S. VETS - United States Veterans Initiative, also reviewed on 03/28/2025. It lists main services: help pay for housing, help find housing, long-term housing, navigating the system, and other services like independent living, addiction recovery, individual counseling, financial education, support network, and one-on-one support. Both cards include 'Next Steps' with phone numbers and a 'REFER' button.

- **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 the referral form for the 'Information and Referral' program. It includes a 'Next Steps' section with a phone number and a 'REFER' button. Below this is a section titled 'Tell us about the person you're helping:'. It asks 'Who is this for?' with options 'For myself or my family' and 'I'm referring someone else'. There are text input fields for 'Your Name', 'Their Name', 'Their Email Address', 'Their Phone Number', and 'Their Language'. There is also a section for 'Use contact info on file' with a dropdown menu and a 'Connecting someone new' section with text input fields for 'First Name' and 'Last Name'.

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@crispdc.org.