



SEC³URE Link FAQ for SEC³URE Passport Subscribers

1. What is SEC³URE Link?

SEC³URE Link is a scheduling service integrated with credentialing. Your credentials will be verified against the facility's policies and requirements when you are being scheduled for meetings or procedures, so that only compliant individuals can book appointments with the facility.

2. Who can use SEC³URE Link?

Any SEC³URE Passport subscribers who are compliant can use SEC³URE Link to request meetings with their facilities and/or accept invitations from facilities to participate in OR procedures.

3. How do I use SEC³URE Link?

When SEC³URE Link is used by your facility, you are required to request meetings and get approval from the facility before you are allowed to participate – on-premise, offsite, or virtually. Any policy updates and specific credential requirements will be communicated to you in the meeting review process. You can accept policies and update your credentials prior to your meeting.

When SEC³URE Link is used to schedule OR procedures, you have full visibility into all the details once the procedure is scheduled. Any changes to the details will be communicated to you in real time. You can also make changes and add comments to the meeting invite for the facility to see or respond before the procedure.

SEC³URE Link is designed to help you optimize your schedule and use your compliance as a competitive advantage.

4. How does a virtual meeting work?

Just like in-person meetings and consultations, virtual ones must be requested and approved in advance. If approved, you may check in to the facility up to 15 minutes prior, where you will receive the meeting URL. Virtual meetings are recorded as visits and will impact your REPScores.

5. What if it doesn't allow me to create a meeting?

If you are compliant with the facility's credential requirements and policies, you should be able to request meetings via SEC³URE Link. If you need assistance, please contact an IntelliCentrics customer service Hero at 817-SEC3URE (732-3873) or CustomerService.US@IntelliCentrics.com. You can also access customer service on your SEC³URE mobile app, under Help.

6. What if I don't get the meeting URL?

You have access to the URL 15 minutes prior to the meeting to allow time to respond, if not compliant. Always check your compliance before the meeting to make sure you meet all the requirements. Our customer service staff can help if needed.

Contact Us



Customer Service



Customer Support



Live Chat



Forgot Password