

# etHIN Health Information Portal (eHIP) Quick Reference Guide

## Connecting to the eHIP

- Go to [www.ethin.org](http://www.ethin.org) and click on the **Health Information Portal** button at the top of the page.
- Enter your Username and Password on the Sign In page, and then click **Sign In**.
- Answer the Security Question that is presented, and then click **Submit**.
- Read the **Notifications** for announcements, and then click **Continue**.
- Click on the **eHIP tile**.
- **Note:** A session times out (closes) after 15 minutes of inactivity for security purposes. If your session times out, simply log in again.

## Reset Your Password

There are two ways to reset your password:

- **Before Logging In** – Click **Forgot Password** on the Sign In page.
- Enter your username, and then click **Continue**.
- Answer your security questions, clicking **Submit** after each answer.
- Enter your new password using the criteria presented on the Password Reset page. Click **Reset Password**.
- **Note:** You cannot reset your password if your account is locked. Please call the Help Desk.

- **After Logging In** – Click on your user name at the top right of any page in the portal. Click **Profile**.
- Click **Password**, then **Change Password** on the next screen that appears. Complete the requested information, then click **Save**.
- Click **Return to Dashboard**.

## Reset Your Security Questions

- **After Logging In** – Click on your user name at the top right of any page in the portal. Click **Profile**.
- Click **Security Questions**.
- Click the **+** sign beside the question that needs a new answer.
- Enter your new answer. Click **Save**.
- Click **Return to Dashboard**.
- **Note:** You cannot change your Security Question answers unless you are logged in.

## Problems Logging In?

- You are allowed three attempts, or 'strikes', to log into your account before it is locked for security purposes.
- If you make an error during login, you will see a message that says **Unable to login. Username and Password combination is not correct**.
- If you think you know your username and password and simply made an entry error,

re-enter your username and password and click **Sign In**.

- If you see the **Unable to login** message a second time, your account will be locked after the next incorrect try.
- To prevent this, click **Forgot Password**, and then follow the steps outlined under **Reset Your Password** in column 1 of this Guide.

## Locked Out?

- If your account is locked, call or email etHIN's Help Desk. We will help you log in.
- **IMPORTANT:** If you do not log in to your eHIP account for 30 days or more, your User credentials will be automatically disabled for security purposes. Call etHIN's Help Desk to reactivate your account.

## Logout

- **REMEMBER TO LOG OUT** when you are finished with your session so that patient data is secure and protected at all times.
- Click your **User Name** at the top right of any page. Click **Log Out** to end your session.

## Additional Questions?

**Help Desk Hours: Monday–Friday, 8 a.m.–5 p.m.**

**Email: [HelpDesk@ethin.org](mailto:HelpDesk@ethin.org)**





**Help Desk phone: 865-691-8433, option 1**















**Fax: 865-218-9392**

**After Hours / Weekends: [HelpDesk@ethin.org](mailto:HelpDesk@ethin.org)**

## eHIP Icons and Status Codes

Icons and Status Codes are used in columns on the different chart pages and within reports in the eHIP to give you information about the status of the report.

Icon	Definition	Display Example						
	<b>Abnormal Results</b> – Found in the <b>AB IND</b> (Abnormal Indicator) column of the result summary list. Indicates Abnormal Results in that report	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Status</th> <th>AB IND</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td>Final</td> <td style="text-align: center;"></td> <td>MAGNESIUM-MG</td> </tr> </tbody> </table>	Status	AB IND	Result	Final		MAGNESIUM-MG
Status	AB IND	Result						
Final		MAGNESIUM-MG						

Icon	Definition	Display Example								
	<b>Abnormal</b> – Indicates a result that is outside the reference range when numbers aren't used for the range	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Observation</th> <th></th> <th>Value</th> <th>Reference Ra...</th> </tr> </thead> <tbody> <tr> <td>OPIATES</td> <td style="text-align: center;"></td> <td>POSITIVE</td> <td>NEGATIVE</td> </tr> </tbody> </table>	Observation		Value	Reference Ra...	OPIATES		POSITIVE	NEGATIVE
Observation		Value	Reference Ra...							
OPIATES		POSITIVE	NEGATIVE							
	<b>H – Above High Normal</b> – Found in the report beside the value that is outside the provided reference range	<table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td>MCV</td> <td style="text-align: center;"></td> <td>100.2</td> <td>80.0-98.0</td> </tr> </tbody> </table>	MCV		100.2	80.0-98.0				
MCV		100.2	80.0-98.0							
	<b>L – Below Low Normal</b> – Found in the report beside the value that is outside the provided reference range	<table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td>RBC</td> <td style="text-align: center;"></td> <td>4.04</td> <td>4.20-5.40</td> </tr> </tbody> </table>	RBC		4.04	4.20-5.40				
RBC		4.04	4.20-5.40							
	<b>Print</b> – Click this icon to Print the page you are viewing.	 Print								

### Lab Report Status Codes

eHIP uses codes to indicate the status of the information being reported. Following is a chart of status codes and their definitions for lab reports.

<b>A</b>	Partial results; Some, but not all, results available
<b>C</b>	Correction to results
<b>F</b>	Results
<b>I</b>	Incomplete

<b>O</b>	Order Received
<b>P</b>	Preliminary
<b>S</b>	Signed
<b>X</b>	No results available; Order cancelled

### Radiology Report Status Codes

Following is a chart of status codes and their definitions for radiology reports.

<b>A</b>	Addendum
<b>AS</b>	Signed Addendum
<b>C</b>	Correction to results
<b>F</b>	Results

<b>D</b>	Draft/Preliminary Report
<b>P</b>	Preliminary results
<b>S</b>	Signed

### Test Patients for Your Use

Last Name	DOB	Comments
Test	04/05/1949	Clinical data in all categories including radiology images
Demoski	08/01/1981	Contains eHealth Exchange data

### East TN Health Information Network

10427 Cogdill Road, Suite 400 - Knoxville, TN 37932

865-691-8433

[helpdesk@ethin.org](mailto:helpdesk@ethin.org)

[www.ethin.org](http://www.ethin.org)