



etHIN

Health Information Portal (eHIP) Navigation Guide

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East Tennessee Health Information Network

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eHIP User Guide

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Contact etHIN's Help Desk for additional assistance.

Monday-Friday 8:00 a.m. – 5:00 p.m. Eastern

865-691-8433, ext. 1

After hours and weekends, email HelpDesk@ethin.org

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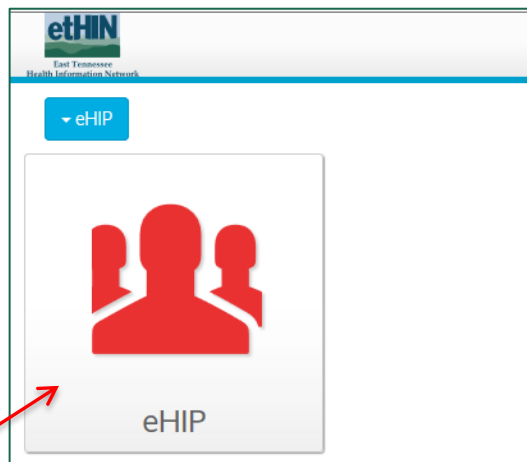
Overview

etHIN's Health Information Portal (or eHIP) is a combined, virtual view of a patient's records from many sources in the local healthcare community. The etHIN Portal enables users to look up patient information that has been electronically submitted to etHIN by healthcare providers in the local community.

Information available in the eHIP should not be considered a complete or verified patient record, as etHIN cannot confirm the accuracy of the information submitted by its participants.

Accessing the Portal

After logging into the etHIN portal, you will arrive at your **Dashboard**, shown below. You will see the Dashboard each time you log into the eHIP.



Click on the **eHIP tile** to begin searching for patient records.

Search for a Patient

After clicking the eHIP tile, the **Patient Lookup** screen shown below automatically opens.

1. Search for your patient by entering the **Last Name** and **Date of Birth**, both of which are required. (You must enter **both** of these criteria to search for a patient.) Please note the required format for the date of birth is mm/dd/yyyy (ex: 01/01/2000).

IMPORTANT: eHIP features enhanced search capabilities that allow you to enter the first four letters of the patient's last name, along with the date of birth, to search for the patient. This can be very useful when there is a hyphenated last name or an unusual spelling. The first four letters of the last name must be correct for this search feature to work properly.

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Patient Lookup

Admits/Discharges/Registrations

All

Lab

On Demand CCDA

Patient Info

Radiology

State Connections

Summary

Transcribed Reports

Q Patient Lookup

Last name *

Date of birth *

mm/dd/yyyy

First name

Middle initial

Gender

MRN

* Indicates required field

SEARCH CLEAR ALL

Name	Gender	DOB	Phone Number	Address
------	--------	-----	--------------	---------

2. Click the **Search** button.

Q Patient Lookup

Last name

Date of birth

First name

Middle initial

Gender

MRN

SEARCH CLEAR ALL


Name	Gender	DOB	Phone Number	Address
✓ BARNEY TEST		04-05-1962	(865) 040-4545	1234 BEDROCK

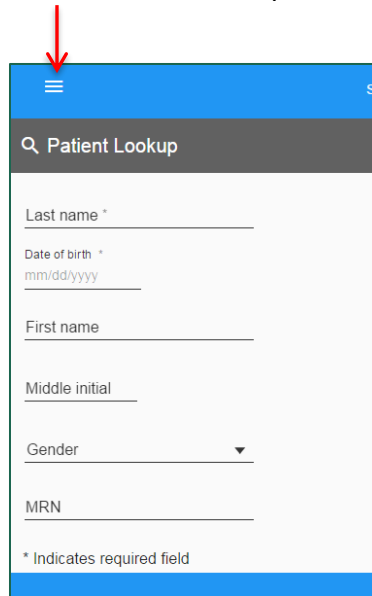
3. Select your patient from the displayed list by clicking the **Patient Name**.

If the search returns more than one person with the same name and date of birth, there will be multiple entries on the displayed list. Confirm the **Gender**, **Phone Number**, and **Address** to determine the correct person before making your patient selection.

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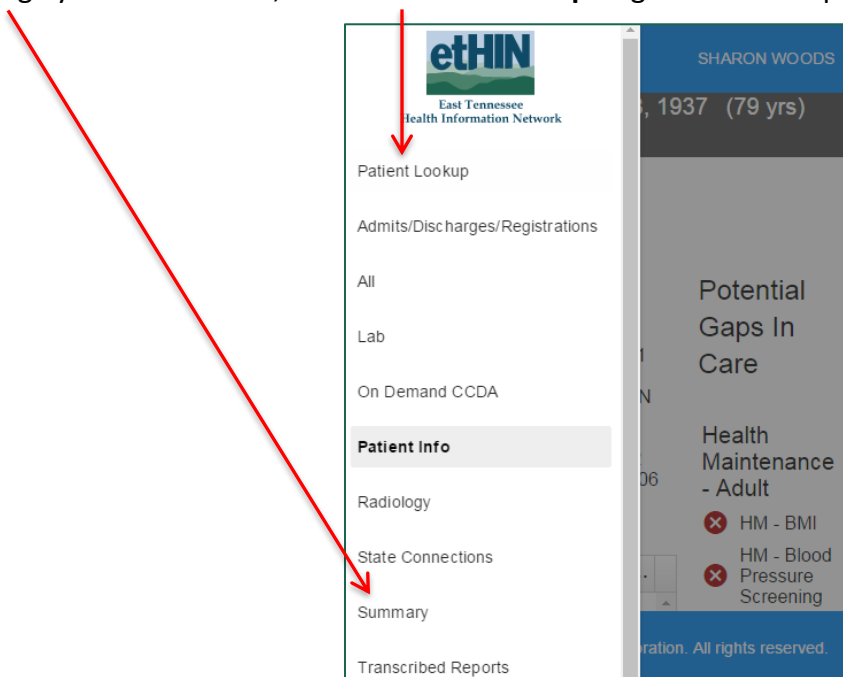
NOTE: If your browser window size is less than full screen, the Patient Lookup and other screens in the Portal may display differently than what you normally see (example of screen at 60% shown below). However, you will enter data and search exactly as described in this User Guide.

In the smaller format, the left navigation menu is collapsed to allow more space for the patient lookup fields. To expand the menu, click on the  icon at the top left of the screen.



The screenshot shows a mobile interface for "Patient Lookup". At the top left, there is a blue header with a white hamburger menu icon. Below the header is a search bar with a magnifying glass icon and the text "Patient Lookup". The form contains several input fields: "Last name *" (required), "Date of birth *" (required, format mm/dd/yyyy), "First name", "Middle initial", "Gender" (dropdown menu), and "MRN". A note at the bottom states "* Indicates required field".

The navigation menu appears and the document side will grey out as shown below. Simply click the name of the chart page you wish to view, or click **Patient Lookup** to go back to the patient search page.



Click on the  icon any time it is displayed to open the left navigation bar.

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Restricted Access: TPO and HIPAA Attestation

Each time you access a patient's records, you will see the screen shown below. When you **Accept**, you are confirming that you have a treatment, payment, or healthcare operations (TPO) relationship with the patient and therefore have the right under HIPAA regulations to view the patient's medical data.

You are also attesting that you will not access your own medical records or those of your family, friends, colleagues or anyone of public interest with whom you do not have a valid TPO need for information.

Restricted Access

Name: TEST, JOHN Born: 1/9/1990 Age: 26 Sex: Male

Attestation of Treatment, Payment or Healthcare Operations Need to Access Patient Records

By clicking "Accept" below, I agree to the terms of HIE participation and understand that HIPAA regulations apply to use of information in the eHIN system. I confirm that I, or my physician employer, have a treatment relationship with the above patient and that my access of this patient's medical information is solely for treatment, payment, or healthcare operations (TPO) purposes.

I UNDERSTAND THAT I MAY NOT ACCESS MY PERSONAL RECORDS NOR THOSE OF MY FAMILY, FRIENDS, COLLEAGUES OR ANYONE OF PUBLIC INTEREST WHO IS NOT MY AND/OR MY PARTICIPATING PROVIDER'S PATIENT AND FOR WHOM I DO NOT HAVE A VALID TPO NEED FOR INFORMATION.

ACCEPT DECLINE

Click **Accept** to access the patient's medical data.

Working within a Patient Chart

Patient Banner

Once you have attested that you have an appropriate TPO relationship with the patient, you will be taken to the Patient Info page of the patient's chart. The Patient Name, date of birth, age, and gender are shown in the **Patient Banner**.

TEST, JOHN 01/01/1990 26 years old Male

The patient banner will remain unchanged and be at the top of the patient chart as you move through different pages in the patient's record.

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Patient Info Page

The **Patient Info** page is displayed after you accept the TPO attestation.

You will see the patient's **demographic information** at the top of the page along with **Medical Record Numbers (MRNs)** from various facilities and providers who have submitted information to etHIN about your patient. The Mpid is also displayed, which is etHIN's Master Patient Index number for this patient.

TEST, JOHN 01/01/1990 26 years old Male

Print

Basic
Mpid: 987654 Phone: 865-123-4567
Address: 123 Main St, Any Town, TN 12345
Name: John Test MRN: 1010101 COVH Cumber
Date of Birth: 1970-01-01 987654321 UTMC
Gender: Male

Providers

Problems

Medications

Allergies

Potential Gaps In Care

CAD

- ✘ CAD - Aspirin Therapy
- ✘ CAD - Beta Blocker Therapy

Health Maintenance - Adult

- ✘ HM - BMI
- ✘ HM - Blood Pressure Screening
- ✘ HM - Colorectal Cancer Screen
- ✘ HM - Current Medication Documentation

Also displayed on the Patient Info page will be information that has been reported to etHIN in the following categories:

Medical Insurance Plans

Providers

Problems

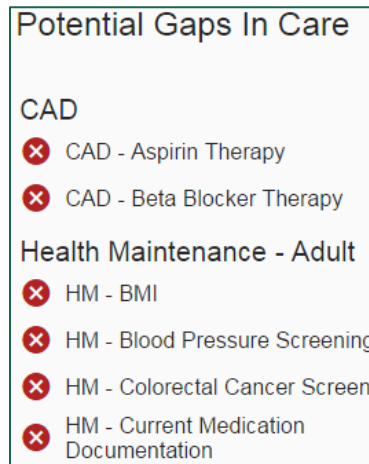
Medications

Allergies

IMPORTANT: If information pertaining one of these categories has not been submitted to etHIN, that category will not be displayed on the screen. This means that, even though a patient has information in other sections of the portal (labs, radiology, etc.), there is a possibility that there may not be information shown in the categories on this page. **Be sure to check other sections of the Portal for information.**

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Potential Gaps in Care are shown on the right side of the Patient Info page. The list is determined by comparing standard medical terminology and codes against patient records that have been submitted to etHIN. The patient's age and gender are also considered when generating the list.



IMPORTANT: The Potential Gaps in Care list is a talking points guideline for providers during a patient's visit. The list is based only on information that has been reported to etHIN. Therefore, it is not a definitive list nor does it predict or exclude other patient problems or diagnoses.

Chart Pages

Chart pages organize the Patient's information into categories. The following pages are available and are shown on the left navigation bar:

Admits/Discharges/Registrations (aka ADT): Displays Admission, Discharge, and Registration or Transfer reports for the patient. This information is abbreviated/referred to as **ADT** elsewhere in the portal.

All: Lists all results and reports for the patient in order by chronological date, with the most recent at the top.

Lab: Displays any lab results within the eHIP.

Patient Info: First page displayed when opening a patient record. Displays demographic information along with MRNs from submitting healthcare organizations, insurance information, provider names, problems, medications, and allergy information for the patient that is present in etHIN.

Radiology: Displays radiology reports and associated images, if images are available.

State Connections: Provides links to available State of Tennessee databases (Controlled Substance Monitoring Database/CSMD, Immunization Registry and others as they become available).

Summary: Displays the five most recent reports available in the eHIP for ADTs, Labs, Radiology, and Transcribed Reports.





Transcribed Reports: Displays available Transcribed Reports for the patient, such as History and Physical (H&P), Dermatopathology reports, Consults, Meds, etc.















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Icons

Icons are used in the eHIP system for several reasons. Hovering over the icon with your mouse will show a short description of its meaning.

You may see the following icons as you are using eHIP:

Icon	Definition	Display Example						
	Abnormal Results – Found in the AB IND (Abnormal Indicator) column of the result summary list. Indicates Abnormal Results in that report	<table border="1"> <thead> <tr> <th>Status</th> <th>AB IND</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td>Final</td> <td></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								
	Abnormal – Indicates a result that is outside the reference range when numbers aren't used for the range	<table border="1"> <thead> <tr> <th>Observation</th> <th></th> <th>Value</th> <th>Reference Ra...</th> </tr> </thead> <tbody> <tr> <td>OPIATES</td> <td></td> <td>POSITIVE</td> <td>NEGATIVE</td> </tr> </tbody> </table>	Observation		Value	Reference Ra...	OPIATES		POSITIVE	NEGATIVE
Observation		Value	Reference Ra...							
OPIATES		POSITIVE	NEGATIVE							
	H – Above High Normal – Found in the report beside the value that is outside the provided reference range	<table border="1"> <tbody> <tr> <td>MCV</td> <td></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							
	L – Below Low Normal – Found in the report beside the value that is outside the provided reference range	<table border="1"> <tbody> <tr> <td>RBC</td> <td></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							
	Print – 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.

A	Partial results; Some, but not all, results available
C	Correction to results
F	Final results
I	Incomplete

O	Order Received
P	Preliminary
S	Signed
X	No results available; Order cancelled

Radiology Report Status Codes

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

A	Addendum
AS	Signed Addendum
C	Correction to results
F	Final results

D	Draft/Preliminary Report
P	Preliminary results
S	Signed

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Page Examples

Admits/Discharges/Registrations (aka ADT): Displays Admission, Discharge, and Registration/Transfer reports for the patient. This information is also abbreviated/referred to as **ADT** elsewhere in the portal.

ADT	Facility	Admit Date	Discharge Date	Attending	PCP
✓ Patient pre-admit	COVH Cumberland...	2016-06-27 18:09		Jane Doe	Unknown Unknown...
✓ Register a patient	COVH Cumberland...	2016-06-27 18:09		Jane Doe	Unknown Unknown...
✓ Discharge/end visit	COVH Cumberland...	2016-06-27 18:09	2016-06-27 19:17	Jane Doe	Unknown Unknown...

All: Shows all results and reports received by eHIN for the patient, in order by Clinical Date. You may sort by clicking on any column heading.

Statu...	AB IN...	Result	Ordered By	Clinical Date	Facility	Attending Phy...	PCP
✓ F	!	CBC WITH AU...	Jane Smith	06-27-2016 08:...	COVH Fort San...	Jane Smith	
✓ F	!	COMPREHEN...	Jane Smith	06-27-2016 08:...	COVH Fort San...	Jane Smith	
✓		Register a patient		06-27-2016 08:...	COVH Fort San...	Jane Smith	
✓		Register a patient		06-26-2016 08:...	COVH Leconte...	James Doe	Amy Sti
✓ F		FCT THORAX...	Albert Johnso	04-12-2016 08:...	UTMC		

Lab: Displays any lab results within the eHIP.

Statu...	AB IN...	Result	Ordered By	Clinical Date	Facility	Attending Physi
✓ F		CULTURE, URINE	SAMUEL DEAN	04-10-2016 08:00:0...	COVH Methodist M...	SAMUEL DE.

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Patient Info: First page displayed when opening a patient record. Displays demographic information along with available healthcare organization MRNs, insurance, provider names, problems, medications, allergy information, and a Potential Gaps in Care list.

 Print

Potential Gaps In Care

Health Maintenance - Adult

- ✘ HM - BMI
- ✘ HM - Blood Pressure Screening
- ✘ HM - Breast Cancer Screen
- ✘ HM - Colorectal Cancer Screen
- ✘ HM - Current Medication Documentation

Basic

Mpid: 67459102 Phone: 865-123-4567
 Address: 123 Main St, Any Town, TN 12345

Name: Suzy Q Test MRN: 9876345000 UTMC
 Date of Birth: 1972-02-02

Medical Insurance Plans

Providers

Problems

Medications

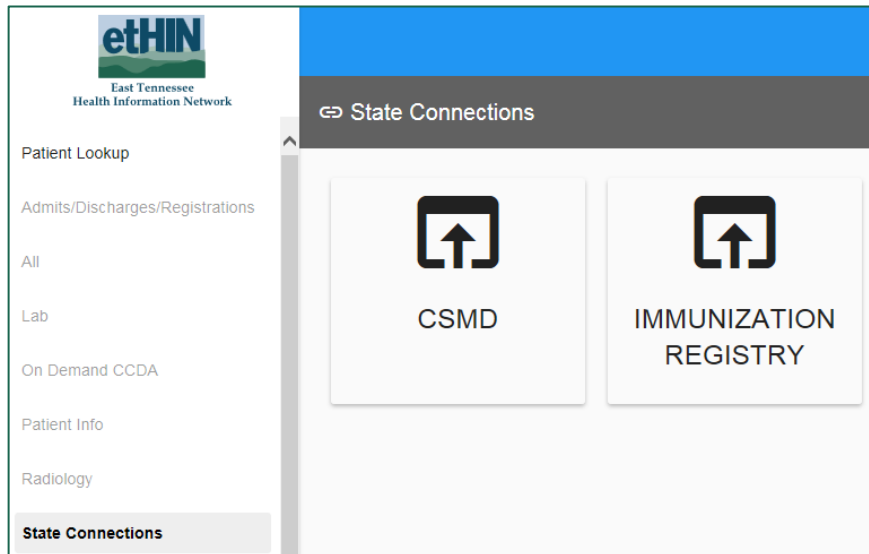
Allergies

Radiology: Displays radiology reports and their associated images, if the provider has made the images available to eHIN.

Radiology					
	Statu...	Clinical Date	Message Name/Type	Facility	Ordering
✓	S	04-12-2016 08:00:00 PM	CXRPL	ETCH East Tennessee Chil...	Franklin Q Brownwood

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State Connections: Provides links to available State of Tennessee databases (Controlled Substance Monitoring Database/CSMD, Immunization Registry, and others as they become available). Click on the tile representing the database you wish to access.



Summary: Displays the five most recent reports available in the eHIP in each of the following categories: ADTs, Labs, Radiology, and Transcribed Reports. If fewer than five reports are available in eHIP, all reports will be shown. In the following example, there are only two ADTs and two Lab reports for this patient.

TEST, JOHN 01/01/1990 26 years old Male

Search Facility Provider From date 7/17/2006 To date 7/14/2016

FILTER CLEAR FILTER

Admits/Discharges/Registrations

	Clinical Date	Message Name/Type	Facility	Attending
✓	07/06/2016 07:56 PM	Admit/visit notification	University of Tennessee Medic...	Julia Ackleson
✓	07/06/2016 07:00 PM	Discharge/end visit	Leconte Medical Center	Caleb Weston

Lab

	Status	AB IN...	Clinical Date	Message Name/Type...	Facility	Ordering
✓	Final	Ⓢ	07/05/2016 04:35 AM	CBC WITH AUTOMAT...	Leconte Medical Center	Brenda Silkworthy
✓	Final	Ⓢ	07/05/2016 04:35 AM	BASIC METABOLIC P...	Leconte Medical Center	Brenda Silkworthy

Radiology

Statu...	Clinical Date	Message Name/Type	Facility	Ordering
No results found				

Transcribed Reports

Statu...	Clinical Date	Message Name/Type	Facility	Ordering
No results found				

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Transcribed Reports: Displays available Transcribed Reports for the patient.

Transcribed Reports					
	Statu...	Clinical Date	Message Name/Type	Facility	Ordering
✓	S	04-12-2016 08:00:00 PM	Emergency Medical Note	ETCH East Tennessee Chil...	

Sorting

Results are initially displayed on a page in order by Clinical Date. You can sort on the different columns to help you find things quickly by clicking on the column heading.

In this example, the results are sorted on the **Ordered By** column, which places the results in alphabetical order by the name of the person who ordered the test.

Status...	AB IN...	Result	Ord...	Clinic...	Faci
Final		C BLOOD	BAR...	07/05/...	Univ
Final		C BLOOD	BAR...	07/05/...	Univ
Final		C BLOOD	BAR...	07/05/...	Univ
Final		VANCOMYCIN, TROUGH	COL...	07/07/...	Univ
Final	⚠	COMPREHENSIVE METABOLI...	KOL...	07/08/...	Univ
Final	⚠	CREATINE PHOSPHOKINASE/CK	LES...	07/08/...	Univ
Final	⚠	TRIGLYCERIDES	LES...	07/08/...	Univ
Final	⚠	CBC w/ AutoDifferential	TSA...	07/08/...	Univ

Opening a Report or Result

To open a report or result, click on the **check mark** beside the result you wish to view.

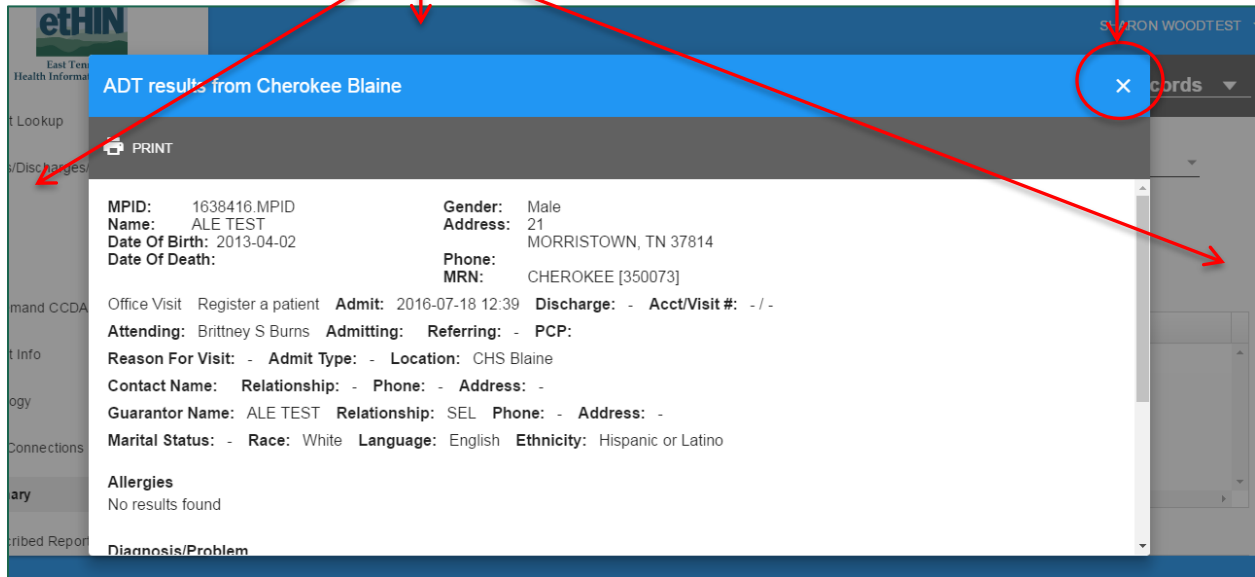
	Statu...	AB IN...	Result	Or...	Cli...	F
✓	Prelim	⚠	COMPREHENSIVE METABOLIC PANEL	JA...	07/...	F
✓	Final	⚠	COMPREHENSIVE METABOLIC PANEL	JA...	07/...	F
✓	Prelim		LIPID PANEL	AM...	07/...	F
✓	Final	⚠	LIPID PANEL	AM...	07/...	F
✓	Final	⚠	COMPREHENSIVE METABOLIC PANEL	AM...	07/...	F
✓	Prelim	⚠	COMPREHENSIVE METABOLIC PANEL	AM...	07/...	F
✓	Final		TROPONIN T	AM...	07/...	F
✓	Final		LIPASE LEVEL	AM...	07/...	F

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Closing a Report or Result

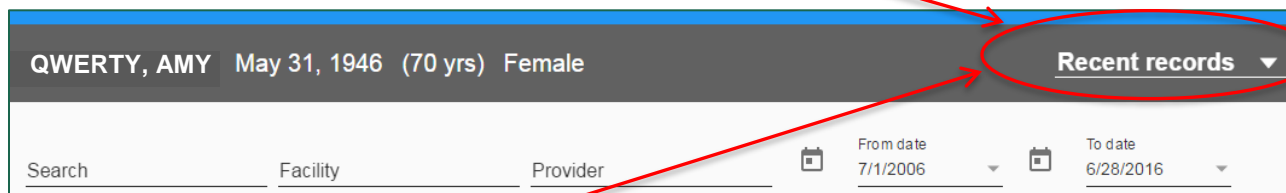
When you have finished viewing the selected result, you can close the report in two ways:

1. Click on the **X** in the upper right corner of the window.
2. Click anywhere on the **greyed out area** behind the result window.

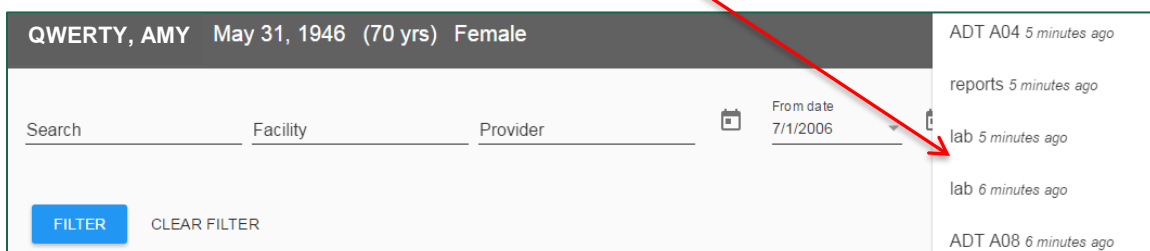


Recent Records

Any reports or results that you open during a patient session will be displayed in the **Recent Records** dropdown on the Patient Banner. This gives you quick access to reports that you have viewed during the current patient lookup session. Note that **Recent Records** will not display in the Patient Banner until you open at least one report or result.



Click on **Recent Records** and a list of recently viewed records will appear. To open a previously viewed report, click on the name of the report you wish to reopen.

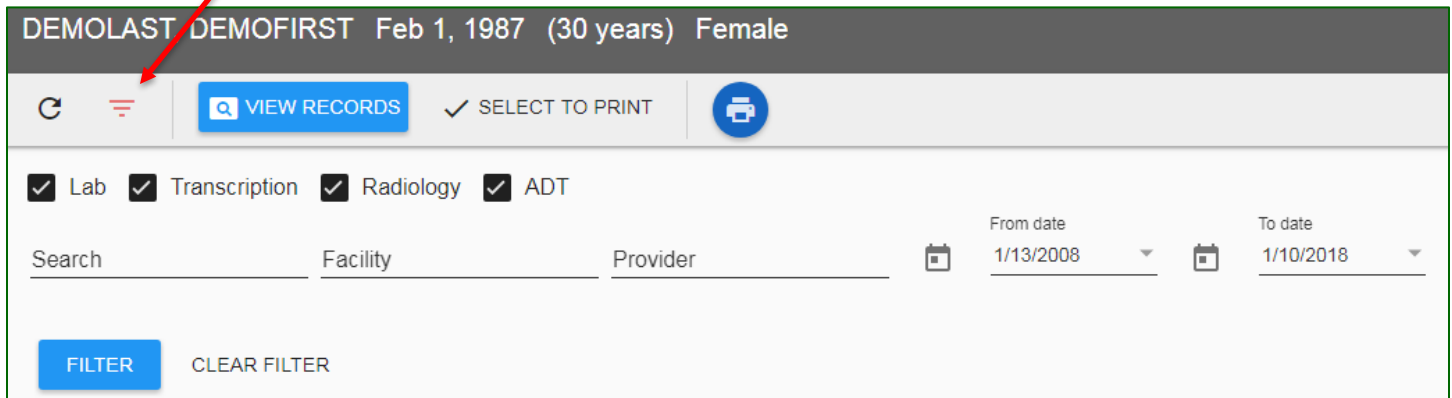


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Search and Filter

Some pages contain **Search** and **Filter** capabilities. These functions work within the results or reports that are contained in that specific page (Lab, Transcribed Reports, etc.).

Click on the **red upside-down triangle** to open the filtering options.



DEMOLAST DEMOFIRST Feb 1, 1987 (30 years) Female

VIEW RECORDS SELECT TO PRINT

Lab Transcription Radiology ADT

Search Facility Provider From date 1/13/2008 To date 1/10/2018

FILTER CLEAR FILTER

You can search by any combination of keyword, facility, provider, or date. To find a specific report or group of reports within a chart page:

- 1) Enter your criteria into the **Search, Facility, Provider, and/or From/To Date** boxes.
- 2) Click the **Filter** button.
- 3) Click on the report name in the **Result** column to view the details of a specific report.
- 4) To restore all of the reports in the list, click the **Clear Filter** button.

IMPORTANT: Using only the **Search** field will search for any key work of your choice in the entire list of reports, including the contents, for the word you enter.

The results or reports containing your keyword will display in the list. You are then able to search only the relevant materials for the information you need.

Refreshing the Page

New information is being sent to the Health Information Portal continuously from hospitals, providers, labs, and other entities.

To determine if new information has been submitted to eHIN for your patient while you are logged into the portal, you can click on the **Refresh Icon** shown at the top of each page that displays data in the eHIP.




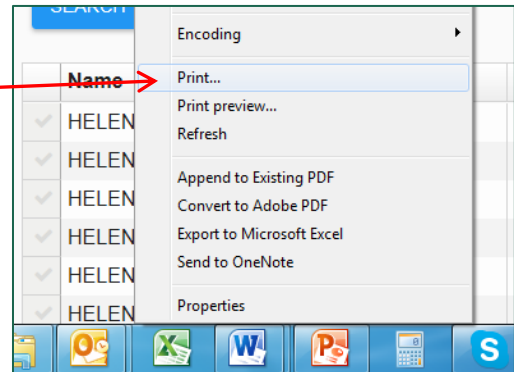
Selecting any new tab or action will also automatically refresh the system and add data that has been received since you started your eHIP session.

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Printing

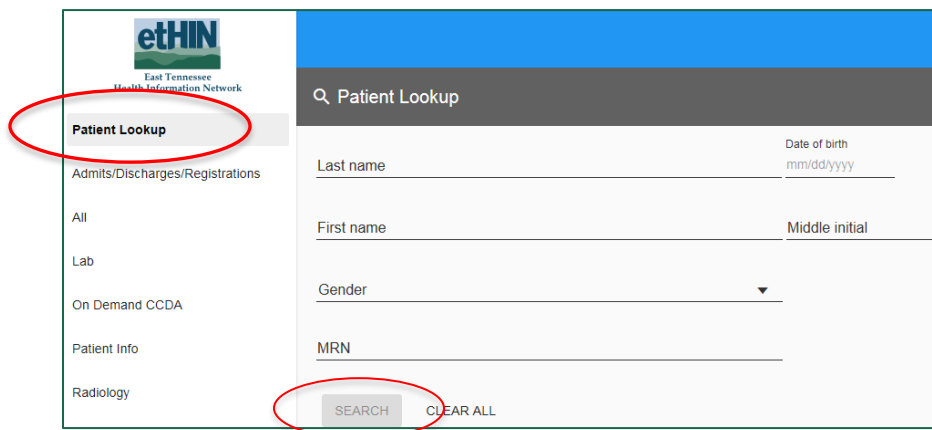
Many pages in the eHIP display the **Print icon**.  Click the icon to print those pages.

NOTE: To print a page that does NOT contain the Print icon, right click using your mouse,  and then click **Print** on the menu that opens.



Opening a New Patient Chart

When you are ready to go to a different patient's chart, click the **Patient Lookup** link at the top of the left navigation bar. Enter the patient's last name, date of birth, and then click **Search** as described under **Search for a Patient** on page 3.



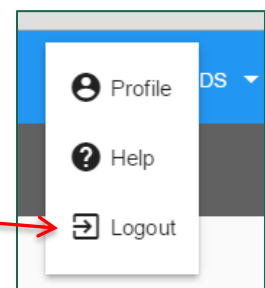
IMPORTANT: The currently open patient chart will automatically close when you successfully search for another patient.

Logging Out of eHIP

Be sure to close your eHIP session when you are finished looking up patient records in order to preserve patient privacy and securely maintain the medical records you have reviewed.

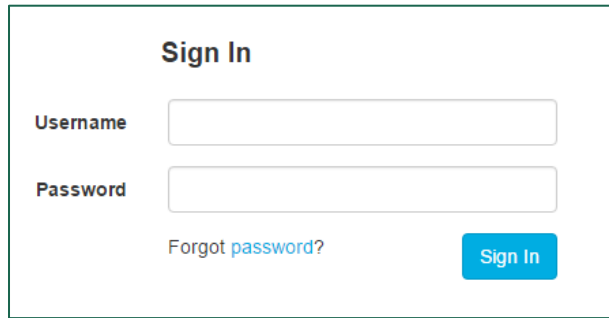
There are two ways to log out:

1. Click on your user name in the upper right corner of any page, and then click **Logout** at the bottom of the dropdown menu.



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Clicking **Logout** will take to back to the eHIP Sign In screen.



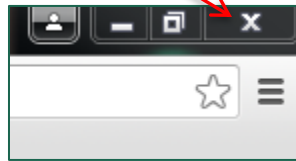
Sign In

Username

Password

[Forgot password?](#)

- Simply click on the X at the upper right corner of your browser screen. This will close your eHIP session and your Internet Browser.



Locked Out?

Your account may become locked because of keying errors, if you forget your password and challenge answers, or if you accidentally have the Caps Lock on when trying to log in. The eHIP has a “three strikes and you’re out” login security policy. This means you are allowed three attempts to log into your account before it is locked.

Your account might also be locked due to inactivity. If your account is inactive for more than 30 days (that is, if you haven’t logged in), the account is automatically locked as a security measure.

- **If your account is locked, please call the etHIN Help Desk at (865) 691-8433, ext. 1.**
- **You may also email HelpDesk@ethin.org, including after hours and on weekends, and someone from the etHIN Help Desk will call you to help with your issue.**
- **Please be sure your email or voicemail message includes a phone number where we will be able to contact you directly.**

Contact etHIN's Help Desk for additional assistance.

Monday-Friday 8:00 a.m. – 5:00 p.m. Eastern

865-691-8433, ext. 1

After hours and weekends, email HelpDesk@ethin.org

www.ethin.org