


eHIP Clinical Viewer Quick Reference Guide

Logging In

- Go to www.ethin.org and click on the **eHIP Clinical Viewer** button at the top of the page. 
- Enter your Username and Password on the login page, and then click **Login**.
- You will be taken to the **Patient Search** page.
- **Note:** A session times out (closes) after 15 minutes of inactivity for security purposes. If your session times out, simply log in again.

Changing Your Password

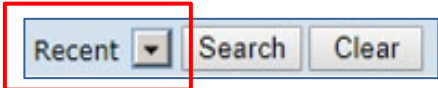
- **IMPORTANT:** You must know your current password to create a new password.
- Click **Change Password** on the login screen.
- Enter your **Username** and **Current Password** where requested.
- Enter your **New Password** using the criteria shown.
- Re-enter your new password in the **Repeat Password** field.
- Click **Submit**.

Problems Logging In?

- **REMEMBER, Your Password Is Case Sensitive!**
- You are allowed three attempts 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 **ACCESS DENIED**.
- If you think you know your username and password and simply made an entry error, carefully re-enter your username and password and click **Login**.
- If you see the **ACCESS DENIED** message a second time, your account will be locked after the next incorrect try.
- **Call our HelpDesk if you need assistance.**

865-691-8433, ext. 1

Recent Patients

- On the **Patient Search** screen, click **Recent** (beside the Search button) to view a list of the 20 most recent patient you have viewed, displayed in alphabetical order.
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- Click on a patient name to automatically reopen that record.

Locked Out?

- If your account is locked, you must call or email etHIN's Help Desk. We will help you log in.
- **IMPORTANT:** If your account is inactive for 60 days (meaning you haven't logged in), your eHIP account will be automatically disabled for security purposes. **Call etHIN's Help Desk to reactivate your account.**

Logging Out

- **REMEMBER TO LOG OUT** when you are finished so that patient data is secure and protected at all times.
- Click **Logout** in the top navigation bar.
- Click the **X** in the upper right corner of the window to close your Internet browser.

Additional Questions?

Help Desk Hours: Monday–Friday, 8:00–5:00














Email: HelpDesk@ethin.org

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

Fax: 865-218-9392

eHIP Clinical Viewer Icons and Codes

Icons and Codes are used throughout the Clinical Viewer to provide at a glance information.

| Icon | Description |
|--|---|
|  | Allergy (ALG) – Allergies have been reported for the patient. |
|  | Alert (ART) – There are alerts for this patient. |
|  | Document (DOC) – There are documents for this patient. |
|  | Diagnosis (DXG) – This are diagnoses for this patient. |
|  | Encounter (ENC) – There are encounters for this patient. |
|  | History (HIS) – There are histories for this patient. |
|  | Lab Order (LAB) – There are lab orders for this patient. |
|  | Medication (MED) – There are medications for this patient. |
|  | Over the Counter Medication (OTC) – There are over-the-counter medications for this patient. |
|  | Other Order (OTH) – There are other orders for this patient. |
|  | Problem (PRB) – There are problems for this patient. |
|  | Progress Note – There are progress notes for this patient. |
|  | Radiology Order (RAD) – There are radiology reports for this patient. |

Allergy Codes

| | |
|----|-----------------------|
| AA | Animal Allergy |
| DA | Drug Allergy |
| EA | Environmental Allergy |
| FA | Food Allergy |

| | |
|----|--------------------------------|
| MA | Miscellaneous Allergy |
| LA | Pollen Allergy |
| PA | Plant Allergy |
| MC | Miscellaneous Contraindication |

Diagnoses Codes

| | |
|---|-----------|
| A | Admitting |
| F | Final |
| W | Working |

Document Types

| | |
|----|-----------------------------|
| AR | Autopsy Report |
| CD | Cardio Diagnostics |
| CN | Consultation |
| DI | Diagnostic Image |
| DS | Discharge Summary |
| ED | Emergency Department Report |
| HP | History and Physical |

| | |
|----|--------------------|
| OP | Operative Report |
| OT | Other |
| PN | Procedure Note |
| PR | Progress Note |
| SP | Surgical Pathology |
| TS | Transfer Summary |
| | |

East TN Health Information Network

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865-691-8433

helpdesk@ethin.org

www.ethin.org