


# eHIP Clinical Viewer Quick Reference Guide

## Logging In

- Go to [www.ethin.org](http://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.

## 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.

## 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.
- Click **Submit**.

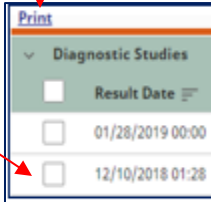
## Problems Logging In?

- 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 attempt. Use **Change Password** to prevent being locked out.
- If you don't know your current password, contact the etHIN HelpDesk.

## 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.**

## Printing














- Many pages in eHIP display **Print** above a column of checkboxes beside documents, labs or other results. 
- Click the box beside the item you want to print.
- Click **Print** at the top.
- You can print single, multiple, or all reports on a page at the same time.
- Detailed instructions for printing** multiple reports at the same time, how to print when Print is not shown and more **begin on page 20 of the eHIP User Guide, which is available at [www.ethin.org/healthcare-providers/resource-library/](http://www.ethin.org/healthcare-providers/resource-library/)**

## Additional Questions?

- Help Desk Hours: Monday–Friday, 8:00–5:00**
- Email: [HelpDesk@ethin.org](mailto:HelpDesk@ethin.org)**
- Help Desk phone: 865-691-8433, ext. 1**
- Fax: 865-691-8433**

## eHIP Clinical Viewer Icons and Codes

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

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

P.O. Box 6860 - Maryville, TN 37802

**865-691-8433, ext. 1**

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

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