

# 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?

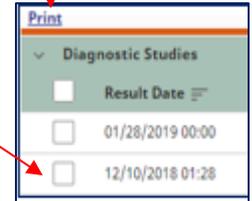
- **REMEMBER, Your Password Is Case Sensitive!**
- You are allowed three attempts to log into your account before it is locked for security purposes.
- If you make an error during login, you will see a message that says **ACCESS DENIED**.
- If you think you know your username and password and simply 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 21 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 Tennessee Health Information Network**

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

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

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