



East Tennessee
Health Information Network

eHIP Clinical Viewer User Guide

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East Tennessee Health Information Network

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eHIP Clinical Viewer User Guide

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Overview

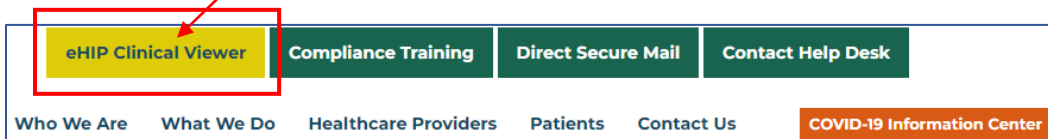
The eHIP Clinical Viewer is a combined, virtual view of a patient's records from many sources in the healthcare community and enables users to look up patient clinical and demographic information that has been electronically submitted to eHIN by its data participants.

Information available in eHIP should not be considered a complete or verified patient record. Not all healthcare providers in the community submit data to eHIN, nor can eHIN confirm the accuracy of the information that has been submitted by its data participants.

Initial Log In

eHIN will provide a **Username and Password** for your eHIP account. This username and password are only in effect while you are working for your current organization. If you move to another organization, please contact the eHIN Help Desk and let us know. We can work with your new employer to establish a new username and password for you.

1. Go to the eHIN website. www.ethin.org
2. Click the **eHIP Clinical Viewer** button at the top of any eHIN website page.



3. Enter the Username and Password that were provided by eHIN, then click **Login**.

IMPORTANT: Your password is case-sensitive. Any letters that are capitalized (CAPS) in your password must have the same capitalization each time you log in. If CAPS are not entered properly, you could be locked out for exceeding the allowed number of login attempts.

IMPORTANT: If you enter your username or password incorrectly three (3) times, your account will automatically be locked as a security measure.

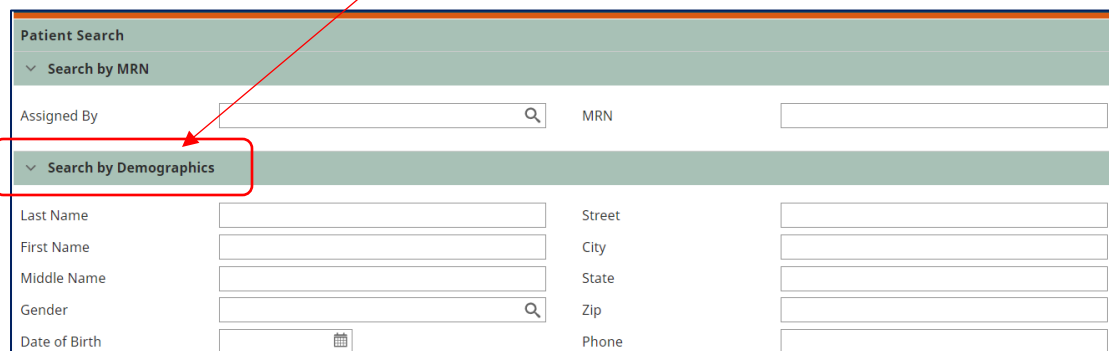
If your account is locked, you must contact the eHIN Help Desk at 865-691-8433, ext. 1 or email HelpDesk@ethin.org.

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Search for a Patient

After logging into eHIP, you will arrive at the **Patient Search** page.

1. Search for your patient using the **Search by Demographics** section of the Patient Search screen.

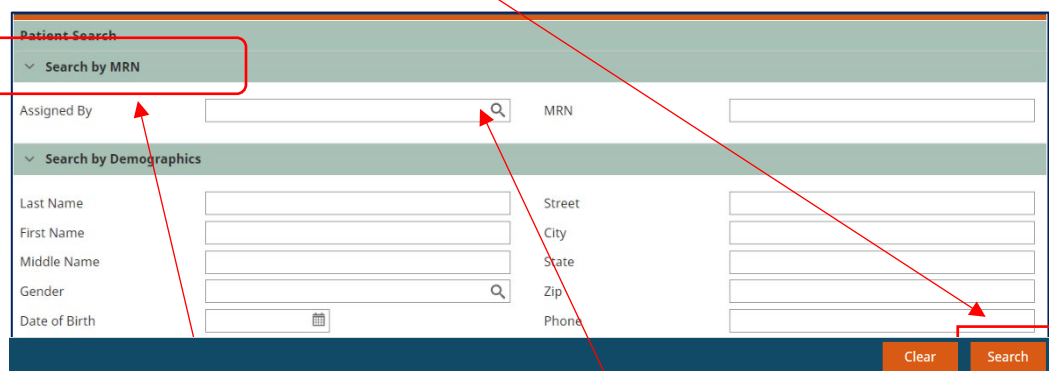


The screenshot shows the 'Patient Search' interface. The 'Search by Demographics' section is highlighted with a red box. This section includes input fields for Last Name, First Name, Middle Name, Gender, Date of Birth, Street, City, State, Zip, and Phone. The 'Assigned By' and 'MRN' fields are also visible above the demographics section.

Enter any three (3) of the criteria shown in the Search by Demographics section. Some examples would be 1) last name, first name, and date of birth, 2) last name, street address, and phone number, 3) date of birth, street address, and city, or some other combination of the listed criteria.

IMPORTANT: The required format for the date of birth is mm/dd/yyyy - ex: 01/01/2022.

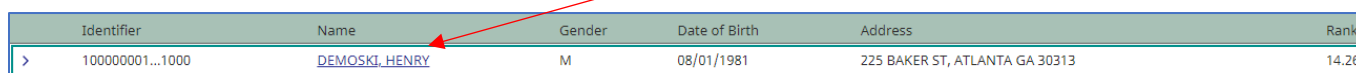
2. Press **ENTER** on your keyboard or click the **Search** button to find your patient.



This screenshot shows the same 'Patient Search' form as above, but with the 'Search' button at the bottom right highlighted with a red box. Red arrows point from the 'Search by Demographics' section and the 'Assigned By' field to the 'Search' button.

3. You can also **Search by MRN** if you know the Assigned By (organization) name and patient's MRN from that organization. Select the organization by clicking the dropdown in **Assigned By**, then enter the patient MRN from that organization, and click the **Search** button. **NOTE: Only the organization and MRN are needed when utilizing Search by MRN.** Demographic data is not needed.

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

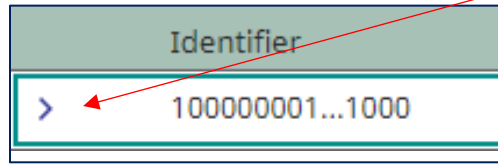


Identifier	Name	Gender	Date of Birth	Address	Rank
> 10000001...1000	DEMOSKI, HENRY	M	08/01/1981	225 BAKER ST, ATLANTA GA 30313	14.26

If your Search returns more than one person with the same last name and date of birth, there will be multiple entries on the displayed list. Confirm the Name, Gender/ DOB, and Address to determine the correct patient before making your patient selection.




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4. You can also **select records by location** to narrow your search. To do this, click the **Arrow** beside the **Identifier number** for your patient.



A dropdown will open displaying locations that have submitted records to eHIN for this patient.

If you only need records for your patient from one of the locations shown, **click the hyperlinked name beside the location you need records from.**

Identifier	Name	Gender	Date of Birth	Address	Rank
102471314...6168	TESTPATIENT, JIM	M	01/01/1958	PO BOX 111, KNOXVILLE TN 37901-0111	14.5
TEAMHEALTH:227255	"TESTPATIENTSR", JIM	M	01/01/1958	"123 MY STREETAPT 111", KNOXVILLE TN 37901	
UNIVHLTHSYSPRICARE-SPECLTY:109047	TESTPATIENT, JIM	M	01/01/1958	PO BOX 111, KNOXVILLE TN 379010111	
TEAMHEALTH:27255	TESTPATIENT, JIM	M	01/01/1958	PO BOX 111; "", KNOXVILLE TN 37901	

You can also open the patient record by clicking on one of the **icons** shown on the right.

You will be taken to the TPO Attestation, described on the following page, by clicking on either the patient's name or an icon.

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5. TPO Attestation

Each time you access a patient record, you will see the Attestation screen shown below.

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 my access of any medical information through eHIN is solely for Treatment, Payment, or Healthcare Operations (TPO) purposes related specifically to a patient who is being treated by me or my Participating Provider, or that the information is being used for Public Health reporting purposes by an employee of a Public Health reporting agency.

I UNDERSTAND AND AGREE THAT ETHIN'S CLINICAL VIEWER IS PART OF THE HEALTH INFORMATION EXCHANGE SERVICE OFFERING TO ETHIN'S ACTIVE PARTICIPATING PROVIDER COMMUNITY AND IS TO BE USED EXCLUSIVELY AS A HEALTHCARE PROVIDER PORTAL, NOT A PATIENT PORTAL, WHICH MEANS I, AS AN INDIVIDUAL USER ASSIGNED ACCESS BY VIRTUE OF MY EMPLOYMENT WITH A PARTICIPATING PROVIDER, AM NOT ALLOWED TO ACCESS MY OWN PERSONAL MEDICAL RECORDS OR MY FAMILY MEMBERS' MEDICAL RECORDS THROUGH ETHIN.

I UNDERSTAND AND AGREE THAT I AM NOT ALLOWED TO ACCESS MEDICAL RECORDS OF ANY FRIENDS, CO-WORKERS, COLLEAGUES, PUBLIC FIGURES, OR ANYONE ELSE OF INTEREST WITH WHOM I OR MY PARTICIPATING PROVIDER DO NOT HAVE A DIRECT TPO RELATIONSHIP OR A PUBLIC HEALTH REPORTING AGENCY PURPOSE FOR INFORMATION.

I UNDERSTAND AND AGREE THAT ACCESSING ANY PATIENT'S INFORMATION FOR ANY PURPOSE OTHER THAN TO SUPPORT THE TPO OR PUBLIC HEALTH AGENCY PURPOSE OF A PARTICIPATING PROVIDER IS A VIOLATION OF ETHIN POLICY AND THAT I INDIVIDUALLY CAN PERMANENTLY LOSE MY ETHIN USER ACCESS IF I VIOLATE ETHIN POLICIES.

When you click **Accept**, you are confirming that you have a Treatment, Payment, or healthcare Operations (TPO) relationship or a public health reporting agency reason to view the records of the patient whose data you are accessing.

You are also confirming that you will not access your own medical records nor those of your family, friends, colleagues, or anyone of public interest with whom you do not have a valid TPO or public health need for information.

Accessing the records of the persons mentioned in the previous paragraph for any reason other than a TPO or public health reporting purpose is a violation of eHIN policy. As you learned in the eHIN compliance training, **you can permanently lose your eHIN access for violating eHIN's policies.**

I UNDERSTAND AND AGREE THAT ETHIN'S CLINICAL VIEWER IS PART OF THE HEALTH INFORMATION EXCHANGE SERVICE OFFERING TO ETHIN'S ACTIVE PARTICIPATING PROVIDER COMMUNITY AND IS TO BE USED EXCLUSIVELY AS A HEALTHCARE PROVIDER PORTAL, NOT A PATIENT PORTAL, WHICH MEANS I, AS AN INDIVIDUAL USER ASSIGNED ACCESS BY VIRTUE OF MY EMPLOYMENT WITH A PARTICIPATING PROVIDER, AM NOT ALLOWED TO ACCESS MY OWN PERSONAL MEDICAL RECORDS OR MY FAMILY MEMBERS' MEDICAL RECORDS THROUGH ETHIN.

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I UNDERSTAND AND AGREE THAT ACCESSING ANY PATIENT'S INFORMATION FOR ANY PURPOSE OTHER THAN TO SUPPORT THE TPO OR PUBLIC HEALTH AGENCY PURPOSE OF A PARTICIPATING PROVIDER IS A VIOLATION OF ETHIN POLICY AND THAT I INDIVIDUALLY CAN PERMANENTLY LOSE MY ETHIN USER ACCESS IF I VIOLATE ETHIN POLICIES.

Click **Accept** to continue to the patient chart **only if you agree to comply with the terms of the Attestation.** If you do not agree to comply with the terms of the Attestation, click **Cancel**.

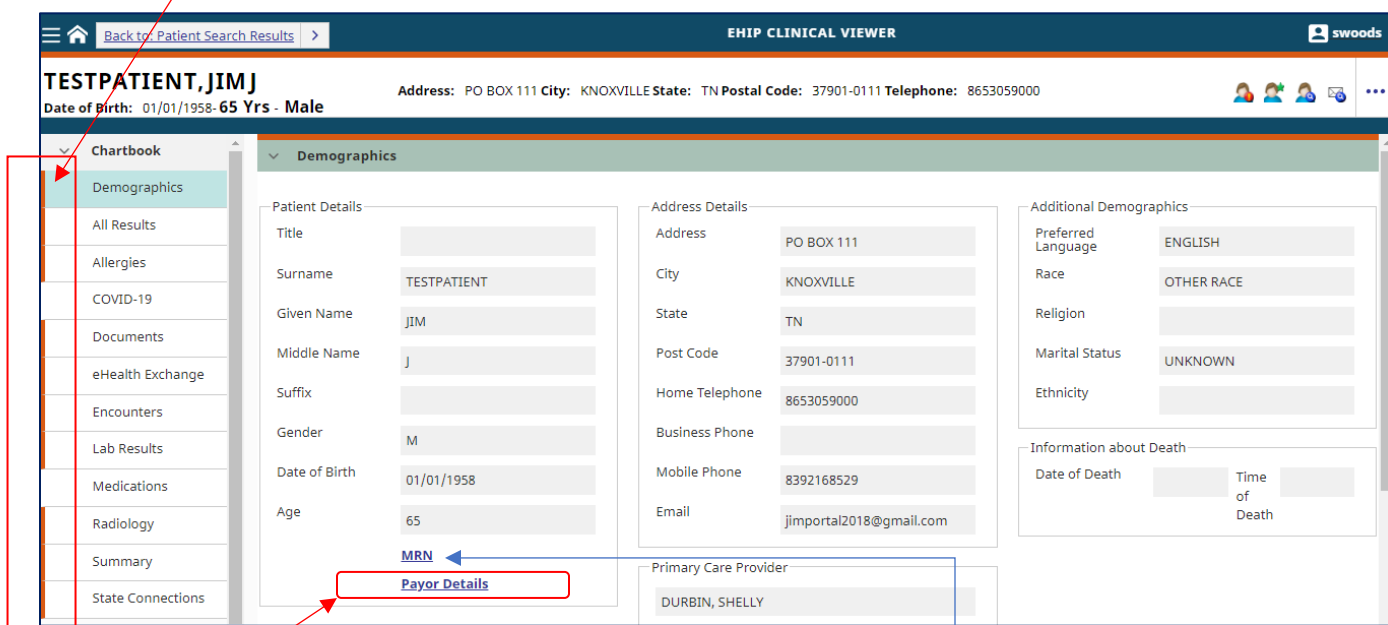
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Patient Chartbook Pages

Demographics

The Demographics page is the first page displayed when opening a patient record. It provides a snapshot of the patient's demographic information, MRNs, and Insurance information that has been reported to eHIN. You will see the main navigation for the patient Chartbook on the left side of the Demographics page.

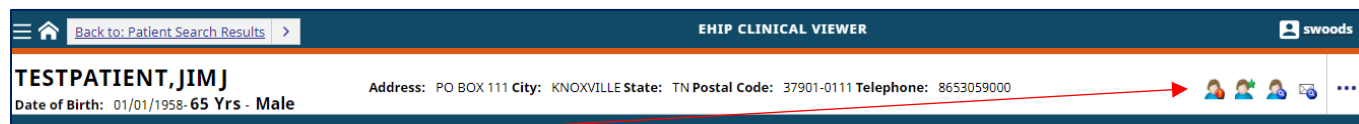
The Chartbook navigation will remain available as you move through the different tabs in the patient chart. A narrow **Orange bar** on the left side of a category tab indicates there is data available when you click on that category name. **In the example below, only COVID-19 and Medications do not have an orange bar on the left side of the tab, meaning there is no COVID or medication data available for this patient.**



Click **Payor Details** to see insurance information.

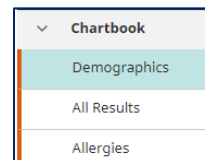
To view entities where your patient has been treated, click **MRN**.

Basic demographic information is at the top of the page in the **Patient Banner**, which remains present as you move through different pages in the patient's Chartbook.



The **icons in the Patient Banner** link to their associated pages in the Chartbook when clicked. Mousing over an icon will show the icon name. Please see **page 17** for icon details.

The background of the tab you are viewing will be light blue in the left navigation bar as shown here on the Demographics tab.



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All Results – Displays all documents and results for the patient in one location. Click the **BLUE DOTS** under **Details** to open the report. Results shown with a **RED BAR** indicate the results were abnormal.

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Lab Results					
<input type="checkbox"/>	Date of Service	Facility	Description	Details	Status
<input type="checkbox"/>	05/14/2021 16:31	UNIVHLTHSYSPRICARE-SPECLTY	AT3 IMM	⋮	Final
<input type="checkbox"/>	01/14/2015 14:30	UTKMEDCENTER	ANTICOAG MONITOR LOVENOX/ENOXA	⋮	Final
<input type="checkbox"/>	01/10/2015 07:56	UTKMEDCENTER	OPKID PF WITH CYA	⋮	Preliminary
<input type="checkbox"/>	01/10/2015 07:54	UTKMEDCENTER	OPKID PF WITH PROGRAF	⋮	Preliminary

[Print](#)

Warning: Downloading documents may present security and privacy risks. Downloaded documents should be removed from the local device after use.

<input type="checkbox"/>	Date of Service	Print	Facility	Document	Details	Clinician
<input type="checkbox"/>	10/01/2021 15:24		TEAMHEALTH	DISCHARGE SUMMARY	⋮	MELISSA "DEMARCO ESQ"
<input type="checkbox"/>	05/10/2021 13:35		UNIVHLTHSYSPRICARE-SPECLTY	Amb GynOnc Consult	⋮	GYNONC MD TEST

Allergies – Displays allergies that have been reported by both healthcare professionals and the patient. No Known Allergies, or NKA, in the Allergen column means no allergies were reported by that entity.

[Print](#)

<input type="checkbox"/>	Date	Facility	Allergen	Reaction	Severity	Status	Category	Onset
<input type="checkbox"/>		UTKMEDCENTER	NKA			Active	DA	
<input type="checkbox"/>		UTKMEDCENTER	No Known Medication Allergies			Active	DA	

COVID-19 – Provides a consolidated display of COVID-19 Vaccinations, Lab Results, and Documents. Click on the **BLUE DOTS** under **Details** to open the Vaccination, Lab Results or Document. Documents can also be opened by **clicking the document name**. **NOTE: Only COVID labs and the documents associated with those labs will be shown on this page. Labs and Documents shown here are also available in the Lab Results and Documents tabs.**

[Print](#)

Vaccines						
<input type="checkbox"/>	Administered Date	Facility	Performed At	Vaccine	Status	Details
<input type="checkbox"/>	04/24/2021 00:00:00	UTKMEDCENTER	University of Tennessee Medical Center	COVID-19, mRNA, LNP-S, PF, 30 mcg/0.3 mL dose	Verified	⋮

[Print](#)

Lab Results							
<input type="checkbox"/>	Date of Service	Facility	Description	Result Text	Details	Status	Episode No
<input type="checkbox"/>	07/19/2021 03:00	UTKMEDCENTER	COVID19PAN	Negative	⋮	Final	U55551

[Print](#)

Warning: Downloading documents may present security and privacy risks. Downloaded documents should be removed from the local device after use.

<input type="checkbox"/>	Date of Service	Facility	Document	Details	Clinician	Episode No
<input type="checkbox"/>	07/16/2021 09:39	UTKMEDCENTER	Neurosurgery Progress Note	⋮	ATTENDING ETHIN0101	U55551

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Documents – Displays Consultations, Discharge Summaries, History and Physicals, Operative Reports, Office/Progress Notes, Transcribed Reports, and more. **Click the document name** or the **BLUE DOTS** under **Details** to open the report.

<input type="checkbox"/>	Date of Service	Print	Facility	Document	Details	Clinician
<input type="checkbox"/>	10/01/2021 15:24		TEAMHEALTH	DISCHARGE SUMMARY		MELISSA
<input type="checkbox"/>	05/10/2021 13:35		UNIVHLTHSYSPRICARE-SPECLTY	Amb GynOnc Consult		GYNONC
<input type="checkbox"/>	05/10/2021 13:38		UNIVHLTHSYSPRICARE-SPECLTY	Amb MedOnc Progress Note		MEDONC
<input type="checkbox"/>	05/10/2021 13:29		UNIVHLTHSYSPRICARE-SPECLTY	Gyn/Onc Consult		MEDONC
<input type="checkbox"/>	05/10/2021 13:32		UNIVHLTHSYSPRICARE-SPECLTY	Gyn/Onc Progress Note		GYNONC
<input type="checkbox"/>	04/09/2021 11:19		UNIVHLTHSYSPRICARE-SPECLTY	Amb Pulmonary Consult		JOHN CA
<input type="checkbox"/>	03/26/2021 15:09		UNIVHLTHSYSPRICARE-SPECLTY	Amb Urgent Care Note		AMBULA

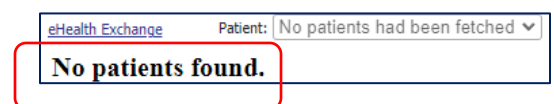
eHealth Exchange – Displays clinical information available through the nationwide eHealth Exchange from entities not participating with eHIN (other HIEs, etc.) that are connected to eHIN through the Exchange. **NOTE:** The Blue data indicator bar on the left side of the eHealth Exchange category tab is a reminder that you should check to see if data is available. It is not an indicator that information from the Exchange is present.

How to Query the eHealth Exchange for Patient Information

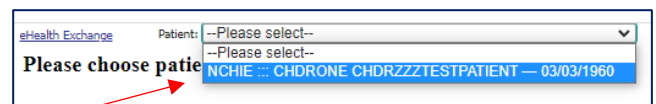
Select the eHealth Exchange tab, then click **Query eHealth Exchange**.



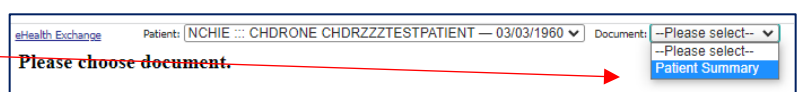
If **No patients found** is shown on the next page, information from entities connected to eHIN via the eHealth Exchange is not available for your patient.



If **Please choose patient** is shown, click the dropdown then select the document you want. Several documents could be shown in a list. This example shows a document is available from North Carolina HIE (NCHIE).



Select **Patient Summary** in the Document dropdown.



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A Patient Summary document containing the information available from the data source selected will be displayed in a new tab. The data retrieved from an eHealth Exchange query is not added to nor available in the patient information that is stored in eHIN.

Patient Summary Report for CHDRONE CHDRZZZTESTPATIENT

Patient Demographics

Name	Date Of Birth	Gender	Identification Number	Phone
CHDRONE CHDRZZZTESTPATIENT	1960-03-03	M	MRN: 100099552	+1 (777) 7777777

Aliases

Language	Communication Preference	Religion
ENGLISH:		1009: 1009

Allergies

Onset Date	Inactive Date	Allergen	Category	Severity	Last Updated At
(none)					

Alerts

Date	Alert
(none)	

To Print the Patient Summary, click **Print**, and complete the printing using your browser's print function.

To exit the Patient Summary and return to Clinical Viewer, close the Patient Summary document by clicking the X in the Patient Summary tab.

Encounters – Displays encounter Date, Type, Location, Provider, and Insurance information. Click on the **BLUE DOTS** in the **Insurance** column to see the insurance details.

Start Date	Type	Facility	Department	Provider	Encounter Number	End Date	Insurance	Admission Category
06/24/2022 08:04	Inpatient	COVH-LOUDOUN	COVH-LOUDOUN		111112121-20220624		⋮	
08/06/2021 12:26	Outpatient	UTKMEDCENTER	UTKMEDCENTER		U987987VXU		⋮	
07/19/2021 15:03	Outpatient	UTKMEDCENTER	UTKMEDCENTER		2100001		⋮	
07/04/2021 05:53	Inpatient	UTKMEDCENTER	153	UTH HOSPITALIST ATTENDING D ETHIN0101	U55551		⋮	

Lab Results – The **Top Section** of the page is a list of **Lab Test Results** in chronological order. Results showing a **Red Bar** indicates an **abnormal result**. Click on an **Order name** or the **Blue Dots** under **Details** to open the full lab report for ordering information and results.

Collection Date	Facility	Order	Result Status	Lab Test	Result	Units	Flag	Reference Range	Status	Trend	Details	Reference Comment	Text
06/18/2019 03:48	COVH-LOUDOUN	CMP	Final	Alkaline Phos	97	unit/L	Normal	35 - 130	Final	C	⋮		
06/18/2019 03:48	COVH-LOUDOUN	CMP	Final	ALT	20	unit/L	Normal	5 - 41	Final	C	⋮		
06/18/2019 03:48	COVH-LOUDOUN	CMP	Final	Anion Gap	15	mmol/L	High	3 - 11	Final	C	⋮		
06/18/2019 03:48	COVH-LOUDOUN	CMP	Final	AST	19	unit/L	Normal	5 - 40	Final	C	⋮		

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The **Bottom Section** of the page is a list of **Lab Tests** that were performed. Click any **Hyperlinked Date** to open the full report. A **Red Date** indicates an abnormal result.

Lab Results by Date						
Order	Trend	Result 1	Result 2	Result 3	Result 4	Result 5
COVID19PAN	C	07/18/2021 22:58	07/18/2021 22:58	07/18/2021 22:58	06/24/2020 22:58	04/09/2020 22:58
Troponin T		06/18/2019 03:58				
CBC w/ Auto Diff		06/18/2019 03:55				
D Dimer, Qnt		06/18/2019 03:51				

You can also determine trends in your patient's test results over time. When there is a C (meaning **Cumulative**) in the **Trend** column, previous test results of the same type will be shown by clicking the icon.





Lab Report Display from Top Section – This is what you will see when a lab result is opened.

Auto Diff										
Test Item	Flag	Value	Units	Reference Range	Test Item Status	Comments	Sensitivities	Message Flag	Observation Time	Performed At
Neutrophil % Auto	Normal	57.6	%	40.0 - 78.0	Final				06/18/2019	FLMC Heme/Coag/UA Subsection
Lymphocyte % Auto	Normal	33.8	%	15.0 - 45.0	Final				06/18/2019	FLMC Heme/Coag/UA Subsection

IMPORTANT: You can print Lab Results from the All Results, Summary and COVID-19 pages. Lab Results printing is NOT currently available from the Labs page.

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Cumulative View – Cumulative View displays a side-by-side view of the same type of lab results for trending purposes over  time. Click in the Trend column to view the trend for those lab results.

Collection Date	Facility	Order	Result Status	Lab Test	Result	Units	Flag	Reference Range	Status	Trend	Details
06/18/2019 03:48	COVH-LOUDOUN	CMP	Final	ALT	20	unit/L	Normal	5 - 41	Final		
06/18/2019 03:48	COVH-LOUDOUN	CMP	Final	Anion Gap	15	mmol/L	High	3 - 11	Final		

Sample Cumulative Results Display (This sample is not associated with the Lab Tests displayed above)

Cumulative Results	04/29/2019 16:11	04/23/2019 17:22	04/17/2019 22:27
Test Items			
Neutrophil % Auto	63.1	69.5	74.2
Lymphocyte % Auto	23.8	18.7	16.7
Monocyte % Auto	9.8	9.7	7.3
Eosinophil % Auto	2.3	1.4	1.2
Basophil % Auto	1.0	0.7	0.6
Absolute Neuts	6.2	9.1 H	9.1 H
Absolute Lymphs	2.4	2.5	2.0
Absolute Monos	1.0	1.3 H	0.9
Absolute Eos	0.2	0.2	0.1
Absolute Basos	0.1	0.1	0.1

A result with a **red square** beside it indicates the result is abnormal.

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Medications – Displays prescribed medications. Click the **BLUE DOTS** to open the details.

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Current Medications							
<input type="checkbox"/>	Date of Service	Facility	Medication	Details	Duration	Priority	Status
<input type="checkbox"/>	08/29/2020 16:07	SUMMITMEDGRP	1 ML ketorolac tromethamine 15 MG/ML Injection	⋮		Normal	Verified
<input type="checkbox"/>	08/29/2020 15:54	SUMMITMEDGRP	1 ML testosterone cypionate 200 MG/ML Injection	⋮		Normal	Verified
<input type="checkbox"/>	08/29/2020 15:32	SUMMITMEDGRP	1 ML testosterone cypionate 200 MG/ML Injection	⋮		Normal	Verified
<input type="checkbox"/>	08/29/2020 11:27	SUMMITMEDGRP	ibuprofen 20 MG/ML Oral Suspension	⋮		Normal	Verified
<input type="checkbox"/>	08/29/2020 15:47	SUMMITMEDGRP	vitamin B12 0.0667 MG/ML Oral Solution	⋮		Normal	Verified
<input type="checkbox"/>	08/29/2020 15:43	SUMMITMEDGRP	vitamin B12 1 MG/ML Injectable Solution	⋮		Normal	Verified

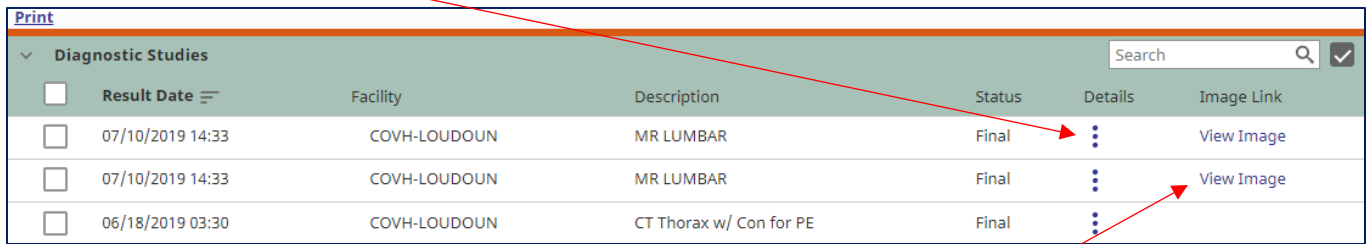
Medication Details Page

— 1 ML KETOROLAC TROMETHAMINE 15 MG/ML INJECTION — DOSE 15 Milligram —

Dose / Form	15	Units	Milligram	Order Status	Verified	
Drug Form				Order Start Date	08/29/2020	Order Start Time 16:07
Route				Order End Date		Order End Time
Frequency						Order End Time
Duration						
Number of Refills						
Indication						
Order Notes						
Comments				Text Instructions	Inject 15 mg by intramuscular route.	

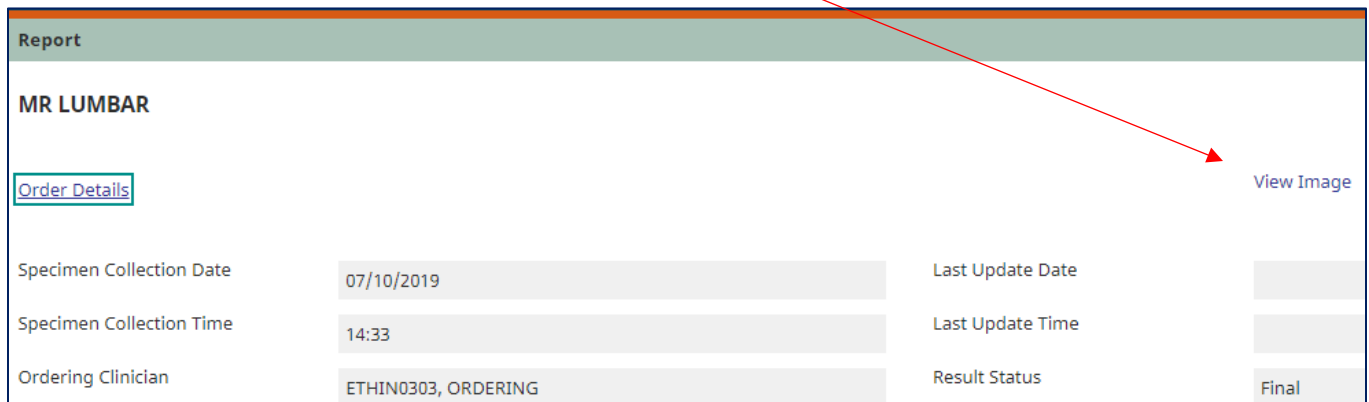
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Radiology Results – Displays radiology reports and their associated images, if available. Click the **BLUE DOTS** to open the report details.



Diagnostic Studies						
Result Date	Facility	Description	Status	Details	Image Link	
07/10/2019 14:33	COVH-LOUDOUN	MR LUMBAR	Final	⋮	View Image	
07/10/2019 14:33	COVH-LOUDOUN	MR LUMBAR	Final	⋮	View Image	
06/18/2019 03:30	COVH-LOUDOUN	CT Thorax w/ Con for PE	Final	⋮		

If there is an image associated with the report, you will see **View Image** in the Radiology Results list and at the top right of the opened report. **Click View Image in either location to open the study in a new tab.**



Report

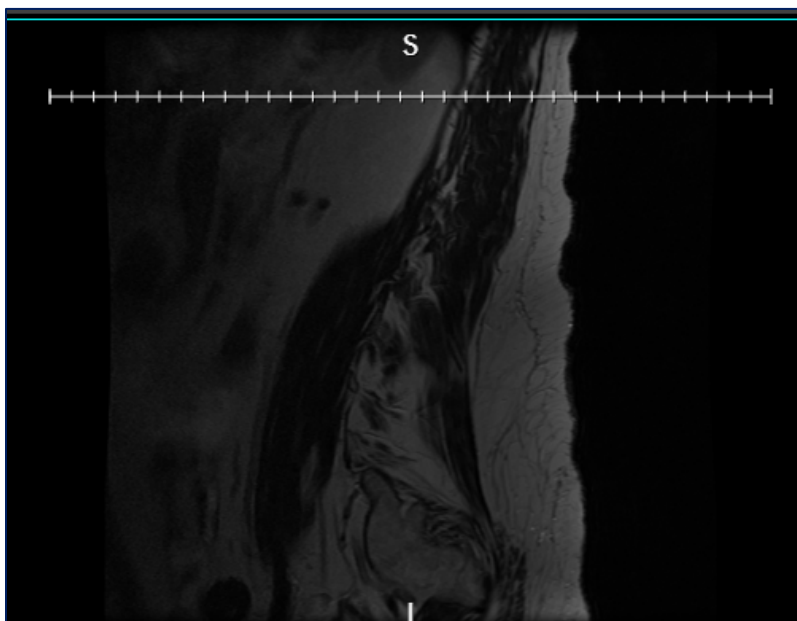
MR LUMBAR

[Order Details](#)

Specimen Collection Date	07/10/2019	Last Update Date	
Specimen Collection Time	14:33	Last Update Time	
Ordering Clinician	ETHIN0303, ORDERING	Result Status	Final

[View Image](#)

Sample Image



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Summary Page – The Summary Page shows the five most recent items in each category. If data is not shown in a category, it means eHIN has not received that type of data for the patient you are viewing. To see additional results or data in a category, click that category’s tab in the left navigation bar.

The screenshot displays the eHIP Clinical Viewer interface with several data panels:

- Diagnoses:** Shows a single entry: "Pregnancy related conditions, unspecified, second trimester" with Type "VI".
- Allergies:** Shows two entries: "NKA" and "No Known Medication Allergies", both with Status "Active" and Category "DA".
- Medications [Across All Episodes]:** Currently empty.
- Lab Results:** Contains four entries. The two entries from 01/10/2015 are highlighted with a red bar in the Date of Service column. The entries are: "OPKID PF WITH CYA" and "OPKID PF WITH PROGRAF", both with Status "Preliminary".
- Diagnostics:** Contains two entries: "CT Abd Pel with IV contrast 74177" (Final) and "XR LUMBAR" (Final). The "XR LUMBAR" entry has a "View Image" link.
- Documents:** Contains three entries: "DISCHARGE SUMMARY" (Care Provider: MELISSA "DEMARCO ESQ"), "Amb GynOnc Consult" (Care Provider: GYNONC MD TEST), and "Amb MedOnc Progress Note" (Care Provider: MEDONC MD TEST).

Red arrows in the image point to a red bar in the Lab Results table and blue dots in the Diagnostics and Documents tables.

A **RED BAR** indicates abnormal results.

Click the **BLUE DOTS** under Details to open the report details.

eHIP Clinical Viewer User Guide

State Connections – Provides links to Tennessee’s Controlled Substance Monitoring Database (CSMD) and Immunization Registry (TennIIS).

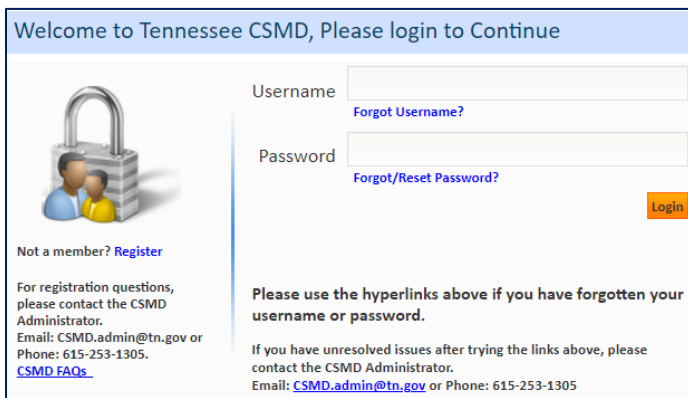
[Controlled Substance Monitoring Database \(CSMD\)*](#)

[Tennessee Immunization Information System \(TennIIS\)*](#)

Clicking either of the links shown above takes you to the State login page for your selection.

You must enter your State supplied login credentials for the system you selected to access information in that system.

Clicking either of the links shown above takes you to the State login page for that system. **You must enter your State-supplied login credentials for the system you selected to access information in the State’s system.**



Welcome to Tennessee CSMD, Please login to Continue

Username [Forgot Username?](#)

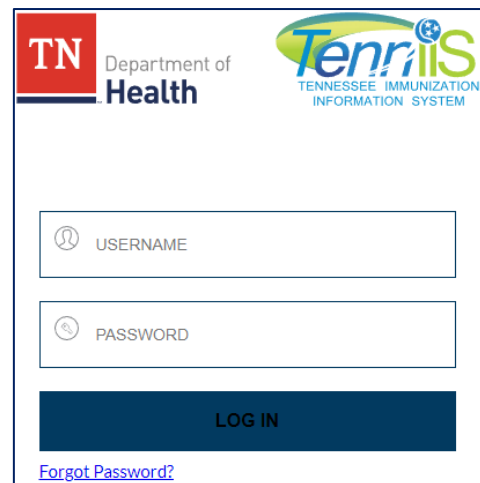
Password [Forgot/Reset Password?](#)

Not a member? [Register](#)

For registration questions, please contact the CSMD Administrator.
Email: CSMD.admin@tn.gov or Phone: 615-253-1305.
[CSMD FAQs](#)

Please use the hyperlinks above if you have forgotten your username or password.

If you have unresolved issues after trying the links above, please contact the CSMD Administrator.
Email: CSMD.admin@tn.gov or Phone: 615-253-1305



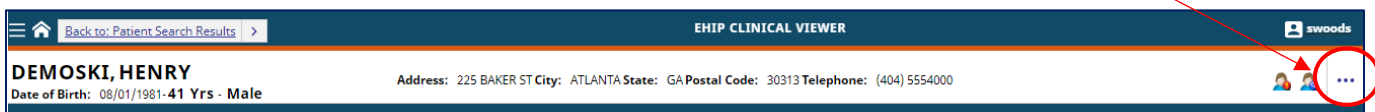
TN Department of Health

TennIIS
TENNESSEE IMMUNIZATION INFORMATION SYSTEM

[Forgot Password?](#)

Patient Summary Document

To see a Patient Summary Document of all information in eHIP, click the **Blue Dots** on the right side of the patient banner.



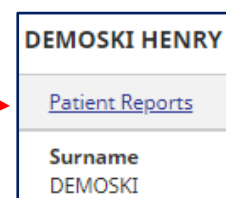
EHIP CLINICAL VIEWER

swoods

DEMOSKI, HENRY
Date of Birth: 08/01/1981 - 41 Yrs - Male
Address: 225 BAKER ST City: ATLANTA State: GA Postal Code: 30313 Telephone: (404) 5554000

... (Blue Dots)

Next, click **Patient Reports** at the top of the window that opens.



DEMOSKI HENRY

[Patient Reports](#)

Surname
DEMOSKI

eHIP Clinical Viewer User Guide

A Patient Summary Report will open.

View As: Patient Summary (HTML) | Report: Patient Summary Report

Patient Summary Report for HENRY DEMOSKI, M 1981-08-01

Patient Demographics

Name	Date Of Birth	Gender	Identification Number	Phone	Address
HENRY DEMOSKI	1981-08-01	M	SSN: 555111000 MRN: 99999	4045554000	225 BAKER ST ATLANTA GA 30313

Allergies

Onset Date	Inactive Date	Allergen	Category	Last Updated At
		Shellfish	FA	COVH-PARKWEST

Medications

Date	Medication	Form	Strength	Duration	Source
(none)					

Encounters

Start Date	End Date	Type	Facility	Reason	Clinician	Admission Type

Diagnoses

Date	Description	Code	Type	Source
	FEVER/CHILLS/BODYACHES		A	COVH-PARKWEST

There are several formats and types of patient summary reports available. Note that **you must select Patient Summary (PDF) in the View As field if you wish to print the report**. Click the dropdown arrows to view all options, then click on your selection in each box.

DEMOSKI, HENRY
Date of Birth: 08/01/1981 - 42 Yrs - Male
Address: 225 BAKER ST City: ATLANTA State:

View As: Patient Summary (HTML) | Report: Patient Summary Report (Demographics)

Patient Summary Report

View As: Patient Summary (HTML) | Patient Summary (PDF) | Patient Summary (Expanded) | Ambulatory Summary | Clinical Summary | Consolidated CDA CCD | Continuity of Care Document (CCD, HITSP C32) | Continuity of Care Record (CCR) | Discharge Summary (HITSP C48.2) | Discharge Summary (NEHTA SD-20000) | Event Summary (NEHTA SD-16473) | Export Summary | Export Summary - Ambulatory | Export Summary - Inpatient | Inpatient Summary | Laboratory Report (HITSP C37) | Referral (NEHTA SD-21000) | Referral Summary (HITSP C48.1)

OSI

Gender: M | Identification Number: SSN: 555111000 | MRN: 99999

Patient Summary Report (Expanded) contains the most clinical data.

Patient Summary Report (Demographics) contains Demographic, Insurance, Patient Contacts (next of kin) and Family Doctor (PCP) information with no clinical information included in the report.

View As: Patient Summary (PDF) | Report: Patient Summary Report (Demographics)

HS.UL.PatientRecordSummary.cls | 1 / 1 | 72%

Patient Summary Report for HENRY DEMOSKI, M 1981-08-01

Patient Demographics

Name	Date Of Birth	Gender	Phone	Address	Visited Organizations
HENRY DEMOSKI	1981-08-01	M	4045554000	225 BAKER ST ATLANTA GA 30313	COVH-PARKWEST

Insurance Information

Cardholder Name	Insurance Provider	Membership number	Group Name	Valid From	Valid To
HENRY DEMOSKI	SELF PAY				

Additional Information About Patient Contacts

Patient Contacts

Support Contact	Relation	Phone	E-Mail	Address
HAZEL DEMOSKI	SISTER	4045556000		800 CHEROKEE AVENUE GA ATLANTA 30315 USA

Family Doctor

Family Doctor	Phone	E-Mail	Address
ANGELA WARDEN			

eHIP Clinical Viewer User Guide

Opening a Report or Result

To open a report or result on a chart page, click the **hyperlinked document name, BLUE DOTS** when present under Details, **or the hyperlinked date of a Lab Result**.

Documents						
	Date of Service	Print	Facility	Document	Details	Clinician
<input type="checkbox"/>	10/01/2021 15:24		TEAMHEALTH	DISCHARGE SUMMARY		MELISSA "DEMARCO ESQ"
<input type="checkbox"/>	05/10/2021 13:35		UNIVHLTHSYSPRICARE-SPECLTY	Amb GynOnc Consult		GYNONC MD TEST

Lab Results by Date	
Order	Trend
AT3 IMM	<div style="border: 1px solid red; padding: 2px;">Result 1 05/14/2021 16:28</div>

Closing a Report or Result

When you finish viewing a report or result, click the **X** in the upper right corner.






























eHIP Clinical Viewer User Guide

Icons

Icons are used in eHIP to provide at-a-glance information. Hovering over an icon with your mouse will show a brief description of its meaning.

You may see one or more Information Identifier Icons on the Patient Search Results page when expanded if related information is available. You can click on an icon to open the patient record. The TPO Attestation opens first, and if accepted, the patient's Demographics tab will open.

Identifier	Name	Gender	Date of Birth	Address	
100000001...1000	DEMOSKI, HENRY	M	08/01/1981	225 BAKER ST, ATLANTA GA 30313	
COVH-LOUDOUN:99887	DEMOSKI, HENRY	M	08/01/1981	225 BAKER ST, ATLANTA GA 30313	            

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.
	Patient (PAT)
	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.

eHIP Clinical Viewer User Guide

Codes

Codes are used in the eHIP system to provide at-a-glance information.

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

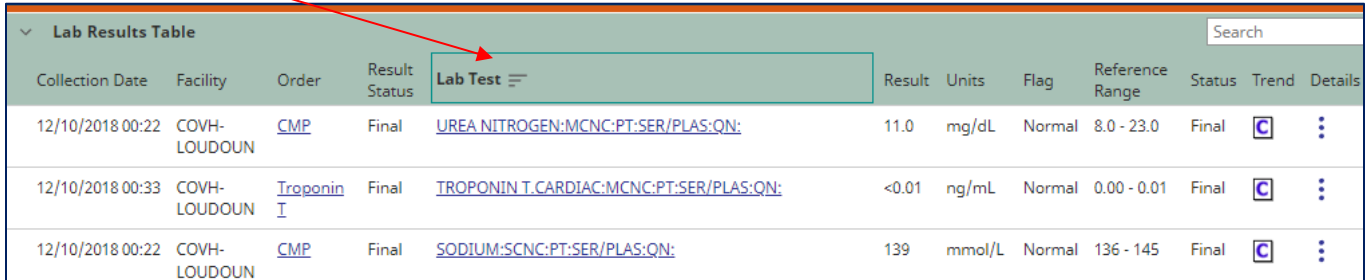
OP	Operative Note
OT	Other
PN	Procedure Note
PR	Progress Note
SP	Surgical Pathology
TS	Transfer Summary








eHIP Clinical Viewer User Guide

Navigation Tips


Sorting

Results are initially displayed on a page in order by Date. You can sort columns that have the **Three Bars icon**  or  beside the column heading by clicking on the icon. Click the column heading to see if the sorting feature is available.

























Collection Date	Facility	Order	Result Status	Lab Test 	Result	Units	Flag	Reference Range	Status	Trend	Details
12/10/2018 00:22	COVH-LOUDOUN	CMP	Final	UREA NITROGEN:MCNC:PT:SER/PLAS:QN:	11.0	mg/dL	Normal	8.0 - 23.0	Final		
12/10/2018 00:33	COVH-LOUDOUN	Troponin I	Final	TROPONIN T.CARDIAC:MCNC:PT:SER/PLAS:QN:	<0.01	ng/mL	Normal	0.00 - 0.01	Final		
12/10/2018 00:22	COVH-LOUDOUN	CMP	Final	SODIUM:SCNC:PT:SER/PLAS:QN:	139	mmol/L	Normal	136 - 145	Final		

Click the **3 bars icon** on the right side of the section heading to change or clear the sorting categories.



Date 	Facility	Allergen	Reaction	Severity	Status	Category	Onset
--	----------	----------	----------	----------	--------	----------	-------

NOTE: The **Sorting Options** will differ depending on the data type.

Sorting Options	
Date	 
Category	 
Allergen	 
Facility	 
Reaction	 
Severity	 
Secondary Sort	
Category	 
Allergen	 
Facility	 
Reaction	 
Severity	 
Clear	

Multiple Pages of Data

A **Page Number with Next or Previous** will display at the bottom left of the screen when there are multiple pages available. Click **Next** or **Previous** to move between pages.



12/11/2014 11:00	UTKMEDCENTER	OPKID.PF.WITH.CYA	Preliminary	NA-LC	CANCEL	meq/L	Abnormal	136 - 147	Final		
Page 1 Next >											

eHIP Clinical Viewer User Guide

Printing

IMPORTANT: Right click printing is not currently available in eHIP. Please follow the instructions below to print using the provided checkboxes!

Print – Many pages in eHIP display the hyperlinked word **Print** at the top left. **IMPORTANT: If you see Print but do not see checkboxes to select the items you wish to print, make sure this Checkbox at the top right beside Search is checked.** In the example immediately below, the top right checkbox is not checked so there are no checkboxes beside the Results Date.

Result Date	Facility	Description	Status	Details	Image Link
01/28/2019 00:00	COVH-LOUDOUN	CXR2	Scheduled	⋮	
12/10/2018 01:28	COVH-LOUDOUN	CT Thorax w/ Con for PE	Final	⋮	

Clicking the right checkbox displays the checkboxes beside the Result Date as shown below. Click the checkbox beside the result you wish to print, then click **Print**. If you want to print ALL results, click the checkbox beside the Result Date column heading, which selects all results. Click **Print**.

<input type="checkbox"/> Result Date	Facility	Description	Status	Details	Image Link
<input type="checkbox"/> 01/28/2019 00:00	COVH-LOUDOUN	CXR2	Scheduled	⋮	
<input type="checkbox"/> 12/10/2018 01:28	COVH-LOUDOUN	CT Thorax w/ Con for PE	Final	⋮	

Increase or Decrease the Font Size of a Report You Intend to Print – If the print size of a report you need to print is too small, follow the steps below to change the size of the font. Your printer may display the sizing option (Scale) in a different location.

1. Right click and select **Print**.
2. Look for **Scale** in the Print dialogue box. It may be under **More Settings, Options, or in some other location**, depending on your printer.

Following is an example of where to look if **Scale** is not displayed when your Print dialogue box opens:

Print Cancel

Destination HP LaserJet Profes

Pages All

Copies 1

Layout Portrait

Color Black and white

More settings

More settings

Paper size Letter

Pages per sheet 1

Margins Default

Scale Custom

130

Options

Headers and footers

Background graphics

Click the up/down arrows in Scale to increase or decrease the print size. This example shows a setting of 130% of normal size (100%). Some printers retain the Scale setting, so you may need to reset it to 100% for your next print job.

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Printing Single or Multiple Documents

You can print one document, select multiple documents to print, or print all documents on a tab at the same time by clicking in the checkbox beside the report(s) you want to print.

To print one report, click the checkbox beside that report, then go to the **Click Print** instructions that follow.

The report with the checkmark is selected for printing.

Print			
Diagnostic Studies			
<input type="checkbox"/>	Result Date	Facility	Description
<input type="checkbox"/>	01/28/2019 00:00	COVH-LOUDOUN	CXR2
<input checked="" type="checkbox"/>	12/10/2018 01:28	COVH-LOUDOUN	CT Thorax w/ Con for PE
<input type="checkbox"/>	12/10/2018 01:28	COVH-LOUDOUN	XR40171

To print multiple reports shown on a tab, click the checkboxes beside the reports you want. This example shows four reports selected for printing. Go to the **Click Print** instructions that follow.

The reports with checkmarks are selected for printing.

Print			
Diagnostic Studies			
<input type="checkbox"/>	Result Date	Facility	Description
<input type="checkbox"/>	01/28/2019 00:00	COVH-LOUDOUN	CXR2
<input checked="" type="checkbox"/>	12/10/2018 01:28	COVH-LOUDOUN	CT Thorax w/ Con for PE
<input type="checkbox"/>	12/10/2018 01:28	COVH-LOUDOUN	XR40171
<input checked="" type="checkbox"/>	12/10/2018 01:18	COVH-LOUDOUN	CT Thorax w/ Con for PE
<input checked="" type="checkbox"/>	12/10/2018 01:28	COVH-LOUDOUN	CT Thorax w/ Con for PE

To print ALL reports shown on a tab, select the checkbox beside the Date of Service column heading, and all reports will be selected for printing.

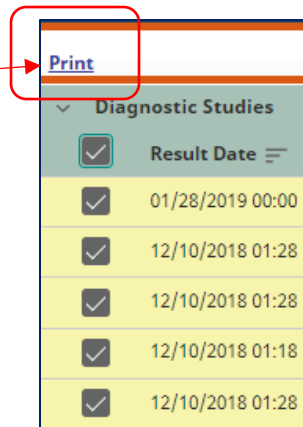
All reports are checked and will print when you complete the next step.

Print			
Diagnostic Studies			
<input checked="" type="checkbox"/>	Result Date	Facility	Description
<input checked="" type="checkbox"/>	01/28/2019 00:00	COVH-LOUDOUN	CXR2
<input checked="" type="checkbox"/>	12/10/2018 01:28	COVH-LOUDOUN	CT Thorax w/ Con for PE
<input checked="" type="checkbox"/>	12/10/2018 01:28	COVH-LOUDOUN	XR40171
<input checked="" type="checkbox"/>	12/10/2018 01:18	COVH-LOUDOUN	CT Thorax w/ Con for PE
<input checked="" type="checkbox"/>	12/10/2018 01:28	COVH-LOUDOUN	CT Thorax w/ Con for PE

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To Print the selected reports, click Print

and complete the printing using your browser's print function.



IMPORTANT – Printing PDF Documents Received by eHIN

Documents received by eHIN in PDF format will not print using the checkbox method described above. When using the checkbox method to print a PDF, you will see the following message:

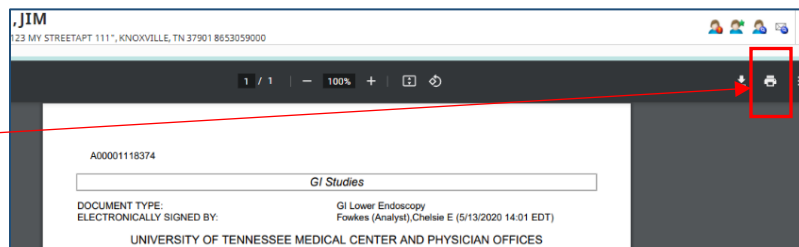
Checkbox printing is not available for this document. Please click the Document title and print the document using the print button shown in your PDF viewer.

Use the following printing instructions if you see that message:

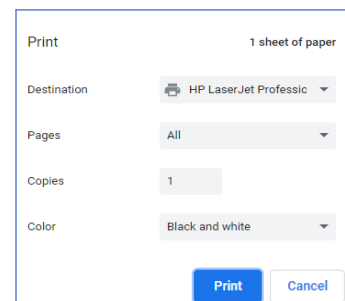
1. Click the hyperlinked **Report Title** to open the document.



2. Click the **Print icon**.



3. Complete the printing using your browser's print function.



eHIP Clinical Viewer User Guide

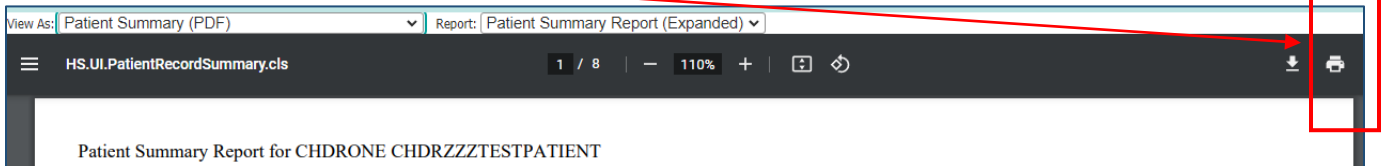
Printing a Patient Summary

1. Make sure the View As selection is **Patient Summary (PDF)** and select the report you want to print.

View As: Patient Summary (PDF) Report: Patient Summary Report (Expanded)

View As: Patient Summary (PDF) Report: Patient Summary Report (Demographics)

2. Click the **Print Icon** shown at the top right.

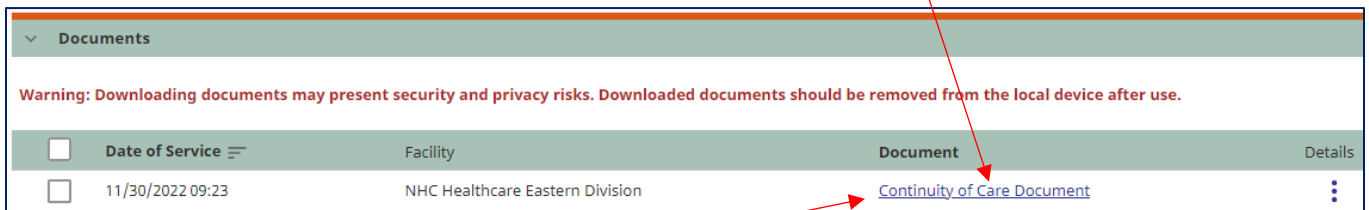


3. Complete the printing using your browser's Print function.

4. **IMPORTANT:** It is important to set the Scale in the Print function box to either Fit to Printable Area or Fit to Paper/Page. This should ensure that the document prints within the margins on your printed page. See Increase or Decrease the Font Size of a Report You Intend to Print on page 21 for instructions on how to locate Scale in the Print function box.

IMPORTANT - Printing a Continuity of Care Document (CCD)

1. Click on Documents in the left Navigation bar and look for **Continuity of Care Document** under the **Document** column heading.

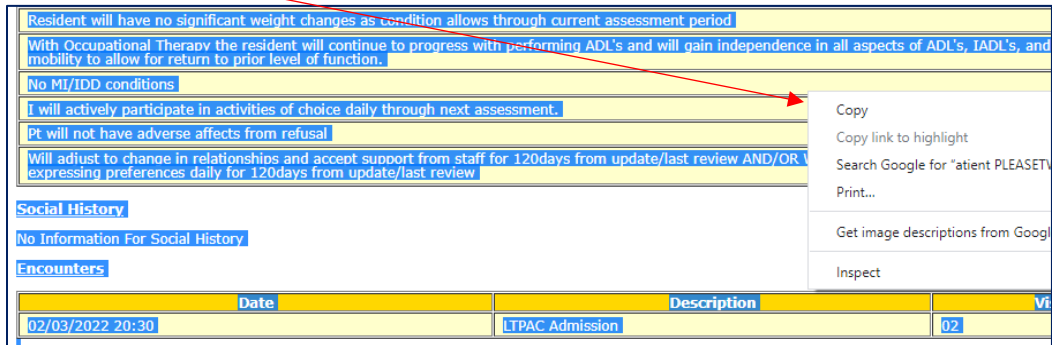


2. Click the hyperlinked [Continuity of Care Document](#) (CCD) document you wish to view.
3. When the CCD displays, **left click** at the top of the document and while holding down the left mouse key, **drag your cursor to the bottom of the document** to select the contents.

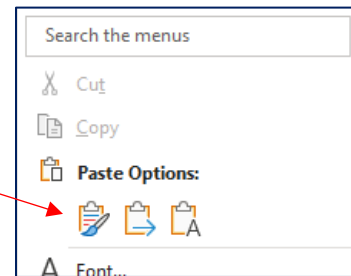
NHC HealthCare Johnson City Continuity of Care Document			
Patient	PLEASETWENTYTWO WOODTWENTYTWO		
Date of birth	August 22, 1953	Sex	Female
Race	White	Ethnicity	Not Hispanic or Latino
Preferred Language	English	Patient IDs	39139555522 2.16.840.1.113883.4.930.1.100 39139555522 2.16.840.1.113883.4.930.12015 8846 1.2.840.113619.21.1.817599382063780852.2.1.1.2
Contact info	Primary Home: 1710 Todd Drive Johnson City, TN 37604, US Tel: (615)714-8426		
Document Id	2.16.840.1.113883.4.930.12015.39139.1		
Document Created:	June 2, 2022, 15:30:16 -0400		
Performer (attending physician)	DON ADAMS, MD		
Contact info	Work Place: 208 Sunset Drive Suite 210		

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- Right click, then click Copy.



- Open a new Word document to paste the information into. **Right click, then click the first option under Paste Options** to paste the content into the new document while retaining the original CCD formatting. You can also try the other Paste options to determine the format you prefer.



- Note that you may need to **adjust your margins** in the Word document (make them narrower) to ensure all text displays.
- Another suggestion for some printers is to use your mouse to **narrow the row headings** (Sex, Ethnicity, Patient ID in the example below) if the entire Patient ID is not shown.

Original row heading width when CCD was pasted into a new document. Patient IDs appear to be incomplete.

Patient	PLEASETWENTYTWO WOODTWENTYTWO		
Date of birth	August 22, 1953	Sex	Female
Race	White	Ethnicity	Not Hispanic or Latino
Preferred Language	English		
Contact info	Primary Home: 1710 Todd Drive Johnson City, TN 37604, US Tel: (615)714-8426	Patient IDs	J39139555522 2.16.840.1.113883.4.930.1 39139555522 2.16.840.1.113883.4.930.1 8846 1.2.840.113619.21.1.8175993882063
Document Id	2.16.840.1.113883.4.930.12015.39139.1		
Document Created:	June 2, 2022, 15:30:16 -0400		

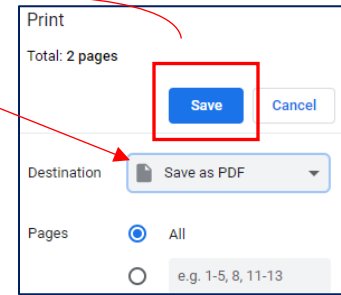
Modified row heading after dragging the right side of the heading box to the left to make the heading box narrower. The Patient IDs are fully visible.

Patient	PLEASETWENTYTWO WOODTWENTYTWO		
Date of birth	August 22, 1953	Sex	Female
Race	White	Ethnicity	Not Hispanic or Latino
Preferred Language	English		
Contact info	Primary Home: 1710 Todd Drive Johnson City, TN 37604, US Tel: (615)714-8426	Patient IDs	J39139555522 2.16.840.1.113883.4.930.1.100 39139555522 2.16.840.1.113883.4.930.12015 8846 1.2.840.113619.21.1.8175993882063780852.2.1.1.2
Document Id	2.16.840.1.113883.4.930.12015.39139.1		
Document Created:	June 2, 2022, 15:30:16 -0400		

eHIP Clinical Viewer User Guide

8. Use Word's **Print function** to print the document or save it to the location of your choice.

NOTE: You can save a PDF version of the document by selecting **Save as PDF** as the Destination, then clicking **Save**. This function is only available if you have a version of Adobe that allows PDF creation.



9. Because printer functionality differs, etHIN is unable to provide detailed instructions for each printer brand and model. Please utilize the tools that you normally use to change margins and move columns or table column widths to make any adjustments that are needed and to print. If you need assistance, you may call the etHIN Help Desk at 865-691-8433, ext. 1.

Printing Documents with Unique Formatting

Documents with certain formatting characteristics sometimes cannot be printed using the checkbox method. An example is shown below.

CHDRZZZTESTPATIENT, CHDRONE	
Address: 1234 HOWARD ST City: LA JOLLA State: CA Postal Code: 92038 Telephone: 6195554111	
Date of Birth: 03/03/1960 - 63 Yrs - Male	
Chief Complaint brought in by EMS for eval of convulsions and burning in chest.	Problem List/Past Medical History <u>Ongoing</u> GERD without esophagitis Schizoaffective schizophrenia Seizure disorder <u>Historical</u> Right elbow pain
History of Present Illness 12/09/18 23:38:47 37 Years White Male patient presents to the Emergency Department complaining of uncontrollable jerks onset one hour ago. Patient reports every time he closes his eyes to go to bed he jerks uncontrollably. He states he cannot relax to get comfortable because he has these intermittent convulsions that last a few seconds and are similar to a panic event. He also C/O blood-tinged spit and describes he has a burning sensation across his chest the last few nights. Pt's associated symptoms include nasal congestion and reflux, but denies abnormal bowel movements, fever, nausea, and vomiting. Pt has taken Alka seltzer. Patient has a history of schizophrenia and seizures. Patient's symptoms are moderate and constant. Source of this history is provided by the patient. Source is a good historian. Nurses notes were reviewed. Past medical, social, and family histories reviewed and validated. No other complaints or concerns at this time.	Procedure/Surgical History DIAGNOSTIC COLONOSCOPY ELECTROCARDIOGRAM, COMPLETE ECG MONIT/REPT UP TO 48 HRS THER/PROPH/DIAG INJ SC/IM Doppler Carotid Bilateral Echocardiogram Stress Exercise Or Pharma Stress CT Abdomen and Pelvis with Contrast X-RAY EXAM OF FINGER(S) RT Thumb POSTOP FOLLOW-UP VISIT
Review of Systems A full review of systems is completed and is negative except as stated in the HPI.	
Physical Exam <u>Vitals & Measurements</u> T: 36.3 °C (Temporal Artery) HR: 88(Peripheral) RR: 16 BP: 150/84 SpO2: 98% HT: 185 cm WT: 113 kg BMI: 33	

Follow the steps below if the checkbox printing method does not work for these document.

1. Click anywhere in the body of the document (outlined in red).

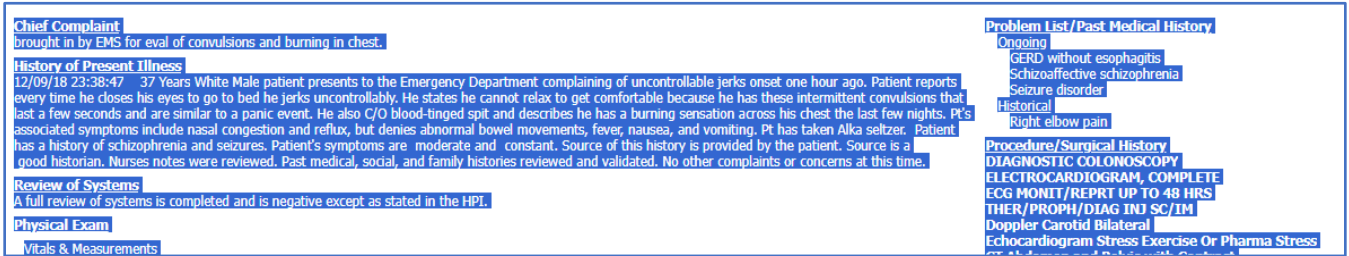
Chief Complaint brought in by EMS for eval of convulsions and burning in chest.	Problem List/Past Medical History <u>Ongoing</u> GERD without esophagitis Schizoaffective schizophrenia Seizure disorder <u>Historical</u> Right elbow pain
History of Present Illness 12/09/18 23:38:47 37 Years White Male patient presents to the Emergency Department complaining of uncontrollable jerks onset one hour ago. Patient reports every time he closes his eyes to go to bed he jerks uncontrollably. He states he cannot relax to get comfortable because he has these intermittent convulsions that last a few seconds and are similar to a panic event. He also C/O blood-tinged spit and describes he has a burning sensation across his chest the last few nights. Pt's associated symptoms include nasal congestion and reflux, but denies abnormal bowel movements, fever, nausea, and vomiting. Pt has taken Alka seltzer. Patient has a history of schizophrenia and seizures. Patient's symptoms are moderate and constant. Source of this history is provided by the patient. Source is a good historian. Nurses notes were reviewed. Past medical, social, and family histories reviewed and validated. No other complaints or concerns at this time.	Procedure/Surgical History DIAGNOSTIC COLONOSCOPY ELECTROCARDIOGRAM, COMPLETE ECG MONIT/REPT UP TO 48 HRS THER/PROPH/DIAG INJ SC/IM Doppler Carotid Bilateral Echocardiogram Stress Exercise Or Pharma Stress CT Abdomen and Pelvis with Contrast X-RAY EXAM OF FINGER(S) RT Thumb POSTOP FOLLOW-UP VISIT
Review of Systems A full review of systems is completed and is negative except as stated in the HPI.	
Physical Exam <u>Vitals & Measurements</u> T: 36.3 °C (Temporal Artery) HR: 88(Peripheral) RR: 16 BP: 150/84 SpO2: 98% HT: 185 cm WT: 113 kg BMI: 33	

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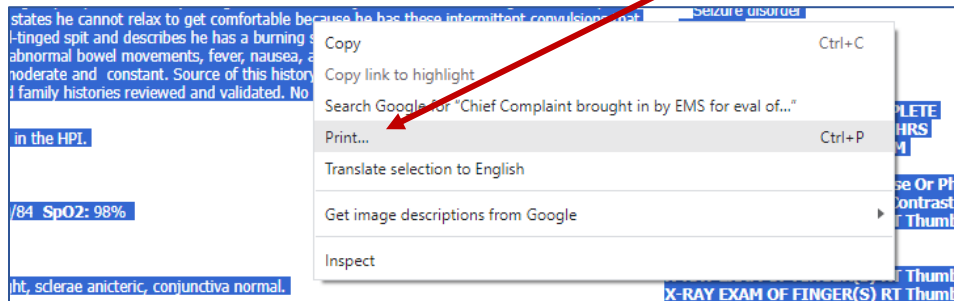
2. Press **Ctrl A** on your keyboard.



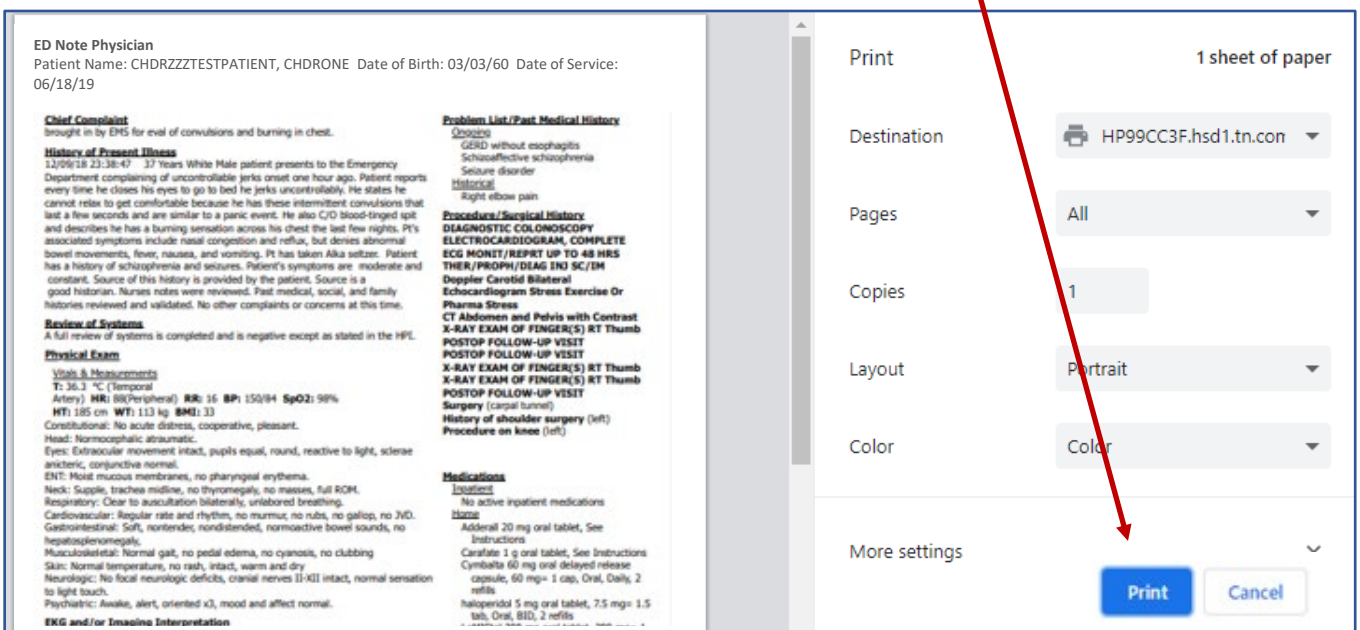
This will highlight all of the document content and look similar to the following screenshot.



3. Right click your mouse, and the following menu will appear. Click **Print**.



4. The document will display in your browser Print Preview window. Click **Print** at the bottom of the window.



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Opening a New Patient Chart

When you are ready to look up another patient, click the **House** icon at the top left of your screen.

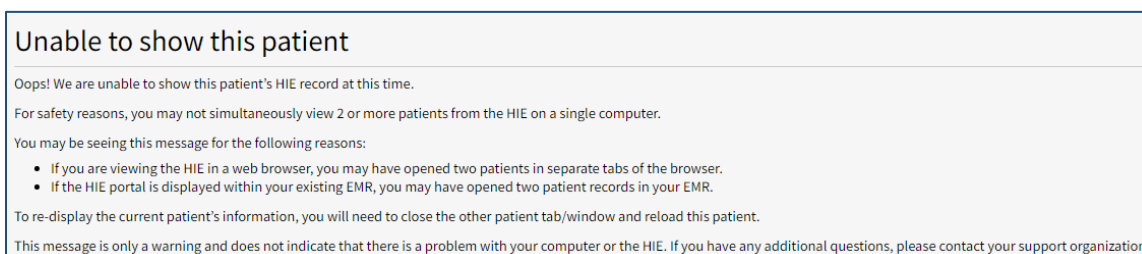


Enter the patient's last name, first name and date of birth, or any three of the demographic criteria listed, then **Enter** or click **Search** as described in the **Search for a Patient** section on pages 3 and 4 of this Guide.

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

Opening Multiple eHIP Windows

If you attempt to open multiple patient charts, you will see the following message. Please close one window and the other will function normally.



Logging Out of eHIP

Be sure to close your eHIP session when you finish viewing patient records to preserve patient privacy and prevent unauthorized viewing of medical records.

There are two steps to logging out:

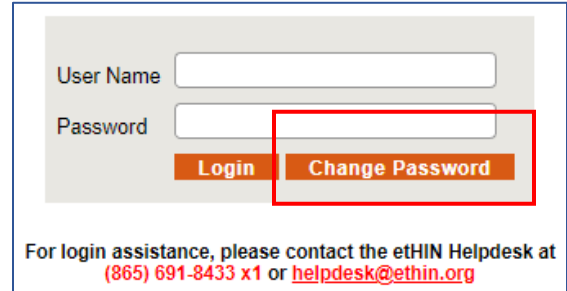
Click your Username at the top right of your screen. Click **Logout** at the bottom of the dropdown. This logs you out and takes you to back to the eHIP Login screen.

Click on the **X** at the upper right corner of your browser screen. This will close your eHIP session and your Internet browser.

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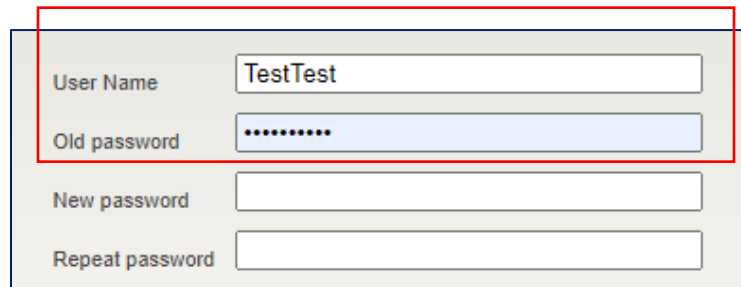
Changing Your Password

1. Click **Change Password** on the login screen.



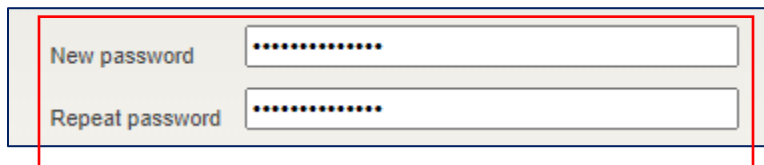
The screenshot shows a login form with two input fields: 'User Name' and 'Password'. Below the fields are two buttons: 'Login' and 'Change Password'. The 'Change Password' button is highlighted with a red box. Below the form, there is a note: 'For login assistance, please contact the eHIN Helpdesk at (865) 691-8433 x1 or helpdesk@ethin.org'.

2. Enter your **Username and current (Old) password** on the **Password Change** screen.



The screenshot shows the 'Password Change' screen with four input fields: 'User Name', 'Old password', 'New password', and 'Repeat password'. The 'User Name' field contains 'TestTest' and the 'Old password' field contains a series of dots. The 'User Name' and 'Old password' fields are highlighted with a red box.

3. Enter your **New Password**, following the criteria shown on the Password Change screen. Re-enter your new password in the **Repeat Password** field to confirm.



The screenshot shows the 'Password Change' screen with four input fields: 'User Name', 'Old password', 'New password', and 'Repeat password'. The 'New password' and 'Repeat password' fields contain a series of dots. The 'New password' and 'Repeat password' fields are highlighted with a red box.

4. Click **Submit** to change your password. **NOTE:** Your password change will not be accepted until you click **Submit**.



The screenshot shows the 'Password Change' screen with two buttons: 'Submit' and 'Back to Login'. The 'Submit' button is highlighted with a red box.

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Locked Out?

Your account may become locked because of keying errors, if you forget your password, if you are not entering the capital letters in your password correctly, or if you have Caps Lock on when trying to log in. eHIP utilizes a three strikes login policy, meaning you are allowed three login attempts before your account is locked. A three strikes policy helps prevent system password attacks.

Your account might also be **locked due to inactivity**. If your account is inactive for more than 60 days (meaning you haven't logged in), the account is automatically locked as a security measure.

- **If your eHIP account is locked, please call the eHIN Help Desk at (865) 691-8433, ext. 1. We are available to assist you Monday-Friday, 8:00 a.m. – 5:00 p.m. Eastern.**
- **You may also email HelpDesk@ethin.org, and someone will call you to help with your issue.**
- **IMPORTANT!** Please be sure your email or voicemail message includes a phone number where we will be able to contact you directly. Leaving your organization's main number may prevent us from being able to contact you.
- **SSO USERS!** Please contact your organization's Help Desk for assistance with anything related to eHIN. eHIN does not have access to your EHR or login credentials, and therefore cannot assist you with any issues you might have.

Contact eHIN's Help Desk for additional assistance.

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

865-691-8433, ext. 1 or HelpDesk@ethin.org

www.ethin.org