



# Kentucky Health Information Exchange (KHIE)

## **ePartnerViewer Enhancements – August 2021: Advisories and Manual Notes**

### User Guide

August 2021

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## Document Control Information

### Document Information

<b>Document Name</b>	ePartnerViewer Enhancements - August 2021: Advisories and Manual Notes User Guide
<b>Project Name</b>	KHIE
<b>Client</b>	Kentucky Health Information Exchange
<b>Document Author</b>	Deloitte Consulting
<b>Document Version</b>	2.0
<b>Document Status</b>	Draft
<b>Date Released</b>	08/13/2021

### Document Edit History

Version	Date	Additions/Modifications	Prepared/Revised by
1.0	08/09/2021	Initial Draft	Deloitte Consulting
1.1	08/11/2021	Revised Draft	KHIE
1.2	08/11/2021	Revised Draft	Deloitte Consulting
1.3	08/13/2021	Revised Draft	KHIE
2.0	08/13/2021	Revised Draft	Deloitte Consulting

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## 1 Introduction

As part of KHIE’s ongoing updates and maintenance, additional features and functionality have been developed to enhance the end-user experience and improve upon KHIE’s quick and easy-to-use portal.

The purpose of this guide is to provide an overview of these changes and provide step-by-step instructions and screenshots showcasing the new features of the ePartnerViewer.

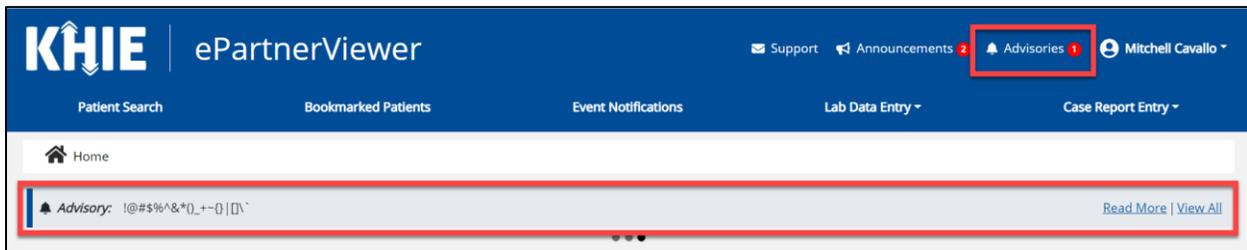
### The new features and changes include:

1. **Notes Tab:** Feature that enables KHIE users to manually enter additional health information about a patient. Sharing notes about a patient could be beneficial in filling knowledge gaps in healthcare.
2. **'Alerts' Title changed to 'Advisories':** The new 'Alerts' feature was originally added to the ePartnerViewer in July, 2021. The name has since changed to 'Advisories' to distinguish it from Event Notifications that display for specific conditions.

## 2 Advisories

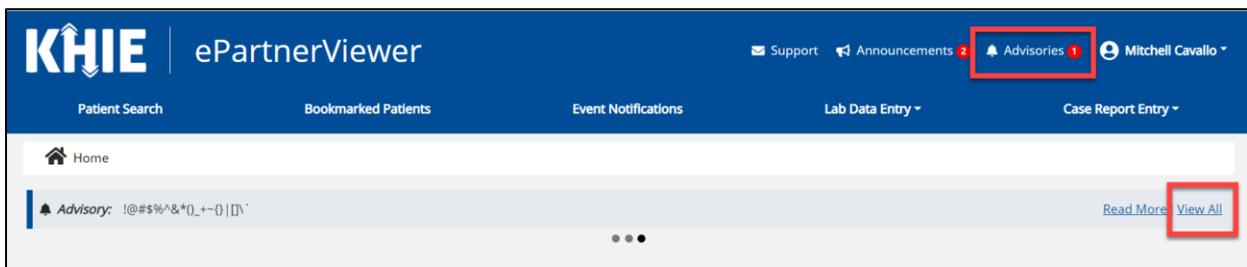
The **Alerts** feature has been renamed **Advisories**. The main purpose of the **Advisories** feature is to notify ePartnerViewer users of significant public health advisories that are in effect.

1. The Alerts feature on the **myDASHBOARD** screen has been changed to Advisories.



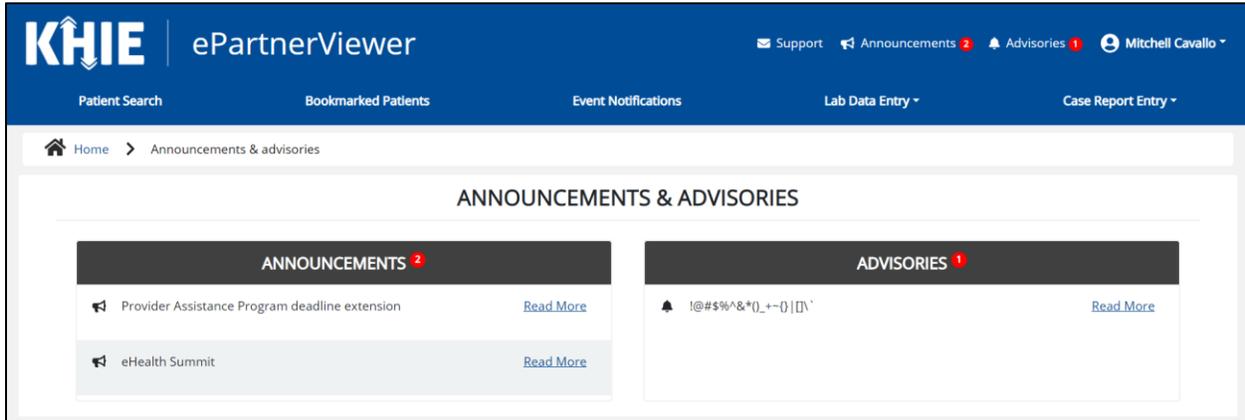
2. There are two options to view the **Advisories**:

- Click the **Advisories Icon** in the Blue Navigation Bar at the top right.
- **OR** click **View All** located on the right side of the *Advisory and Announcements* ribbon on the **myDASHBOARD** screen.

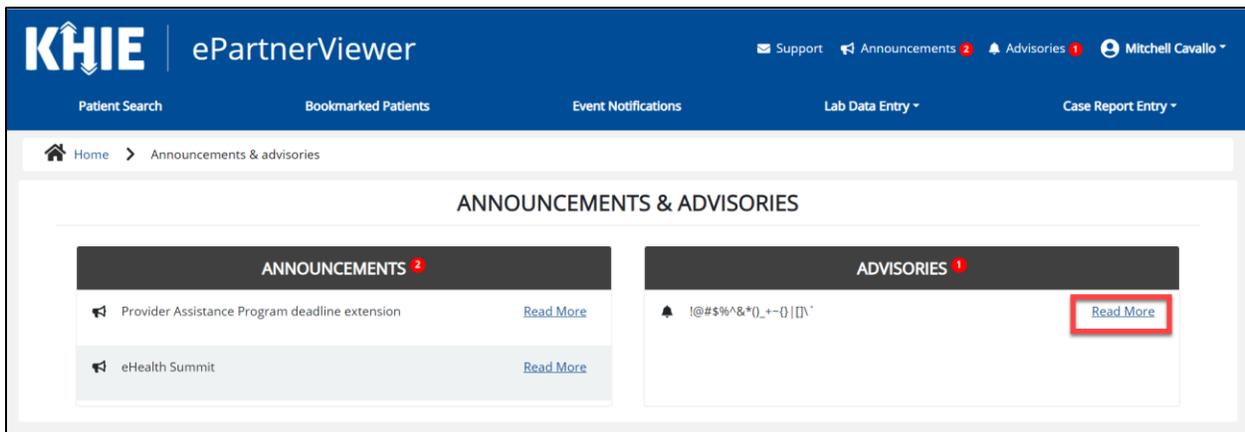


**Please Note:** The *Advisory and Announcements* ribbon automatically displays a different advisory or announcement every 5 seconds.

3. The **Announcements & Advisories** page displays.



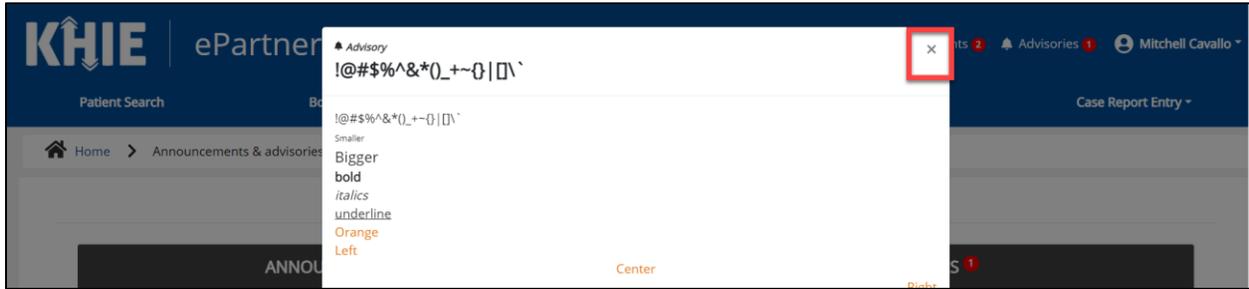
4. To view the details of an Advisory, click **Read More** to the right of the *Advisory*.



5. The **Pop-Up** displays.



6. Click the **X** at the top right to close the pop-up.



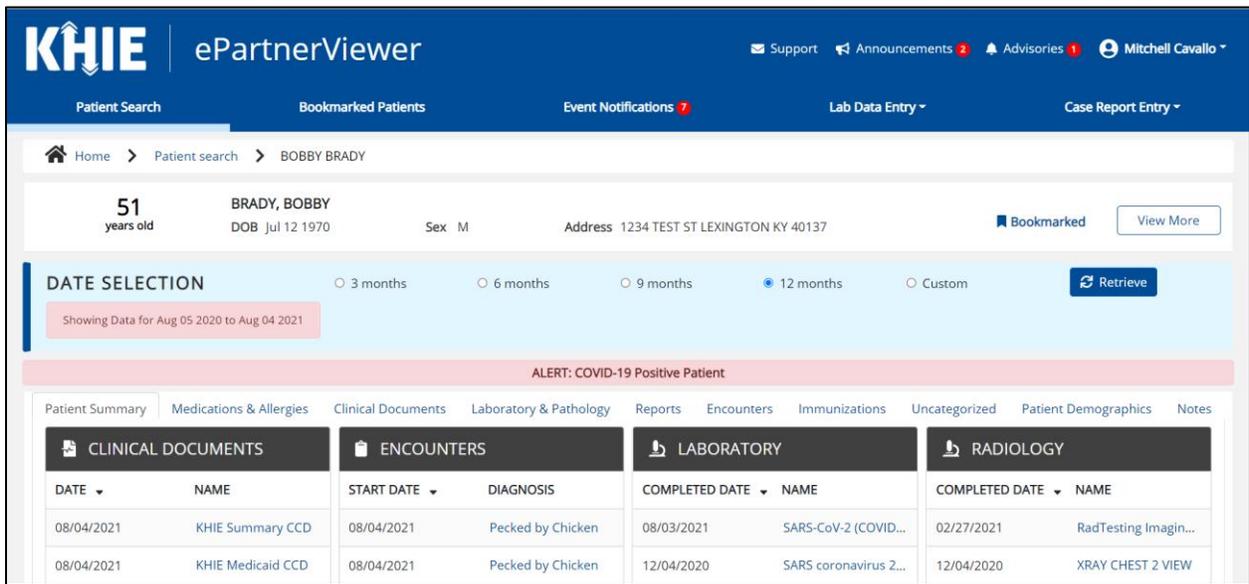
### 3 Manual Notes

A new feature has been added that allows ePartnerViewer users to manually enter notes in a patient's record.

#### Adding a Note for a Patient

These steps cover how to add and view notes for a patient in the ePartnerViewer.

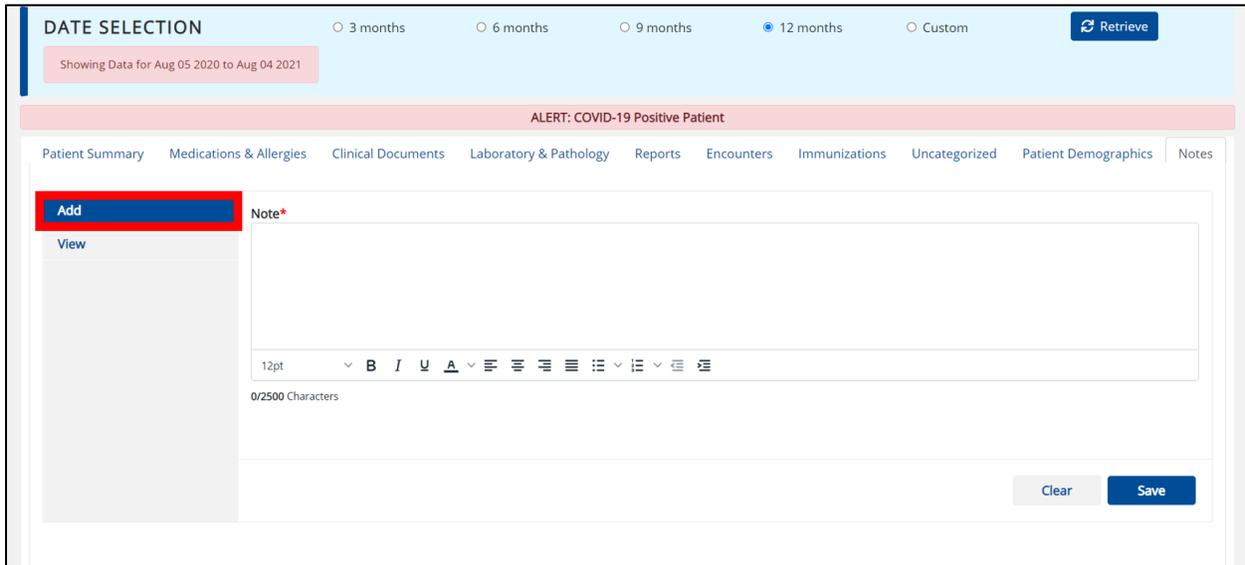
1. Open a Patient Record.



2. Click the **Notes** tab.

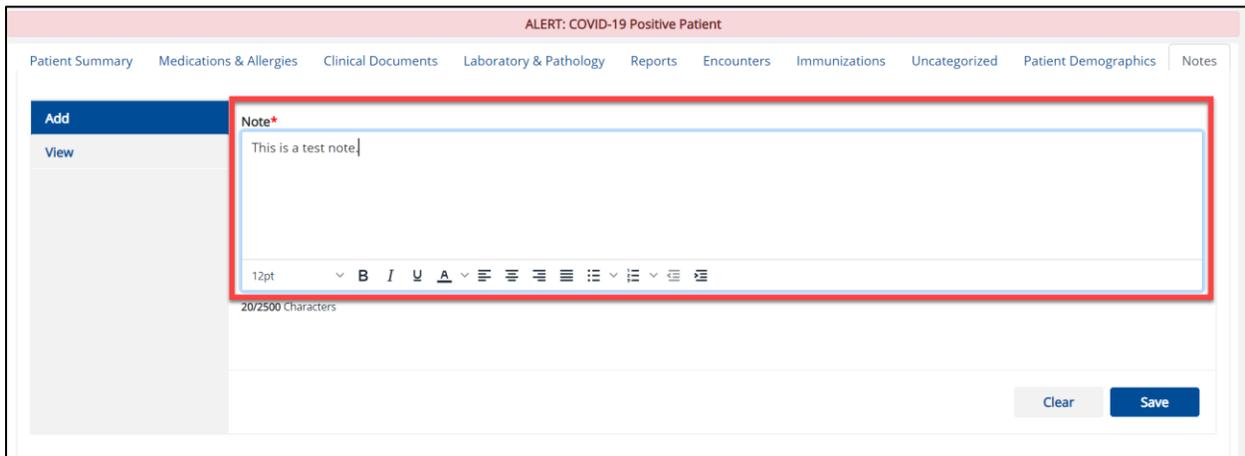


3. The **Notes** screen displays.



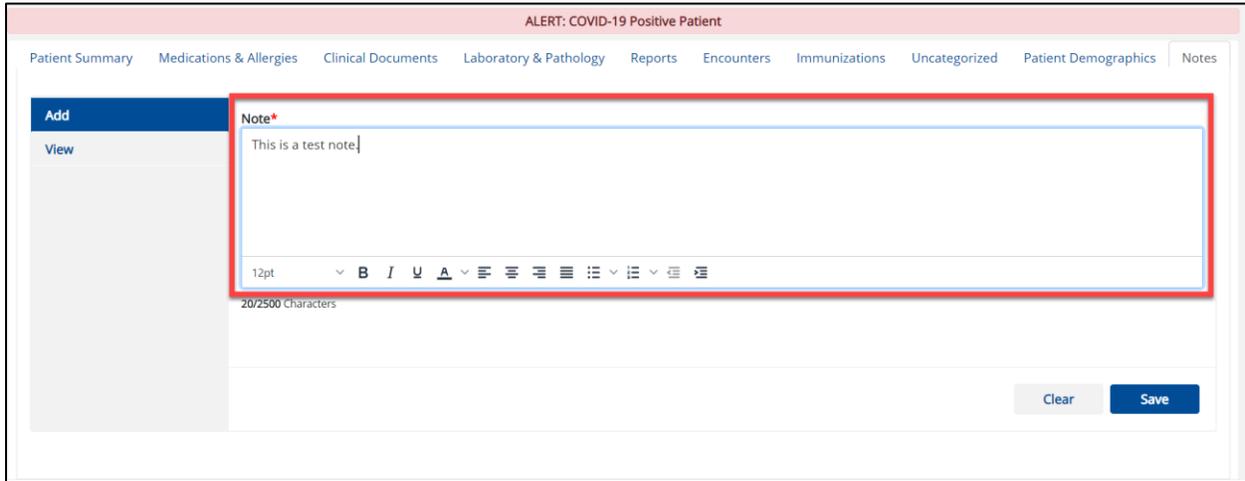
**Please Note:** The *Notes* screen automatically opens in the **Add** functionality. The **Add** notes and **View** notes options are visible on the left navigation bar.

4. Enter health **information about a patient** in the *Notes* field. The *Notes* functionality is intended to capture various health information ranging from documentation of care to determinants of health information. Users should understand that subjective information may be contributed in the *Notes* Section.

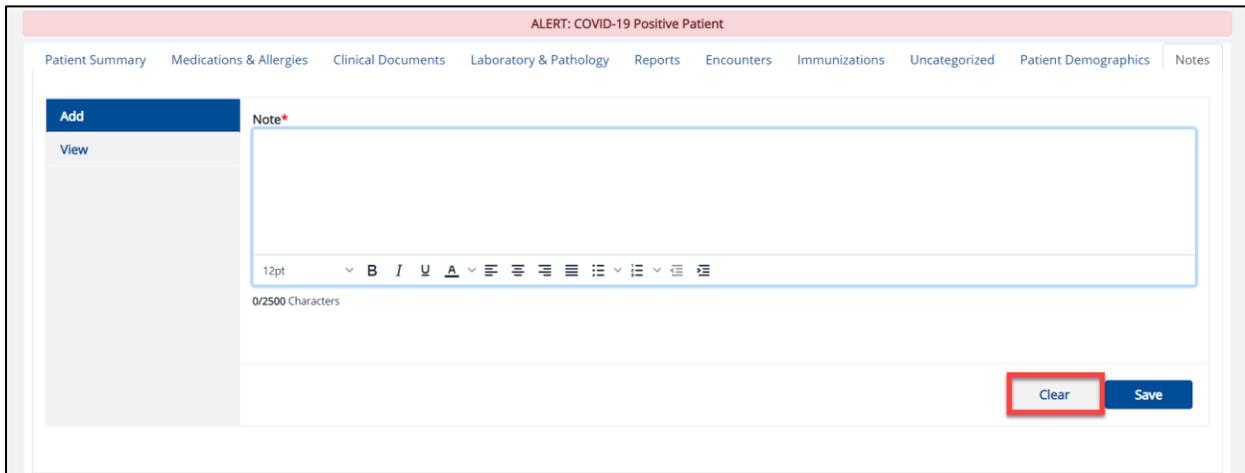


**Please Note:** The *Notes* field has a limit of 2,500 characters. Spaces and punctuation marks are included in the character limit. Basic text editing and formatting functions are available in the *Notes* field.

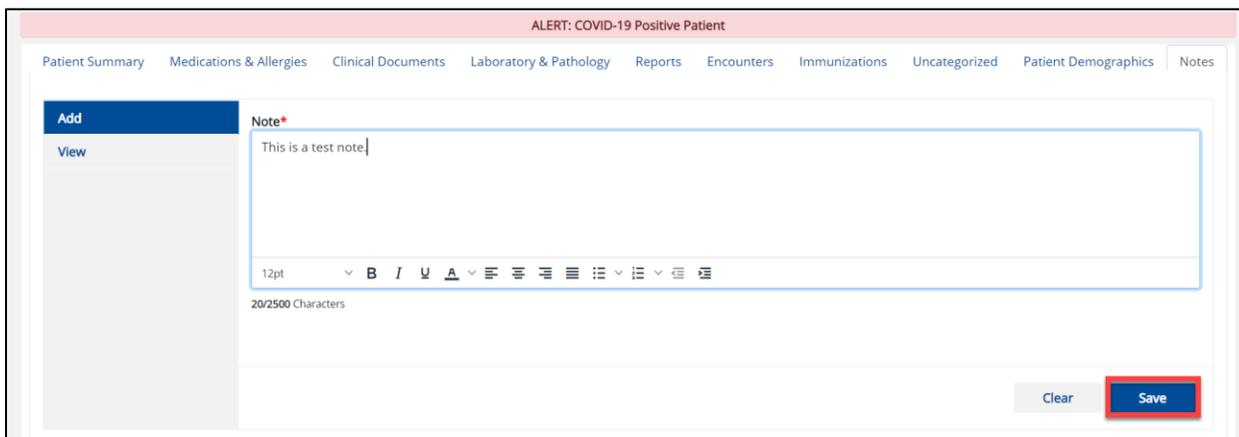
5. You should include your **User details** at the bottom of the *Notes* field after you've entered notes:
- Date and Time
  - User Name
  - Organization Name
  - Role at Organization



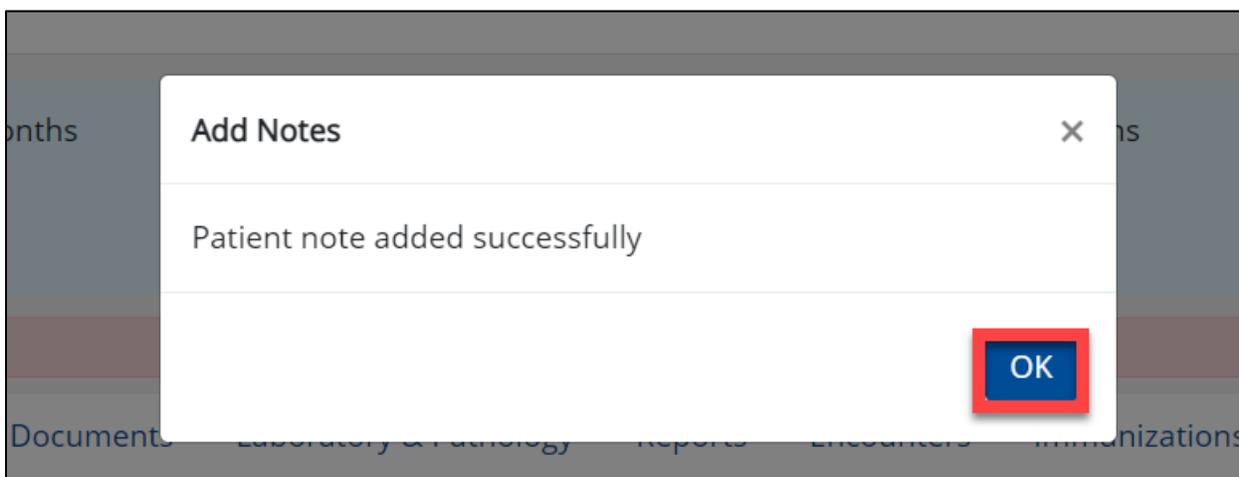
6. Click **Clear** to remove all text from the *Notes field*.



7. Click **Save** to save your Notes.



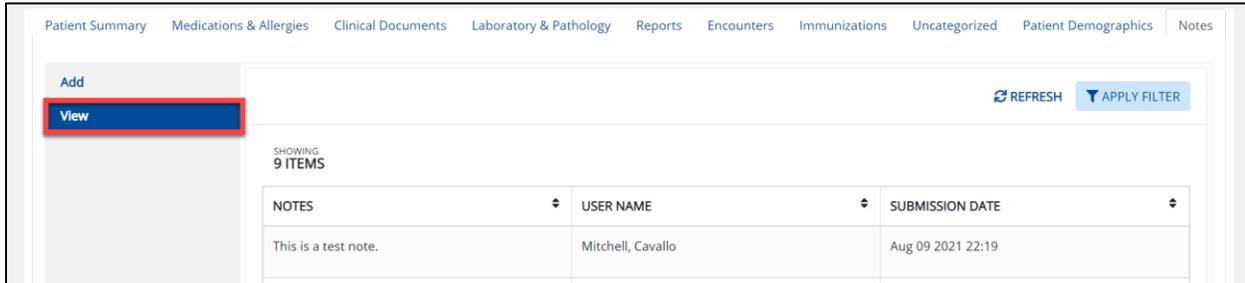
8. A **pop-up** displays. Click **OK** to close the pop-up.



### Viewing a Note for a Patient

In addition to adding notes for a patient, you can review the notes that other ePartnerViewer users have included in the patient chart.

1. Click **View** to see all the Notes entered for a patient.

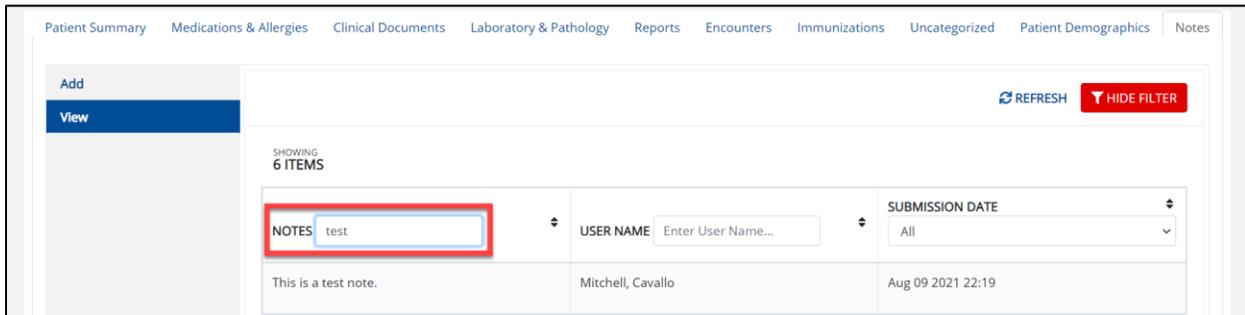


**Please Note:** The Notes functionality is intended to capture various health information ranging from documentation of care to determinants of health information. Users should understand that subjective information may be contributed in the Notes section.

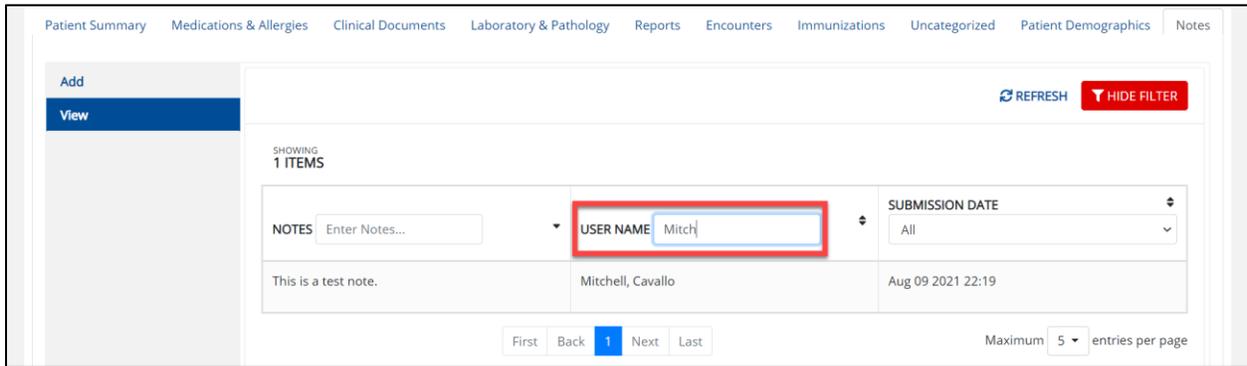
2. Click **Apply Filter** to display filters.



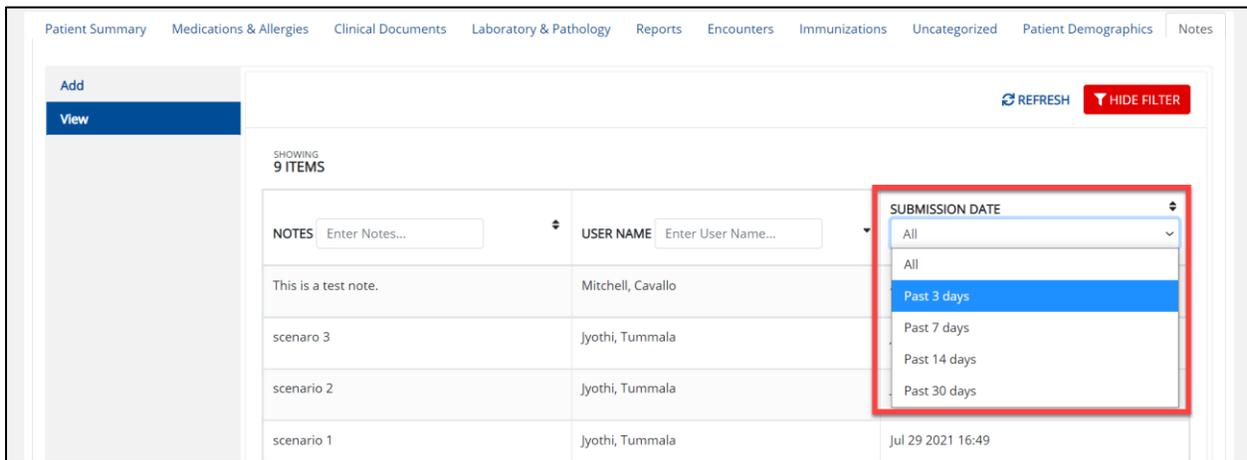
3. Enter **Keywords** in the *Notes* field to refine the search.



4. Enter a **Name** in the *User Name* field to filter for a specific user.



5. Select a **Date Range** from the *Submission Date Drop-down*.



## 4 Technical Support

### Toll-Free Telephone Support

For questions and assistance regarding the ePartnerViewer, please call 1 (877) 651-2505.

### Email Support

To submit questions electronically or request support regarding the ePartnerViewer, please email [KHIESupport@ky.gov](mailto:KHIESupport@ky.gov).