FAQs Webinar Questions and Answers

Question What does KHIE use for an eMPI? Do state agencies also participate in this eMPI?
Answer KHIE leverages CSS's eMPI which functions as a shared service across all CSS affiliates. Data currently being sent by state agencies is incorporated into the CSS MPI when data is shared with KHIE but is not currently able to be integrated into the eMPI so that it can be viewed in the KHIE Portal. KHIE and CSS are working to build an integration with the state's MPI to allow this data to flow into the KHIE Portal, replicating functionality from the legacy system. This will allow greater ability for state agencies to link state records with data available in KHIE.

Question Has KHIE integrated with other states? Which states do you plan to integrate?
Answer KHIE supports data sharing across states through the national network. KHIE is very excited to partner with surrounding states. While we have not yet directly partnered with Ohio, it is very much a goal of ours. KHIE is currently working on partnering with West Virginia and Indiana and is exploring partnership with other HIEs through national networks and CSS.

Question Why can I only see clinical notes from the patient's last appointment instead of clinical notes from all previous visits listed?
Answer This is likely related to the ongoing processing of historical data into the KHIE Portal. Currently, data from November 2025 forward is available to view. Starting mid-July 2026, historical data will begin to populate in the KHIE Portal, beginning with data from 2025 and extending backward to include a five-year history of data.

Question How often do providers look at KHIE and what information do they review the most?
Answer This data has previously been tracked and indicated that, at any given time, there was approximately 85% of provisioned users accessing the KHIE Portal and searching for patients. The most used feature was the event notification service, which benefits many users and helps to improve readmission and follow-up rates. "Patient Search" was the second most commonly used feature. Looking forward, we encourage users to view system metric information in the Monthly Update Newsletter, sent by email from KHIE. We welcome your feedback on this newsletter. If there are data points that would be useful for you to know, please let us know so we can consider including them.

Question I received notifications when patients were admitted to or discharged from hospitals. Will this feature be available again?
Answer Yes! Event notifications are live in the new KHIE Portal platform and can be delivered in bulk data files or directly into the web-based user application, Population Explorer, which is available in the KHIE Portal. If your organization is not receiving these, please reach out to your KHIE Outreach Coordinator.

Question If we previously used the ePartnerViewer, do we need new login credentials?
Answer Yes, new login credentials are required. Please reach out to your KHIE Outreach Coordinator to get started with onboarding.

Question Which apps on the dashboard do we select to view clinical information?
Answer Please select the Clinical Information app to view patient health information. Your organization's KHIE Administrator will provision your access to the KHIE Portal to view clinical information. Once you are provisioned with access, you will see a patient search bar when you login and a tile titled "Clinical Information." For additional information on how to navigate to this tool, please view the "InContext Clinical Information User Guide" and other education materials available at The KHIE Portal.

Question What is the process for receiving the data that was paused during the transition?
Answer We have successfully migrated all critical data feeds with no known data loss occurring. For isolated issues identified during the transition, data will be replayed and accessible soon. If you notice your organization's data is not displayed in the KHIE Portal, please contact your KHIE Outreach Coordinator.

Question Are local health departments required to designate a Panel Lead?
Answer No. Local health departments are not required to designate a Panel Lead because health departments are not required to submit panels when accessing records as public health authorities. If your local health department provides direct care to patients and desires to access the records in KHIE and/or your organization is interested in receiving event notifications, your organization is required to submit a panel and designate a Panel Lead. To learn more, please reach out to your KHIE Outreach Coordinator.

Question What email address will KHIE Portal account activation emails be sent from?
Answer The email address is "donotreply@hmetrix.org". If you are not seeing emails from this domain, please check your junk folder. If you are still having issues, try reaching out to your IT department to see if they can whitelist, or approve, that domain.

Question Do public health users have access to "break-the-glass" functionality?
Answer Yes. To access patient records, public health users will "break the glass" for auditing and compliance purposes each time a record is accessed.

Question When providing patient care, what is the best practice for documenting the use of the 'break-the-glass' functionality?
Answer To document your use of the break-the-glass functionality, select the answer that best reflects your job function and reason you are accessing a particular patient record. The selected option may differ, depending on the use case. This is done to establish an audit trail for monitoring appropriate access of patient records when there is not a pre-defined patient relationship established through a patient panel. If you are still unsure what option to select for your job function, please reach out to your KHIE Outreach Coordinator.

Question A user from an MCO organization received this message when trying to access a member's details: "You have selected a patient that is not associated with your organization. Kentucky Health Information Exchange policy does not permit access." What does this mean?

Answer This error indicates the member is not on your patient/member panel. MCO users are not permitted to see details of members who are not on their panel; additionally, users are unable to "break the glass" to view member information. We recommend working with your organization's Panel Lead and/or KHIE Administrator to confirm the members' status on the panel. If the member is not on the current panel, request to add the member to the next panel upload. If the member is on the panel and you believe this message is being generated in error, please contact KHIE support or your KHIE Outreach Coordinator.

Question Do we need to make sure that KHIE is listed on our patient consent forms or does a general medical consent cover KHIE? Is patient consent needed to share information with KHIE?

Answer KHIE adopted the Opt-Out policy which means a patient's health information can be included in KHIE unless the patient chooses to opt out. The portion of a patient's health record that is covered and shareable under HIPAA can be shared in KHIE without consent from the patient. Patient consent is needed only if you are a Part 2 Program sharing a patient's SUD data. For additional information related to Part 2 Programs, please reach out to your KHIE Outreach Coordinator for additional information. We would like for you to mention KHIE in your Notice of Privacy Practices. You can use the sample language located on our website. Notice of Privacy sample language

Question When will KHIE be fully operational in the state of Kentucky?

Answer KHIE is currently fully operational in Kentucky. A significant amount of historical data is being loaded into the new system and will begin to display in mid-July. Other use-case specific integrations, such as integration with the state MCI, are currently underway post migration and will continue to progress this year.

Question What is the process for submitting reportable disease data?

Answer KHIE has several tools to support the submission of reportable disease conditions, including automated ELR and eCR feeds. Additionally, we still offer the ability to report through our Direct Data Entry (DDE) tool. To get started, please contact your KHIE Outreach Coordinator.

Question Will there still be limited access to the old portal for historical data while this data is still being migrated to the new KHIE Portal?

Answer No, KHIE has fully migrated from the old legacy system and can no longer provide access to the system. If there is specific information you are looking for in the KHIE Portal, please reach out so we can determine when the data will be available. Please call us at 1-800-633-6283 or email us at KHIESupport@ky.gov

Question If my organization has an ADT feed set up, are we still required to "break the glass" on all patients?

Answer If your organization has an active ADT feed and an auto-subscription panel configured, you should not need to break the glass to view patient records. Patients are added to the panel automatically after encounters at your organization. However, the construction of this panel may take a little time to build your entire patient panel, and you may periodically be prompted to break the glass. If you are repeatedly prompted to break the glass for every record, please reach out to your KHIE Outreach Coordinator so we can investigate and resolve the issue.

Question Can organizations request specific training sessions to meet the needs of the organization?

Answer Yes! Your KHIE Outreach Coordinator will provide trainings geared specifically to meet the needs of your organization. Please reach out to your KHIE Outreach Coordinator.

Question When will the 90-day audit notice be emailed and what will it state? When is the 90-day audit deadline?

Answer The first notice will be sent 10 days prior to the due date, and will include a reminder to complete your audit, as well as a link to the HIE Admin Portal. This audit will be required starting 90 days from the date your users were first credentialed.

Question Will you share best practices for managing existing users for the quarterly audits?

Answer For information on how to manage existing users for the quarterly audits, we encourage you to access the HIE Admin User Guide. For more information, please reach out to your KHIE Outreach Coordinator.

Question Will Vanderbilt records return to KHIE?

Answer KHIE currently receives encounter (ADT) data from Vanderbilt, it dates back to September 2025. We do not currently receive laboratory or clinical summary information from Vanderbilt but are working to expand the data shared. Keep in mind, the historical data is not yet populating in the portal--this will begin in July 2026. The historic records will appear in the KHIE Portal under "Structured Documents".

Question Will Mercy records return to KHIE?

Answer KHIE receives encounter (ADT) data and lab results from Mercy hospital. Those records will appear under "Encounters" and "Health Records/Labs". Keep in mind, the historic data is not yet populating in the KHIE Portal--this will begin in July 2026. The historic records will appear under "Structured Documents".

Question We have noticed a significant decrease in the number of available phone numbers. When are historical phone numbers going to be loaded to new portal? Is there a way to access the historical phone numbers in the interim?

Answer If you are not seeing next of kin phone numbers that you are expecting to see in the portal, this is either due to that information not being received by any KHIE source, or

due to the historical data not being processed into the system yet. If you believe information should be displayed from your organization and it is not, please contact your KHIE Outreach Coordinator.

Question What data is supposed to be visible to public health within the platform? Can you clarify if different facilities have different reporting capabilities.

Answer Public health users should still see the majority of laboratory, encounter, clinical summary, and summary note data in the KHIE Portal. Compliance reasons lead to a change in the access afforded public health users. PH users can no longer access data returned from National Networks, such as the national eHealth Exchange. KHIE is working to identify and address gaps related to this change in access. We will share more information soon. Additionally, because of continuing migration tasks, Certain data such as historic data from the legacy system may not be accessible at this time. Historic data will begin to be displayed in mid-July. There are requirements for filtering needs related to sensitive information currently impacting eCR data. That timeline is still being determined. If there is a recent encounter for which you expect to see summary information and you do not see it in the KHIE Portal, please reach out to KHIE support to inform so that we can investigate further.

Question Is a DOB required to search for a patient? When DOB is unknown, is the feature to estimate a patient's age available in the KHIE Portal, as it was in the ePartnerViewer?

Answer A DOB is required to search for patients. A feature in the ePartnerViewer allowed users, when the DOB was not known, to estimate the age of a patient. Entering only the first and last names often returned multiple patient results. Entering additional search criteria such as DOB narrows the matching patient search results. In the KHIE Portal, a date of birth (DOB) is required when searching for patient records. When an exact DOB is known, there is a sufficient level of confidence that the patient returned in the search results is the same patient you searched for—the same patient that is on your patient panel.

Question Can a user search for a patient using a medical record number?

Answer Based on the way the Master Patient Index (MPI) is designed, it is not possible to search for a patient using the medical record number.

Question We need access to patient discharge summary with discharge dates.

Answer KHIE receives discharge summaries from the same healthcare organizations as we did prior to migration. When this type of data is available, it will display under the "Clinical Notes" section in the portal. Keep in mind, we have not yet completed the historic data migration. Data will begin processing in mid-July and will appear under "Structured Documents" when available. If you have examples of a recent encounter for which you expect to see a discharge summary but cannot access that information in the portal, please reach out to KHIE support so that we can investigate further.

Question Should I expect to see admitting notes, ED notes, H&P and Discharge Summaries as well as labs, chest x rays, and radiographs in the KHIE Portal?

Answer KHIE currently receives discharge summaries, ED notes, and H&P summaries from the same healthcare organizations as we did pre-migration. If this data is available, it will display under the "Clinical Notes" section of the portal. The historic data migration has not been completed yet. Data will begin processing in mid-July and will appear as it's available under "Structured Documents". If you have examples of a recent encounter that you expect to see a summary note for but don't see that information in the KHIE Portal, please reach out to KHIE Support so that we can investigate the issue.

KHIE receives laboratory results from the same healthcare organizations as we did pre-migration. To access lab information, you can navigate to the "Clinical Information" tab and clicking on the "Laboratory" sub tab.

KHIE does display radiology results, including images, for at least six (6) healthcare organizations in Kentucky. Radiology results can be accessed under "Clinical Information" and click on the "Radiology" tab. If an image is available for a report, a camera icon will appear on the far left of the screen.

Question Why am I receiving the following error message? "*Attest to Relationship.*" "*This patient is not linked to an active or existing relationship at your organization*".

Answer The attestation pop-up should be appearing only for patients for whom you are establishing a new relationship that might not yet be in your patient portal. When this attestation comes up, please click "proceed" in response to the prompt to "attest to relationship" and select the appropriate reason for accessing that record. If you have questions about what the appropriate reason for access is, please reach out to your KHIE Outreach Coordinator.