KHIE

KENTUCKY

HEALTH   INFORMATION   EXCHANGE

Connecting Kentucky. Improving Healthcare.

ePartnerViewer

Tips and Tricks

ePartnerViewer
Getting Started

Accessing the ePartnerViewer

To access the ePartnerViewer clinical portal, go to the following Kentucky Online Gateway (KOG) URL to enter your login credentials: **https://kog.chfs.ky.gov/home/**

You **must** have a KOG account to access the ePartnerViewer.

General Navigation Tips

- **myDASHBOARD** allows quick and easy access to Quick Search, Bookmarked Patients, and Event Notifications.
- The Pagination buttons allow you to **move between pages of patient data**.
- You can **control the number of Entries** that display on a page.
- You can **sort** and **filter** lists within the patient chart.
- Laboratory reports contain two different *Icons* (**Abnormal Result** and **Critical Result**) that serve as visual indictors to draw attention to specific information.
    - When reviewing a lab for the first time, a "Reference Range" notification pops-up indicating a laboratory value has been resulted based on the **performing lab's reference range**.
- Under the *Preferences* tab, located under your Username, you can customize the **order of the Portlets**, **change the date, time, and number format; set default date search, elect to receive an email when there is an event notification**.
- To navigate to the *Resources* page, click your username displayed in the top right corner. *Resources* includes **training guides** and **videos**.

Announcements

To learn about important announcements, click on *Announcements* in the blue Navigation Bar at the top.

Advisories

To learn about important health advisories in effect, click on *Advisories* in the blue Navigation Bar at the top.

Support Tab

If you experience issues, click the **Support Tab** located in the Navigation Bar at the top.

Logging Out

You must log out of the ePartnerViewer to maintain security. Click on your username and select *Logout* from the dropdown menu.

Clinical Data Tips

Clinical information is contained in the Tabs and includes **all data shared by all participating organizations**. Clicking on these tabs takes you to the corresponding section in the ePartnerViewer.

Tabs:
- Tabs are **categorized by the clinical data** they display.
- Tabs are **fixed** and cannot be customized.
- Tabs house the data that displays in the Portlets.
- The patient chart opens in the *Patient Summary* tab
    - The *Patient Summary* tab houses the *Portlets*.

Portlets:
- The Portlets provide a **Patient-at-a-Glance view** of up to five of the most recent result reports available on a patient.
    - Portlets are **customizable** and can be arranged in any order. Go to *Preferences* to customize.
    - By clicking on *View All* at the bottom of each portlet, you can see all data available in that category.
- Authorized KASPER users will see an additional portlet that displays the Prescription Drug Monitoring Program (PDMP) report. You **must** click on the portlet to obtain the report.

Data Retrieval:
- The default search range for patient data is **12 months**. You can change the range under the *Preferences* tab.
- Search for a patient using the **first name, last name, and DOB**. Entering the DOB increases the likelihood of pulling the correct patient chart.

Cumulative Labs:
- Trending of same and/or similar laboratory results over time that can be viewed in a table and a graph. Patient must have had the same laboratory test performed at least twice to produce a graph.

Manual Notes:
- Click the *Notes* tab to manually enter key clinical information that **cannot be electronically shared** with KHIE. Other ePartnerViewer users have view-only access to the notes you enter.
    - Limit of 2500 characters.
    - Your username and submission date are automatically captured.

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Bookmarking a Patient

Bookmarking enables quick access in the future to a patient record. You can **bookmark up to 100 patients**.
- The bookmark icon is in the **top right corner of the** *Patient Summary* **screen**.
  - To bookmark a patient, click the Bookmark icon. The icon will change from light to dark.
  - To unbookmark a patient, click on the Bookmarked icon. The icon will change from dark to light.

Image Exchange Tips

Images are located under the *Reports* tab. While images can be viewed by all users, images can be exported to Picture Archiving and Communications System (PACS) only by users with the PACS role. Exporting pictures to a PACS allows viewing of the image in a high-resolution diagnostic quality. Please note: KHIE can display only those images healthcare organizations share with KHIE.

To View Images:
1. Click the *Reports* tab.
2. Click the *Images* tab.
3. Select the desired image from the list of *Available Documents* on the left side.
4. Select the *thumbnail* image.

Access Restriction ("Break the Glass")

- Break the glass functionality allows users to gain access to an otherwise restricted patient record. The act of accessing the record is called breaking the glass.
- KHIE notifies designated Access Admins when their provisioned users access patients not included on their patient panel.
  - Must provide a patient panel (list of patients) via SFTP
  - No limit on the number of patients included
- User who breaks the glass will receive a pop-up notification requiring user to **provide a reason for viewing** the patient record.
  - This process **does not prevent** the user from seeing the patient record.

To Export Images:
1. View the image.
2. Click Actions.
3. Click Export.
4. Select the Destination from the dropdown menu and choose the name of your PACS.
5. Select the series from the dropdown menu. Note that all series are selected.
6. A green checkmark indicates the image was successfully exported.

Social Determinants of Health Tips

- You can be informed of social determinants that affect your patient's health. KHIE developed its own Standardizing Data tool that aligns data found in **ICD-10** and **LOINC codes** to the Kentucky Needs Assessment (KNA), a tool used by kynect resources.
  - As patient SDoH data is determined to be *critical, important* or *stable*, the pertinent social health needs will be indicated and displayed in the ePartnerViewer.
  - KHIE shows information for **18 social determinants** of health domains that are prioritized by Kentucky's Cabinet for Health and Family Services.
  - KHIE shows **when** and **where** it received the SDoH information.
- With the integration between KHIE and kynect resources, we not only share assessment results with our users, but we also offer a **direct link to kynect resources**, enabling users to refer patients to much needed community resources.

Direct Secure Messaging (DSM) Tips

- Securely send documents from the Clinical Documents tab to other healthcare clinicians who have a valid direct secure email address.
  - Only the clinical documents displaying the envelope and lock emblem can be sent via DSM.
  - The ePartnerViewer user/sender is not required to have a direct secure email address BUT the recipient is.
- Users with a **CareAlign DSM account** can access the CareAlign portal without leaving the ePartnerViewer.
  1. Click on the *Secure Messaging* link located in the blue ribbon.
  2. From there, you can **send and receive** direct secure messages.
  3. Both the **sender and the recipient must have a direct secure email address**.

Event Notifications
Tips and Tricks

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Setting Up Event Notifications

The Kentucky Health Information Exchange (KHIE) Event Notifications service is designed to keep healthcare providers informed about critical patient events. By setting up and managing notifications, providers can receive timely notices about important health events, ensuring better patient care and coordination. Any user can manually add Event Notifications.

1. Go to **Manage Notifications**.

2. Select the **User**.

3. Click **Edit Notifications**.

4. Select the desired **Event Notifications**.

5. Click **Add Patient**.

Event Notifications Bulk Upload

The Bulk Upload feature in the ePartnerViewer allows healthcare providers to efficiently manage (add or delete) large volumes of patients. Only users with the role of "**Event Notification Admin**" have the capability to bulk upload.

1 Access the Upload Patient Section

Navigate to the **Event Notification Tab** at the top of the landing Page and click **Upload Patients**.

2 Download the Bulk Upload Template

Open the **Event Notifications Spreadsheet template** under "Download Template".

3 Prepare Your Patient Panel

Pull a report from your EHR system and match the data into the template fields. **Do not add or remove columns**. Include the KOG email address for each user.

4 Save the Report with the Data You Entered

Save the **newly created report** on your computer. The default name will be "**Event Notification Patient Panel Upload**"; you may rename it, if desired.

5 Upload the Saved Report

Click on **Browse** to locate the report in your computer files. Select the notifications you wish to set. Click **Upload.**

6 Verify the Upload was Successful

Scroll down to the "**Uploaded Files List**" to ensure the list loaded correctly.

7 Review the Patient Panel

The entire patient panel, including those added via bulk upload, will be listed under the **"Manage Notifications"** tab.

* Deleting Multiple Patients

Follow the **same steps 1-7** as listed to delete multiple patients. **Do not add or remove columns from the template**.

Useful Tips for Effective Use

Under the Preferences tab, you can **customize the order of the Portlets**.

If you have trouble finding patient data, **expand your date search** to go beyond one year.

You can elect to receive an email anytime there is an Event Notification. Go to Preferences and click **Event Notification Email Notice.**

Helpful Resource Links

KHIE.ky.gov has helpful resources to get you started using the ePartnerViewer:

ePartnerViewer User Guide

Event Notification User Guide

Bulk Upload User Guide

Bulk Upload FAQ

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