Kentucky Health Information Exchange (KHIE)

ePartnerViewer Enhancements – August 2021: Advisories and Manual Notes

User Guide

August 2021
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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.

![Image of the ePartnerViewer page showing Announcements and Advisories]

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

![Image of the ePartnerViewer page showing a selected Advisory]

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

![Image of the ePartnerViewer page showing a Pop-Up window]
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.

![Notes Screen](image)

**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.

![Notes Field](image)

**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.

![Add Notes](image)

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.

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

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

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

![User Name Filter Example]

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

![Date Range Drop-down Example]

### 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.