Kentucky Health Information Exchange (KHIE)

Image Exchange in the ePartnerViewer

User Guide

April 2021

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Illustrations

Illustrations contained herein are intended for example purposes only. The patients and providers depicted in these examples are fictitious. Any similarity to actual patients or providers is purely coincidental. Screenshots contained in this document may differ from the current version of the HealthInteractive asset.

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1   Introduction

Overview

This training manual will cover KHIE's Image Exchange functionality in the ePartnerViewer. Users with *Clinical Roles* will have the ability to view images and authorized *Clinical Users* with the *PACS Administrator* role will be able to export the images to a destination Picture Archiving and Communication System (PACS) of their choosing. The *PACS Administrator* role will be discussed in Section 5 of this guide.

All examples and screenshots used in this guide are simulated with mock data; no Protected Health Information (PHI) is present.

Please Note: All screenshots shown throughout this document reflect how Users would interact with the ePartnerViewer while using a desktop or tablet device. While core functionality remains the same across multiple devices, interface components may vary in presentation.

Supported Web Browsers

Users must access the ePartnerViewer with a supported web browser. The ePartnerViewer is configured to support the following modern browsers on desktop, tablet, and mobile devices:

Desktop Browser Version	Mobile Browser Version
Microsoft Internet Explorer	
Not supported	Not supported
Microsoft Edge	
Version 44+	Version 40+
Google Chrome	
Version 70+	Version 70+
Mozilla Firefox	
Version 48+	Version 48+
Apple Safari	
Version 9+	iOS 11+

Please Note: The ePartnerViewer does **not** support Microsoft Internet Explorer. To access the ePartnerViewer, Users must use a modern browser such as Google Chrome, Microsoft Edge, Apple Safari, or Mozilla Firefox.

Mobile Device Considerations

The ePartnerViewer is based on responsive design. This means it renders in the best format based on the user's device size. Responsive design applies to mobile, tablet, and desktop devices. Tablet devices in landscape display mode are considered desktop.

Accessing the ePartnerViewer

To access the ePartnerViewer, users must meet the following specifications:

1. Users must be part of an organization with a signed Participation Agreement with KHIE.
2. Users must be provisioned with a *Clinical Role* in the ePartnerViewer.
3. Users are required to have a Kentucky Online Gateway (KOG) account.
   - Details on creating a KOG account are in *Section 2 KOG Registration and Login* of this guide.
4. Users are required to complete Multi-Factor Authentication (MFA).
   - Details on MFA are included in the *Multi-Factor Authentication (MFA)* subsection in *Section 2 KOG Registration and Login* of this guide.

2   KOG Registration and Login

Create a KOG Account

1. When provisioned with the PACS Administrator Role in the ePartnerViewer, Users will receive an invitation email to register for the Kentucky Online Gateway (KOG).

2. Users must click the hyperlink named ***Click here to Complete the Process*** that's located in the Invitation email.
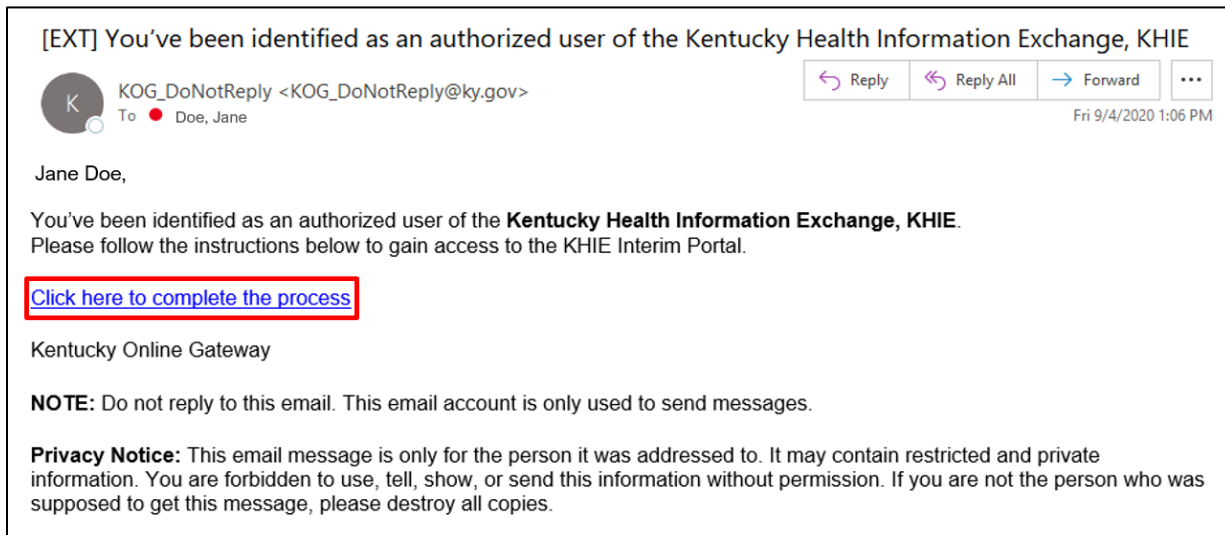
Please Note: This link is active for seven days. The registration link is only valid for a one-time use. If Users click the link and do not complete the registration process, a new link must be sent. If the link expires, the KHIE Org Admin must send another invitation to create a Kentucky Online Gateway (KOG) account.

3. The **KOG Landing Page** displays. If Users do not have an existing KOG account, Users should click **Create Account**.
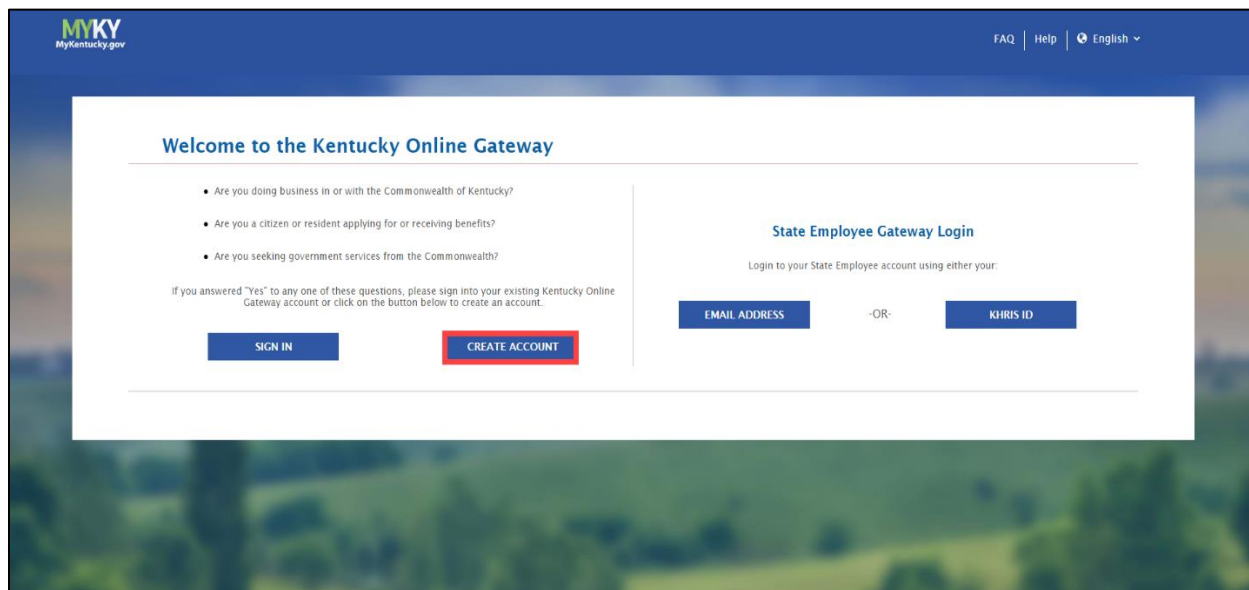
Please Note: If Users already have an existing KOG account <u>with the same email address from which they received the invitation to enroll,</u> they should not create a new account. These Users should log into KOG using their existing credentials.

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4. From here, Users will enter their Registration Information. Mandatory fields are marked with   asterisks (*).

5. Enter **First Name**.

6. Enter **Last Name**.

7. Enter **Email Address**.

Please Note: Users MUST register using the same email address from which they received the invitation to enroll.

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8. Confirm **Email Address**.

9. Enter **Password**.

10. Confirm **Password**.

11. Enter **Street Address**, **City**, **State**, and **Zip Code**.

12. Enter **Answer** to Security *Question* 1.

13. Enter **Answer** to Security *Question* 2.

14. After completing the mandatory fields, click **Sign Up**.

15. After clicking **Sign Up**, users are directed to a validation screen displaying the following message:
    Your account has been requested and is pending email verification. Please check your email and click on the link provided to verify your account.

16. Users must check their email to complete the KOG Account Validation process.

Please Note: If the verification email is not in the inbox, Users should check the *Junk* and *Spam* folders.

KOG Account Validation

17. Users will receive an email at the email address they provided when creating the account. This email is titled *Account Verification* from KOG_DoNotReply@ky.gov.
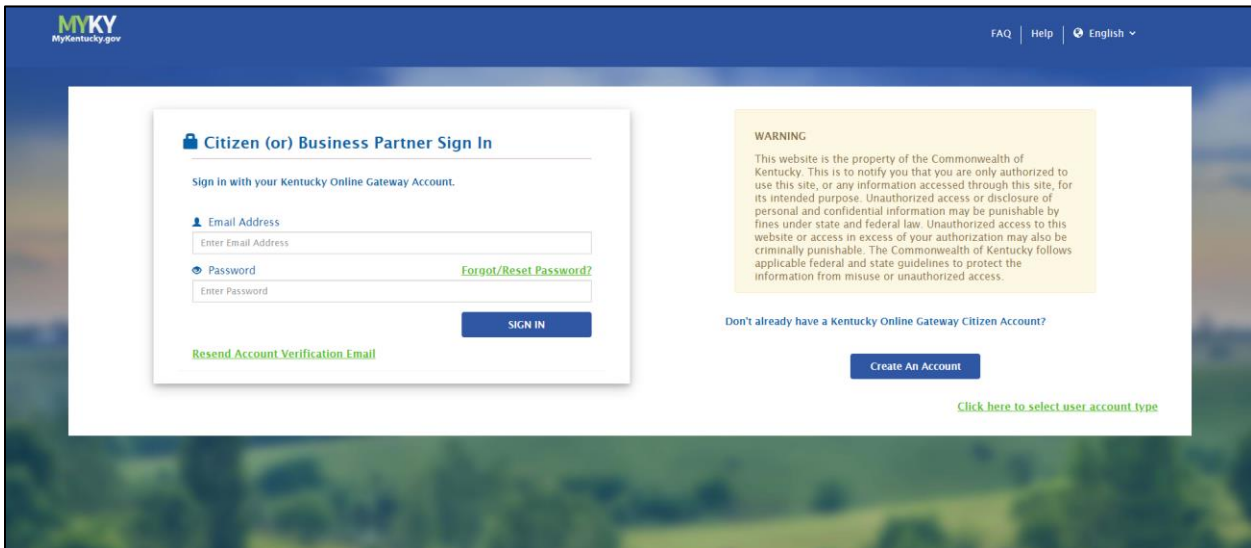
18. Click the **link** in the email to proceed.

From: KOG_DoNotReply <KOG_DoNotReply@ky.gov>
Date: September 4, 2020 at 1:31:47 PM EDT
To: jane.doe@gmail.com
Subject: Account Verification
Reply-To: <KOG_DoNotReply@ky.gov>

Jane Doe (jane.doe@gmail.com)

This email is to help you complete the last step of account set-up.

Your Org User account username is: jane.doe@gmail.com

Click on the below link now, to activate your account.

https://kog.chfs.ky.gov/public/fwlink/?linkid=7cf0b4e1-9d40-420e-be22-c54118a26aba

If you need any assistance further, please contact the Kentucky Online Gateway HelpDesk.

Kentucky Online Gateway
Kentucky Online Gateway HelpDesk

NOTE: Do not reply to this email. This email account is only used to send messages.

Privacy Notice: This email message is only for the person it was addressed to. It may contain restricted and private information. You are forbidden to use, tell, show, or send this information without permission. If you are not the person who was supposed to get this message, please destroy all copies.

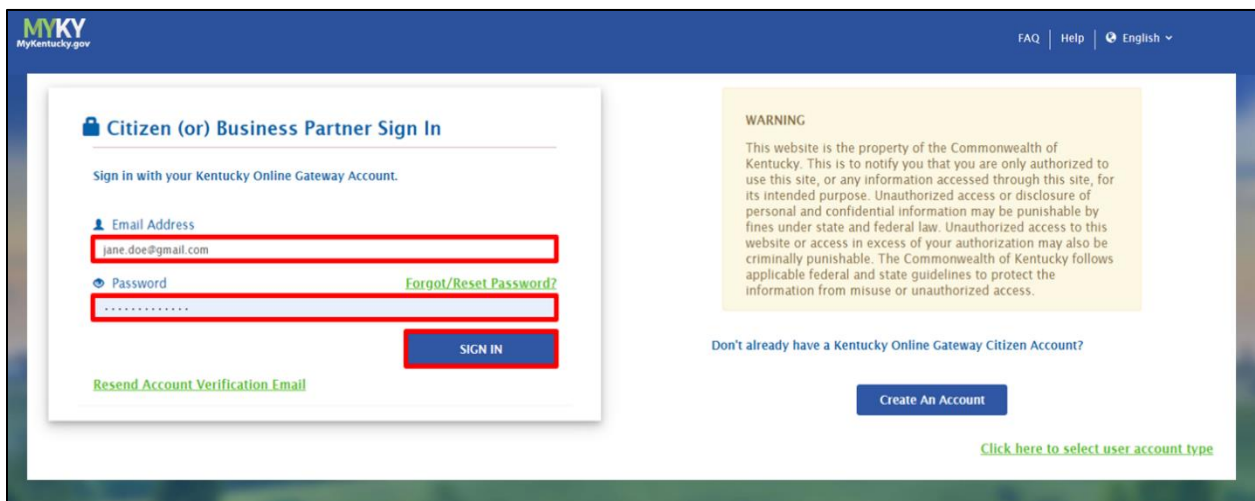19. Clicking the **link** navigates you to the **KOG Login Page**.

20. On the **KOG Login Page**, Users must enter their **Email Address**.

> **Please Note:** Users must enter the email address provided when creating their KOG account.

21. Users must then enter their **Password**.

> **Please Note:** A User's password is the password provided when creating their KOG account.

22. Users must click **Sign In**.

23. After logging in, users have the option to register as an organ donor.

- To register as an organ donor, Users should click **Yes, Register Now**.

- When Users do not want to register as an organ donor, they should click **Remind me later** to proceed.
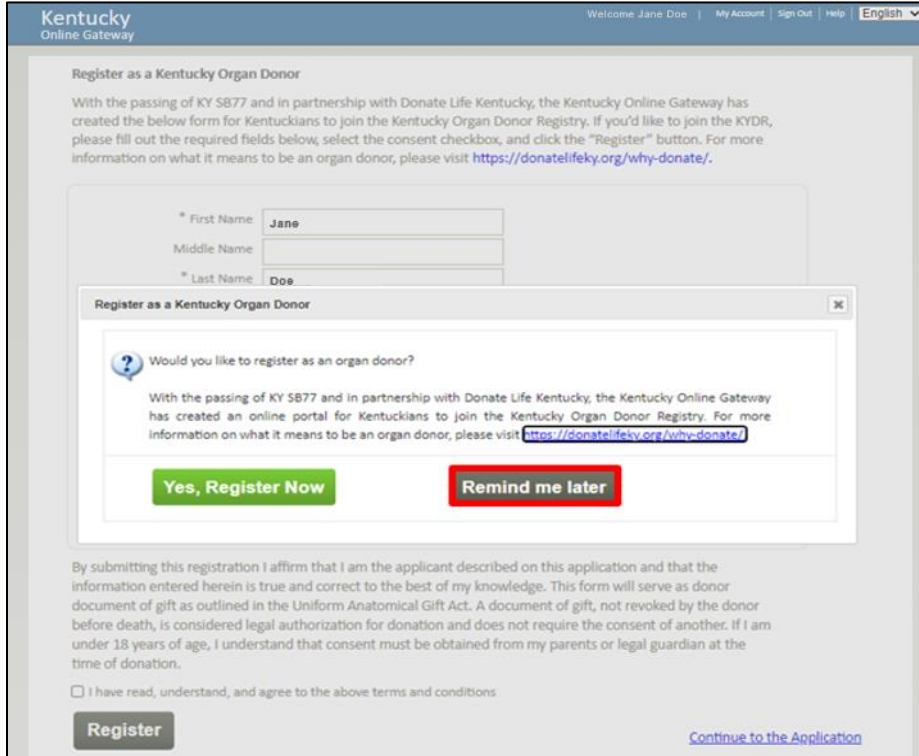
Multi-Factor Authentication

After logging in, Users are asked to complete Multi-Factor Authentication or MFA. Users have the option to receive an MFA passcode by Email or Text.

MFA by Email Verification

1. To receive the MFA passcode by email, select the **MFA by Email Verification** button and click **Send Passcode**.

2. Users must open an email titled *Passcode for MFA* from KOG_DoNotReply@ky.gov. Users must open this email in a separate tab.

3. Users must enter the **8-digit code** that is in the body of the email into the *Enter Passcode* field on the **Multi-Factor Authentication** screen.

4. Users must click **Authenticate** to proceed.

MFA by Phone Verification

1. To receive the MFA passcode by text, click the **MFA by Phone Verification** button.

2. Users who have not registered their phone number should select **Click here to register your Mobile number**.
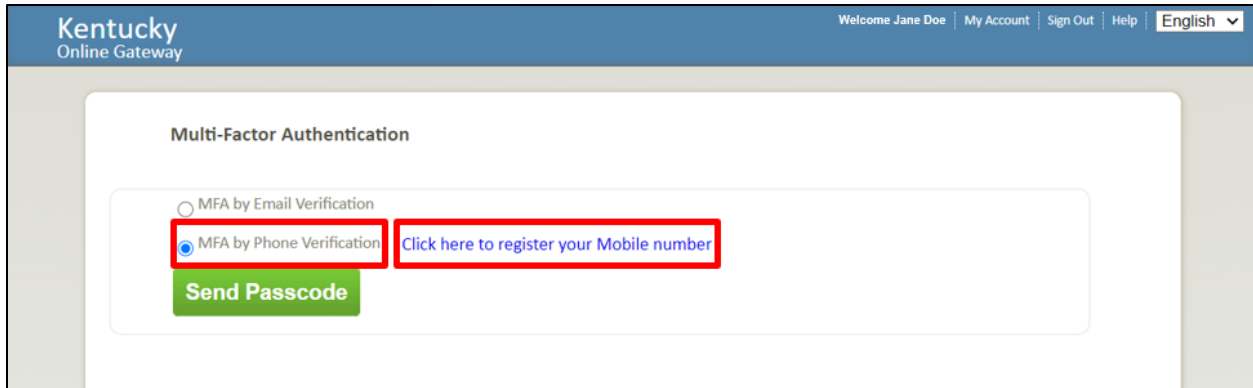

3. The **Register Your Mobile Number** screen displays for Users who have not registered their phone number. Users must enter their **mobile phone number** and click **Send Passcode**.
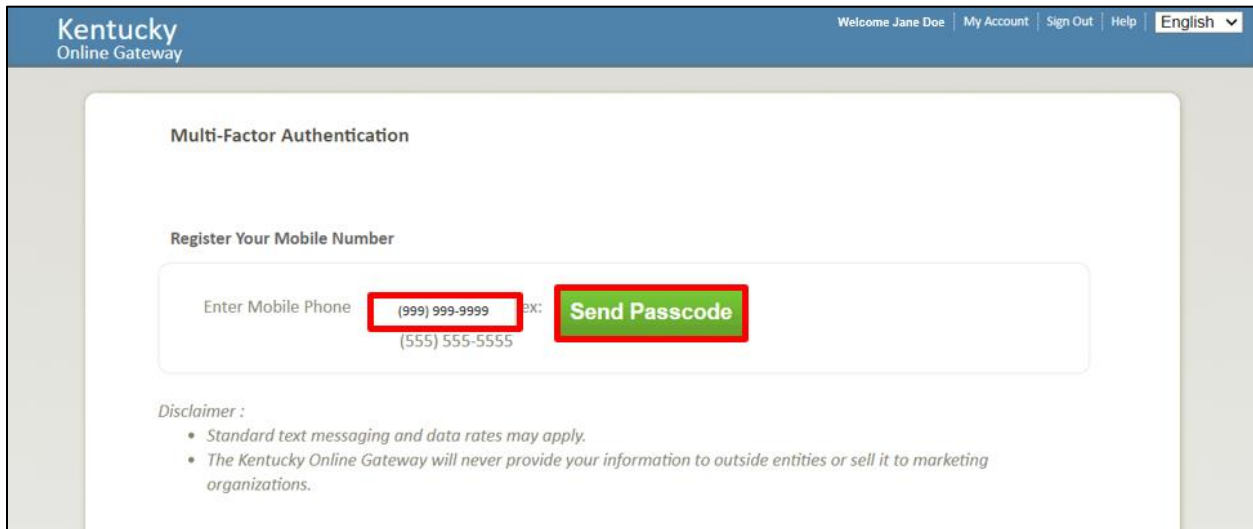
Please Note: The **Register Your Mobile Number** screen does not display for Users who have already registered their phone number. Instead, these Users will be prompted to enter the passcode to validate and verify identify on the **Multi-Factor Authentication** screen.

4. Users will receive a text message from the Kentucky Online Gateway that will include a passcode that will be used for verification.
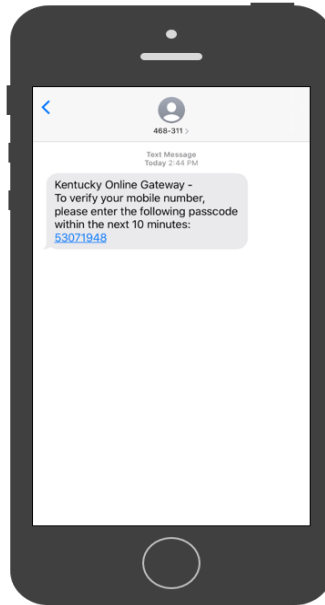
Please Note: It may take up to 5 minutes to receive the passcode via text message. Users should click **Resend passcode** if they did not receive the text message within 5 minutes.

5. To verify the mobile number, Users must enter the **8-digit code** from the text message into the *Enter Passcode* field on the **Multi-Factor Authentication** screen.

6. Users must click **Validate & Verify** to proceed.

**Please Note:** Users must enter the passcode within 5 minutes of receiving the text message.

3   Logging into ePartnerViewer

1. To navigate to the ePartnerViewer, click **Launch** on the KHIE ePartnerViewer application tile located on the **KOG Dashboard** screen.
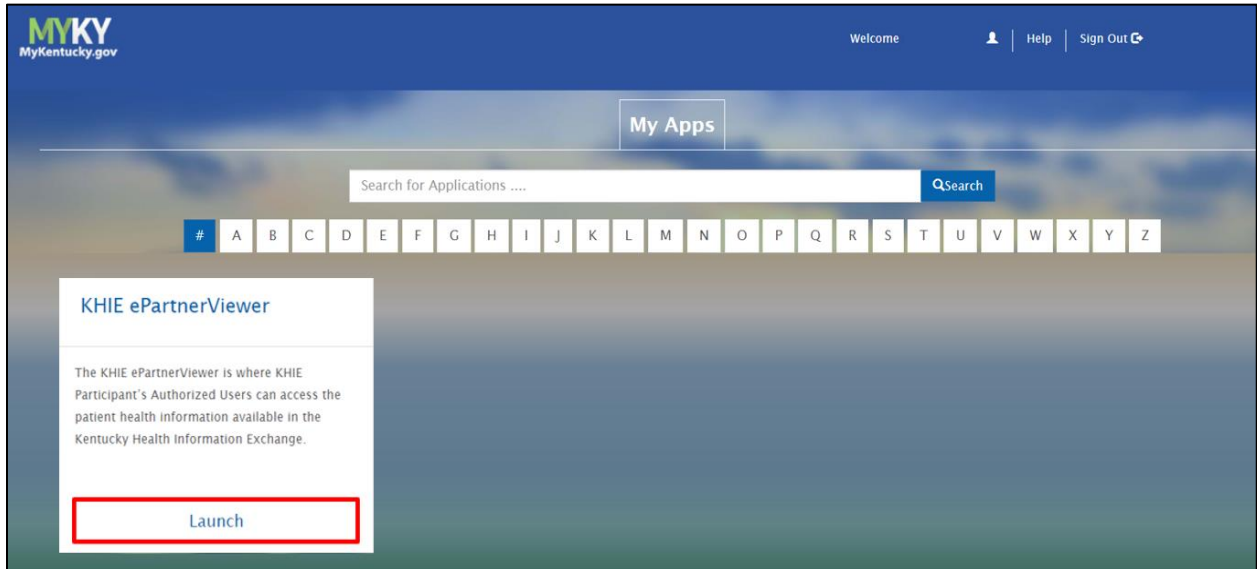

2. **Multi-Factor Authentication**. After logging in, users are asked to complete Multi-Factor Authentication or MFA. Users have the option to receive an MFA passcode by Email or Text.

    -   To complete Multi-Factor Authentication by Email, Users must complete steps 1 through 4 in sub-section *MFA by Email Verification*.
    -   To complete Multi-Factor Authentication by Text, Users must complete steps 1 through 6 in sub-section *MFA by Phone Verification*.
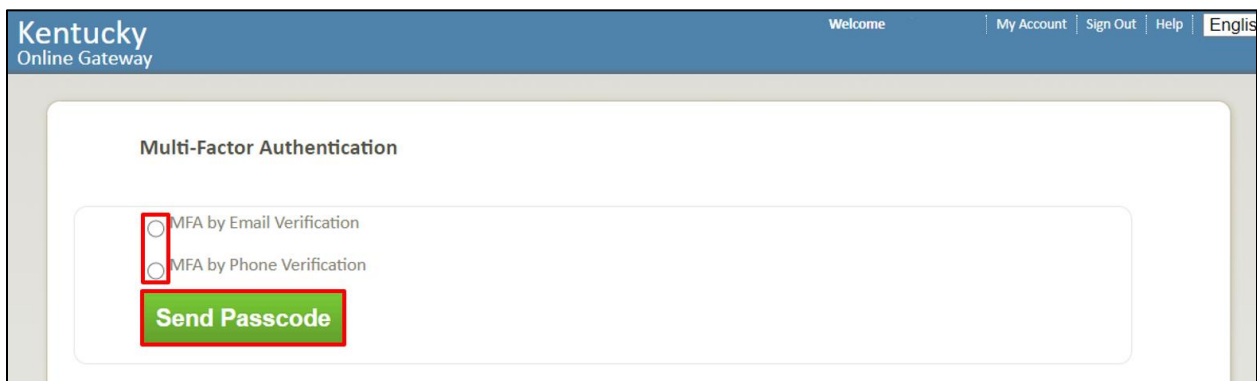
Terms and Conditions of Use and Logging In

After logging into the Kentucky Online Gateway, launching the ePartnerViewer application, and completing Multi-Factor Authentication, the **Terms and Conditions of Use** page displays. Privacy and security obligations are outlined for review.
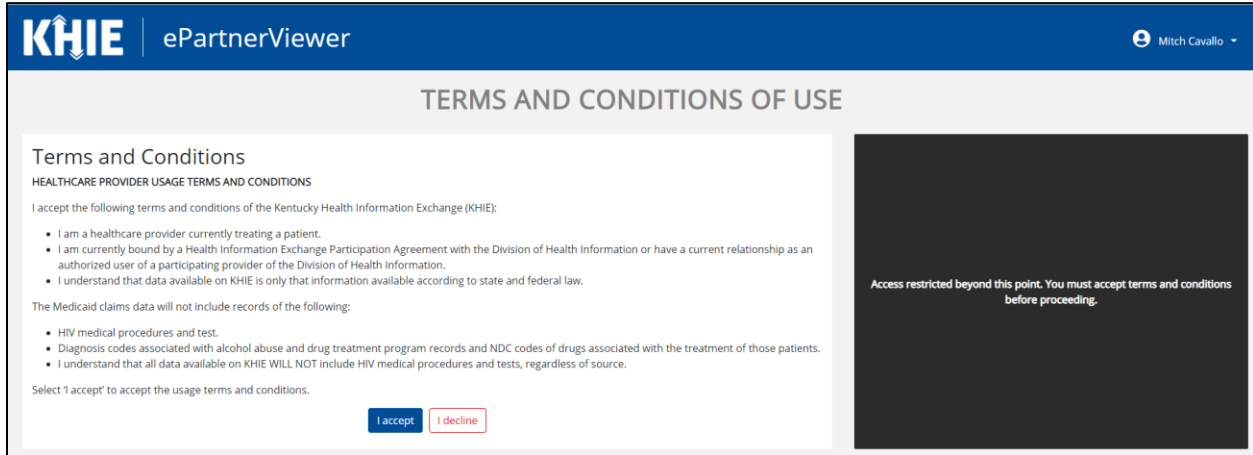

3. Users must click **I Accept** every time before accessing a patient record in the ePartnerViewer.
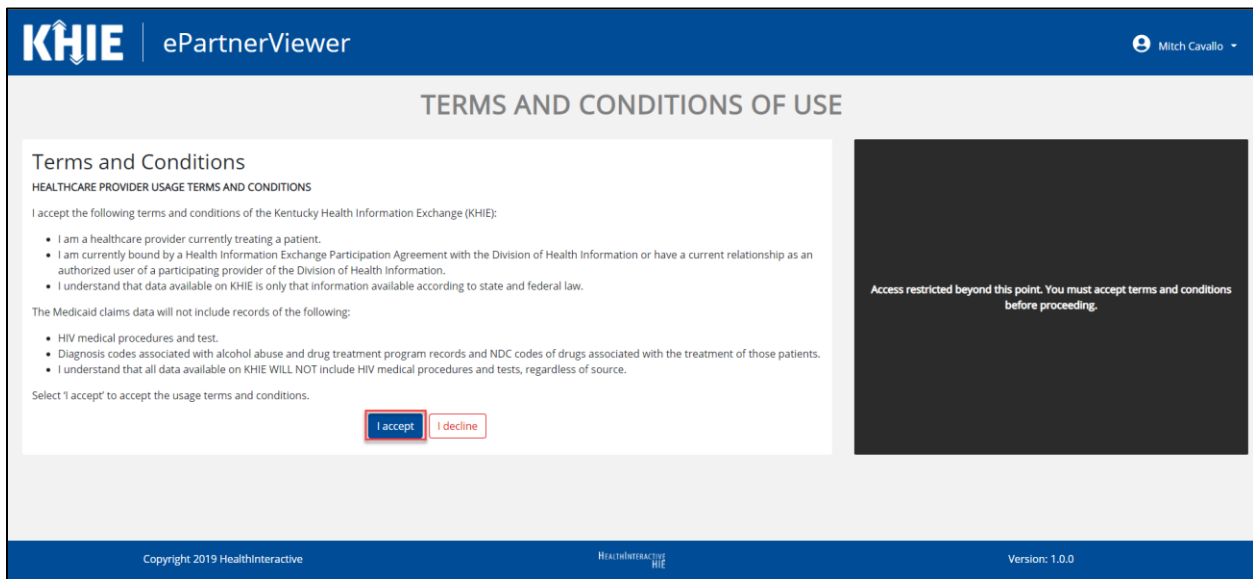
Please Note: The right side of the Portal is grayed out and displays a message that states:
Access is restricted beyond this point. You must accept the terms and conditions before proceeding.

4. Once Users click **I Accept**, the grayed-out section becomes visible. A message appears that indicates the User is associated with an *Organization*. (This is the name of the User's organization.)

5. Users must click **Proceed to Portal** to continue.
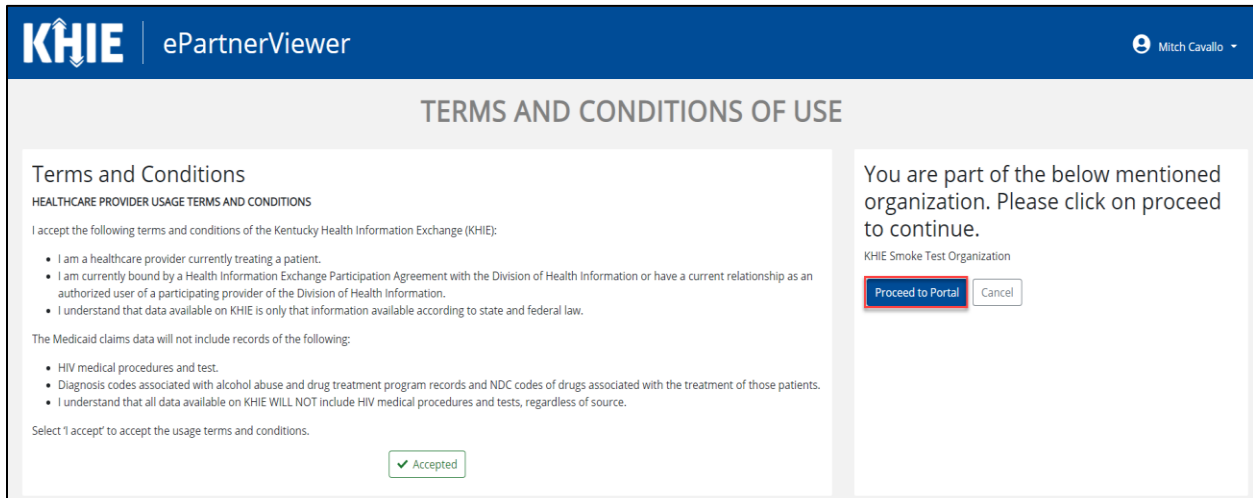
> **Please Note:** Users who click **Cancel** will see a pop-up notification that indicates the User is *about to be logged out*. *Use of the ePartnerViewer portal is subject to the acceptance of KHIE's Terms of Use*. Users must click either **Logout Now** or **Cancel** to proceed to the ePartnerViewer.

4   Viewing Images in the ePartnerViewer

Users with a *Clinical User* Role are authorized to view scaled-down diagnostic images in the ePartnerViewer.

1. Upon logging in, the ePartnerViewer opens in myDASHBOARD where Users can quickly search for a patient by entering the patient's **First Name**, **Last Name**, and **Date of Birth**.
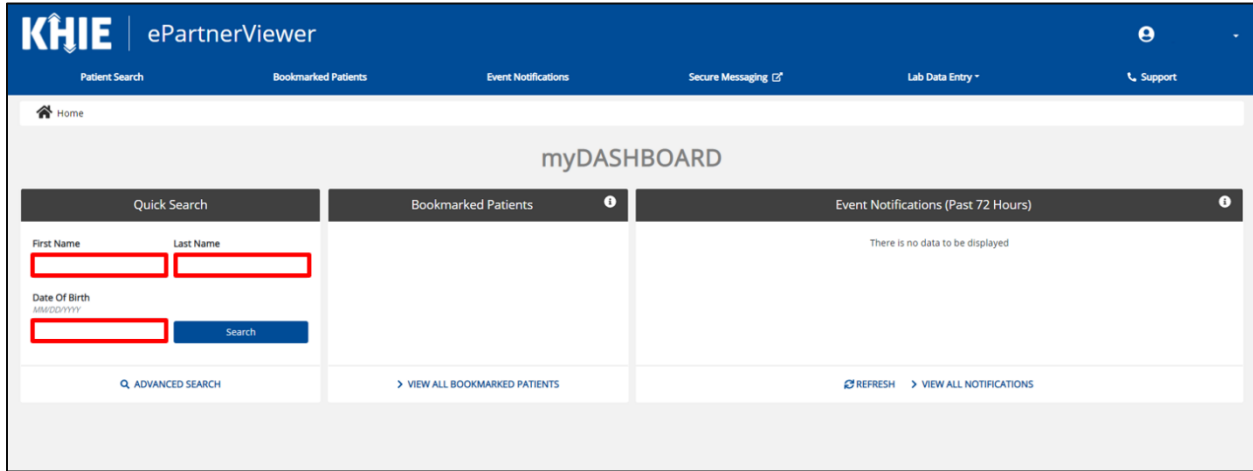

> **Please Note:** Users should enter the patient's Date of Birth to narrow down the Patient Match results in case there are multiple patients with the same first and last names.
>
> If the patient's Date of Birth is unknown, Users should click **Advanced Search** to enter the patient's **Age Range**.
>
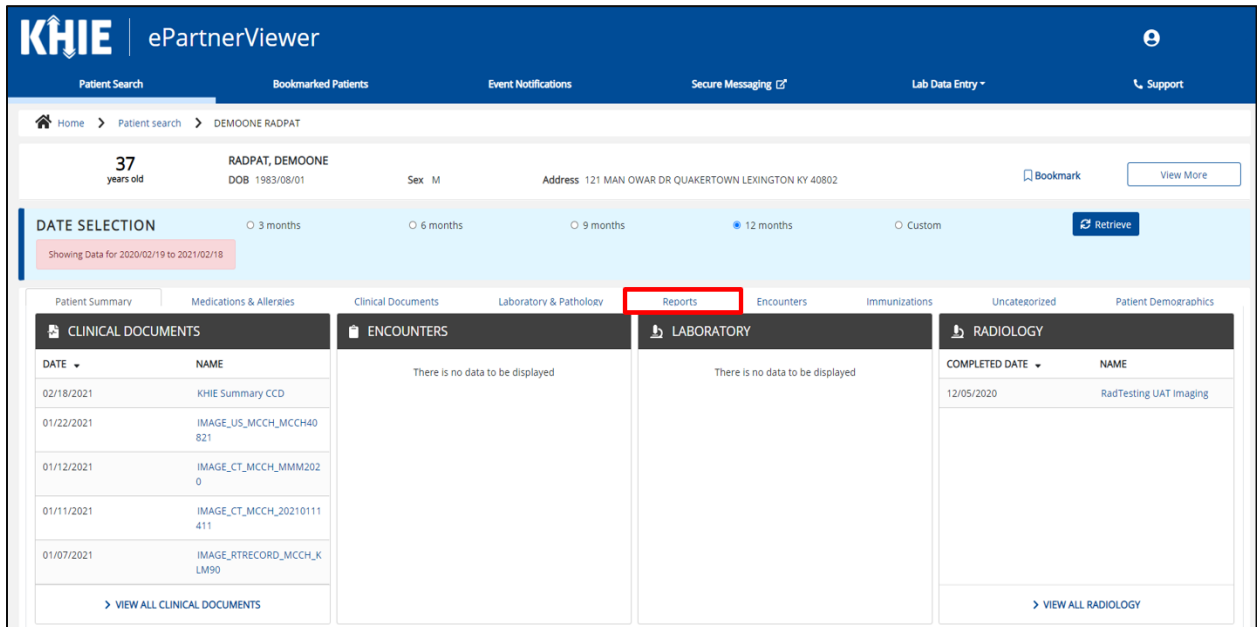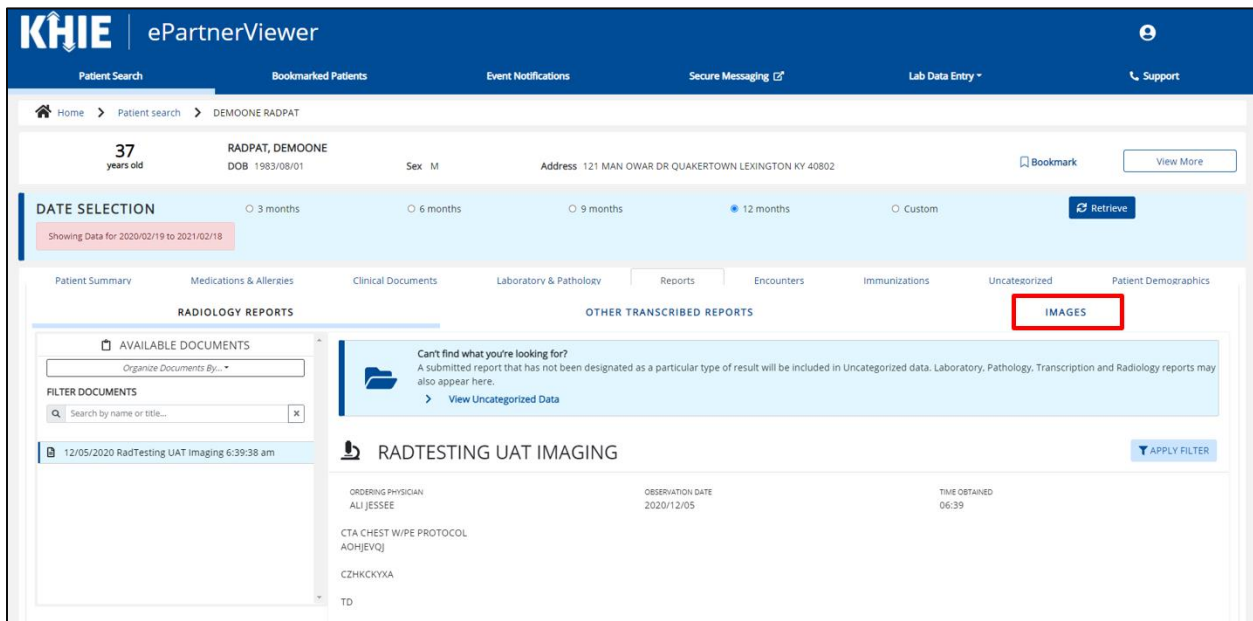> If the patient's Sex is known, Users should select the **Patient Sex**.

2. Click **Search**.
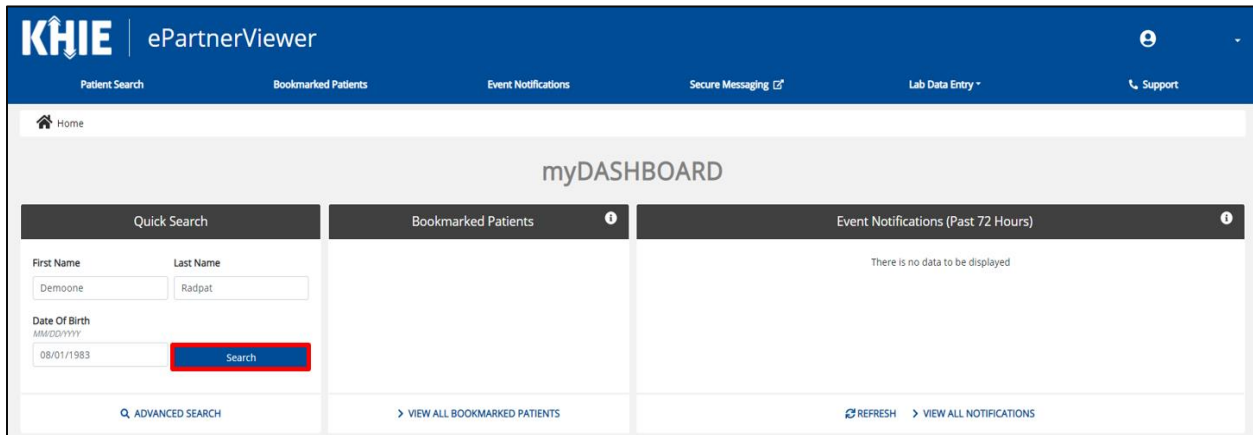
3. The Patient Search results display. Select the appropriate Patient Match.
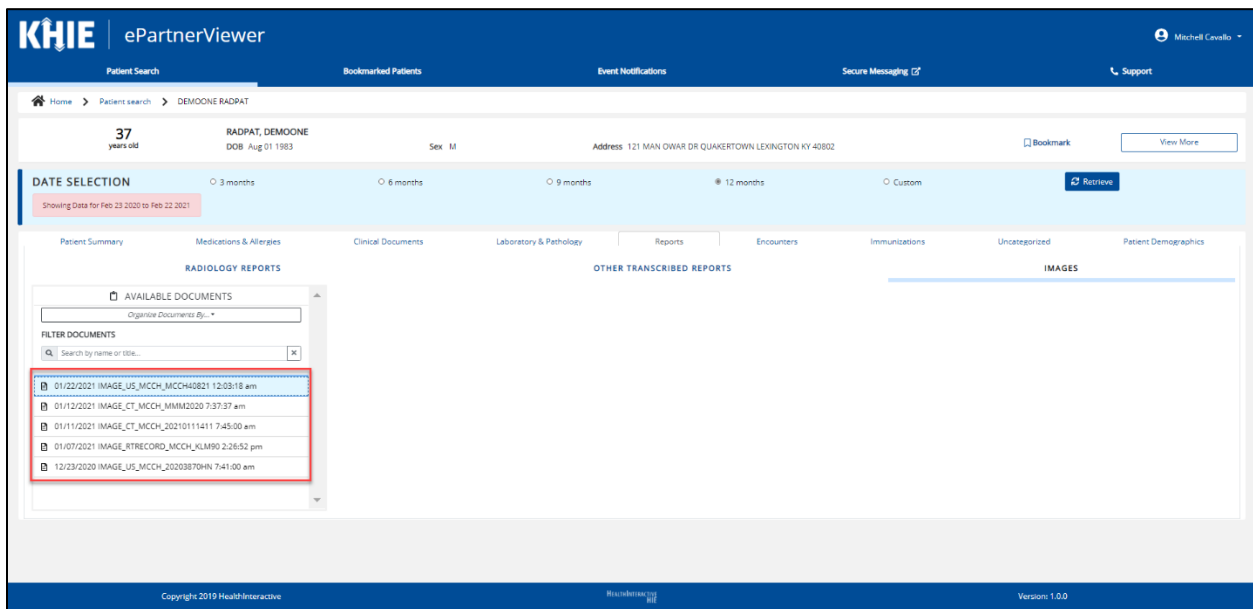4. Click **View** to open the patient record. It will open in the **Patient Summary**.
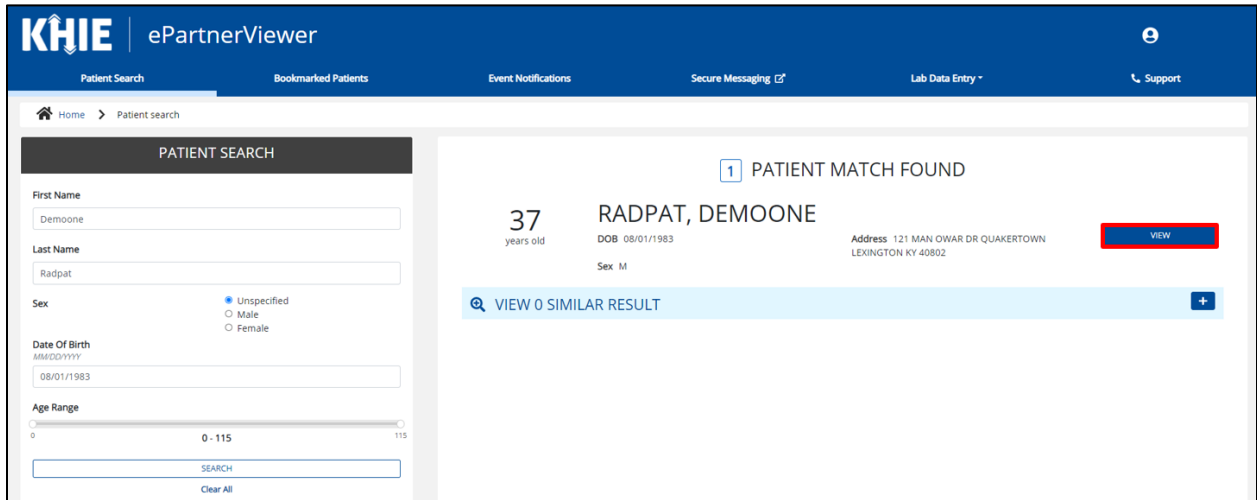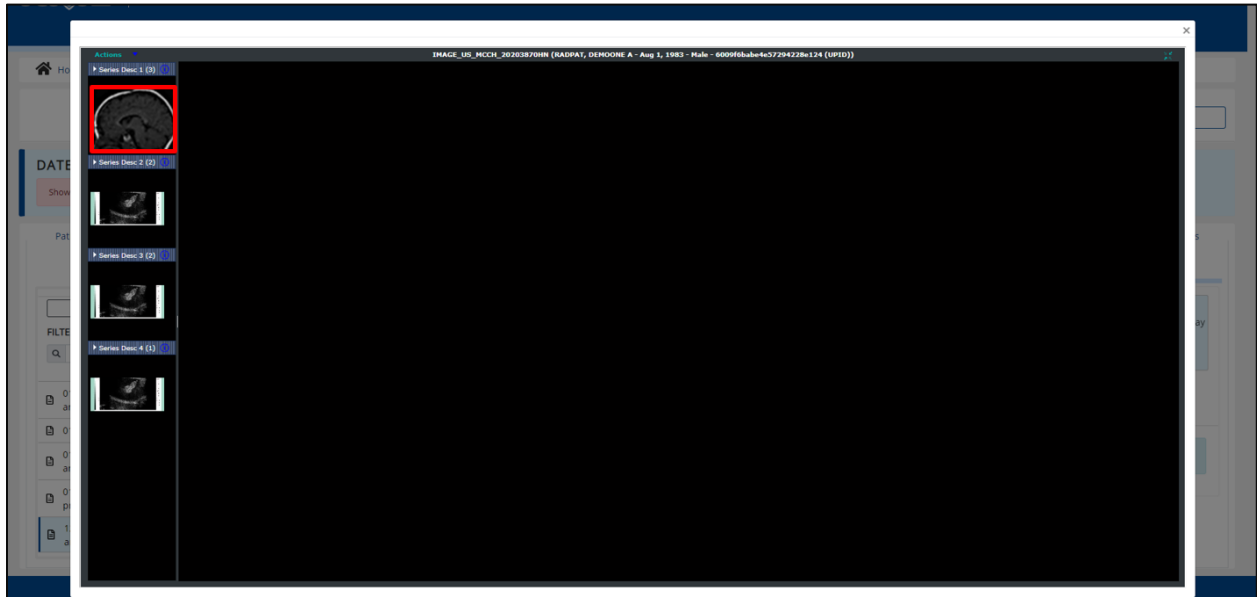

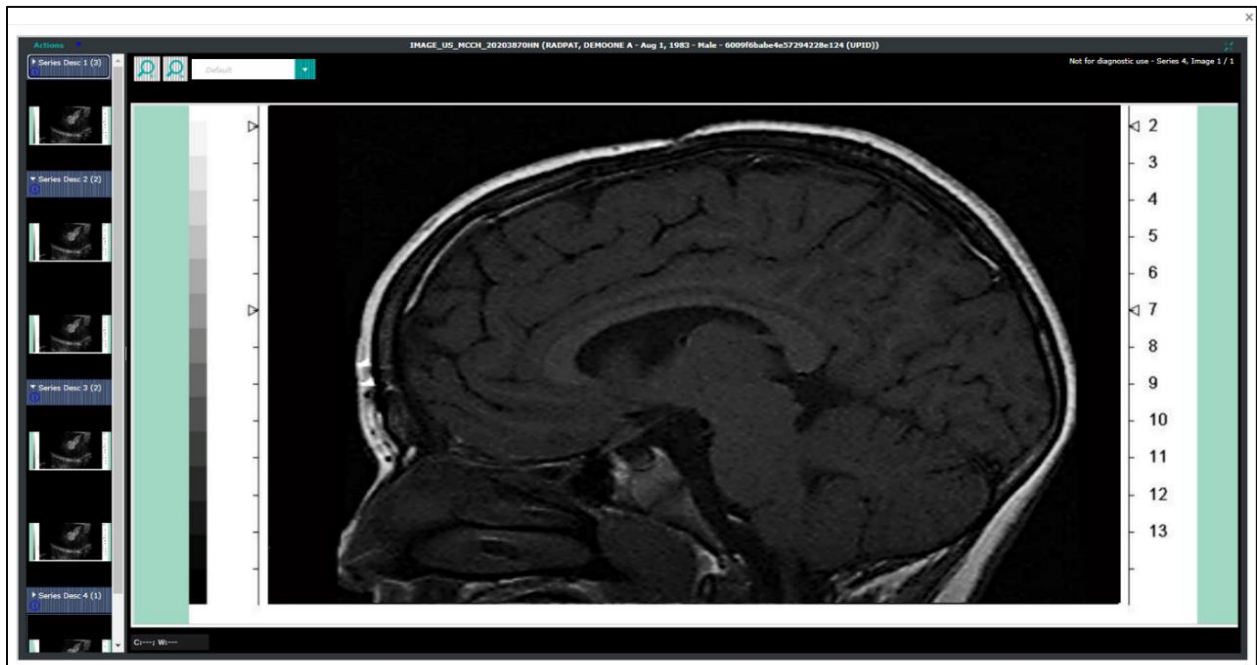5. Click the **Reports** tab to view the images.

6. Click the **Images** tab.

7. Select the **desired document** from the list of Available Documents located on the left side of the screen.

8. The images display as thumbnail images. To view a larger version, click on the desired **thumbnail image**.


9. A larger version of the image displays.

Please Note: The images viewed in the ePartnerViewer are low resolution images and are not intended for diagnostic purposes. To view high resolution images, Users with the *PACS Administrator* role must export images to their local Picture Archiving and Communications System (PACS).

5   Exporting Images

To view high-resolution images, Users must export images to their local Picture Archiving and Communications System (PACS) using DICOM or XCA-i. Only authorized *Clinical Users* with the additional *PACS Administrator* role have the option to export images to a local PACS system.

> **Please Note:** Prerequisite: Users must have *Clinical User* role and *PACS Administrator* role to export images.   In order to **view** images, Users must have a *Clinical User* role. In order to **export** images, Users must have a *Clinical User* role to view the images **PLUS** the *PACS Administrato*r role to export the images.

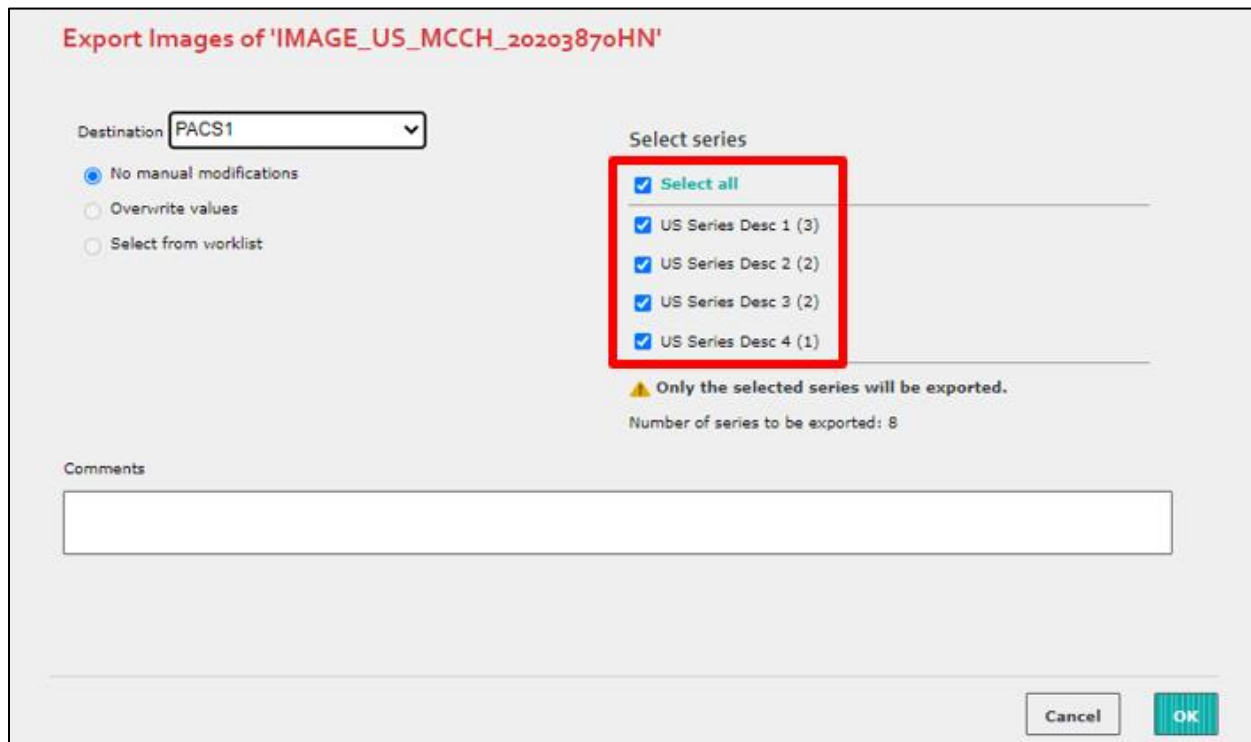1. Click **Actions**. Under the **Actions** drop-down, click **Export**.
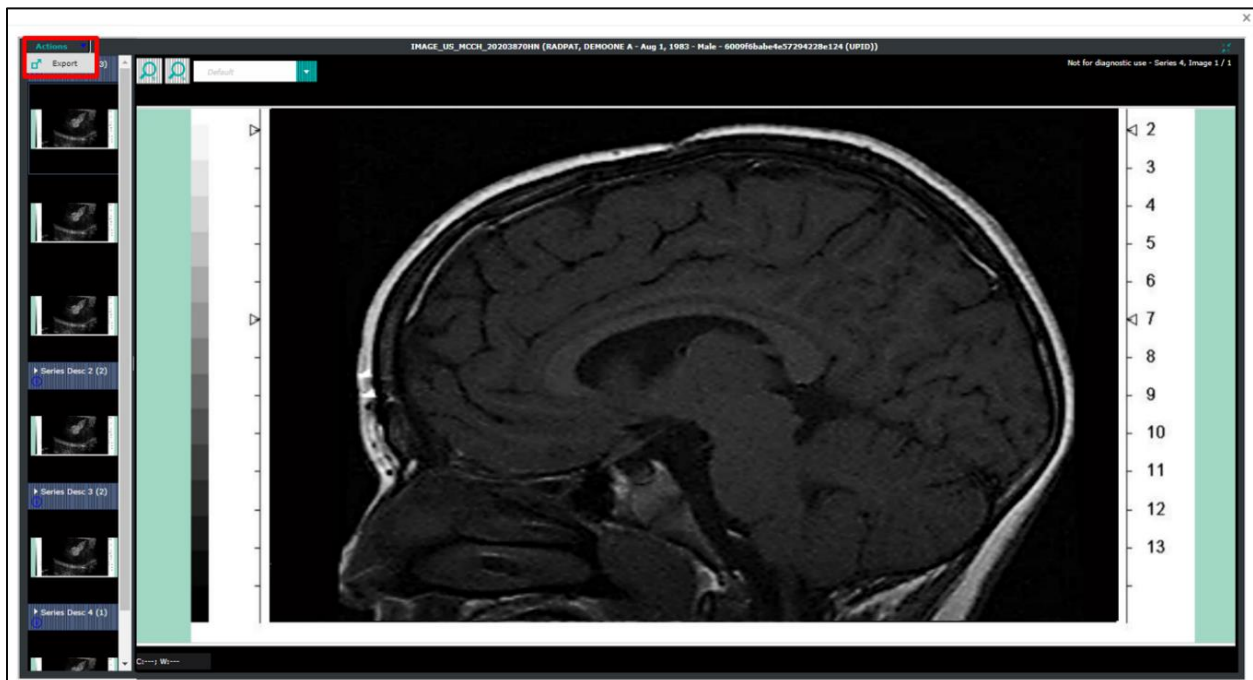
2. An Export Images Pop-up Menu displays. Select the **appropriate target PACS system** from the *Destination* field drop-down.
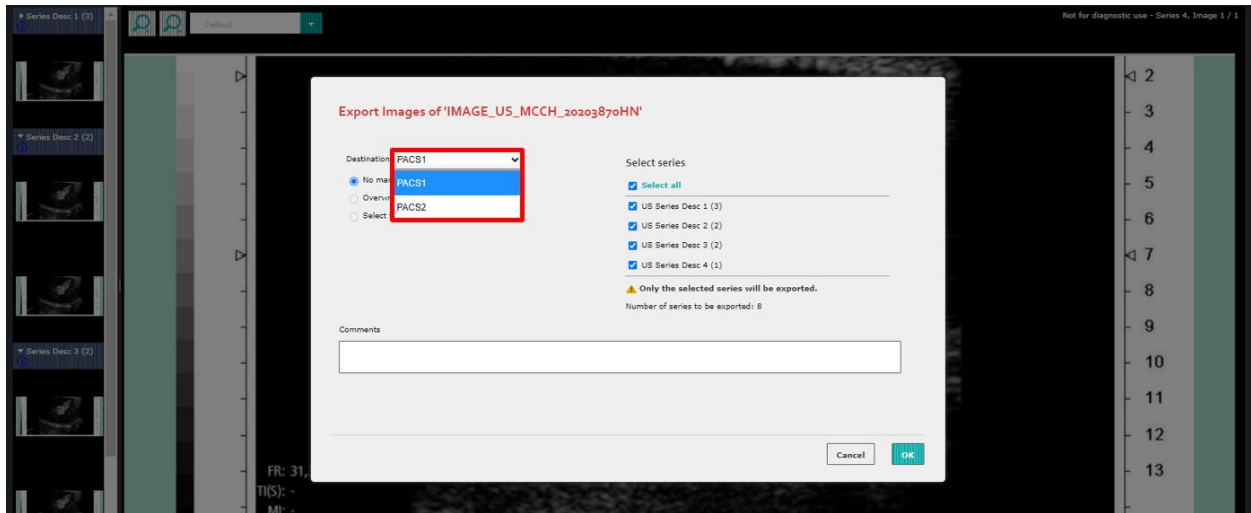
3. Select the **appropriate series** for exporting the image.

Please Note: By default, all series are selected. Users must de-select the **Select All** button, then select the appropriate series to export the image from a specific series.

4. If desired, enter **additional details** about the image in the *Comments* field.

5. Once complete, click **OK**.

6. The **Exports** screen displays the status and details of the image export. The green checkmark indicates that the image was successfully exported.

7. Click the **Green Checkmark** to view additional details of the image export.

6 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.