UK Provider Portal 2.0

http://ukhealthcare.uky.edu/providerportal

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Welcome to the UK Provider Portal 2.0! The provider portal is a secure internet-based service designed for providers who refer patients to UK HealthCare.

In this new portal, you will now be able to view real-time outpatient clinic notes, inpatient provider notes and orders, results, reports, encounters, immunizations, medications, and problems regarding patients you have referred to UK HealthCare.

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Activating your Account

By activating your account, you agree to all HIPAA and confidentiality guidelines and all information on the forms you completed and signed requesting access to the UK Provider Portal 2.0.

Go to:  http://ukhealthcare.uky.edu/providerportal

First, click Account Setup
Then, click Account Manager

Activate your account here. To start, enter your LinkBlue (user) ID and temporary password (u$xxxxxxblue). You will create a new password during this process.

Please note: passwords expire every 90 days. To reset your password use the “Forgot Password” link.
Log In

Once account setup has been completed, go to http://ukhealthcare.uky.edu/providerportal

Click here to launch the portal sign in page.

Please note you must use Internet Explorer 7 or higher. Microsoft Silverlight must be installed for all IE versions. For Internet Explorer 10 or higher, compatibility mode must be on.

Enter User ID we provided and your newly created password when activating your account.
How To View Patients

Multiple ways of viewing patients. The default view is set to Patients’ Recent Events. This view pulls your patients with whom we have you linked as the PCP or Referring provider documented in the UK Electronic Medical Record (EMR) that have had clinical events within the last 6 weeks.

Please Note: Events will only date back to May 22, 2016.
If your patient was seen within this time frame and is not listed, please search – see page 9.
If your patient was not seen within the 6 week time frame, please use My Patients Search – see below.

Admitted Patients provides you with a list of patients with whom we have you linked as the PCP or Referring provider documented in the UK Electronic Medical Record (EMR) that are currently admitted at UK HealthCare or Good Samaritan Hospital.

My Patients Search provides you with a complete list of patients with whom we have you linked as the PCP or Referring provider documented in the UK Electronic Medical Record (EMR). This search section is SESSION SPECIFIC. You must refresh your list at the beginning of each session by clicking “Add Patients”, then “Add All Patients”.

Please note: Referring specialists’ patients can be seen within the Recent Events view if the patient has been seen within the last 6 weeks, otherwise the Manage My Patients Search function must be used - see page 9.
Once you click on Add Patients the following screen will appear. Click “Add All Patients”

Then your list of patients with whom you have a PCP or Referring relationship documented with will appear.

**Practice** mode allows you to view patients that are connected to ALL Providers from your Practice Group (who have portal access) or you can choose Providers.

To enter Practice mode, Click “Practice”. Then choose All Providers or Select Providers of your choice.
**Practice Patients Search** provides you with a complete list of patients with whom we have your Practice Providers linked as the PCP or Referring provider documented in the UK Electronic Medical Record (EMR). This search section is **SESSION SPECIFIC**. You must refresh your list at the beginning of each session by clicking “Add Patients”, then “Add All Patients”.

Once you click on Add Patients the following screen will appear. Click “Add All Patients”.

Then your complete list of Practice patients with whom your Practice we have you linked as the PCP or Referring provider documented with will appear.

To view patients for specific providers in your practice hover above Practice (like pictured above). Then click on “Select Providers”, then check mark the providers you want and click OK.
Once you click on Add Patients the following screen will appear. Click “Add All Patients”

To view all patients for the Providers you selected, Click Add Patients from either button.

Then your complete list of Patients with whom your Providers selected has a PCP or Referring relationship documented with will appear.
Searching for Patients

If your patient is not on any of the lists, you may search. The only way to manually search for patients that are not appearing on your My Patients Search list, is to use the “Manage My Patients” button located next to “Action”.

Selecting “Yes” will give you start seeing recent encounters on “Patients’ Recent Events” from this point forward. You may need to refresh your list by using the “Add Patients”, “Add All Patients” buttons.
How To View/Print Patient Medical Records

The default view is set to **Patient’s Recent Events**. This view pulls your patients that have had clinical events within the last 6 weeks.

**Please Note:** Events will only date back to May 22, 2016. If your patient was seen within this time frame and is not listed, please search using the “Manage My Patients” feature – see page 9.

Click the Patients name from your list. The results and document for the last 6 weeks will automatically populate below. To view or print the note, click the item you wish to open.

This will open UK Clinical Viewer with the note you selected (see pg. 12-19).
**Events Summary (by date)** provides a total count of clinical events for the last 6 weeks.

Clicking on any of the numbers from the Event Summary will narrow down your information below to reflect the category selected.

*i.e. clicking 26 on Labs shows the 26 labs available in the 6 week time frame.*

Click any of the Labs/Imaging/Documents/Outpatient Encounters/Hospital Encounters/Emergency Encounters will open UK Clinical Viewer with the item you selected (see pg. 12-19).
UK Clinical Viewer

UK Clinical Viewer provides you with a Clinical Summary, Encounters, Vitals, Problems, Allergies, Medications, Labs, Imaging Results, Immunizations and Clinical Documents for your patient.

*Please Note: Events will only date back to May 22, 2016.*

Once the viewer is open, you can access additional information regarding this patient from the tabs at the top of the viewer (see pages 12-19).

**Summary** provides you with a quick overview of the patient’s medical history.

- **Summary** – Overview of Allergies, Medications, Encounters, Labs, Problems
- **Demographics** – Name, Identifiers (MRN), Contacts, Providers, Insurance
- **Annual Review** – Calendar view of Encounters, Labs, Imaging
- **Clinical Summary Selected Items** – Allows you to checkmark items from Encounters, Problems, Allergies, Medications, Immunizations, and Labs to build a customized summary report.

Please note: Imaging and Clinical Documents cannot be combined into the Clinical Summary Selected Items Report.

Print icon will print entire Summary page
**Encounters** provides details regarding visits your patient has had a UKHC.

*Please Note: Encounters will date back to November 2014*

Adjust your dates using either option, then select “Show”

Click on each date to view Encounter Details

Click to quickly open the Clinical Document
**Problems** provides a list of problems the patient has been treated for at UKHC.

![Problems screen]

Use the drop down menu to view Problems in a list by selecting “Ungrouped”

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**Allergies** provides a list of allergies UKHC has been notified of. Including: medications, dietary and environmental.

![Allergies screen]
Medications provides a listing of medications prescribed by UKHC. Including medication name, form, duration, prescriber, end date, status, # dispensed, and # refills.

Use the print icon to pull Medication List into a PDF report.
Test provides you with Labs (a chronological view of labs ordered), Lab Results History (a table view of lab results), Imaging and Pathology results (pathology results are located under the Imaging tab).

Please Note: Tests will only date back to May 22, 2016

Hover over Test to bring up the additional tabs

Click the magnify glass to pull the report into a PDF to print.

Click the date to view the Lab Results like the image below.
Lab Results History will generate a categorized version of the labs ordered within the last 6 weeks.
Imaging will show you folders for different tests including: Pathology, Radiology (angiography, CT/MRI, general/fluoroscopy, mammography, nuclear medicine, POL diagnostic imaging, ultrasound) and Special Diagnostics (cardiology, ECG, Echo, Endoscopy, Interventional Radiology, Neuroscience, Pulmonary, Vascular Lab).

Please note: Some tests will be under the Other folder. At this time actual images (X-Rays, EKG’s ECG’s will not be available), only the report will be available.

Immunizations provides a listing of immunizations completed at UKHC with date, location and comments.
Clinical Documents will show you folders for all clinical documents including: Communication, Consultation, Discharge Summary, History and Physical, Procedure Notes, Progress Notes (Outpatient Clinic Notes), Other.

Please Note: Clinical Documents will date back to November 2014

Any documents with a paper clip icon will not show a preview on the right hand side, they will automatically launch into a PDF.
Bulk Action

You can also **Print**, **File** and **Add Reminders** to **Documents, Labs, and Imaging** from your **Patient’s Recent Events** view using the “**Bulk Action**” menu.

To **File** items from your Patient Recent Events after reviewing them, check mark the items you’ve reviewed, then hover above **Bulk Action** then click **File**. This will allow you to clean up your list of items you have already printed or viewed.

To **Add Reminder**, check mark the item(s) to which you want to add the reminder to, then hover above **Bulk Action**, then click **Add Reminder**. Choose the **Date** for the reminder and click **Save**.

*Please note: You will only receive the reminder when you are logged in to the portal.*
Working List

**Working Lists** allows you to customize a list of 2 different sets of patients. For example, patients who require ongoing attention or follow up. These lists are not automatically populated with patients, but you can add or delete patients to the lists according to your needs.

From your **Working List**, check mark the patients you wish to remove. Hover above **Action**, click on **Remove Selected Patients From This List**, and then click **Remove** again.
Removing Patients

To remove patients that are **no longer under your practice’s care**.

Check mark the patients you wish to remove. Hover above **Action**. Click on **Remove Selected Patients From All Lists**. Then click **Remove** again.

If you would like to review the records first, click yes. Otherwise, click **NO**.