UK Provider Portal 2.0
EMERGENCY DEPARTMENT MANUAL
http://ukhealthcare.uky.edu/providerportal

If you have questions, please contact your Physician Liaison:

Rochelle Silvernail
859-619-6509
Rochelle.Silvernail@uky.edu

Jessica Coomes
859-229-2719
Jessica.Coomes@uky.edu

Janet Greene
859-227-2271
Janet.Greene@uky.edu

Linda Hays
606-315-4361
Linda.Hays@uky.edu

Cynthia Salamanca
859-221-4378
cmsalaman@uky.edu

Michele Brock
859-351-3014
Michele.Brock@uky.edu

Or you may contact our Physician Liaison Assistant:
Liz Robertson
859-323-0736
LizColumbia@uky.edu
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. You must activate your account before logging in to the portal.

If you already have a current user ID and password that is not expired, you can skip this step.

All portal users are assigned a unique access, those granted access must never share login identification and passwords with anyone. This includes providers sharing access information with their staff. Portal use shall be limited to the medical records of the provider’s patients. All accounts are monitored and assessed for non-job related access. Users access will be revoked for violations of this requirement. Organizations with a pattern of non-compliant users may have the access for their whole organization revoked.

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

First, click Account Setup.

Then, click Account Manager.
Log In

Once account setup has been completed. Or if you are a current user with a current password, go to http://ukhealthcare.uky.edu/providerportal

Click here to launch the portal sign in page.

Please note you must use Internet Explorer 11. Microsoft Silverlight 5 must be installed. Adobe PDF or Adobe PDF Reader must be installed.

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. If your password is expired and you know your old password, you may click “Start Here”.

Please note: passwords expire every 90 days. To reset your forgotten password use the “Forgot Password” link. Steps on pg 5-6.
Reset Password / Forgot Password

Passwords automatically expire every 90 days without warning. It will provide you with a warning message that says “Your password has expired. Please contact your system administrator.” You do not need to contact anyone – please update or reset your forgotten password following the instructions below.

From the homepage, if your password is expired and you know your old password, click Account Setup. Then click “Start Here”, enter your login information, then click “Change Password”.

If you have forgotten your password, click Forgot Password.

Enter User ID we provided and your newly created password when activating your account.

Please Note: Domain always remains as MC.

If you are receiving this error message when trying to login, this is a password error message. Please be sure that you are entering your user ID and password in correctly.

Or, it could be that your password has expired. Passwords will automatically expire every 90 days and you must follow the steps below to update your password.
Forgot Password or Expired Password

Unable to Log in to Your Account?

Passwords will automatically expire every 90 days and you must follow the following steps to update or change your password.

- Go to the Account Manager and follow the instructions to the left.
- After you have successfully updated your password, you can login to the portal (pages 4-5).

- Click "Forgot Password".
- Enter your LinkBlue ID (User ID)
- Click "I'm not a robot", choose the selected pictures required.
- Click "Next".
- When it says "Password Reset Method" choose "Reset Question".
- Click "Next".
- Answer the Challenge Question it asks. (please note that the answer is case sensitive and must be typed exactly as you typed it when setting up your account)
- Click "Next".
- Enter your New Password.
- Confirm your New Password.
- Click "Save Password".
- Once you have changed your password please Click Here to Log On to the New Portal.
Manually Searching for Patients - **Manage My Patients**

The only way to manually search for patients, is to use the “**Manage My Patients**” button located next to “Action”. This button looks like a man and woman with a green + button.

1. Select the “Manage My Patients” button (this button looks like a man and woman with a green +).
2. Enter your patients Full First Name AND Full Last Name (Entering DOB is Optional)
3. Click “Search”.
4. Verify Date of Birth and Last 4 of SSN.
5. Add Patient to List – “Working List 1”.
6. Click “Add”.
7. Click “Yes”.

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Click the Green + to Search. Hovering above this icon will say “**Manage My Patients**”.

Clicking the arrow to the left of the name allows you to see additional demographics for the patient.
Then, select “My Working List 1” on the far left. To launch the patient’s medical record, highlight their name in the top half of the screen. Then, select their name in bold in the bottom half of the screen.
UK Clinical Viewer

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

Once the viewer is open, you can access additional information regarding this patient from the tabs at the top of the viewer.

**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 (cannot be printed)
- **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.

At any time the Printer Icon is not grayed out you can print the items you are viewing.
**Encounters** provides details regarding visits your patient had a UKHC.

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

<table>
<thead>
<tr>
<th>Admission Date</th>
<th>Type</th>
<th>Facility</th>
<th>Location</th>
<th>Attending</th>
<th>Service</th>
<th>Discharge Date</th>
<th>Discharged To</th>
<th>Encounter ID</th>
<th>Source</th>
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<tbody>
<tr>
<td>2/10/2015 11:00</td>
<td>Ambulatory</td>
<td>UKHealthCare</td>
<td>Clinical Lab Hospital</td>
<td>ZAPM Unknown</td>
<td>Undetermin.</td>
<td>2/5/2015 13:28</td>
<td>Alive, Routine</td>
<td>024534925037</td>
<td>UK ACUTE</td>
</tr>
<tr>
<td>2/10/2015 14:48</td>
<td>Ambulatory</td>
<td>UKHealthCare</td>
<td>Wound Care</td>
<td>ZAPM Unknown</td>
<td>Undetermin.</td>
<td>2/1/2015 23:39</td>
<td>Alive, Routine</td>
<td>024534925036</td>
<td>UK ACUTE</td>
</tr>
<tr>
<td>2/10/2015 12:00</td>
<td>Inpatient</td>
<td>UKHealthCare</td>
<td>Internal Med</td>
<td>JACQUELINE</td>
<td>General Me</td>
<td>1/25/2015 23:59</td>
<td>Alive, Routine</td>
<td>024534925035</td>
<td>UK ACUTE</td>
</tr>
<tr>
<td>10/9/2014 10:00</td>
<td>Ambulatory</td>
<td>UKHealthCare</td>
<td>Clinical Lab Hospital</td>
<td>ZAPM Unknown</td>
<td>Undetermin.</td>
<td>10/9/2014 23:59</td>
<td>Alive, Routine</td>
<td>024534925034</td>
<td>UK ACUTE</td>
</tr>
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Click on each date to view **Encounter Details**.

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

Check mark items to put in “**Clinical Summary Selected Items Report**”.

Click to quickly open the Clinical Document.
Problems provides a list of medical conditions the patient has been treated for at UKHC. The default view is grouped by diagnosis.

Use the Expand All button to expand all out. Or, expand individually using the blue + button.

Change “Problem” to “Ungrouped” to view conditions individually in a list format.

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

Change “Allergy To” to “Ungrouped” to view allergies individually in a list format.

Use the Expand All button to expand all out. Or, expand individually using the blue + button.
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.

Change “Medication” to “Ungrouped” to view medications individually in a list format.
**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

Labs will generate a chronological view of labs ordered, defaulted to six months ago.

- Hover over **Test** to bring up the additional tabs.
- Click the magnify glass to pull the report into a PDF to print.
- To print multiple labs at once, Check Mark the items to add them to your “Clinical Summary Selected Items” report.
- Click the date to view the Lab Results like the image below.
- Results in red indicate an abnormal result.
Lab Results History will generate a table version of the labs ordered, defaulted to the last two months. If no results are displaying, adjust your dates back as far as May 22, 2016.
Imaging will show you folders for different tests including: Pathology, Radiology (angiography, CT/MRI, general/fluroscopy, 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, EKGs ECGs will not be available), only the report will be available.

1. Click the Expand All OR blue + button to expand
2. Click on the title to see a preview of the report in the window pane on the right
3. Click to print the test selected

Optional – You can sort by Ordered by, Date or Facility

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, Emergency Notes, History and Physical, Procedure Notes, Progress Notes (Outpatient Clinic Notes), Operative Notes, Other.

Please Note: Clinical Documents will date back to November 2014.

1. Click the Expand All OR blue + button to expand.
2. Click on the title to see a preview of the report in the window pane on the right.

Optional – You can sort by Ordered by, Date or Facility.

3. Click to print the test selected.

Any documents with a paper clip icon will not show a preview on the right hand side, but will automatically launch into a PDF.
Removing Patients from Working List

After you have reviewed the patient’s medical record you will need to *Remove the Patient* from your Working List.

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

Logging Off

Please be sure to log off after you have finished using the system.

Click the Lock Icon to Log Off.
Frequently Asked Questions

Not all patient information is available on this portal. Please use the numbers below to contact Health Information Management (Medical Records) for any additional information required.

Items not included on Provider Portal 2.0:
- Tests (labs and imaging) older than May 2016
- Clinical Documents older than Nov 2014
- Ophthalmology Clinic Notes
- Dentistry Clinic Notes
- Psychiatry Documents
- Blue Angels OB Ultrasounds
- Manometry Reports
- Cath Lab Reports
- Actual Images (X-Rays, EKGs, ECGs, etc – report only)

UK Albert B. Chandler Hospital: Call 859-322-5117
Gill Heart & Vascular Institute Cath Lab: Call 859-323-6035
UK Good Samaritan Hospital: Call 859-226-7033
Kentucky Clinic: Call 859-323-5561

☐ If you receive an error when trying to log on to the portal, it is most likely due to an incorrect or expired username or password. (See pages 5-6).

☐ Pathology Results are under the “Test” then, “Imaging” then, “Pathology” folder. (See page 19)

☐ To manually search for a newborn’s record’s try entering the Baby’s Full Last Name and Date of Birth. You cannot search by only birth date and gender. (See page 9)

☐ To open the patient’s medical record, select their name in the top half of the screen, then click their name in bold in the bottom half of the screen. (See page 9)

☐ Click on “Refresh” any time this dialogue box appears to receive all current data for the patient.

☐ To manually search within all of UK HealthCare for a patient use the “Manage My Patients” button located to the right of the “Action” button. (See pages 9-10)

☐ **DO NOT** click the “Open Search Patient Page” button

☐ If you receive this warning message, click “Cancel” – This indicates you’re using the wrong page.
Additional Help

Additional help is always available to you. On our homepage, https://ukhealthcare.uky.edu/medical-professionals/physician-portal there are several helpful links, including: “Need Help” which offers a YouTube based training video, Information regarding online (webinar) “Portal Trainings” we are hosting and our Contact Information. This page will also be updated with any downtime or system issues we are experiencing.

Contact Us

Have questions or need help signing up? Call 859-323-0736 or email Liz Robertson, lizcolumbia@uky.edu. Click here to contact your physician liaison.