UK Provider Portal 2.0

http://ukhealthcare.uky.edu/providerportal

If you have questions, please contact your Physician Liaison:

Tarra Lowe 859-559-7602
Tarra.Lowe@uky.edu

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

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

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

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

Or you may contact our Physician Liaison Assistant:

Liz Robertson 859-323-0736
LizColumbia@uky.edu
# Table of Contents

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.

Activating your Account ........................................................................................................... 3-4
Log In ........................................................................................................................................ 4-5
Reset Password / Forgot Password .......................................................................................... 5-6

**How to View Patients** ........................................................................................................ 7
- Patients’ Recent Events ........................................................................................................ 7
- Practice Mode ........................................................................................................................ 7
- Admitted Patients ................................................................................................................... 5
- Practice Patients Search ...................................................................................................... 8

**Manually Searching for Patients in Practice Patients Search** ........................................... 9-10

**How to View/Print Patient Medical Records** ................................................................ 11
- Viewing records from Patient’s Recent Events (Events Summary by Date) ...................... 12

**UK Clinical Viewer** .......................................................................................................... 13-20
- Summary ............................................................................................................................... 13
- Encounters ............................................................................................................................ 14
- Problems ............................................................................................................................... 15
- Allergies ............................................................................................................................... 15
- Medications .......................................................................................................................... 16
- Tests - Labs ............................................................................................................................ 17
- Tests – Lab Results History ................................................................................................. 18
- Imaging ................................................................................................................................. 19
- Immunizations ...................................................................................................................... 19
- Clinical Documents .............................................................................................................. 20

**Bulk Action** ..................................................................................................................... 21
- Print ........................................................................................................................................ 21

**Working List** ....................................................................................................................... 21
- Add Patient to Working List ............................................................................................... 21
- Remove Patient from Working List .................................................................................... 22

**Removing Patients** ........................................................................................................... 23

**Logging Off** ....................................................................................................................... 23

**Frequently Asked Questions** ........................................................................................... 24

**Additional Help** ............................................................................................................... 25
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.
Passwords automatically expire every 90 days without warning. To update or reset your forgotten password please follow the instructions below.

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.

From the homepage, if your password is expired and you know your old password, Click Account Setup.

If you have forgotten your password, click Forgot 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.
- 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.

Click 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).
How To View Patients

The default view is set to **Patients’ Recent Events**. If you are a provider, this view displays patients that we have a documented PCP or Referring Provider relationship with clinical events in the last six weeks.

- Events Summary will only date back to May 2016.
- If this is a new patient, or if the patient did not list you as their referring provider, they will not be listed.
- Patients are listed in chronological order with the most recent visit to UK HealthCare at the top of the list.
- Any patient’s name listed in red indicates they are deceased.
- If your patient was seen within this time frame and is not listed, please manually search using the Manage My Patients Search feature – see page 9.
- If your patient was not seen within the 6 week time frame, please use Practice Patients Search – see page 8.

If you are a staff member, the Patients’ Recent Events screen will always say “No patients found for the given parameters.” You will need to enter Practice mode and select your provider(s) to pull in this list of patients.

If a provider is not on your list, it indicates they do not have an active portal account.

To enter Practice mode, Click “Practice”.
Click on “All Providers” OR “Select Providers”.

Check mark all Providers. Then select **OK**.
OR
Check mark the Providers of your choice. Then select **OK**.
**Admitted Patients** provides you with a list of patients with whom we have your Provider(s) linked as the PCP or Referring provider that are currently admitted at UK HealthCare or Good Samaritan Hospital.

**Practice Patients Search** provides you with a complete list of patients with whom your Provider(s) have a documented PCP relationship with. 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 manually search using the Manage My Patients Search feature – see page 9.*

When in practice mode it will say “Multiple providers selected”
Use the green reverse button to revert back to yourself.

To view all of your patients, Click Add Patients from either button.
Please note: This screen will appear blank for each new session until you click on Add All Patients.

Once you click on “Add Patients” the following screen will appear. Click “Add All Patients”
Then, your complete list of practice will appear.

### Manually Searching for Patients in Practice Patients Search – Manage My Patients

If your patient is not on the Practice Patients Search, you may manually 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”. This button looks like a man and woman with a green + button.

1. Enter “Practice” Mode (see page 7).
2. Select “Practice Patients Search”
3. Refresh your “Practice Patients Search” list, using the “Add Patients”, “Add All Patients” buttons (see page 8).
4. Click the “Manage My Patients” button (man and woman with a green + button).
5. Enter your patients Full First Name AND Full Last Name.
6. Click “Search”.
7. Verify Date of Birth and Last 4 of SSN.
8. Add Patient to List – Click on “My Patients Search”.
9. Select your provider.
10. Click “Add”.
11. Click “Yes”.

To open the patient’s records, first select your patient’s name. Then, click the patient’s name in bold at the bottom to launch the patient’s medical record.
1. Enter patients Full Last Name and Full First Name
2. Click Search
3. Verify Date of Birth and Last 4 of SSN
4. From the drop down menu choose “My Patients Search”
5. Click the phone book icon to choose your provider. Select your provider from the list.
6. Click “Add” then on the next screen click “Yes”

Selecting “Yes” allows you to 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 (see pg 8)
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 Summary 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 pages 13-20).
From the Patients’ Recent Events screen - **Events Summary (by date)** provides a total count of clinical events for the last 6 weeks.

<table>
<thead>
<tr>
<th>Emergency Encounters</th>
<th>Hospital Encounters</th>
<th>Outpatient Encounters</th>
<th>Documents</th>
<th>Labs</th>
<th>Imaging</th>
</tr>
</thead>
</table>

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.*

Clicking any of the Labs/Imaging/Documents/Outpatient Encounters/Hospital Encounters/Emergency Encounters will open UK Clinical Viewer with the item you selected (see pg. 13-20). Or you can click on the patient’s name in BOLD to also launch their medical record. If you click on the patient’s name in bold, Clinical Viewer will launch and default to the Summary tab.
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 at 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.

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.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Date</th>
<th>Category</th>
<th>Problem</th>
<th>Code</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>-</td>
<td></td>
<td></td>
<td>-</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Allergy</th>
<th>Date</th>
<th>Category</th>
<th>Type</th>
<th>Reaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>-</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

Change “Allergy To” to “Ungrouped” to view allergies individually in a list format.
Medications provides a listing of medications prescribed by UKHC. Including medication name, form, duration, prescriber, end date, status, # dispensed, and # refills.

Change "Medication" to "Ungrouped" to view medications individually in a list format.

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.

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

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.

Select or deselect results. Then click “Show.”

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

Use drop down menu to view by Orders, Collection Date or Latest Results.

View a line graph of lab results. Line graph cannot be printed.
I
maging 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.

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.
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.
**Bulk Action**

You can also bulk print from your Patients’ Recent Events view using the “Bulk Action” menu.

Working List

**Working Lists** allows you to customize a list of two different sets of patients for your view only, similar to a “to do” list. For example, patients who you need to print records for, ongoing attention or are part of a clinical trial. These lists are not automatically populated with patients, but you can add or delete patients to the lists according to your needs.

Check mark the patients you wish to add to your Working List (either 1 or 2). Hover above Action, Hover above Add Selected Patients To, and then click on My Working List 1 or My Working List 2. Or you can “drag and drop” the Patients to the list you wish to add them to by placing the cursor over their name until a hand appears. Left click and drag to the appropriate list.
Removing Patients from Working List

Patients remain on your working list until you tell the system to remove them. Removing patients from your Working List does **not** remove them from “My Patients Search”.

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.
Removing Patients

If you are a provider you can remove patients that are on your My Patient Search list that are no longer under your care.

*Note: Staff members cannot remove patients from a providers list.*

<table>
<thead>
<tr>
<th>My Patients Search (9 patients out of 9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PATIENTS</strong></td>
</tr>
<tr>
<td><strong>My Patients Search (9)</strong></td>
</tr>
<tr>
<td>Print Patients List</td>
</tr>
<tr>
<td>Add Patients To</td>
</tr>
<tr>
<td><strong>RECENT EVENTS</strong></td>
</tr>
<tr>
<td>Patients’ Recent Events</td>
</tr>
<tr>
<td>Admitted Patients</td>
</tr>
<tr>
<td><strong>WORKING LIST</strong></td>
</tr>
<tr>
<td>My Working List 1</td>
</tr>
<tr>
<td>My Working List 2</td>
</tr>
</tbody>
</table>

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.

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).

☐ Staff must enter “Practice Mode” to start. If no patients are displaying under “Patients’ Recent Events” and you are a staff member, be sure you enter “Practice Mode” first. (See page 7)

☐ If no patients are displaying under “My Patients Search”, make sure you are in “Practice Mode” (see page 7) AND you have selected “Add Patients” and “Add All Patients”. (See page 8)

☐ 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”
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.