



## Quick Steps for Using KeyHIE:

KeyHIE (the Keystone Health Information Exchange) provides caregivers secure access to consented patient information from participating healthcare organizations. To fully understand the portal's capabilities, be sure to read the KeyHIE User Manual/Help guide. This quick step guide provides an overview of what you need to know to get started.

### Log in

In your browser's address bar, enter <https://clinical.keyhie.org>. To login, use the user ID and password provided to you after training. You will be asked to change your password.

- Password parameters:
  - Must be a minimum of 10 characters and must contain:
  - Upper and lower case letters
  - Number
  - Special character
- On the left-hand side of the screen, click "My Details":
  - Click "Set Security Question" and set a security question/answer, click "Update Preferences"
  - This will allow you to use the "forgot password" link on the login page, if necessary

*Note: You will be prompted to change your password every 90 days.*

### Find a patient

On the left-hand side of the screen, click "Patient Search". There are two ways to search for a patient:

1. Search by your EMR (local) Identifier, or facility medical record number, and select your facility under "Identifier Type" dropdown
2. Search by first name, last name and date of birth (example: 17-Mar-2016)

### Establish a relationship with the patient

If this is your first time viewing the patient's record in KeyHIE, you will be asked to select your relationship to the patient (example: PCP, Nurse) and click "Continue". After you've done this, you can access the patient again in your "Recent Patients" list without having to establish your relationship each time.

## View clinical information

Information will be available for you to view in the patient's record (example: lab results, discharge summaries, care summaries). Note: If the patient hasn't consented at a particular organization, the information will not be viewable to you. If an organization doesn't participate with KeyHIE, the information will not be viewable.

## PA Patient & Provider Network (P3N)

Information available from other PA health information exchanges (HIEs) can be found under the 'External Record' tab in a patient's record in KeyHIE. If information outside of KeyHIE is needed for treatment purposes, click 'External Record' tab, select a purpose and location (choose PA-eHealth), and click 'Search'.

PA HIEs connected to P3N:

- Clinical Connect HIE (summer 2016)
- HealthShare Exchange of Southeastern PA (HSX)
- Keystone Health Information Exchange (KeyHIE)
- Mt. Nittany Exchange (summer 2016)
- St. Luke's University Health Network's eVantage Health

## Communicate

This option will only be available if you have an Orion Health Direct Secure Messaging account and a KeyHIE provider portal account. Please follow the instructions in the email from Orion Health to completely setup your DSM Web account. After successfully setting up your account, you'll be able to access DSM through your KeyHIE provider portal account under the "Communicate" menu option.

## Technical issues

If you receive error messages, lock yourself out of your account (after 3 failed attempts to login) or encounter any other issues, please contact our helpdesk at **570-271-8092**. Let the helpdesk representative know that you are having a KeyHIE issue and the problem will be sent to KeyHIE staff to call you back and assist you.

Training or general questions? Email us at [KeyHIEEducandTrng@geisinger.edu](mailto:KeyHIEEducandTrng@geisinger.edu).

## Log out

After your session is complete, please logout. Note: the system is set to log you out after 15 minutes, unless you change the inactivity logout time under "My Details".