



Access Guide – Accessing CHIE via a Web Browser (Portal User)

The Care and Health Information Exchange (CHIE) is a computer system used by the NHS and Social Care to safely share important information about a patient with those treating them.

You can use CHIE to access GP records, Community, and hospital records (pathology reports, X-ray or scan reports, discharge summaries and clinic letters) for patients registered to GPs in Hampshire and the Isle of Wight.

Accessing CHIE through a Web Browser

- To access the CHIE system via a web browser, you will need your own individual user account. To request a user account, contact the CHIE team at info.CHIE@nhs.net
- Access the CHIE log in page at www.chiehiow.nhs.uk

Logging in for the first time

- Enter your username and password and click **'Sign In'**.



CHIE
Care and Health Information Exchange

Please enter your user ID and password

User ID

Password

Setting up your authenticator app (one time process)

- You need to set up mobile authentication to activate your CHIE account.

- Install one of the following applications onto your smart phone:

App	Google link	Apple link
Google Authenticator	Google Play Store	Apple Store
FreeOTP Authenticator	Google Play Store	Apple Store
Microsoft Authenticator	Google Play Store	Apple Store

(Further information about why we are asking you to do this can be found [here](#).)

- Open the application on your phone and scan the barcode on your PC/laptop screen.
- The app will generate a one-time code. Enter the code in the field marked **One-time code*** then click **'Submit'**

Changing your password

- You will then be prompted to change your password
- Enter your new password twice and click **'Submit'**.

Disclaimer

Accept this disclaimer to continue

i If you do not accept this disclaimer within five minutes, you will be logged out and returned to the login page.

Disclaimer
This Portal must only be used for work related purposes, where you have a legitimate relationship with the patient in order to access their personal data to provide data from source systems which is accurate and up to date, however key information should be checked with the subject of the data as systems being up to date. There can be delays of data entry on source systems, so the absence of information in any part of the portal, does not mean that the information is incorrect.

Terms of use
ATTENTION: You are attempting to access the Care and Health Information Exchange (CHIE) and associated systems on behalf of your organisation. By entering the system, you confirm your acceptance of the terms and conditions and that you are bound by both them, all relevant data protection legislation. As part of this role, you have been approved to obtain consent on behalf of your organisation.

! Use of this computer is bound by the terms of the current data protection legislation and by the Computer Misuse Act (1990).

! Copying data and downloading documents from CHIE is strictly prohibited, in accordance with standard terms and conditions of use.

Accept **Cancel**

- Read and click **Accept** to acknowledge the disclaimer.

Searching for a patient

- You will then be able to search for the patient record you wish to view, by entering their details (preferably their NHS Number) and clicking **'search'**. Double click on the patient to view their record.

The Landing Page / Home Screen

- This is the first page that you will see, the content of which is determined by your job role (Role Based Access Level). An example of a typical Landing Page:

The screenshot shows the CHIE Landing Page. On the left is a navigation menu with 'PATIENTS' expanded to show 'Recent Records' and 'Patient Search', and 'WORKLISTS' below it. The main content area displays two tables of patient records. The first table is titled 'Today' and contains one record for Michael TDNB. The second table is titled 'Last 7 Days' and contains two records for Donotuse TDNH and TDNI. Each record includes columns for NHS Number, Name, Gender, and Born (Age). There are 'Remove' buttons and 'None selected' messages below each table.

	NHS Number	Name	Gender	Born (Age)	
<input type="checkbox"/>	999 052 6141	XXTESTPATIENT-TDNB, MICHAEL	Male	17-Sep-2017 (3 years 4 months)	-

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	NHS Number	Name	Gender	Born (Age)	
<input type="checkbox"/>	999 052 6214	XXTESTPATIENT-TDNH, DONOTUSE	Male	15-Mar-1977 (43 years)	-
<input type="checkbox"/>	999 052 6222	XXTESTPATIENT-TDNI, DONOTUSE	Male	25-Jun-1938 (82 years)	-

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Help and Assistance

- If you have any other CHIE specific questions or support needs, please contact the CHIE team at Email: info.chie@nhs.net

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CHANGE CONTROL

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