Tennessee Department of Health
Newborn Screening Follow Up Program
Division of Family Health and Wellness
R.S. Gass Building, 1st Floor
630 Hart Lane, Nashville, TN 37243

Newborn Screening Program Secure Remote Viewer (SRV)
Access Information

Dear Provider,

The Newborn Screening Program now has screening results available for healthcare providers to view and print via the web. Healthcare providers must be registered with the Department of Health in order to gain access to the Secure Remote Viewer (SRV).

If you would like access to the system please fill out this form and **FAX** it to **(615) 532-8555**. We will verify that you are in the State Laboratory's system to receive Newborn Screening results via mail to be eligible to gain access to the SRV.

An email address is required. Once this form is received, you will be notified via email of your Username and Password. The email will not include the link to the SRV website for security purposes. Please log into: https://newborn.health.tn.gov/toolbar/login.aspx to access the SRV once you receive your Username and Password.

First Name: _____ **MI:** _____ **Last Name:** _____

Profession: ☐ MD ☐ DO ☐ APN ☐ PA ☐ Audiologist ☐ Midwife **License#:**_____

Address of Practice: _____

_____

_____

Telephone: (_____)_____ Fax: (_____)_____

Email address: _____ **(REQUIRED)**

Please note: When signing in, you will need to agree to a disclaimer confirming that you are a health care professional providing care for the child(ren) whose record(s) you will view and agree to keep confidential all information made available to you. Any unauthorized access, use, and/or disclosure of information may result in loss of access privileges and may be subject to penalties, fines and criminal charges in accordance to the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Public Law 104-191.

Newborn Screening's Secure Remote Viewer (SRV)

SRV is a web based application which will allow you to view digital copies of the patient result reports.

➕ **Desktop Requirements:**
   The following is a listing of general functionality required to access and utilize the SRV application:
   o **Web Browser**: Compatible **with current versions of Mozilla Firefox , Edge, and Chrome.**
   o **Cookies:** The browser must be set to enable cookies.
   o **Pop-up Blocker**: To ensure authentication as well as viewing the report, the Pop-up Blocker will need to be turned off.
   o **Operating Systems**: **Windows 2000, Windows 7, 8, 8.1, 10, and 11**
   o **PDF Reader**: In order to view the lab report, the computer will need the ability to view **PDF** images. **There is a link on the search page that will direct the user to download Adobe Reader.**

➕ **Log In Details:**
   o   You will receive an email from **nbs.health@tn.gov** with your User Name and Password (Check your SPAM or Junk Mail if you have not received it within 2 business days of submitting your request). **The email will not include the link to the SRV website for security purposes.**
   o   Once you receive your email **access SRV at: https://newborn.health.tn.gov/toolbar/login.aspx.**
   o   Once logged in using the **User Name and Password** provided to you via email you will be prompted to reset your password. You will have to type in the password as you will not be able to copy and paste from the email.
   o   Once you are at the Home Screen select the icon **Access Result Reports**.

➕ **Search Criterion:**

An infant can be found one of four ways:

1. **Enter 2 REQUIRED fields: Infant's Date of Birth** and **Mother's First name** in **addition** to any **one** of the following fields: **a:** Gender; **b:** Baby's Last Name; **c:** Hospital Medical Record # or **d:** Hospital of Birth
2. **SCN# (Specimen Control Number), the pre-printed number on the blood collection card.**
3. **Tennessee Department of Health Number (TDH#)**, also known as the Lab Number.
4. **For Hospitals Only: Date Collected and the Hospital Submitter Code.**

   Once the search criterion has been entered select the **Perform Search** button at the bottom of the page.
   - To clear or enter another search criteria select the **Clear Criteria** button at the bottom of page.
   - If the **minimum criterion hasn't been entered "invalid search criteria"** will display.
   - If the system is **unable to find an infant matching the search criteria, "No Records Found" will be displayed.**
   - If the system is able to find results that match the search criteria the resulting grid will display with all of the infants that fall within the criteria entered.

   Once the infant is located the user will check the box next to the name (which highlights the row(s) in a green background) and select the **View Report** button at the bottom of the page. A pop-up will appear prompting the user to open or save the file. The results will display as a PDF file.
   - The user has the ability to print or save the results .pdf file as needed.
   - **Note:** You may check more than one box if the infant has multiple reports.

➕ **Program Support for SRV:**
   If you have questions or require additional assistance, please contact the:
   - **Newborn Screening Follow-Up Program**
     Division of Family Health and Wellness
     Phone: (615) 532-8462 Toll Free: (855) 202-1357
   - **Webpage: https://www.tn.gov/health/health-program-areas/newborn-screening/newborn-screening/newborn-genetic-screening.html**
     Email: nbs.health@tn.gov