

**natus**<sup>®</sup>

# **Secure Remote Viewer (SRV) User Guide**

# Training Content

- Log In
- Set-up
- Site Access
- Infant Search

# Set-up: Browsers

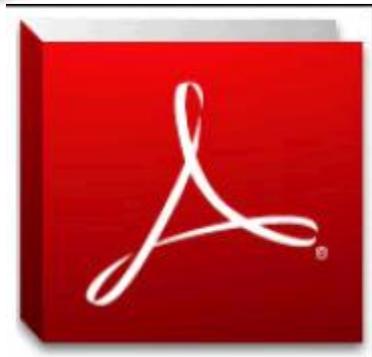
## Supported Browsers

- Microsoft Internet Explorer v7.0-9.0
- Mozilla Firefox v3.0 and higher

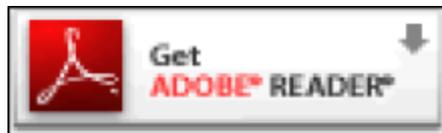


All other browsers are being internally tested and may not perform as expected. We are asking that for this initial period all users access the SRV site using the browsers listed above.

# Set-up: Image Reader



In order to be able to view the results the computer will need to have the ability to view PDF images.



There is a link on the search page that will direct the user to download Adobe Reader. Alternatively, the download link is also available at:

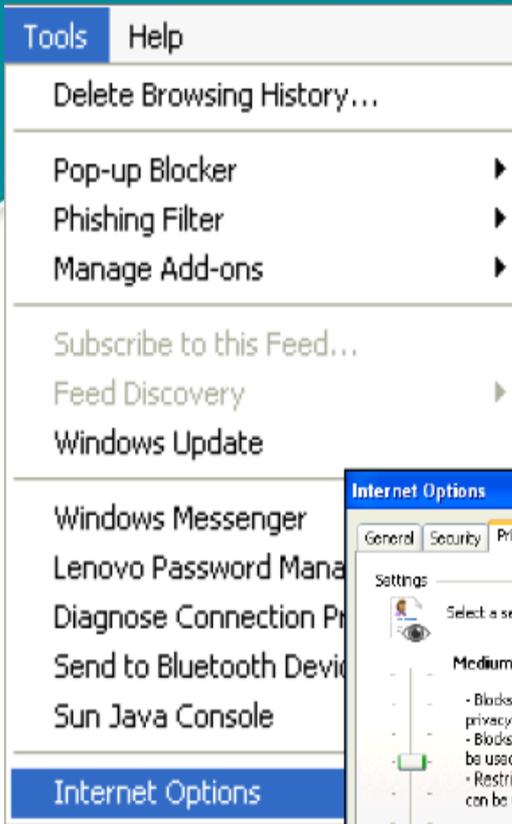
<http://get.adobe.com/reader>

# Set-up: Pop-up Blocker

In order to ensure that authentication can occur properly as well as ensure the result pop-up's appear, the computer will need the Pop-up Blocker turned OFF for the browser.

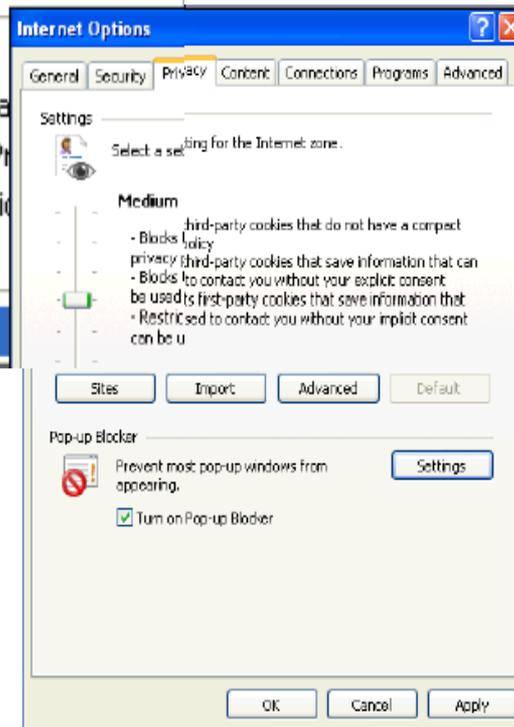
Users can modify the browser settings to enable pop-ups for specified web sites.

# Set-up: Pop-up Blocker – Internet Explorer

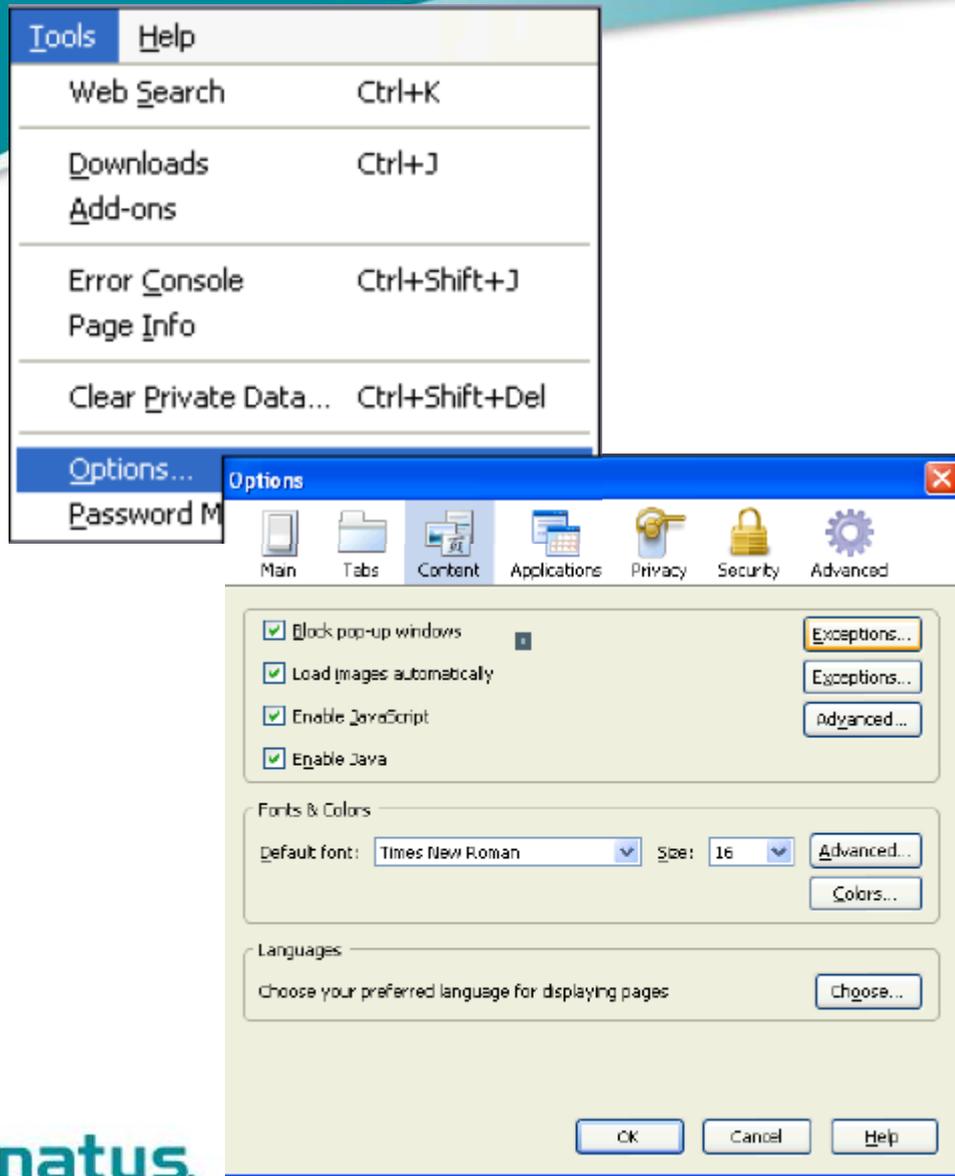


## Steps:

- Select Tools > Internet Options > Privacy
- Check the Pop-up Blocker check box
- Select the Settings button
- Enter the following for the “Address of website”: [Address Here]
- Select the Add button
- Select the Close button
- Select OK



# Set-up: Pop-up Blocker - Firefox



## Steps:

- Select Tools > Options > Content
- Enter the following for the "Address of website to allow": [Address Here]
- Select the Allow button
- Select the Close button
- Select the OK button

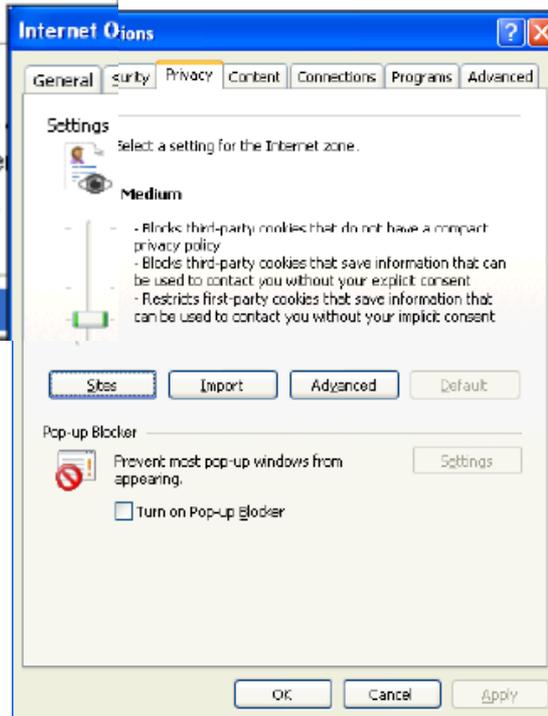
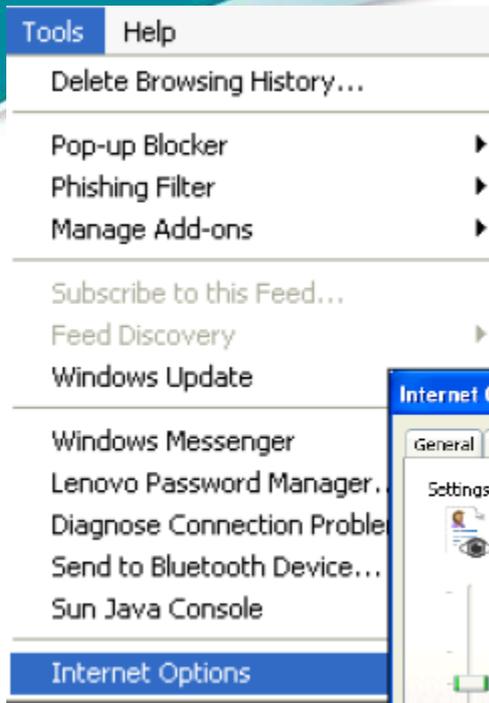


# Set-up: Enable Cookies

This site has been created based on utilizing Browser Cookies. The browser used must be set up to enable cookies.

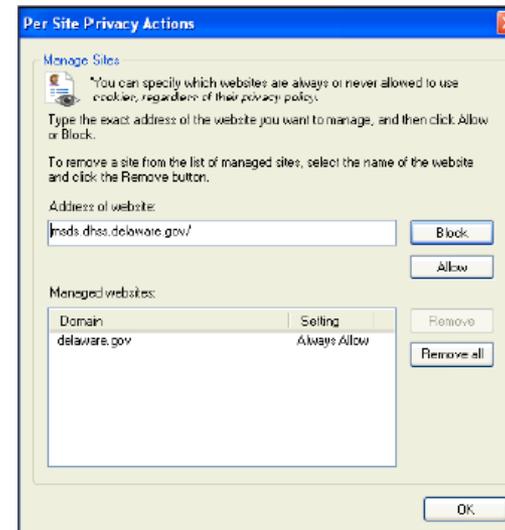
Users can modify the browser settings to allow specified sites to set cookies on the computer.

# Set-up: Enable Cookies – Internet Explorer



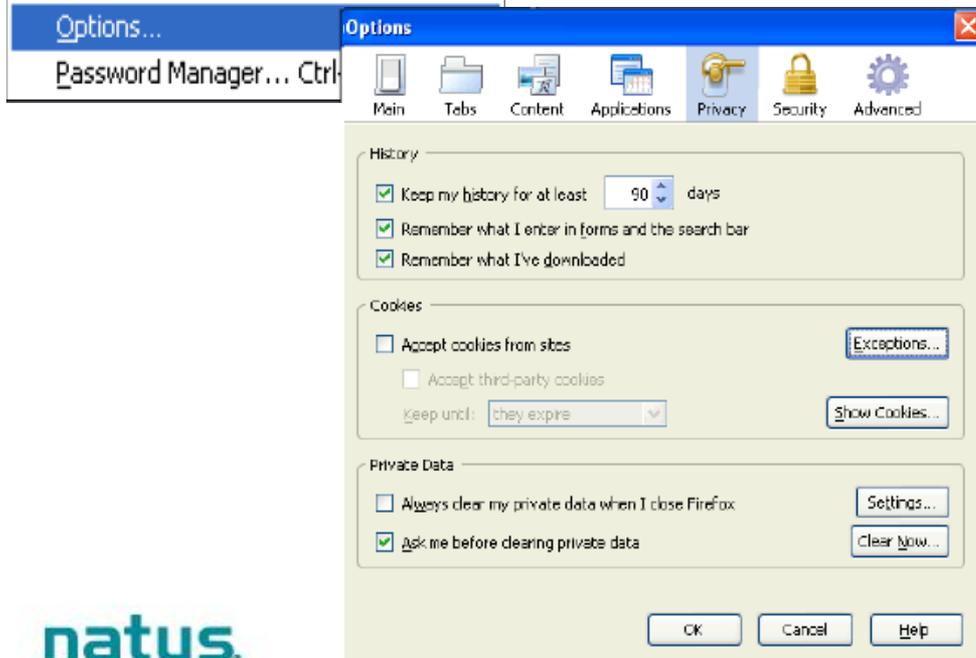
## Steps:

- Select Tools > Internet Options > Privacy
- Enter the following for the “Address of website”:  
[Address Here]
- Select the Allow button
- Select the OK button in both pop-up windows



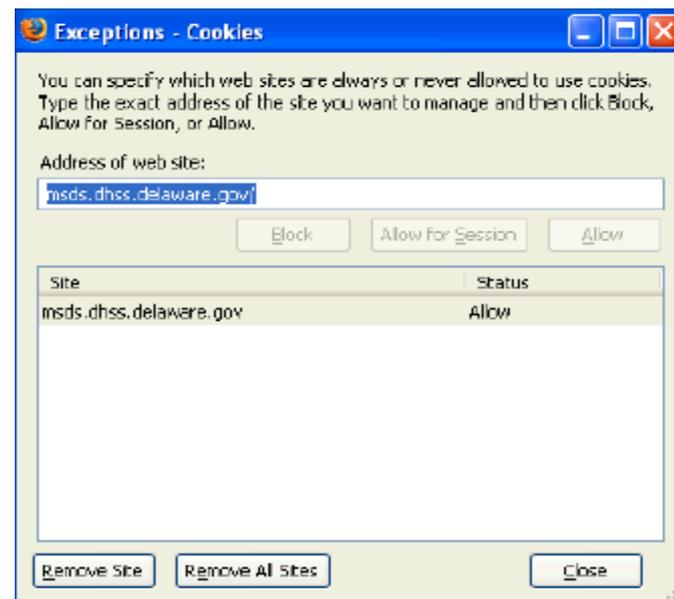
# Set-up: Enable Cookies – Firefox

| Tools                 | Help           |
|-----------------------|----------------|
| Web Search            | Ctrl+K         |
| Downloads             | Ctrl+J         |
| Add-ons               |                |
| Error Console         | Ctrl+Shift+J   |
| Page Info             |                |
| Clear Private Data... | Ctrl+Shift+Del |



## Steps:

- Select Tools > Internet Options > Privacy
- Enter the following for the “Address of website”:  
[Address Here]
- Select the Allow button
- Select the OK button in both pop-up windows



# Site Access: Login Page

Now that the browser has been updated, the SRV site can be accessed. Site access is only granted to pre-approved users. Each user will need an account set up by the Department of Health. Once the log in credentials have been provided, the users will enter the following web address:

|           |                                      |                                   |
|-----------|--------------------------------------|-----------------------------------|
| User Name | <input type="text"/>                 |                                   |
| Password  | <input type="password"/>             | <a href="#">Forgot Password ?</a> |
|           | <input type="button" value="Login"/> |                                   |

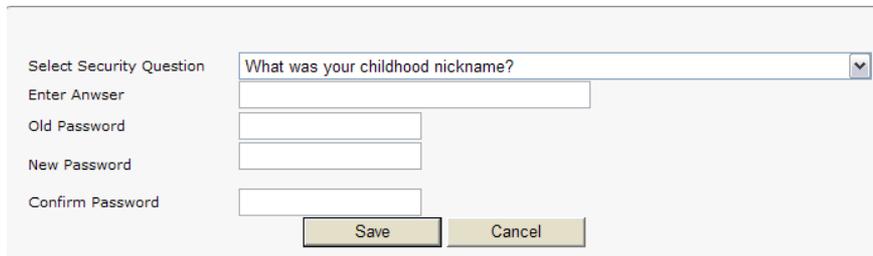
# Site Access: User's First Log In

When the log in credentials are being used for the first time, the system will prompt the user to:

1. Create their own password (other than the system generated password)
2. Select a security question and input an answer

Once the Save button is selected the system will store the new password and return to the login page where the user will enter username and new password.

Please select a security question and reset your password



The screenshot shows a form with the following fields and buttons:

- Select Security Question:** A dropdown menu with the selected option "What was your childhood nickname?".
- Enter Answer:** A text input field.
- Old Password:** A text input field.
- New Password:** A text input field.
- Confirm Password:** A text input field.
- Buttons:** "Save" and "Cancel" buttons at the bottom.

Powered By  
**NEOMETRICS**

Note: Security question/answer allows for tighter security.

# Site Access: Forgot Password

If the username or password do not match what is stored in the system

**Invalid user name or password** will appear and the user will be instructed to re-enter the information.

If you can't remember the password the system will allow the user to reset the password in a few simple steps.

1. Select **Forgot Password** link on the log in page
2. Enter the username for the account
3. Enter the answer to the security question
4. Click Submit and the log in page will appear
5. You will be brought to the login screen and see the following message on screen: **Your Password has been sent in Email.** Your new temporary password will be emailed to you from [customersupport@neometrics.com](mailto:customersupport@neometrics.com)



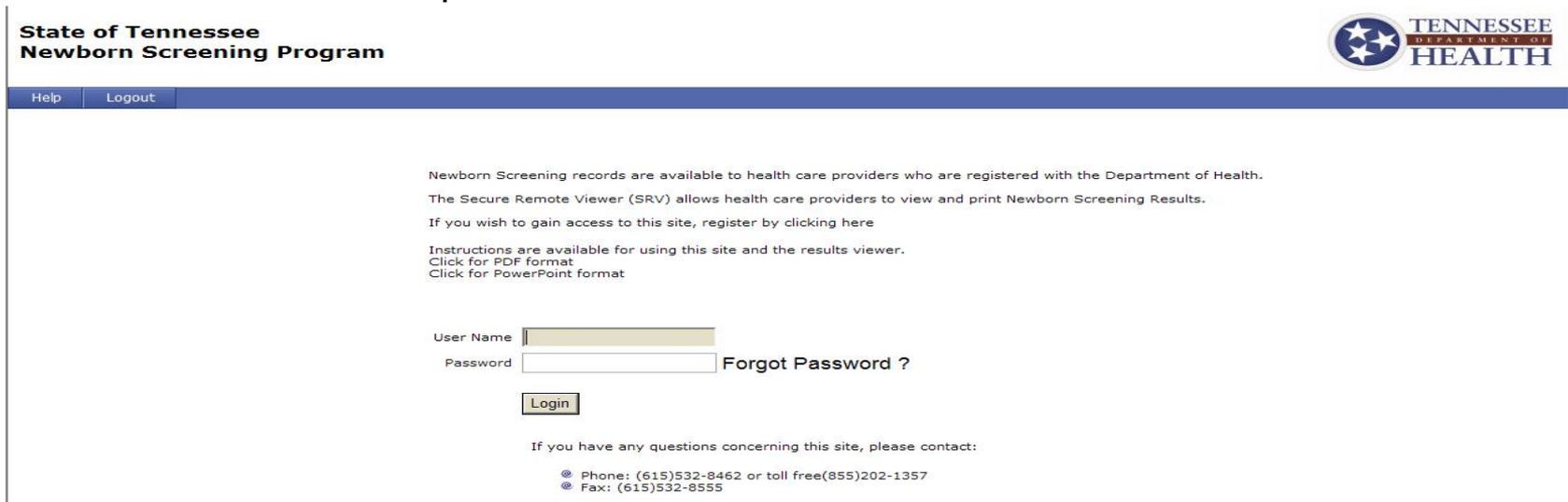
The screenshot shows a web form for password reset. It contains three input fields: 'Enter User Name' with an 'Enter' button, 'Enter User Name' with an 'Enter' button, and 'What was your childhood nickname?' with an 'Enter Answer' label and a text box. At the bottom are 'Submit' and 'Close' buttons.

Note: When logging in with the reset password ensure the entire new password is entered. Each time a password is reset the following data will need to be re-entered 1) security question 2) the reset password and new password

# Site Access: Log In to Landing Page

When the log in credentials are entered the system will bring the user to the default home page. Once the user is logged in, the SRV icon will display. You are able to;

- View contact information for the State
- Log out of the SRV system
- View informational messages posted by the State and,
- Access Result Reports



The screenshot shows the login interface for the State of Tennessee Newborn Screening Program. At the top left, the text reads "State of Tennessee Newborn Screening Program". To the right is the Tennessee Department of Health logo. Below the header is a navigation bar with "Help" and "Logout" links. The main content area contains the following text: "Newborn Screening records are available to health care providers who are registered with the Department of Health. The Secure Remote Viewer (SRV) allows health care providers to view and print Newborn Screening Results. If you wish to gain access to this site, register by clicking here. Instructions are available for using this site and the results viewer. Click for PDF format. Click for PowerPoint format." Below this text are two input fields: "User Name" and "Password". To the right of the Password field is a link "Forgot Password?". Below the input fields is a "Login" button. At the bottom, there is contact information: "If you have any questions concerning this site, please contact: Phone: (615)532-8462 or toll free(855)202-1357 Fax: (615)532-8555".

State of Tennessee  
Newborn Screening Program

Help Logout

Newborn Screening records are available to health care providers who are registered with the Department of Health.  
The Secure Remote Viewer (SRV) allows health care providers to view and print Newborn Screening Results.  
If you wish to gain access to this site, register by clicking here  
Instructions are available for using this site and the results viewer.  
Click for PDF format  
Click for PowerPoint format

User Name

Password  [Forgot Password ?](#)

If you have any questions concerning this site, please contact:

Phone: (615)532-8462 or toll free(855)202-1357  
Fax: (615)532-8555

# Infant Search: Getting Started

The user is now able to search for an infant by selecting the icon names Access Results Reports from the landing page.



Access Result Reports

# Infant Search: Search Criteria

## An infant can be found one of four ways:

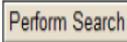
1. Entering the infant's DOB and Mother's First name in addition to any one of the following fields
  - Gender
  - Baby's Last Name
  - Hospital Medical Record #
  - Hospital of Birth

-or-
2. SCN # (Newborn Screening Specimen Control Number/Form Number), the pre-printed ID number on the blood collection card.

-or-
3. Tennessee Department of Health Number (TDH#), also known as the Lab No (number assigned at accessioning – Julian date + sequence)

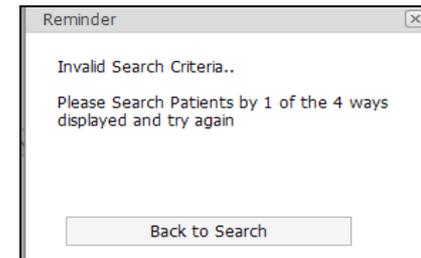
- or-
4. Date Collected and Submitting Facility Code which would be the code for the Collection Hospital.

# Infant Search: Search Criteria

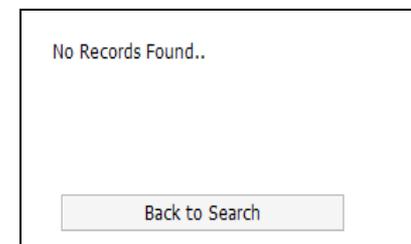
Once the search criteria has been entered select the  button at the bottom of the page.

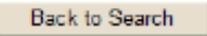
If you want to clear or re-enter the search criteria select the  button at the bottom of the page.

If the minimum criteria hasn't been entered "invalid search criteria" will display



If the system is unable to find results that match the "No Records Found" message will be displayed.



In order to perform another search the user must click the  button.

# Infant Search: Search Results Grid

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.

Welcome

1133 seconds.

[Home](#) [Help](#) [Contact Us](#) [Logout](#)

| Check Record to View     | NBS Form # | Baby Name | Birth Date | Mother Name | Collection Hospital Name             | Date Collected | Lab No. | Medical Record # | Status   |
|--------------------------|------------|-----------|------------|-------------|--------------------------------------|----------------|---------|------------------|----------|
| <input type="checkbox"/> |            |           |            |             | VANDERBILT CHILDREN'S HOSPITAL - WBN | 04/12/2013     |         |                  | Reported |
| <input type="checkbox"/> |            |           |            |             | VANDERBILT CHILDREN'S HOSPITAL - WBN | 04/12/2013     |         |                  | Reported |

Note: Some information has been cleared from the grid to comply with HIPAA regulations

# Infant Search: Reported and Pending Results

If the system is able to find results that match the search criteria the resulting grid will display with all of the infants that match the criteria.

The “Check Record to View” column will only have a checkbox to be selected if there is a report for the patient.

- If there is a report, the status will be “Reported”.
- If there is not yet a result report for the patient, the status will be “Pending”

| Check Record to View     | NBS Form # | Baby Name | Birth Date | Mother Name | Collection Hospital Name         | Date Collected | Lab No. | Medical Record # | Status   |
|--------------------------|------------|-----------|------------|-------------|----------------------------------|----------------|---------|------------------|----------|
| <input type="checkbox"/> |            |           |            |             |                                  |                |         |                  |          |
| <input type="checkbox"/> | D          | SSRG,     |            |             | REGIONAL MEDICAL CTR. AT MEMPHIS |                |         |                  | Reported |
| <input type="checkbox"/> | D          | GXRSF     |            |             | NO HOSPITAL LISTED               |                |         |                  | Pending  |

[View Mailer](#) [Back to Search](#)

# Infant Search: Search Results Grid

The results grid allows the user to perform an additional filter if more than one result displays on the grid. In this example, “ab” has been entered in the filter field for baby name which reduced the number of infants in the results grid from 9 to 1.

To return to the original set of search the user would check/uncheck the search box in the lower left of the search grid. To clear the filter the user would select the Clear link in the lower right corner of the grid.

| Check Record to View     | NBS Form #    | Baby Name      | Birth Date | Mother Name | Collection Hospital Name           | Date Collected | Lab No.    | Medical Record # | Status   |
|--------------------------|---------------|----------------|------------|-------------|------------------------------------|----------------|------------|------------------|----------|
| <input type="checkbox"/> | E: [REDACTED] | AB: [REDACTED] | [REDACTED] | [REDACTED]  | VANDERBILT CHILDREN'S HOSPITAL-WBN | 04/12/2013     | [REDACTED] | [REDACTED]       | Reported |

[Baby Name] Is like 'ab%'

# Infant Search: View Results

Once the infant is located the user would simply check the box next to the name (which highlights the row(s) in a green background) and selecting the **View Report** button at the bottom of the page.

State of Tennessee  
Newborn Screening Program



Welcome 450 seconds.

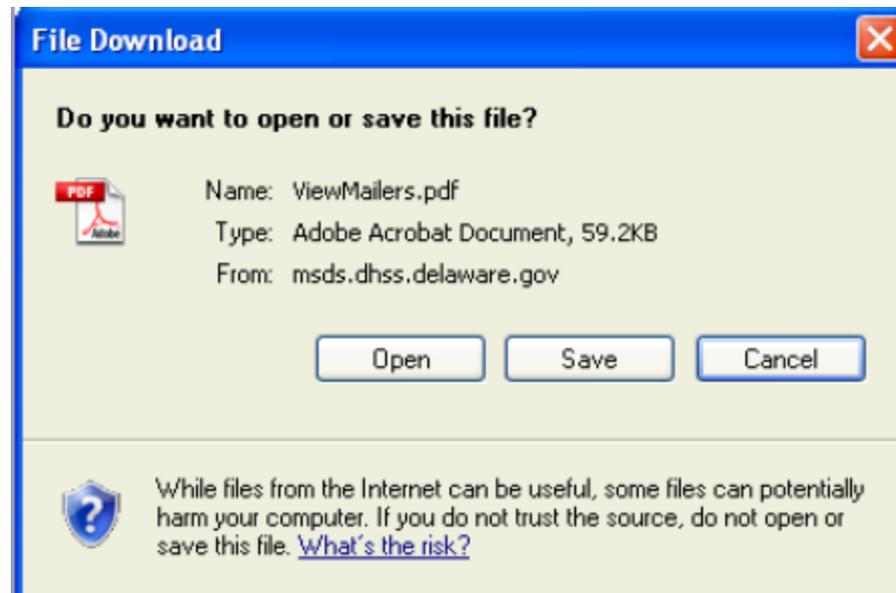
Home Help Contact Us Logout

| Check Record to View                | NBS Form # | Baby Name | Birth Date | Mother Name | Collection Hospital Name             | Date Collected | Lab No. | Medical Record # | Status   |
|-------------------------------------|------------|-----------|------------|-------------|--------------------------------------|----------------|---------|------------------|----------|
| <input type="checkbox"/>            |            | ab        |            |             |                                      |                |         |                  |          |
| <input checked="" type="checkbox"/> |            |           |            |             | VANDERBILT CHILDREN'S HOSPITAL - WBN | 04/12/2013     |         |                  | Reported |
| <input checked="" type="checkbox"/> |            |           |            |             | VANDERBILT CHILDREN'S HOSPITAL - WBN | 04/12/2013     |         |                  | Reported |
| <input type="checkbox"/>            |            |           |            |             | VANDERBILT CHILDREN'S HOSPITAL - WBN | 04/12/2013     |         |                  | Reported |
| <input checked="" type="checkbox"/> |            |           |            |             | VANDERBILT CHILDREN'S HOSPITAL - WBN | 04/12/2013     |         |                  | Reported |
| <input type="checkbox"/>            |            |           |            |             | VANDERBILT CHILDREN'S HOSPITAL - WBN | 04/12/2013     |         |                  | Reported |

Note: Multiple results can be selected at one time.

# Infant Search: View Results

After the View Report button is selected a pop-up appears prompting the user to open or save the file.



# Infant Search: View Results



STATE OF TENNESSEE DEPARTMENT OF HEALTH  
 DR DAVID SMALLEY, Ph.D., M.S.S., BOLD, DIR. LABORATORY SERVICES  
 630 HART LANE • NASHVILLE, TN 37243-0801 • 615-262-6300



## Newborn Screening Report

### FIRST SPECIMEN

#### Date: 02/22/2013

Infant: **NEWELL, BEN**  
 Birth Date: 02/22/2013  
 Collect Date: 02/22/2013  
 Date Recvd: 02/22/2013  
 Sex: Male  
 Feeding: Breast  
 Multiple Birth: Single

Mother: **NEWELL, BEN**  
 Address: **NEWELL, BEN**  
 Phone: **NEWELL, BEN**  
 SCN: **NEWELL, BEN**

#### TDH Lab Number: [REDACTED]

Medical Record: [REDACTED]  
 \*Transfused: [REDACTED]  
 Date Transf.: [REDACTED]  
 County: UNICOI  
 Weight: [REDACTED]  
 Hospital: JOHNSON CITY MED CENTER  
 Provider: ETSU -PEDIATRICS

### Newborn Screening Results

| Disorder/Profile               | Result               | Remarks                        | Normal Values                     |
|--------------------------------|----------------------|--------------------------------|-----------------------------------|
| Congenital Hypothyroidism      | Within Normal Limits | Normal                         | < 33 µU/mL                        |
| ++Galactosemia                 | Within Normal Limits | Normal                         | GAL < 15 mg/dL<br>GALT >40 µMol/L |
| Hemoglobinopathies (HGB)       | FA                   | No Hemoglobinopathies Observed | FA, AF for Older Infants          |
| Biotinidase Deficiency         | Within Normal Limits | Normal                         | >= 27 MRU                         |
| Congenital Adrenal Hyperplasia | Within Normal Limits | Normal                         | < 30 ng/mL                        |
| *Amino Acid Profile (AA)       | Within Normal Limits | Normal                         | Within Normal Limits              |
| **Fatty Acid Profile (FA)      | Within Normal Limits | Normal                         | Within Normal Limits              |
| ***Organic Acid Profile (OA)   | Within Normal Limits | Normal                         | Within Normal Limits              |
| Cystic Fibrosis                | Within Normal Limits | Normal                         | <70 ng/mL                         |

The results will display as a PDF file.

The user has the ability to print or save the results .pdf file as needed.

When finished viewing/saving the results the user can close the document window and the search results will still be available.

--Unless transfusion is marked, the assumption is that the infant has not been transfused.

--Galactose results are based upon the assumption that the infant has had lactose feeding.

\*(AA): Arginine, Citrulline, CitAra, Glycine, Leucine, Methionine, Ornithine, OmcCit, Phenylalanine, Tyrosine, Phe/Tyr and Valine  
 \*\*\*(FA): C0, C4, C5, C5:1, C5-DC, C5-OH, C5, C8, C8:0/10, C10, C10:1, C10:2, C14, C14:1, C14:2-OH, C16, C16:1, C16:2-OH, C18, C18:1, C18:2, C18:1-OH, C0/C16, C0/C18  
 \*\*\*\*\*(OA): C3, C3-DC, C4, C4-DC, C5, C5:1, C5-DC, C5-OH, C6-DC, C3/C2, C5-OH/C8

The purpose of the Tennessee Department of Health Newborn Screening program is to identify infants at increased risk for a variety of disorders. This is a screening test and the results can be affected by different factors. The possibility of a false negative or a false positive result must always be considered when screening newborns for metabolic disorders. Therefore, newborn screening tests results are insufficient on which to base diagnosis or treatment. The test may need to be repeated and the diagnosis confirmed or ruled out by additional specialized studies.

CCHD Screening: Performed on [REDACTED]  
 HEARING SCREENING: Method used - ABR Method. Left Ear: [REDACTED], Right Ear: [REDACTED], Risk Factor: None. Performed on [REDACTED].

The Hearing and Critical Congenital Heart Disease (CCHD) Screening was submitted on the Newborn Screening form by a medical provider. The Tennessee State Department of Health Laboratory Services did not conduct the screens. Questions should be referred to the Newborn Screening Program (615) 532-8462 or the hospital performing the test.

# State Contacts

**If you have questions or require additional assistance, please contact the individuals listed below:**

Newborn Screening Follow-Up Program  
Division of Family Health and Wellness  
Phone: (615) 532-8462    Toll Free: (855) 202-1357  
Fax: (615) 532-8555  
Website: <http://health.state.tn.us/MCH/NBS.shtml>

Newborn Screening Laboratory  
Division of Laboratory Services  
Phone: (615) 262-6353  
Fax: (615) 262-6447  
Website: <http://health.state.tn.us/Lab/index.htm>