

natus[®]

Secure Remote Viewer (SRV) User Guide

Training Content

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

Set-up: Browsers

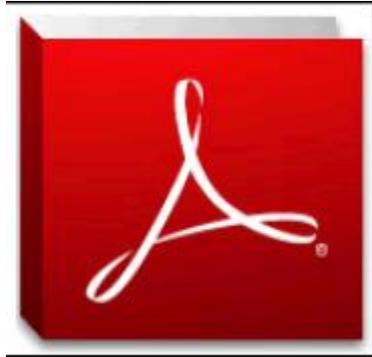


Supported Browsers

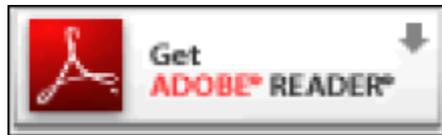
- Mozilla Firefox
- Chrome
- Edge

Users can access the AZ SRV site using the browsers listed above. All other browsers are being internally tested and may not perform as expected.

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

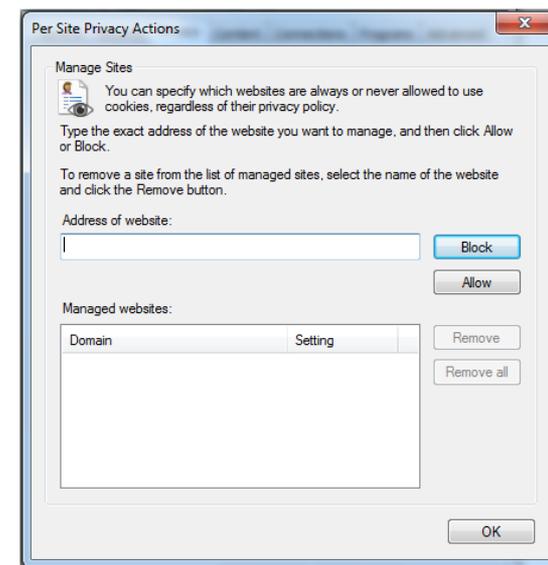
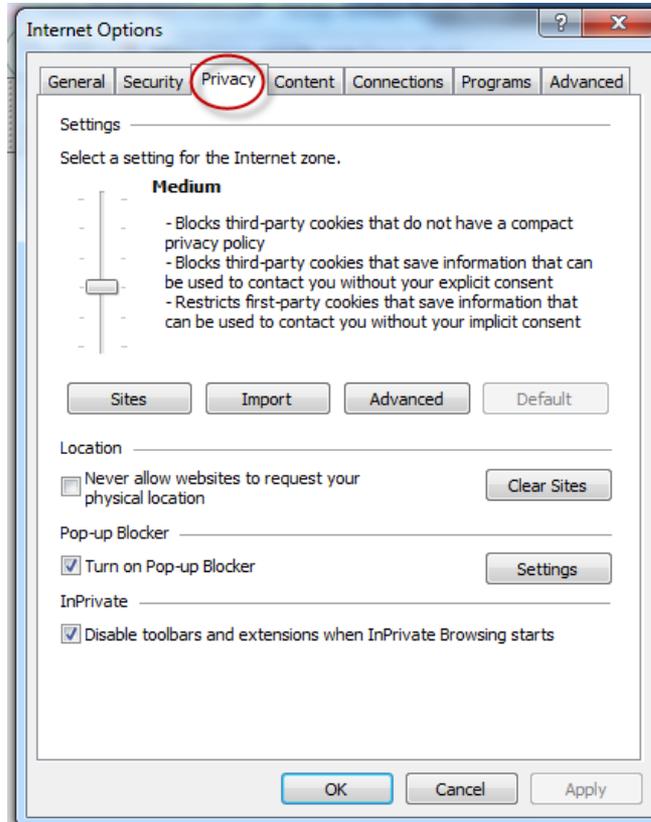
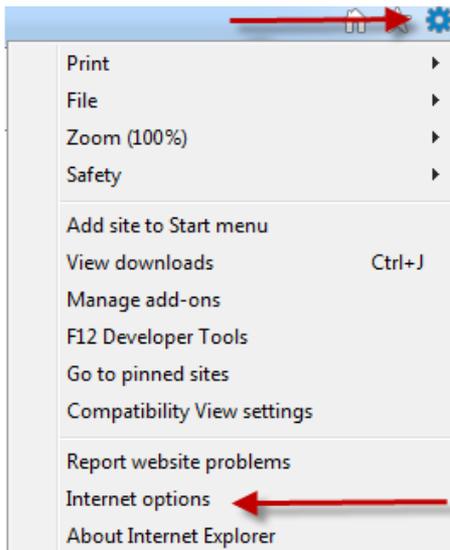
In order to ensure that authentication can occur properly as well as ensure the result pop-up's appear, the computer will need the Pop-up Blocker turned OFF for the browser.

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

Set-up: Pop-up Blocker – Internet Explorer

Steps:

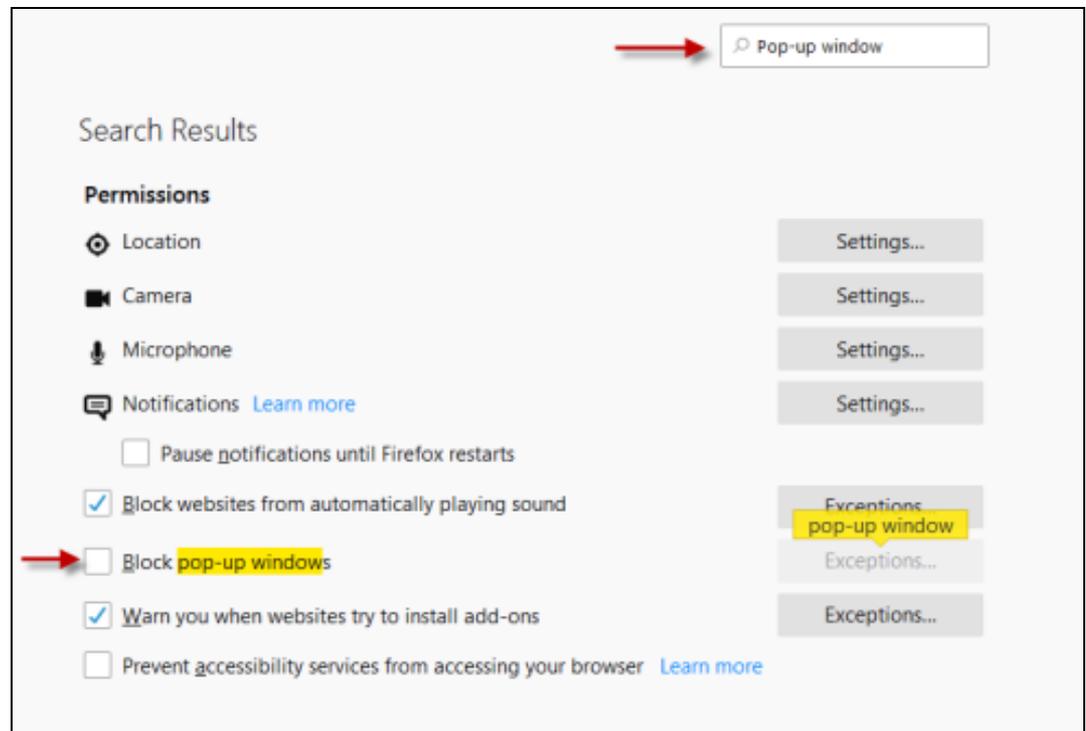
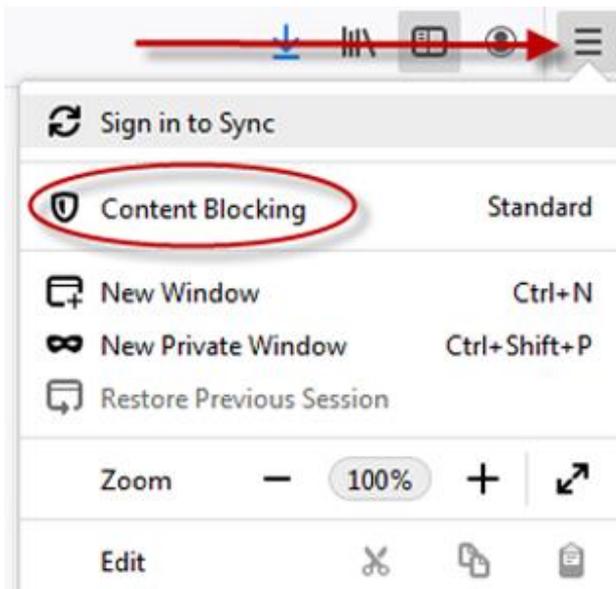
- Select Settings > Internet Options > Privacy
- Uncheck the Pop-up Blocker check box
- Select the Allow button
- Select the OK button in both pop-up windows



Set-up: Pop-up Blocker - Firefox

Steps:

- Go to Menu > Select Content Blocking > Scroll down or search for Pop-up window
- Uncheck Block pop-up window



Set-up: Enable Cookies

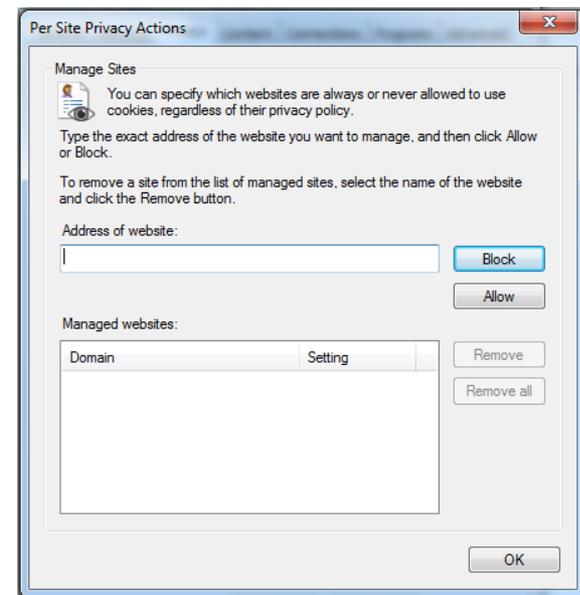
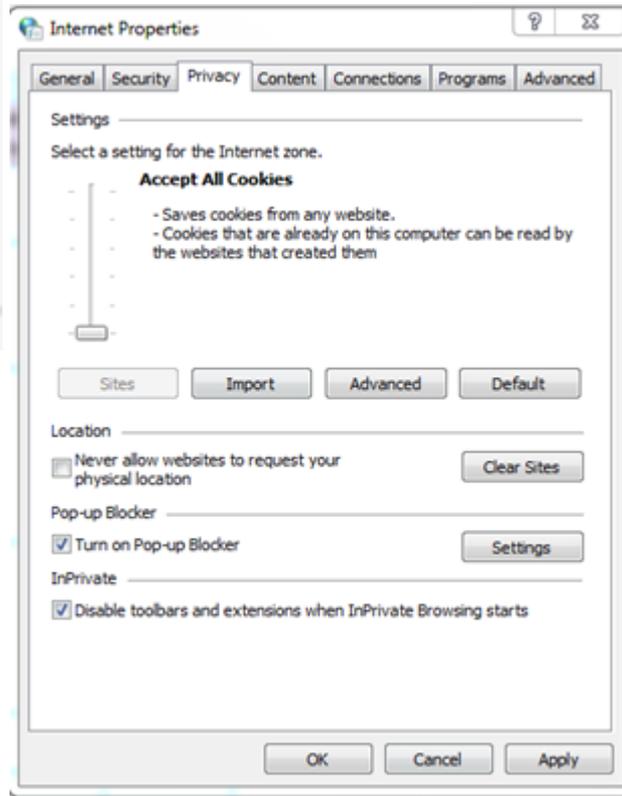
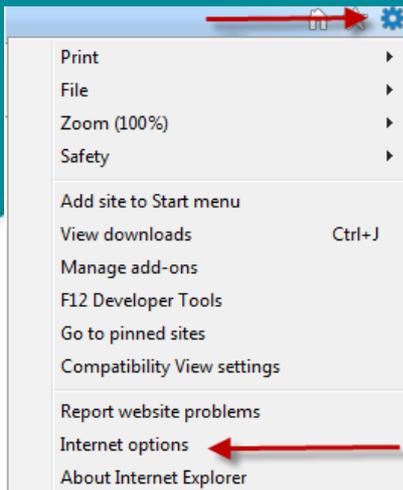
This site has been created based on utilizing Browser Cookies. The browser used must be set up to enable cookies.

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

Set-up: Enable Cookies – Internet Explorer

Steps:

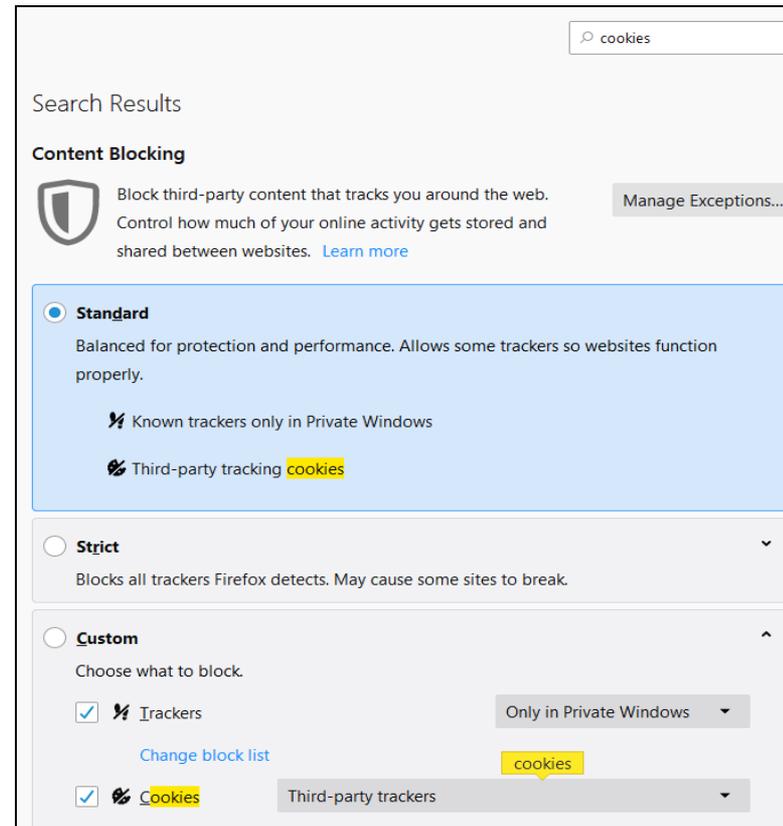
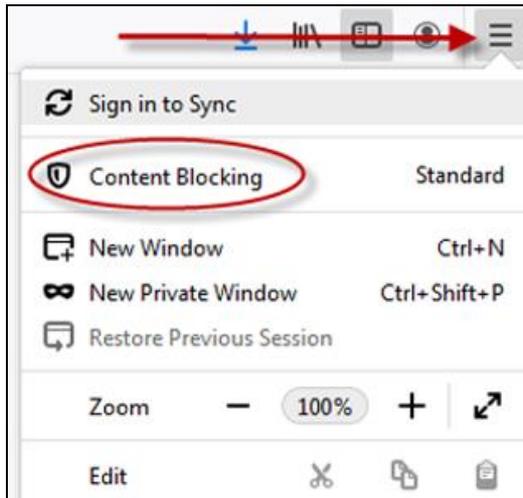
- Select Tools > Internet Options > Privacy
- Accept Cookies
- Select the Allow button
- Select the OK button in both pop-up windows



Set-up: Enable Cookies – Firefox

Steps:

- Go to Menu > Select Content Blocking > Scroll down or search for Cookies
- Uncheck Cookies



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: <https://nbssrv.azdhs.gov/toolbar/login.aspx>

User Name	<input type="text"/>
Password	<input type="password"/>
<input type="button" value="Login"/>	
Forgot your password?	

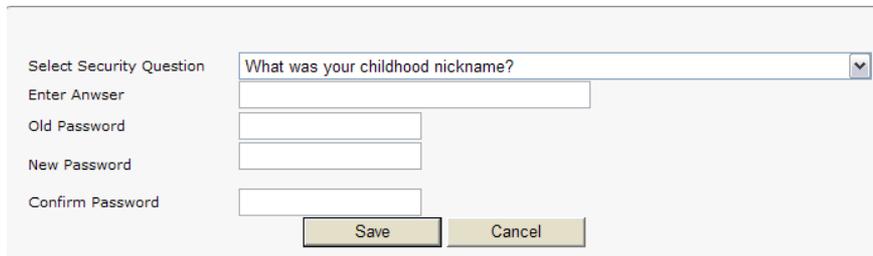
Site Access: User's First Log In

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.

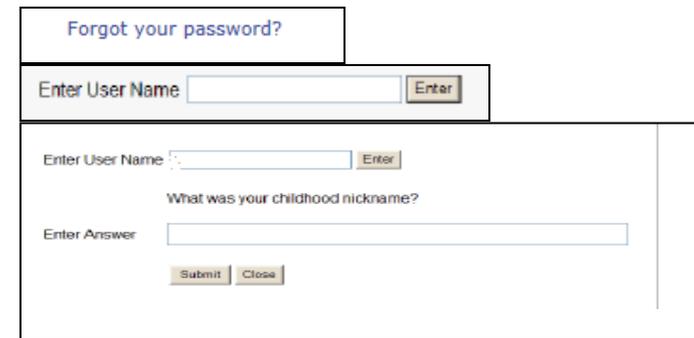
Powered By
NEOMETRICS

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 the link on the log in page
2. Enter the username for the account
3. Enter the answer to the security question



Forgot your password?

Enter User Name Enter

Enter User Name Enter

What was your childhood nickname?

Enter Answer

Submit Close

4. Click Submit > Log in page appears. You will see the following message on the screen: Your new temporary password will be emailed to you from customersupport@neometrics.com

Note: When logging in with the reset password ensure the entire new password is entered with no spaces. Each time a password is reset the following data will need to be re-entered:

- security question
- the reset (temp) 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
- Access Results Reports



Welcome Tina AZ 04

[HELP](#) | [LOGOUT](#)

Arizona Department of Health Services
State Lab (602) 364-1409 • <http://www.azNewborn.com>

Newborn Screening records are available to health care providers who are registered with the Department of Health, Office of Newborn Screening.

The Secure Remote Viewer (SRV) allows health care providers to view and print Newborn Screening Bloodspot Results.

[Guide in PDF Format](#)
[Guide in PowerPoint Format](#)

User Name

Password

[Forgot your password?](#)

Site Access: AZ Disclaimer

Users will be required to agree to the legal disclaimer each time they log into iCMS.

Attention

Secure Remote Viewer (SRV) is an application implemented by the Arizona Department of Health Services, Office of Newborn Screening which allows authorized users to search for, retrieve, view and print newborn screening bloodspot results. It is intended to aid healthcare professionals who have a need to review a patients newborn screening results to ensure timely and appropriate care. Client specific information and screening results are only available to authorized users. The user enters into this agreement with the Arizona Department of Health Services and agree to adhere to all requirements that are listed in the Pledge to Protect Confidential Information.

Please contact the Office of Newborn Screening with any questions at 602-364-1409.

Agree Do not Agree

Submit

Infant Search: Search Criteria

An infant can be found one of three ways:

1. Entering the infant's DOB (required) and two of the following fields:

- Infant Last Name
- Infant First Name
- Mother's Last Name
- Mother's First Name
- Gender

-or-

2. Medical Record Number and Infant Date of Birth

-or-

3. Submitter Number (required) and Start Date (required) Can select Collection Date or Report Date

Infant Search: Search Screen



Welcome Tina AZ QA

[HOME](#) | [HELP](#) | [SRV SEARCH](#) | [LOGOUT](#)

SRV Search

SEARCH METHOD 1

* Infant Date of Birth

* Select at least TWO ADDITIONAL fields below to search. *

Infant Last Name

Infant First Name

Mother's Last Name

Mother's First Name

Gender

SEARCH METHOD 2

* Medical Record Number

* Infant Date of Birth

SEARCH METHOD 3

* Submitter Number

Search Date

Collection Date
Report Date

* Start Date

End Date

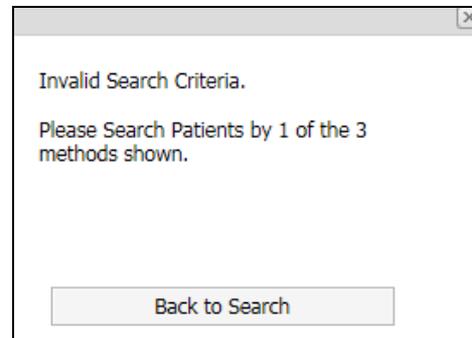
Search

Reset

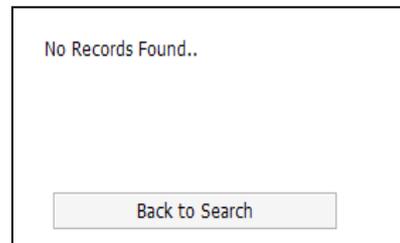
Infant Search: Search Criteria

Once the search criteria has been entered select the **Perform Search** button at the bottom of the page. If you want to clear or re-enter the search criteria select the **Clear Criteria** 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 **Back to Search** 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.

HOME | HELP | SRV SEARCH | LOGOUT

<input type="checkbox"/> Check All	Baby Name	Birth Date	Mother Name	Date Received	Submitter	Date Collected	Date Reported
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	BANNER THUNDERBOLT	[REDACTED]	[REDACTED]
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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

Infant Search: Reported and Pending Results

The “Check All” 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”

<input type="checkbox"/> Check All	Baby Name	Birth Date	Mother Name	Date Received	Submitter	Date Collected	Date Reported	Status
<input type="checkbox"/>	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	Reported
<input type="checkbox"/>	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	Pending

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, “cu” has been entered in the filter field for baby name which reduced the number of infants in the results grid from 7 to 1.

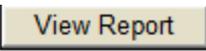
To return to the original set of search the user would check/uncheck the search box in the lower left of the search grid. To clear the filter the user would select the Clear link in the lower right corner of the grid.

<input type="checkbox"/> Check All	Baby Name	Birth Date	Mother Name	Date Received	Submitter	Date Collected	Date Reported
<input type="checkbox"/>	cu						
<input checked="" type="checkbox"/>	[Baby Name] Is like 'cu%'						

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

[Clear](#)

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  button at the bottom of the page.



Welcome Tina AZ



<input type="checkbox"/> Check All	Baby Name	Birth Date	Mother Name	Date Received	Submitter
<input type="checkbox"/>	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX
<input checked="" type="checkbox"/>	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX
<input type="checkbox"/>	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX

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

ARIZONA DEPARTMENT OF HEALTH SERVICES
BUREAU OF STATE LABORATORY SERVICES
250 North 17th Avenue Phoenix, Arizona 85007
State Lab 602-364-1409 <http://www.AZNewborn.com>

ARIZONA NEWBORN SCREENING REPORT

Date
Infant's Name
Date of Birth
Date of Collection
Date Received
Mother's Name
Address
City/ST/Zip
Phone
Physician
Submitter

Specimen Type*
Lab Number
Patient Number
Medical Record
Sex
Race
Birth Weight
Transfused
Date Transfused+
KIT Number

Page 1 of 1

SCREENING RESULTS

Specimen Unsatisfactory For Testing

Unsatisfactory specimen due to contaminated specimen.

***** Please send another newborn screening sample as soon as possible.*****

Effective 12/6/15: Please note NEW reference ranges as well as changes on primary and secondary markers for disorders screened by tandem mass spectrometry. Refer to our website www.aznewborn.com for more information.

*A second screen is required for all babies born in Arizona. If this specimen is the FIRST SCREEN, please collect an additional specimen at the first visit to a healthcare provider after discharge from the hospital or no later than five to ten days of age.
* Unless transfusion is marked, the assumption is that the infant has not been transfused.

The purpose of the Arizona Department of Health Services Newborn Screening Program is to identify infants at increased risk for a variety of disorders. Since this is a screening test, the possibility of a false positive or negative result must be considered. The test may need to be repeated and diagnosis confirmed or ruled out by additional specialized studies. A negative screen does not rule out the possibility of a disorder. Health care providers should remain watchful for any signs or symptoms of these disorders with their patients.

TUCSON, AZ 85724

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.

State Contacts

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

AZ Department of Health Services

Newborn Screening State Lab

Phone: (602) 364-1409

svaccounts@azdhs.gov