PA Case Management System (iCMS)
SaaS Implementation

Audiologists Training

What is iCMS?

- Internet Case Management System (iCMS), a web-based software application
- Used by the Pennsylvania Department of Health's Division of Newborn Screening and Genetics (DNSG) for case management, tracking and managing the follow-up of newborn filter paper and point-of-care (POC) screening results for infants born/residing in PA
- Developed and supported by Neometrics, a division of Natus

Service Vendor

- Neometrics, a Division of Natus, incorporated in 1978
- Based in Hauppauge, NY
- Staff has over 100 years of experience in newborn screening and data management
- Market leader in newborn screening software for:
  - Testing, reporting and case management
  - Electronic data transfer (via HL7)
  - Federal reporting

Implementation Coordinator and Trainer

Lisa Hudson, Applications Systems Analyst II and Certified HL7 Control Specialist, has over 20 years of public health systems experience

Responsibilities include:

- Provide assistance and training to existing clients (users and IT staff)
- Provide technical expertise on application, network and database issues
- Create user manuals, documentation and training materials
- Training

Lisa Hudson
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PA DNSG

Kelly Holland, Public Health Program Director - kholland@pa.gov

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Charu Pahwa, IT Project Manager **-** c-chapahwa@pa.gov

Training Plan

- Complete Webinar Training
- Answer Webinar Review Questions
- Submit Answers and Request for Login
- Go Live!

Implementation Goals

Provide a *single comprehensive* data system that:

- supports the newborn metabolic, hearing and critical congenital heart defects (CCHD) screening follow-up programs
- supports unlimited DOH and external users, with different scopes and levels of access based on their roles
- provides fast and accurate identification of infants and their newborn screening results
- provides a secure interface for exchanging protected health information (PHI) with the contracted laboratories, submitters and treatment centers
- increases timeliness and efficiency of follow-up and reporting

Implementation Plan

- ✓ **Phase I**: Laboratories are able to send newborn filter paper screening data to iCMS, using HL7 messaging. DOH users are able to perform newborn screening follow-up activities and run reports in iCMS. An ad-hoc reporting tool is also provided for DOH to build custom reports, as needed.
- ✓ **Phase II**: Treatment Centers (TCs) are provided access to iCMS for *specified* diagnostic follow-up activities and hospitals, midwives and birthing centers are able to manually enter or electronically submit hearing screening data to iCMS.

Current Phase

- **Phase III**: Audiologists, Cardiologists and other health care professionals working with the newborns are provided access to iCMS for *specified* inpatient and outpatient diagnostic evaluation follow-up activities.

Phase III Objectives

- Bring the Pennsylvania newborn screening and genetics program ***ahead*** of other newborn screening and genetics programs across the country.
- Eliminate the need for the current email of workbooks between state and all Health Care Professionals (HCP)s.
- Provide HCPs and other outside providers direct access to referred cases for easy and quicker reporting of diagnostic results, leading to timely follow-up and treatment.

Data Entry Learning Objectives

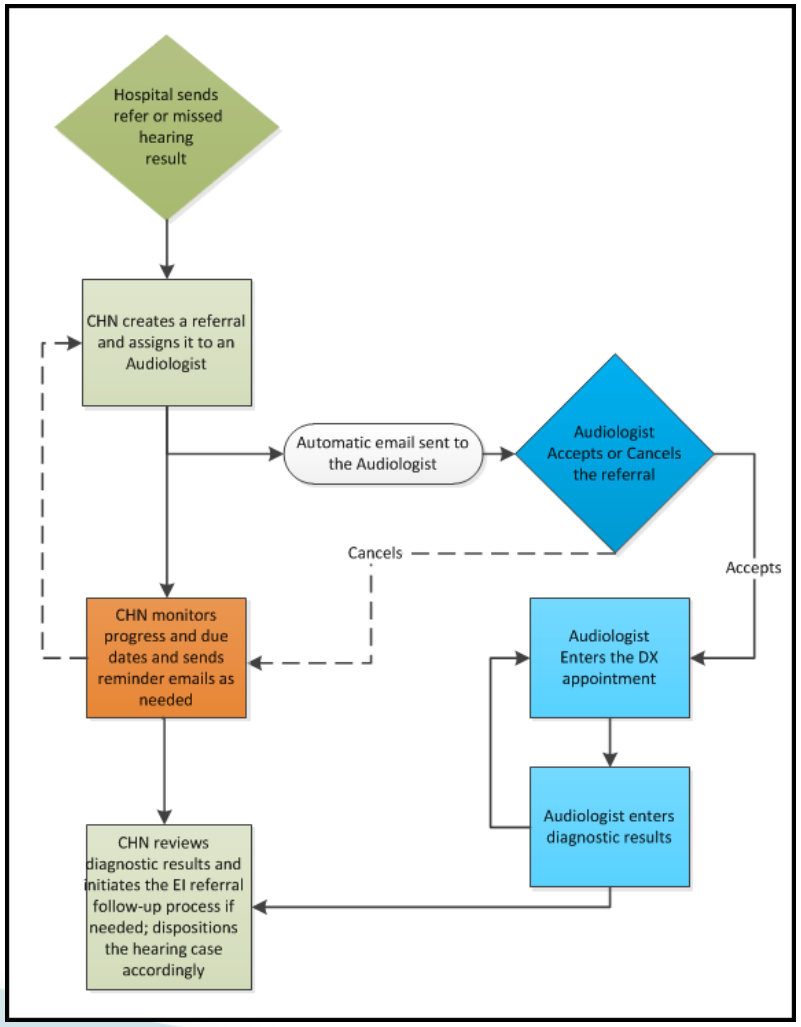
- Be able to access and log into the PA iCMS
- Be able to search and find a newborn in the system
- Use PA iCMS to view the results from newborn's screenings
- Use PA iCMS to view a newborn's case information, such as, contacts, appointments, referrals, diagnoses etc.
- Use PA iCMS to track and complete referrals
- Use PA iCMS to track and complete diagnostic evaluations
- Learn how to create user accounts in PA iCMS for other users
- Be prepared to train other users on how to use the system
- Feel comfortable using PA iCMS

iCMS Concepts

- Work grids
- PHI and emails (trusted sender Neometrics.com)
- Individual logins

Let’s Get Started…

Referral-Diagnosis Work Flow



Current Process

- CHN creates and enters status for a referral in iCMS and emails a workbook to the Audiologist
- Audiologist submits diagnostic workbook via email and CHN enters it into iCMS

To-Be Process

- CHN creates the referral in iCMS and an automatic email notification is sent to the Audiologist
- Audiologist completes the referral or cancels it in iCMS
- Audiologist enters the diagnostic results directly in iCMS

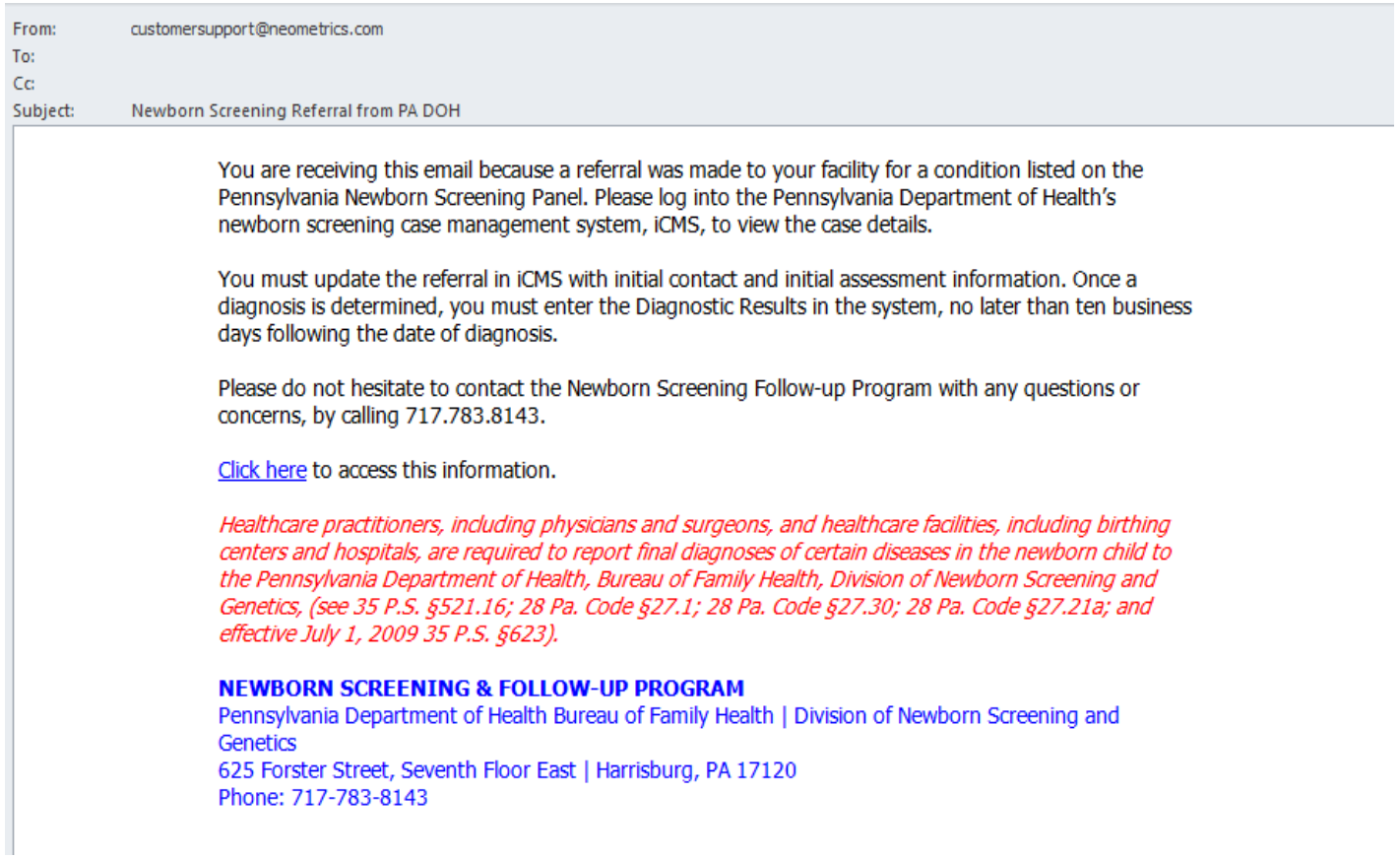
New Referral-Diagnosis Work Flow

- The MS Excel workbooks will no longer be needed
- Audiologists will have direct access to the system, to provide status update and enter diagnostic results for assigned cases
- Audiologists will be notified by an automatic email when a new referral is assigned to their facility
- Expected response time for status updates and final diagnosis will vary based on the disorder

Disorder	Max # of Days to Update Referral
Hearing	within 4 days of referral

- Audiologist users will have the ability to log into iCMS at any time to access new and pending referrals, cases that need final diagnosis and completed cases for their facility

Referral Email



From: customersupport@neometrics.com
To:
Cc:
Subject: Newborn Screening Referral from PA DOH

You are receiving this email because a referral was made to your facility for a condition listed on the Pennsylvania Newborn Screening Panel. Please log into the Pennsylvania Department of Health's newborn screening case management system, iCMS, to view the case details.

You must update the referral in iCMS with initial contact and initial assessment information. Once a diagnosis is determined, you must enter the Diagnostic Results in the system, no later than ten business days following the date of diagnosis.

Please do not hesitate to contact the Newborn Screening Follow-up Program with any questions or concerns, by calling 717.783.8143.

Click here to access this information.

Healthcare practitioners, including physicians and surgeons, and healthcare facilities, including birthing centers and hospitals, are required to report final diagnoses of certain diseases in the newborn child to the Pennsylvania Department of Health, Bureau of Family Health, Division of Newborn Screening and Genetics, (see 35 P.S. §521.16; 28 Pa. Code §27.1; 28 Pa. Code §27.30; 28 Pa. Code §27.21a; and effective July 1, 2009 35 P.S. §623).

NEWBORN SCREENING & FOLLOW-UP PROGRAM
Pennsylvania Department of Health Bureau of Family Health | Division of Newborn Screening and Genetics
625 Forster Street, Seventh Floor East | Harrisburg, PA 17120
Phone: 717-783-8143

- Referral creation will send an automatic email to all affiliated designees
- "**Click here**" will open the iCMS login page
- Please note the email is from: customersupport@neometrics.com

Defining Users, Affiliations and Designees

- Every user is affiliated to the provider(s)
- Every user is assigned a role that limits what they can see and do
- Not every user is a designee
- Designees receive the referral emails (Limit 5)
- Administrator users for a provider can configure new users for that provider

Login

pennsylvania
DEPARTMENT OF HEALTH

Pennsylvania Department of Health
Bureau of Family Health | Division of Newborn Screening and Genetics
625 Forster St. | Seventh Floor East, Health and Welfare Building | Harrisburg, PA 17120
Phone: 717.783.8143 or 877.724.3258 Fax: 717.724.6995
Web: www.health.pa.gov

iCMS Browser Requirements

Please enable Compatibility Mode for this site. (IE Users)

Ensure iCMS is set as a Trusted Site. (IE Users)
Download and Open the Quick Patch to update your browser.

Make sure your browser's Popup Blocker is turned off.

It's recommended to turn off header/footer for letter printing.

User Name

Password

Login

Forgot your password?

Supported Web Browsers: IE v10 and higher

User Tip: TURN OFF the pop up blocker on first login

If you forget or misplace your password:
Click "Forgot your Password?"
You have 5 attempts before you are locked out.

Add 'nbs.pa.gov' to the list of trusted sites on your workstation onsite.

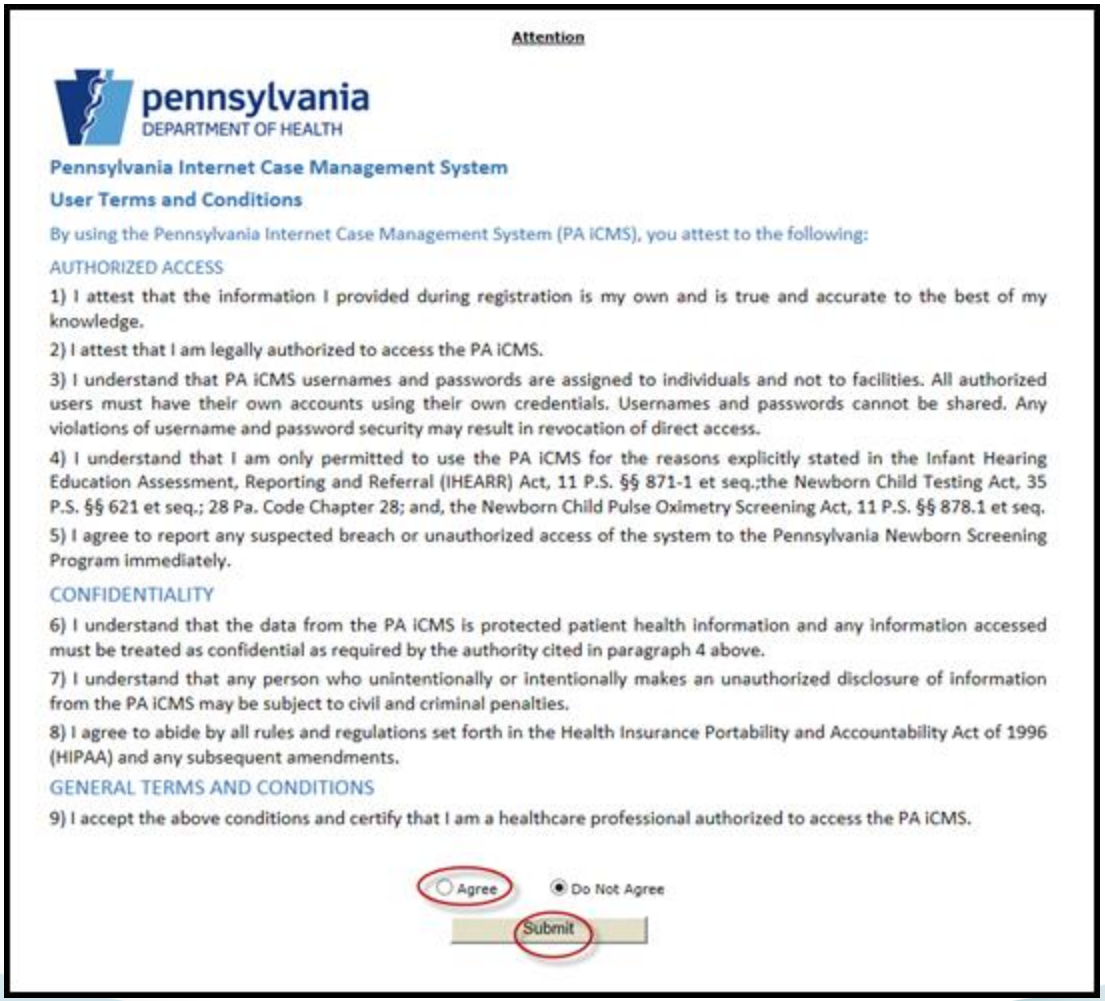
URL For Production:
https://nbs.pa.gov/toolbar/login.aspx

IE must be run in compatibility mode:
Tools -> Compatibility View Settings
Add this website -> Click “Add”

Password Criteria

- Passwords must have 8 characters including an uppercase, lowercase, numeric and a symbol
- Password can not be one that was previously used within last 180 days
- Users can only change their password 1 time every 15 days
- Audiologist Administrators can reset a user's password at any time
- Temporary password is good for 14 days
- Password reset is required every 60 days

User Terms and Conditions



Attention

pennsylvania
DEPARTMENT OF HEALTH

Pennsylvania Internet Case Management System

User Terms and Conditions

By using the Pennsylvania Internet Case Management System (PA iCMS), you attest to the following:

AUTHORIZED ACCESS

1) I attest that the information I provided during registration is my own and is true and accurate to the best of my knowledge.

2) I attest that I am legally authorized to access the PA iCMS.

3) I understand that PA iCMS usernames and passwords are assigned to individuals and not to facilities. All authorized users must have their own accounts using their own credentials. Usernames and passwords cannot be shared. Any violations of username and password security may result in revocation of direct access.

4) I understand that I am only permitted to use the PA iCMS for the reasons explicitly stated in the Infant Hearing Education Assessment, Reporting and Referral (IHEARR) Act, 11 P.S. §§ 871-1 et seq.;the Newborn Child Testing Act, 35 P.S. §§ 621 et seq.; 28 Pa. Code Chapter 28; and, the Newborn Child Pulse Oximetry Screening Act, 11 P.S. §§ 878.1 et seq.

5) I agree to report any suspected breach or unauthorized access of the system to the Pennsylvania Newborn Screening Program immediately.

CONFIDENTIALITY

6) I understand that the data from the PA iCMS is protected patient health information and any information accessed must be treated as confidential as required by the authority cited in paragraph 4 above.

7) I understand that any person who unintentionally or intentionally makes an unauthorized disclosure of information from the PA iCMS may be subject to civil and criminal penalties.

8) I agree to abide by all rules and regulations set forth in the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and any subsequent amendments.

GENERAL TERMS AND CONDITIONS

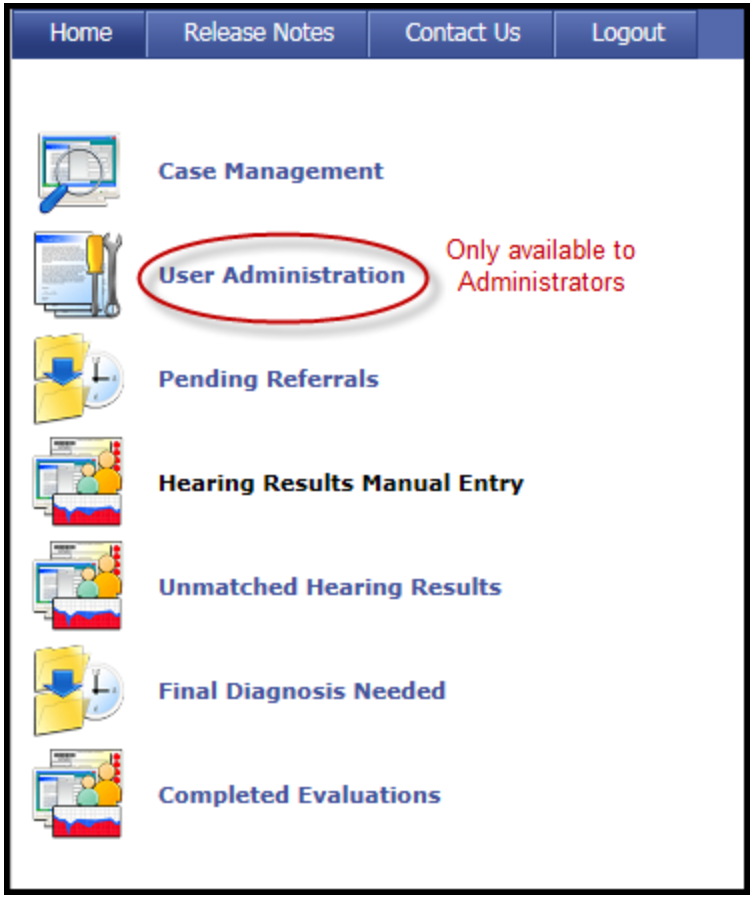
9) I accept the above conditions and certify that I am a healthcare professional authorized to access the PA iCMS.

Agree Do Not Agree

Submit

- Users must agree to these terms and conditions to access iCMS

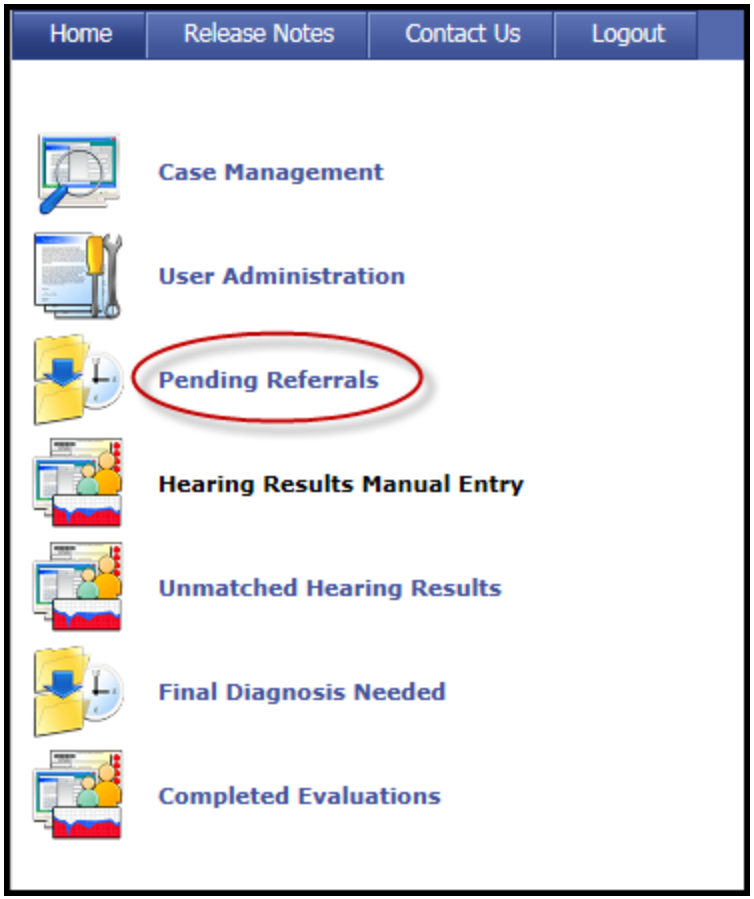
Landing Page



Top Toolbar:

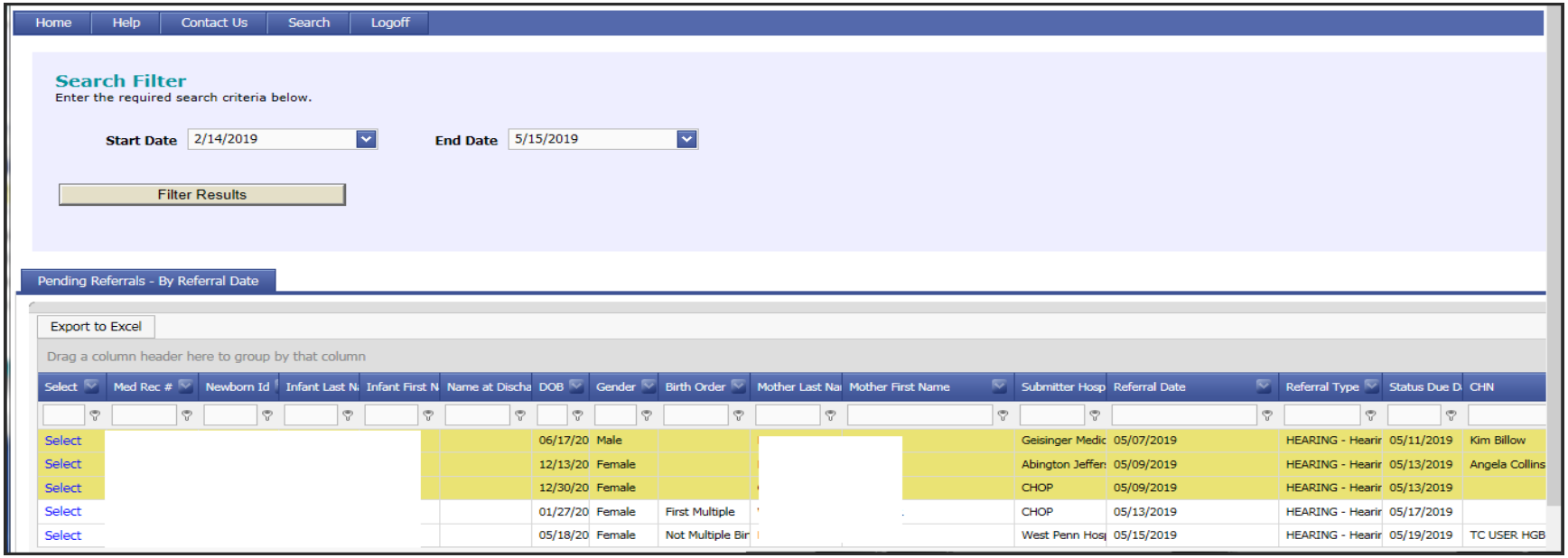
- **Home (Landing Page)** – Daily tasks and system options
- **Release Notes** – Training Materials
- **Contact Us** – Newborn Screening home page
- **Logout** – Exit out of iCMS

Pending Referrals



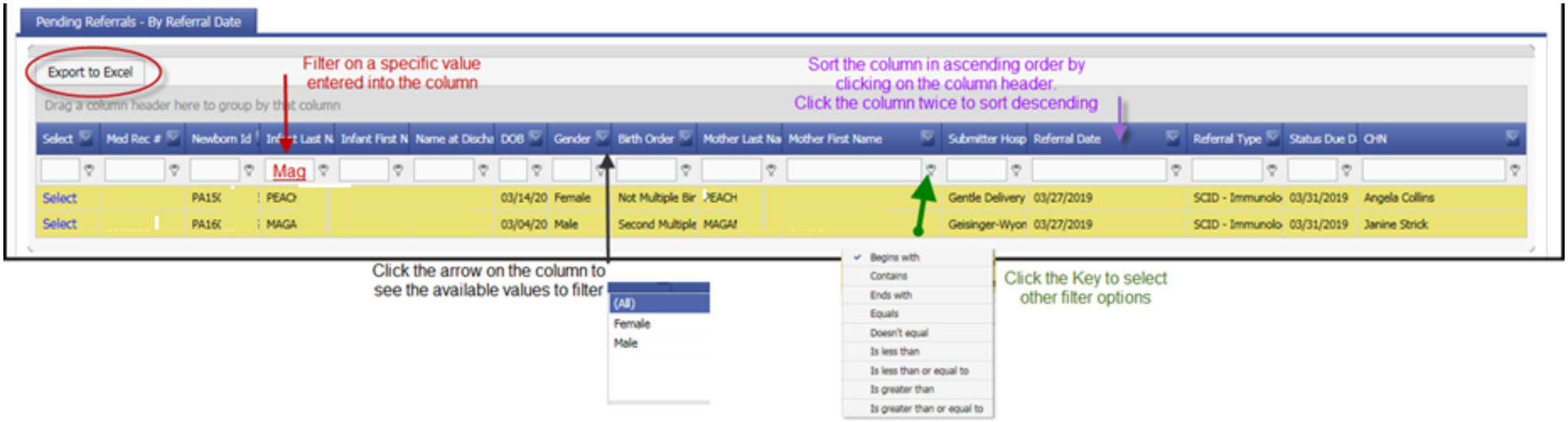
- Link to all new and pending referrals
- Records based on role and affiliation, so users only see babies/referrals assigned to their facility for their disorders

Pending Referrals



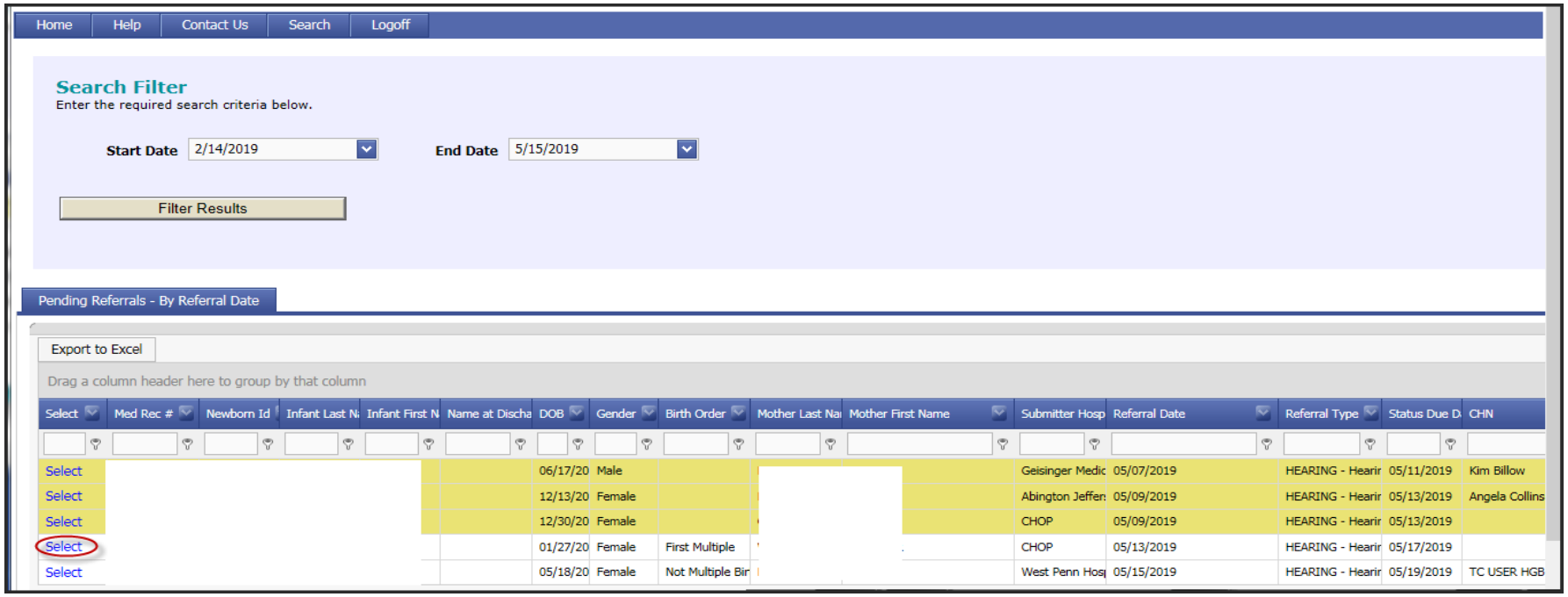
- Displays all referrals assigned to the Audiologist, awaiting an update
- Defaults to referrals created in the past 90 days
- Overdue cases highlighted in yellow
- Use the filter options on the top to change the default settings

Pending Referrals



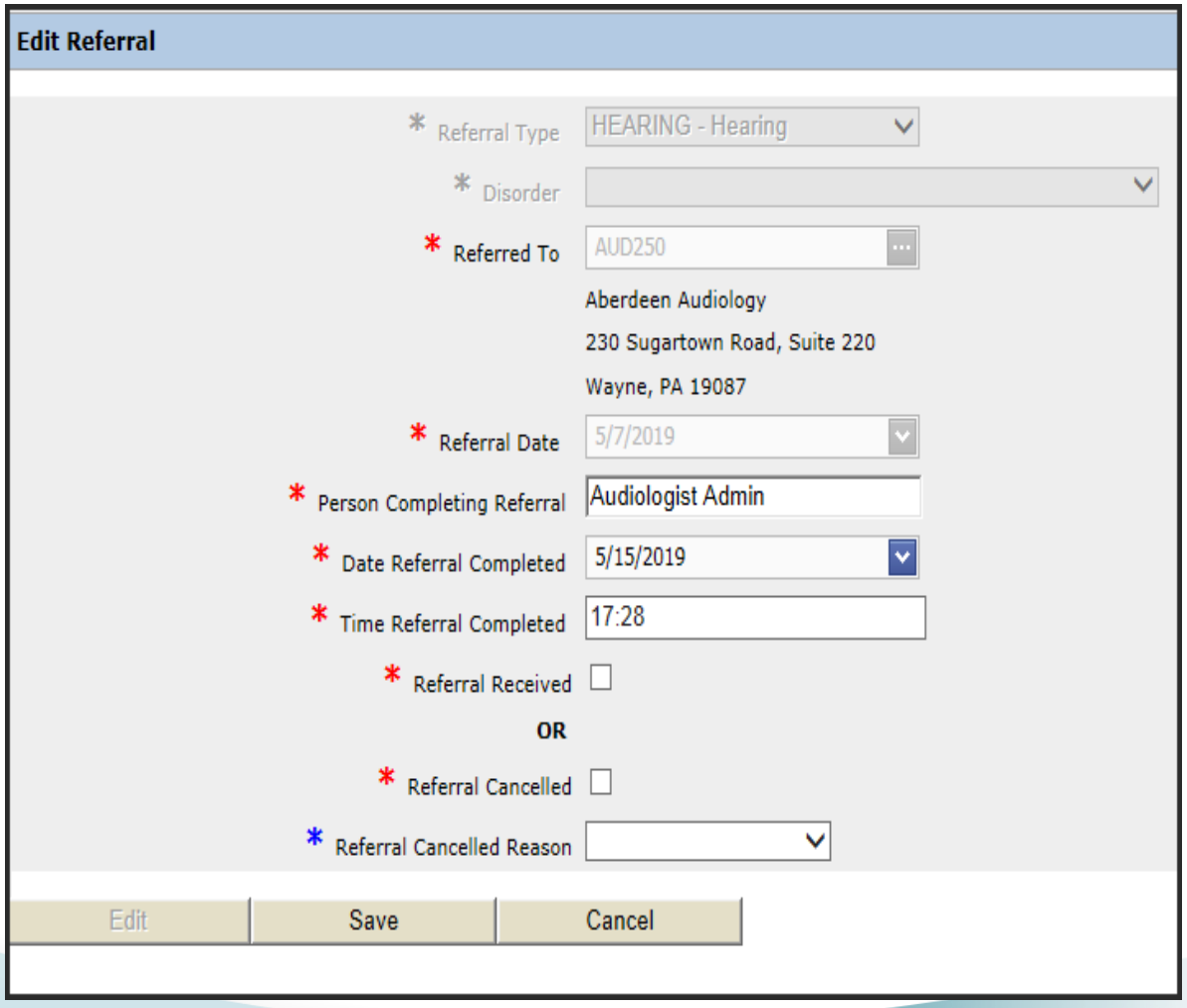
- The filter and sorting options described for this grid can be used throughout iCMS
- The “Export to Excel” will take all data displayed on the grid and create an excel file. This option also appears on all iCMS grids. When selected, a popup message will display at the bottom of the screen:

Pending Referrals



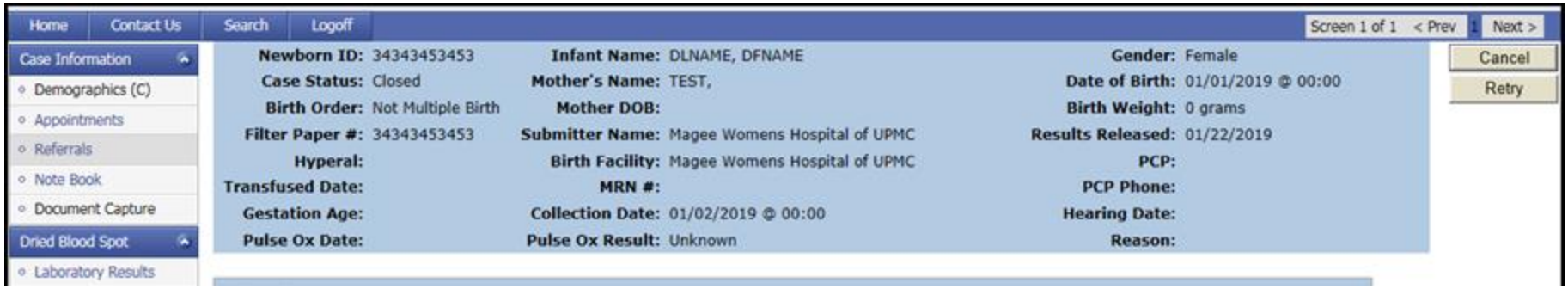
- Click “Select” to complete or cancel a referral

Pending Referrals



- The referral opens in edit mode
- Red asterisks (*) indicate mandatory fields
- Blue asterisks (*) indicate conditionally mandatory fields

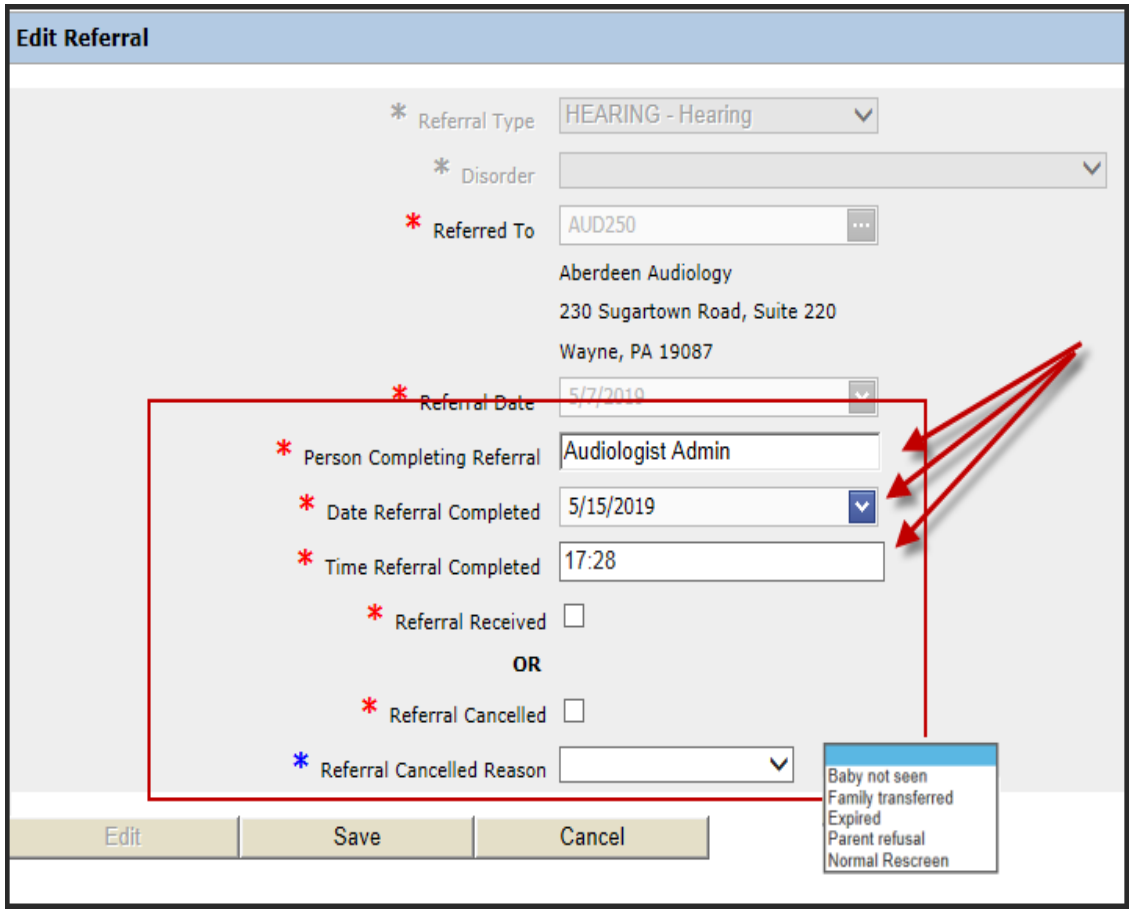
Pending Referrals



The header of a case has several components:

- The center, blue banner identifies the infant
- The left-side navigation menu includes links for other case details
- The top-right corner allows for system navigation
  - **Cancel** - Return to the previous screen
  - **Retry** - Return to the grid from where you selected the case
  - **Prev** and **Next** - Allow you to view additional filter papers for the case

Pending Referrals



* Mandatory data for Save

* Conditionally mandatory

Option drop-down

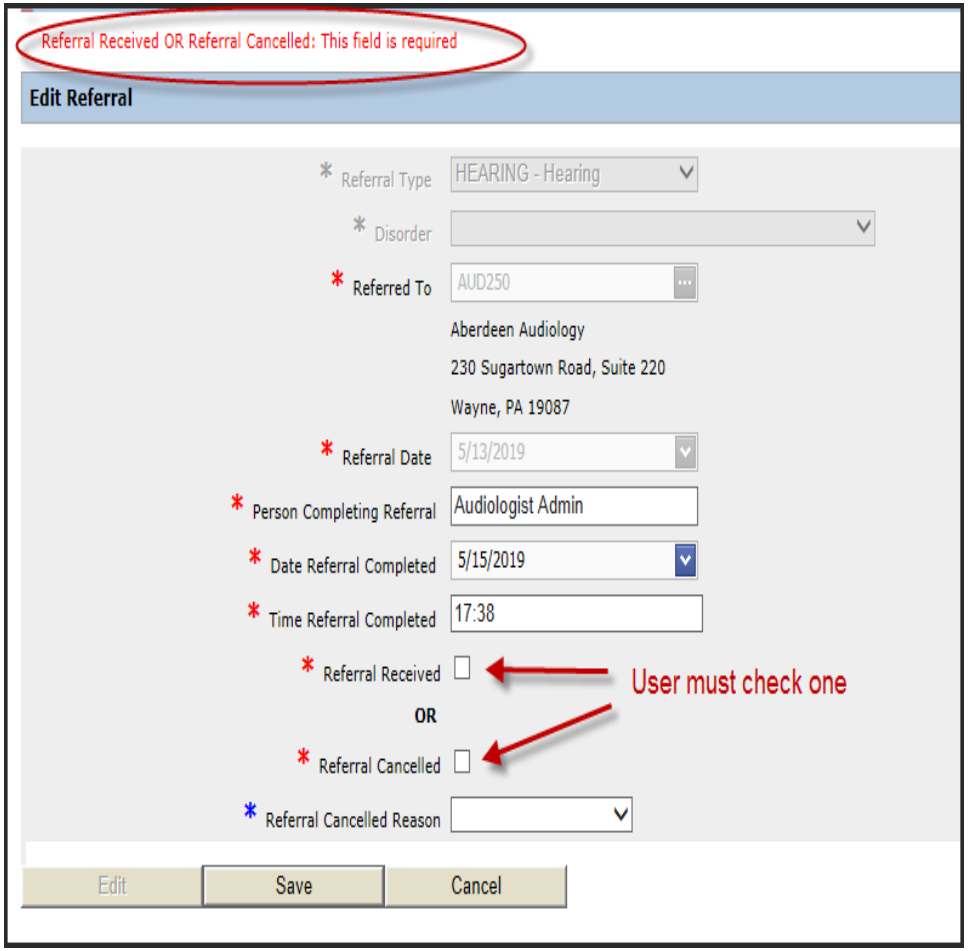
Calendar drop-down

Auto-filled

Select Referral Received OR Referral Cancelled and Reason Cancelled

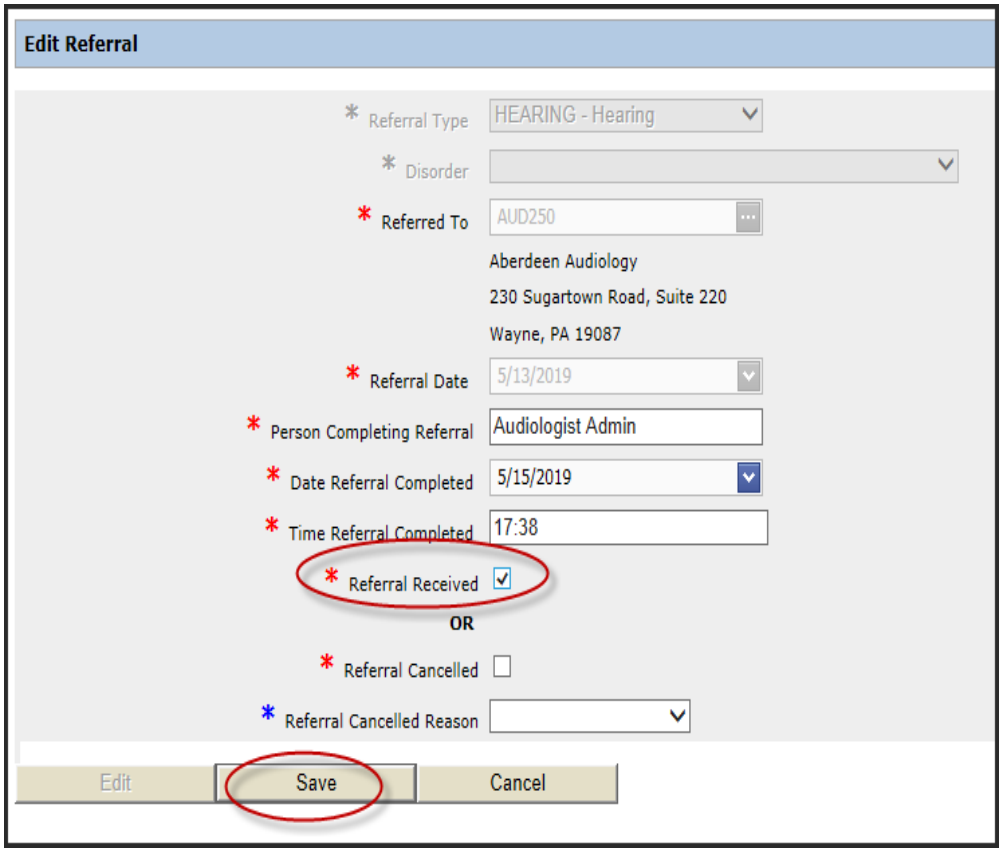
- Click “Save” to update the referral
- Click “Cancel” to exit the record without updates

Pending Referrals



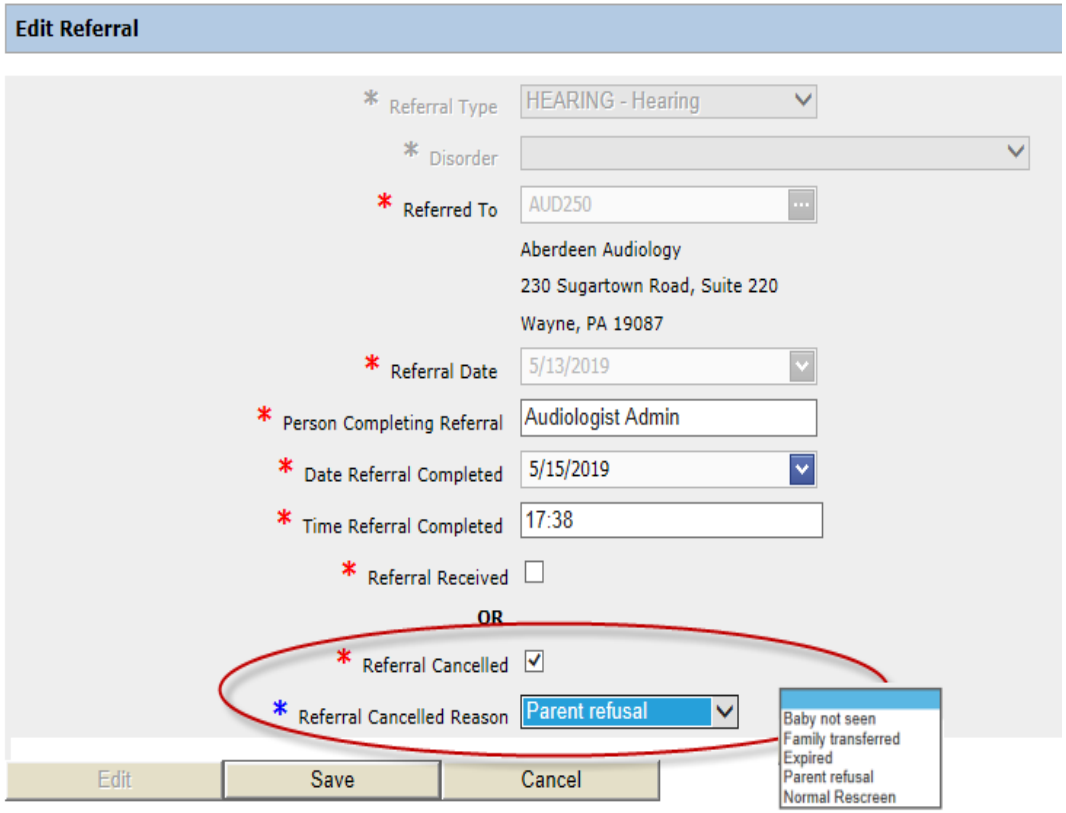
- If mandatory data is missing or incorrect, error message(s) will display at the top of the screen when you click “Save”
- Fill in the required details correctly and click “Save” again

Accepting a Referral



- Check the “Referral Received” box
- Click “Save”
- A Dx record will be created and listed on the Final Diagnosis Needed grid

Cancelling a Referral



- Check the “Referral Cancelled” box
- Select a “Referral Cancelled Reason” from the dropdown
- Click “Save”
- The state will receive an action indicating referral cancelled – no further steps needed for the user
- The DX will not be created or if one already exists, it will no longer appear on the Final Diagnosis Needed grid

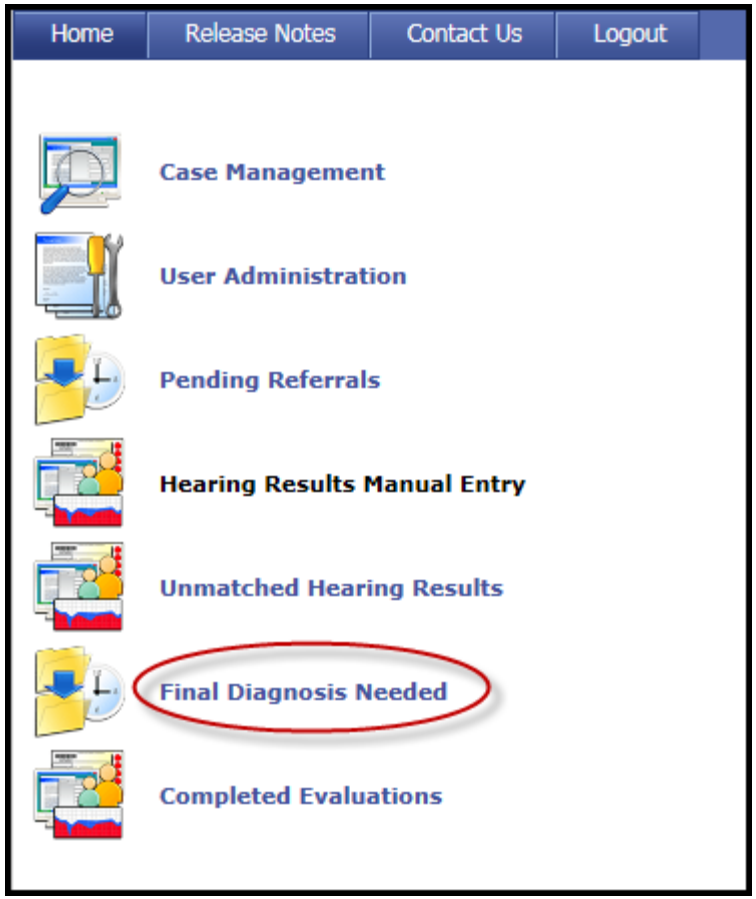
Completed Referrals

Referrals

Select	Referral Date	Referral Type	Referred To	Phone #	Completed By	Completed On	Status
Select	05/07/2019	HEARING - Hearing	Children's Hospital of Philadelphia Audiology	(215) 590-7071	Daniel LaGonterie	05/16/2019	Pending
Select	05/16/2019	HEARING - Hearing	Delaware County Memorial Hospital	(610) 284-8572	Daniel LaGonterie	05/16/2019	Cancelled
Select	05/07/2019	HEARING - Hearing	Aberdeen Audiology	(610) 688-6003	Daniel LaGonterie	05/16/2019	Completed

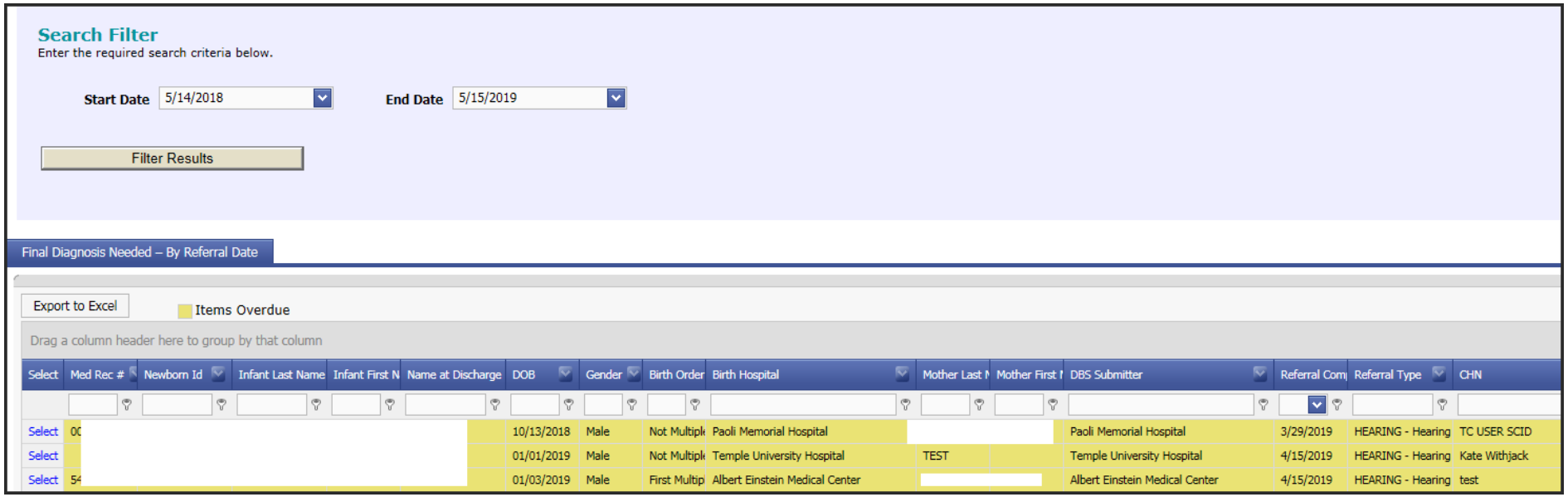
- Once saved, the screen is redirected back to the Referrals summary page
- If the referral is accepted, the Status will be updated to “Completed”, the referral will be removed from the Pending Referrals grid and added to the Final Diagnosis Needed grid
- If the referral is cancelled, the referral status will be updated to “Cancelled” and the referral will be removed from the Pending Referrals grid
- To view and edit a referral, click “Select” next to it

Final Diagnosis Needed



- Link to completed referrals for which a final diagnosis has not been entered yet

Final Diagnosis Needed



- Lists all completed referrals that are awaiting a final diagnosis
- Defaults to cases requiring a final diagnosis within the past 366 days
- Use the filter options on the top to change the default settings
- Click “Select” to view and edit a record

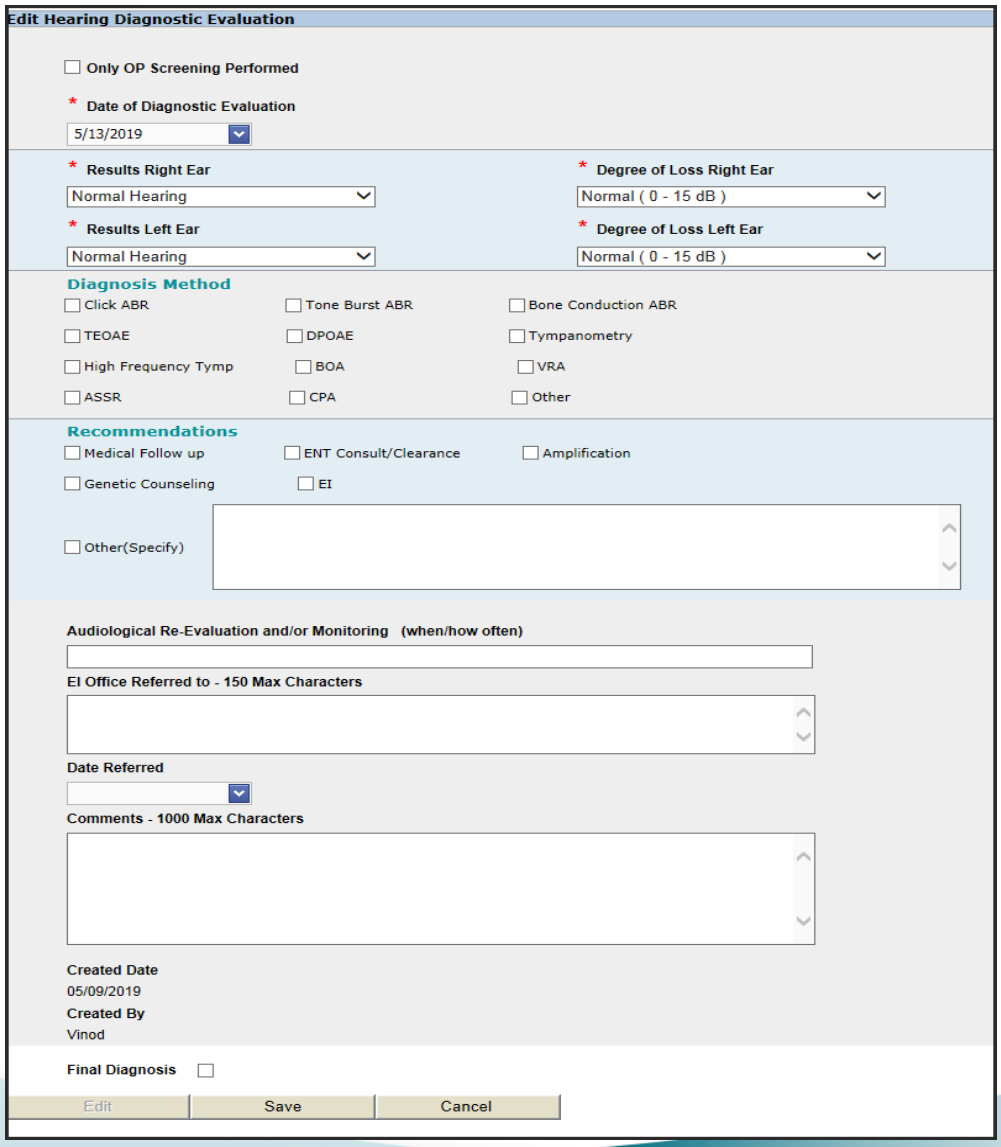
Final Diagnosis Needed

- Final Diagnosis is expected to be updated within the requirements below:

Disorder	DX Due in
Hearing	Within 10 business days after diagnosis

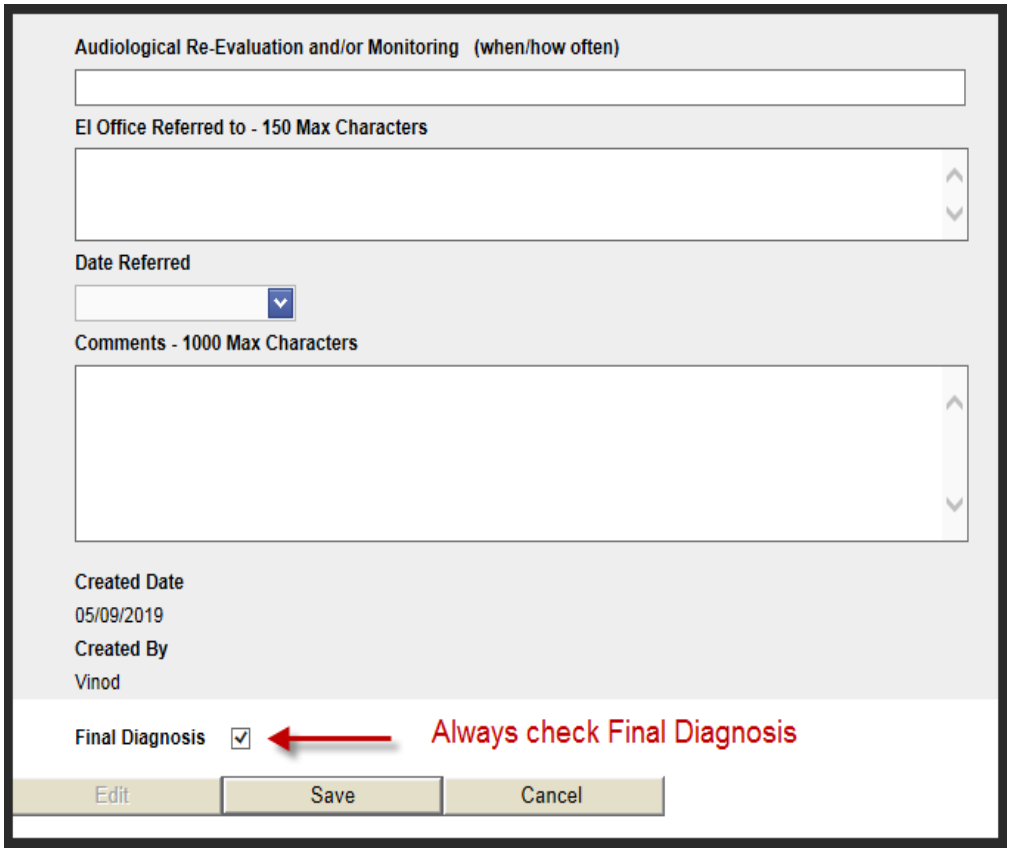
- The diagnosis forms will match the workbook previously emailed to you by the CHN

Final Diagnosis Needed



- Diagnostic Results form opens in edit mode
- The form matches the current workbook format
- Mandatory field indicators (* and *) and drop-downs function the same way as they do on the “Edit Referral” form
- If diagnostic findings are incomplete, provider should select 'incomplete findings' under right/left ear results.

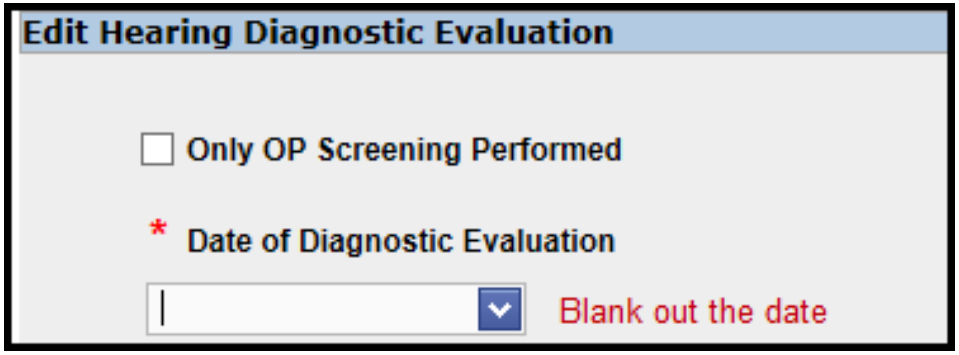
Final Diagnosis Needed



- If it is the final diagnosis, check the box
- Click “Save” to update
- Click “Cancel” to exit without saving changes
- If unable to save, scroll to the top of the screen for warnings and errors
- If you have any additional comments, add it to the Notebook
- For “Incomplete Findings”, check the final diagnosis box then enter a future appt.

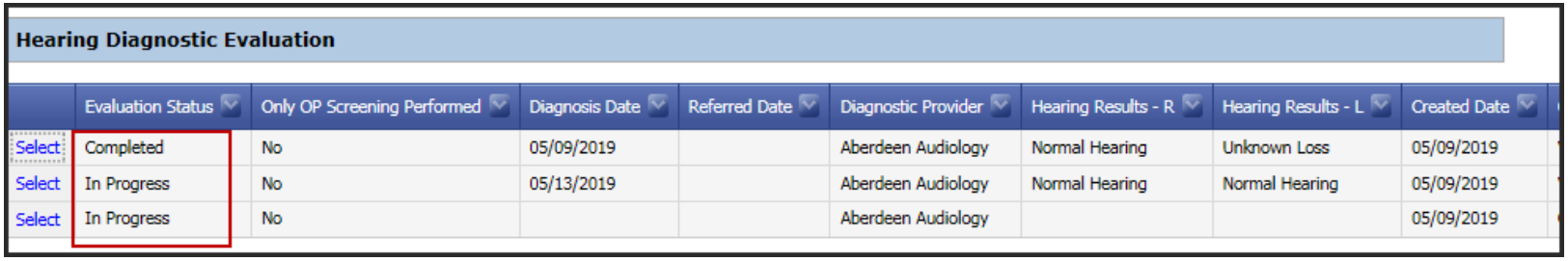
Note: To cancel a diagnostic result, go to the “Edit Referral” screen and cancel it.

Outpatient Screening Performed



- If an Outpatient (OP) screen was performed instead of a diagnostic evaluation, check the “Only OP Screening Performed” box and blank out the Date of Diagnostic Evaluation
- Check the “Final Diagnosis” box at the bottom of the form
- Click “Save” to update
- Select IP/OP Screening Results from the left navigation menu
- Add the OP Screening results

Final Diagnosis Needed

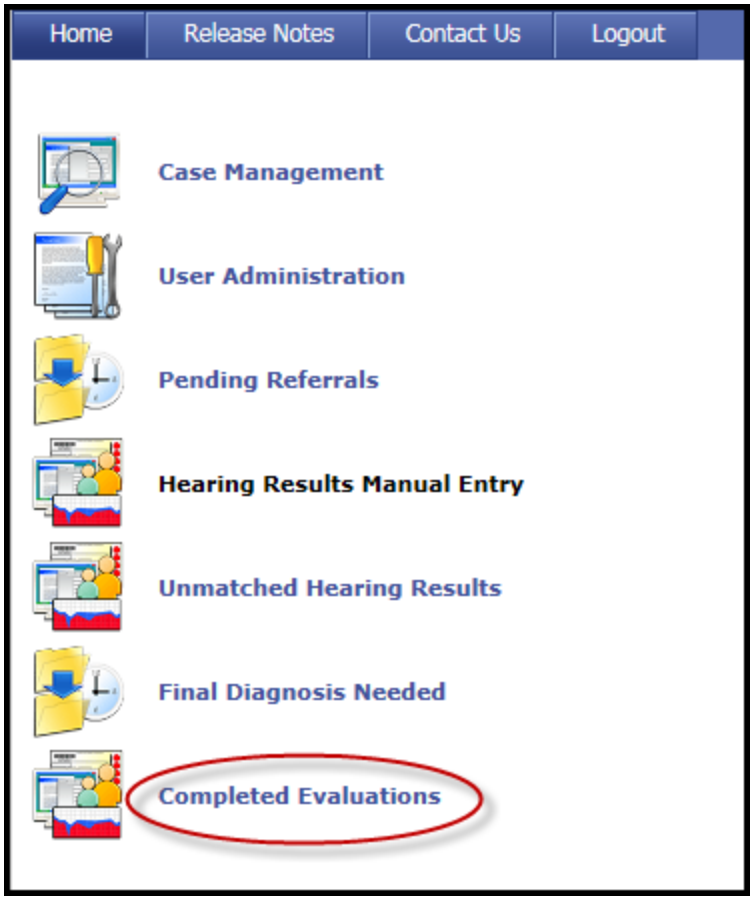


Hearing Diagnostic Evaluation

	Evaluation Status	Only OP Screening Performed	Diagnosis Date	Referred Date	Diagnostic Provider	Hearing Results - R	Hearing Results - L	Created Date
Select	Completed	No	05/09/2019		Aberdeen Audiology	Normal Hearing	Unknown Loss	05/09/2019
Select	In Progress	No	05/13/2019		Aberdeen Audiology	Normal Hearing	Normal Hearing	05/09/2019
Select	In Progress	No			Aberdeen Audiology			05/09/2019

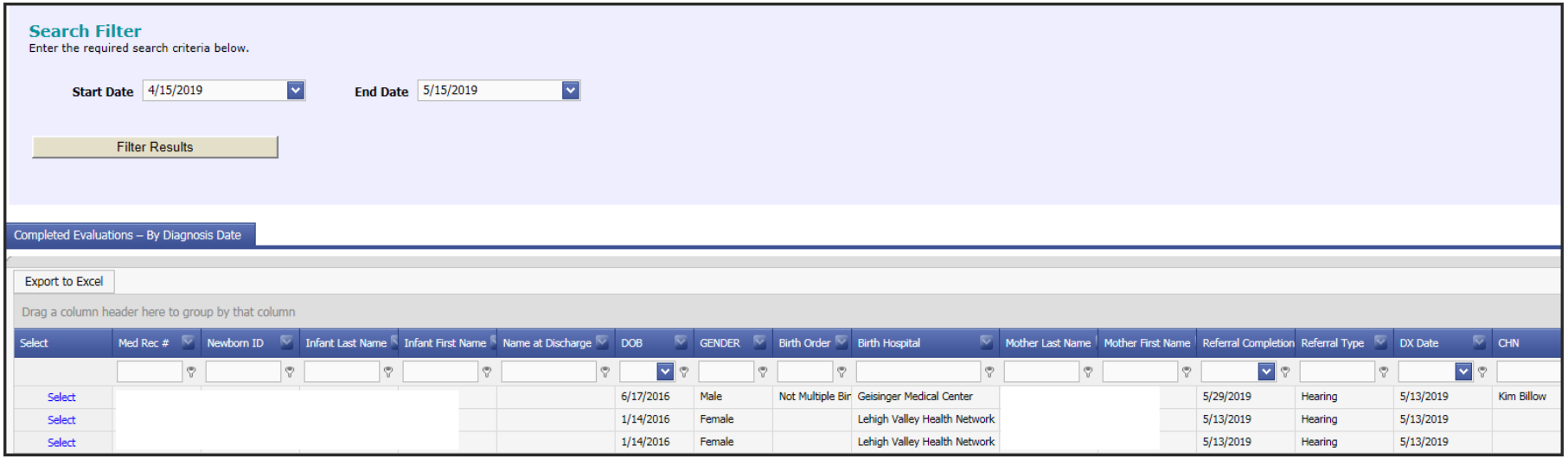
- If “Final Diagnosis” was checked, the “Evaluation Status” will be updated to “Completed”, else it will stay as “In Progress”
- The record will be removed from the Final Diagnosis Needed grid and added to the Completed Evaluations grid
- To view and edit a record, click “Select” next to it

Completed Evaluations



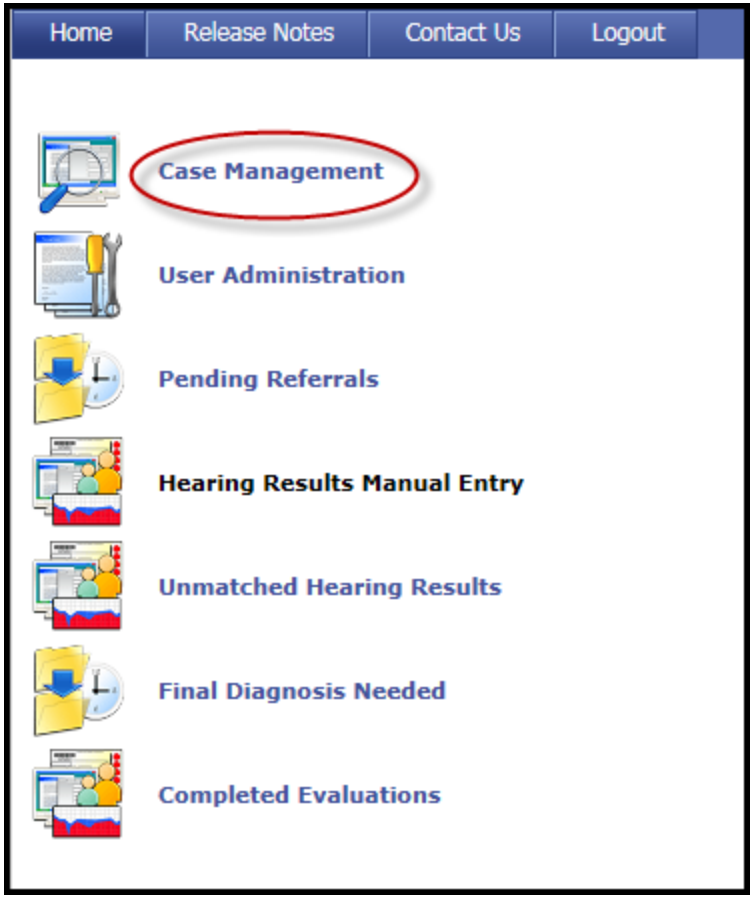
- Link to all completed cases

Completed Evaluations



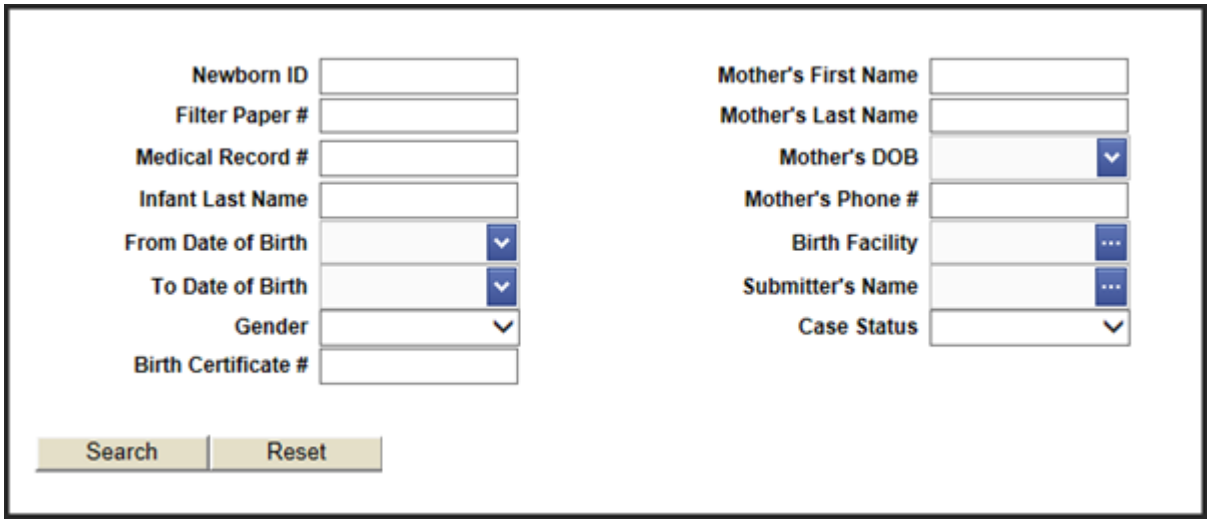
- Allows quick review of completed cases
- Lists only the records that have the “Final Diagnosis” checkbox marked
  Note: Cases where OP screening was performed instead of diagnostic evaluations will not be listed on this grid.
- By default displays records with a final diagnosis date in the past 30 days
- To view a record, click “Select” next to it

Case Management



- Allows users to search for specific cases based on selected criteria

Case Management

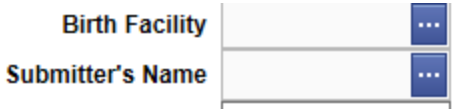


- To find a record, enter a value in one or more of the fields and click “Search”
  - A combination of fields can be used, e.g. Infant Last Name and DOB
  - Wildcard cards can also be used, e.g. Infant Last Name as “SM*”
- Click “Reset” to clear the search
- If the search returns more than 10,000 records, a warning message will be displayed

Case Management

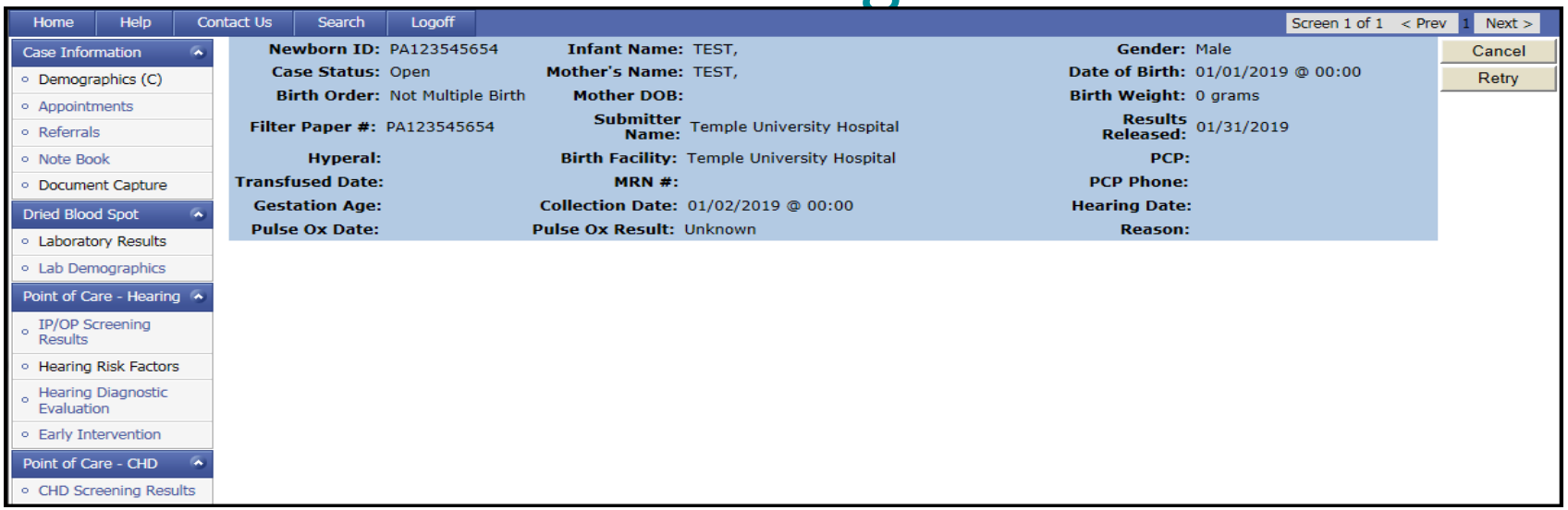
- Click “Select” to view a record from the search results
- If the baby is not found, try alternate criteria

Case Management



- To search by Birth Facility or Submitter, click the ellipsis
- Click “Select” from the list displayed of your affiliated sites

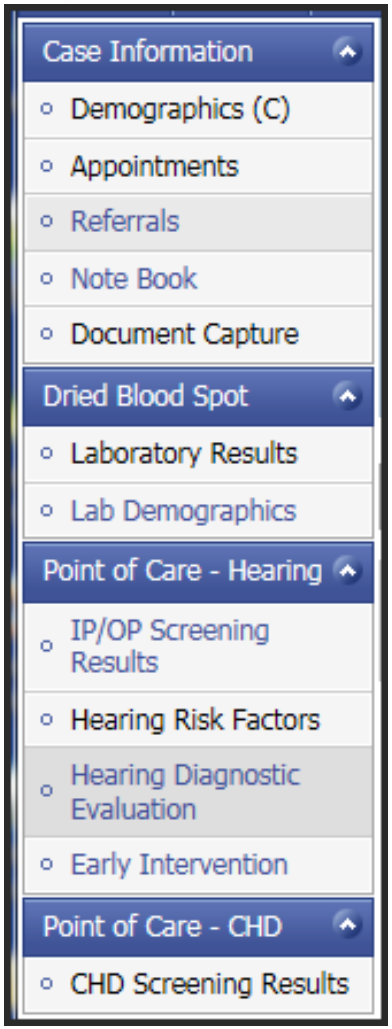
Case Management



The header of a case has several components:

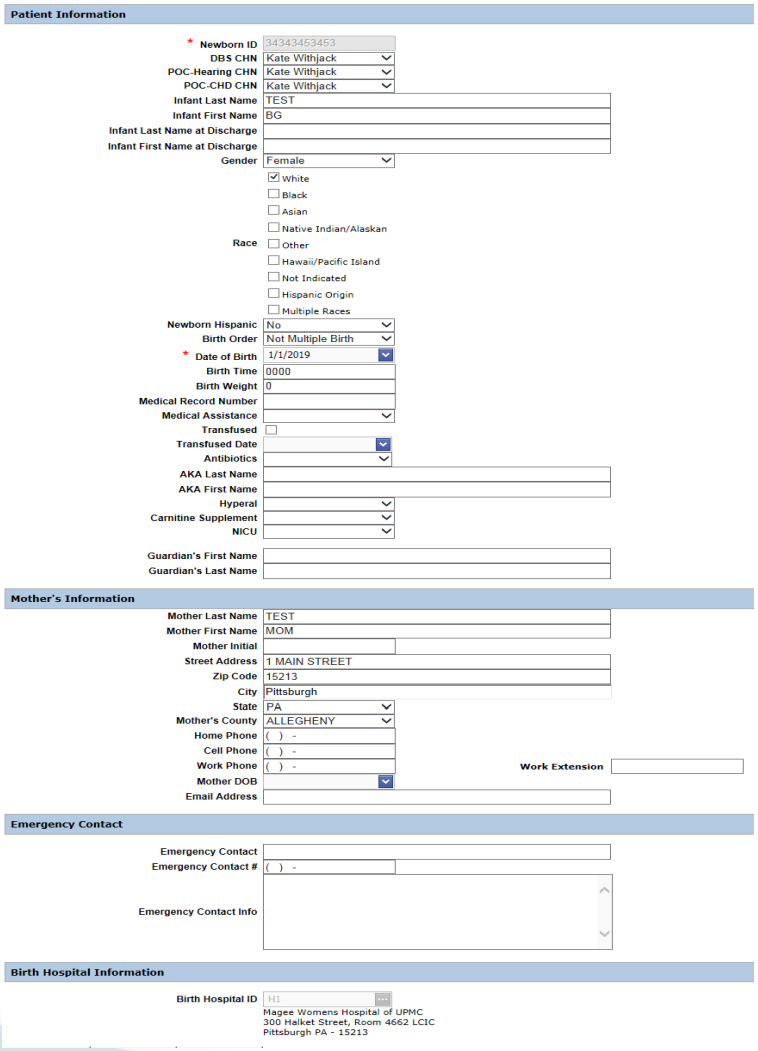
- The center, blue banner identifies the infant
- The left-side navigation menu includes links for other case details
- The top-right corner allows for system navigation
  - **Cancel** - Return to the previous screen
  - **Retry** - Return to the grid from where you selected the case
  - **Prev** and **Next** - Allow you to view additional filter papers for the case

Case Menu



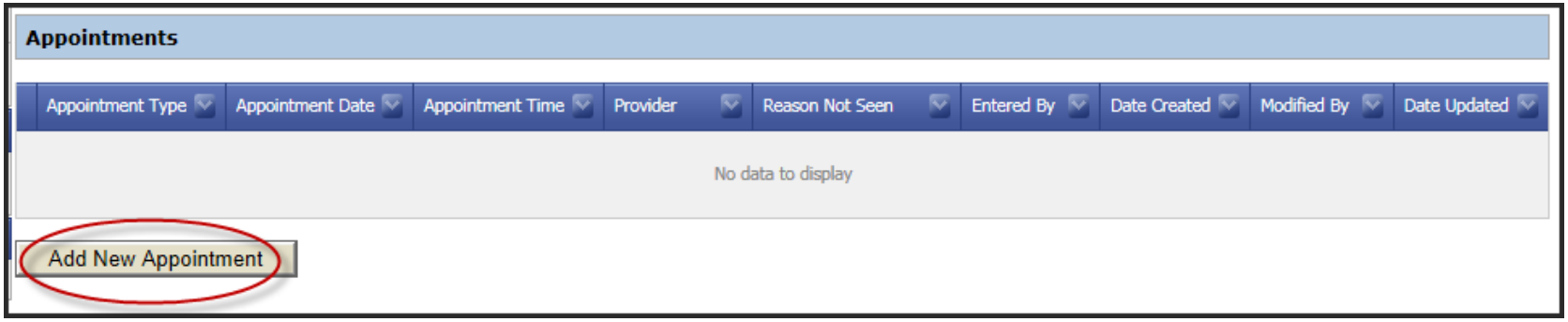
- **Demographics** – current demographic data for the case
- **Appointments** – all appointments for the case
- **Referrals** – all referrals for the case
- **Notebook** – all notes for the case
- **Document Capture** – lab reports and other case documents; .doc, .docx, .xls, .xlsx, .pdf , .jpg, .gif and .png files
- **Laboratory Results** – filter paper results
- **Lab Demographics** – demographics from the filter paper
- **IP/OP Screening Results** – all hearing screening results
- **Hearing Risk factors –** the set of risk factors for the case
- **Hearing Diagnostic Evaluation –** the Hearing DX form
- **Early Intervention –** the EI enrollment status
- **CHD Screening Results** – all CHD screening results

Case Demographics



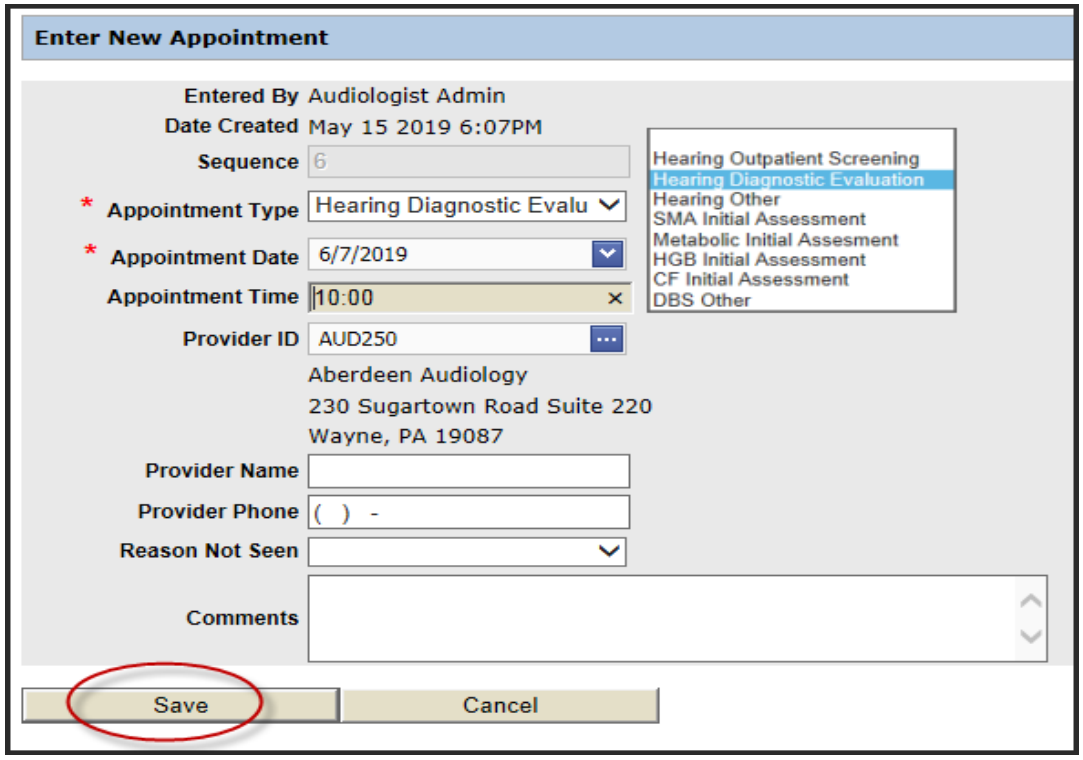
- Displays the most recent demographic information in view-only mode
- If you have more recent demographic information, please email it to the CHN assigned to this case

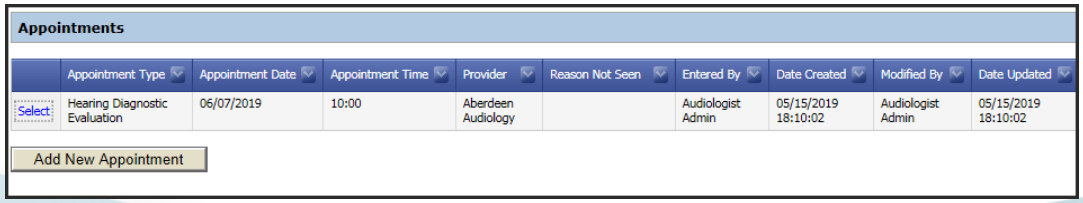
Appointments



- If a future follow-up appointment is required, it should be entered when it is confirmed with the family
- To add or view, click the Appointments tab from the left-navigation menu
- To add a new appointment, click “Add New Appointment”

Appointments





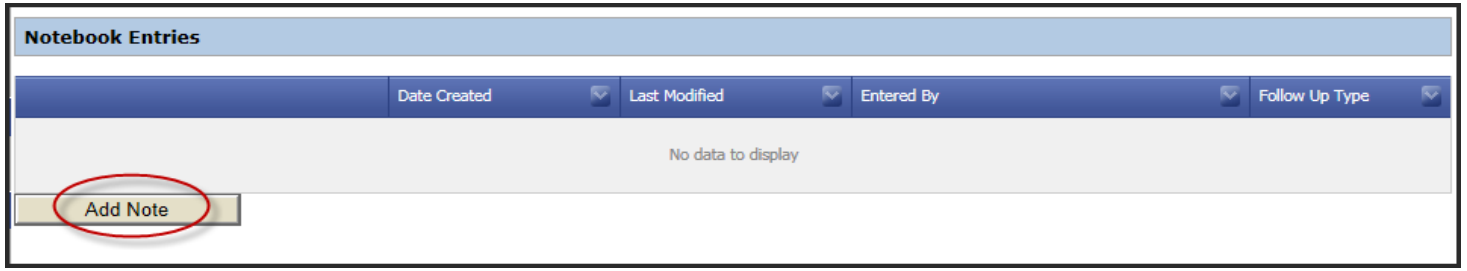
- Select the appointment type to be scheduled:
  - Hearing Outpatient Screening
  - Hearing Diagnostic Evaluation
  - Hearing Other
- Enter the appointment date and other data as needed
- The provider defaults to your facility
- Click “Save” to update and the appointment will be added to the grid

Appointments

- After you see a baby and enter the DX result, if a follow-up visit is required then add a new DX appointment

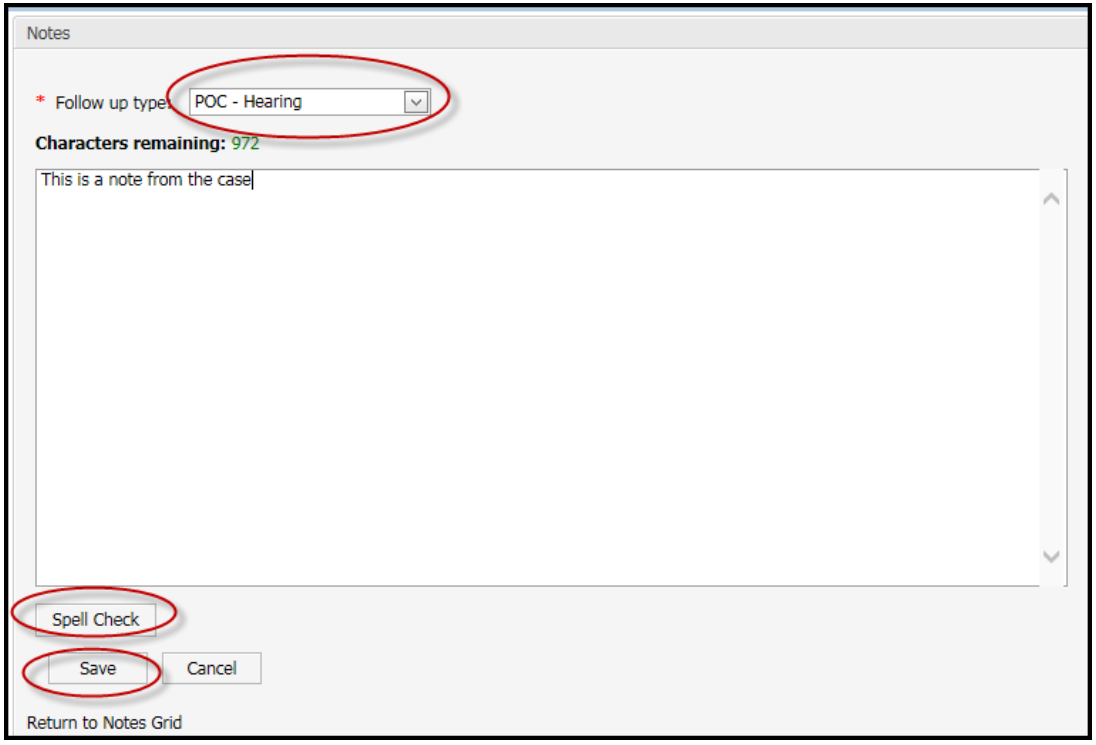
- A new Hearing DX form will be generated when the new Hearing DX appointment is added and it will appear on the “Final Diagnosis Needed” grid

Notebook

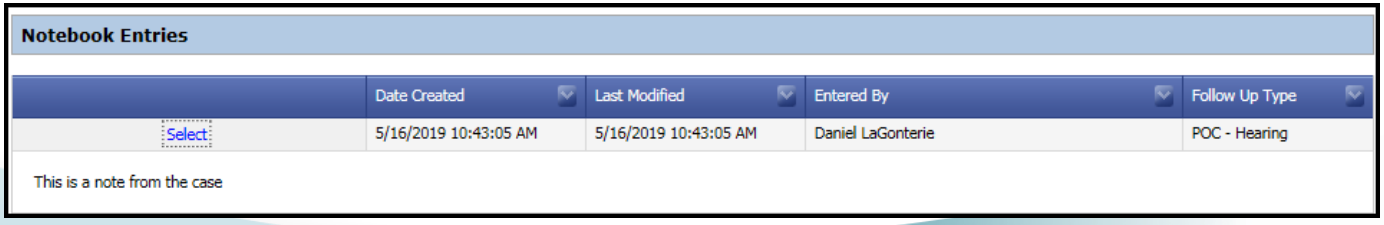


- The notebook is where you can add any comments related to the case
- To add or view, click the Note Book tab from the menu
- To add a new note, click “Add Note”

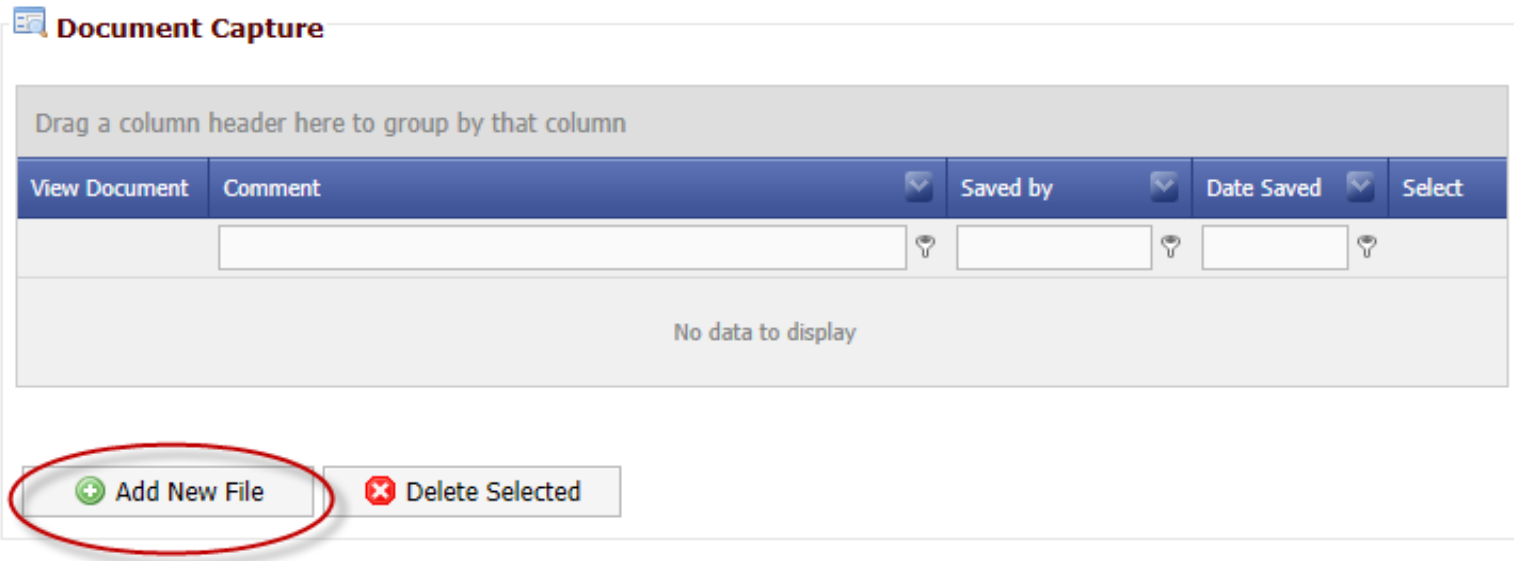
Notebook



- Select the note type “Hearing”, then enter the note
- Click “Spell Check” if needed
- Click “Save” to update and the note will be added to the grid

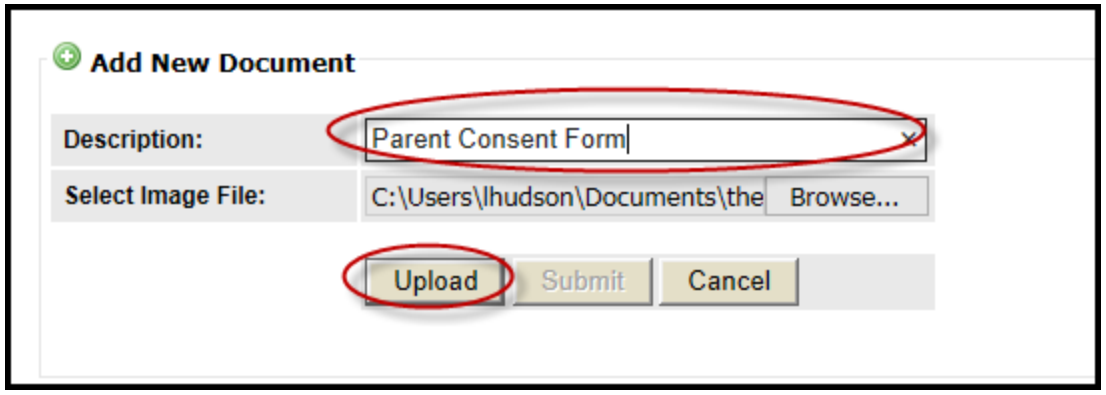


Document Capture - Add



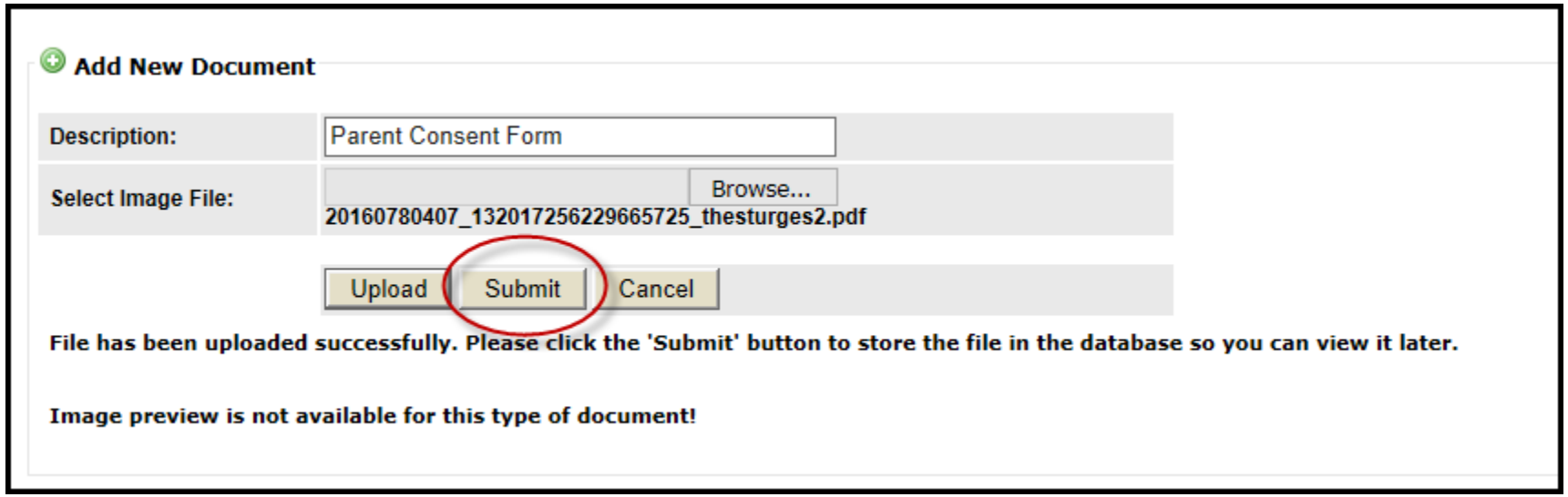
- Click “Add New File” to add a scanned document to the case
- Click “Browse” to open search window to locate your document
- Click “Open” from the search window when the file is selected

Document Capture - Add



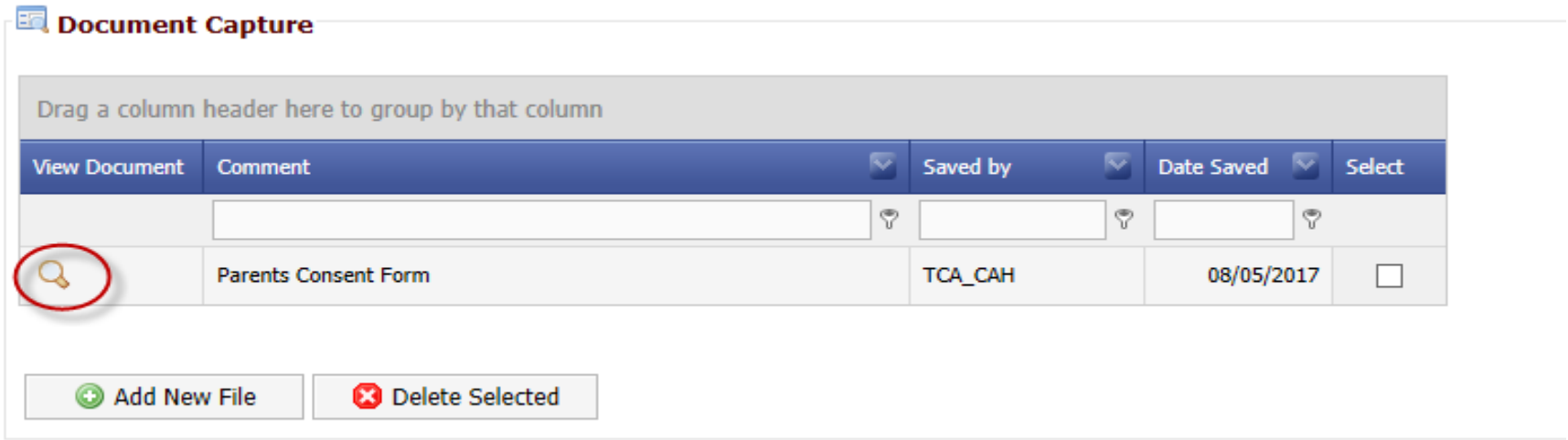
- Enter the document description then Click “Upload”
- File types supported: .doc, .docx, .xls, .xlsx, .pdf, .jpg, .gif and .png

Document Capture - Add



- If system accepts the image type and description, you will be prompted to "Submit"

Document Capture - View



- To view an existing document, click

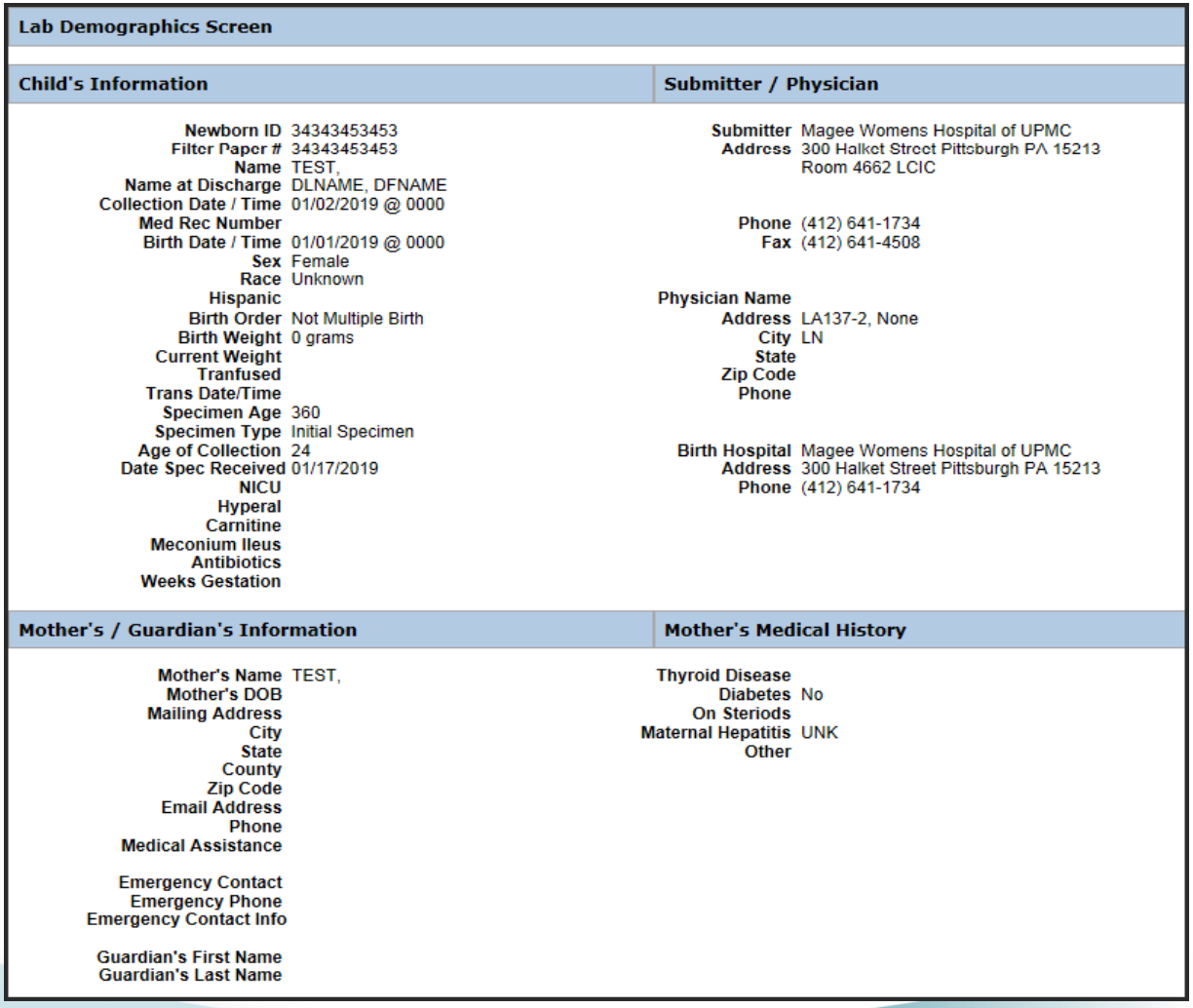
Laboratory Results

Select	Group	Disorder	Mnemonic	Comment	Status
Select	T4 and TSH	T4 (CH)	WNL	Within Normal Limits	Normal
Select	AA	AA	WNL	Within Normal Limits	Normal
Select	AA	MSUD	WNL	Within Normal Limits	Normal
Select	AA	PKU	WNL	Within Normal Limits	Normal
Select	Gal	GAL	WNL	Within Normal Limits	Normal
Select	Gal	GALBEU	WNL	Within Normal Limits	Normal
Select	CAH	CAH	WNL	Within Normal Limits	Normal
Select	Hgb	HGB	FA	Within Normal Limits	Normal
Select	BIO	BIO	WNL	Within Normal Limits	Normal
Select	CF	CF	WNL	Within Normal Limits	Normal
Select	SCID	SCID	WNL	Within Normal Limits	Normal
Select	AC	AC	WNL	Within Normal Limits	Normal

Select	Testcode	Testnam	Value
Select	00053	T4 CH	16.10

- "Select" the test to view the result values

Lab Demographics



Lab Demographics Screen

Child's Information

Newborn ID	34343453453
Filter Paper #	34343453453
Name	TEST,
Name at Discharge	DLNAME, DFNAME
Collection Date / Time	01/02/2019 @ 0000
Med Rec Number	
Birth Date / Time	01/01/2019 @ 0000
Sex	Female
Race	Unknown
Hispanic	
Birth Order	Not Multiple Birth
Birth Weight	0 grams
Current Weight	
Tranfused	
Trans Date/Time	
Specimen Age	360
Specimen Type	Initial Specimen
Age of Collection	24
Date Spec Received	01/17/2019
NICU	
Hyperal	
Carnitine	
Meconium Ileus	
Antibiotics	
Weeks Gestation	

Submitter / Physician

Submitter	Magee Womens Hospital of UPMC
Address	300 Halket Street Pittsburgh PA 15213 Room 4662 LCIC
Phone	(412) 641-1734
Fax	(412) 641-4508
Physician Name	
Address	LA137-2, None
City	LN
State	
Zip Code	
Phone	
Birth Hospital	Magee Womens Hospital of UPMC
Address	300 Halket Street Pittsburgh PA 15213
Phone	(412) 641-1734

Mother's / Guardian's Information

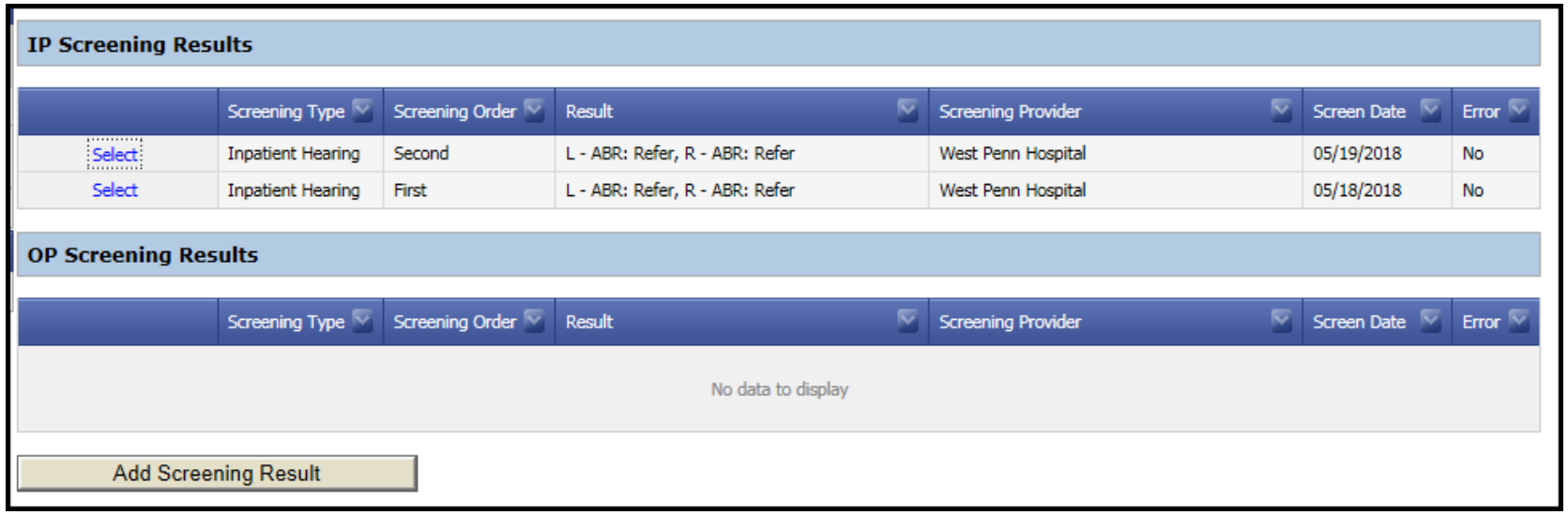
Mother's Name	TEST,
Mother's DOB	
Mailing Address	
City	
State	
County	
Zip Code	
Email Address	
Phone	
Medical Assistance	
Emergency Contact	
Emergency Phone	
Emergency Contact Info	
Guardian's First Name	
Guardian's Last Name	

Mother's Medical History

Thyroid Disease	
Diabetes	No
On Steriods	
Maternal Hepatitis	UNK
Other	

- View only
- Populated from the filter paper

IP/OP Screening Results



IP Screening Results

	Screening Type	Screening Order	Result	Screening Provider	Screen Date	Error
Select	Inpatient Hearing	Second	L - ABR: Refer, R - ABR: Refer	West Penn Hospital	05/19/2018	No
Select	Inpatient Hearing	First	L - ABR: Refer, R - ABR: Refer	West Penn Hospital	05/18/2018	No

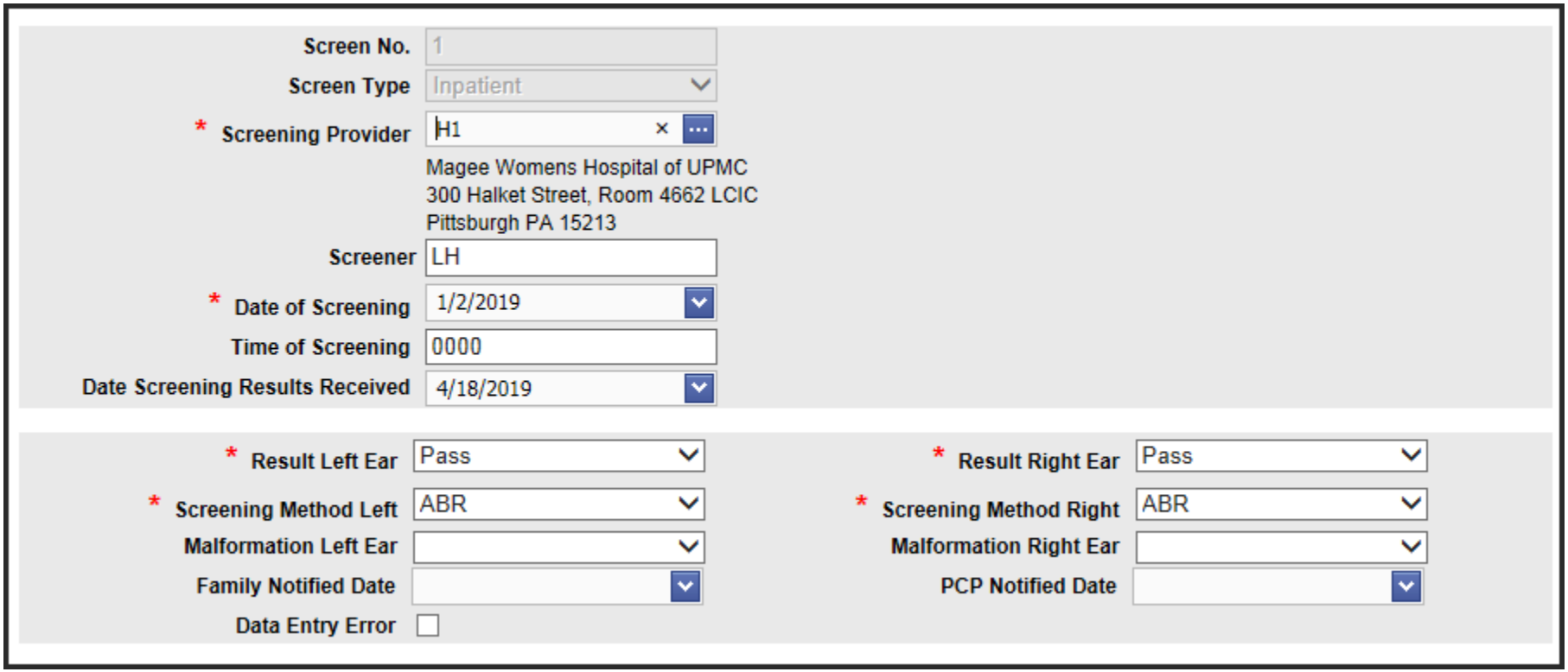
OP Screening Results

	Screening Type	Screening Order	Result	Screening Provider	Screen Date	Error
No data to display						

Add Screening Result

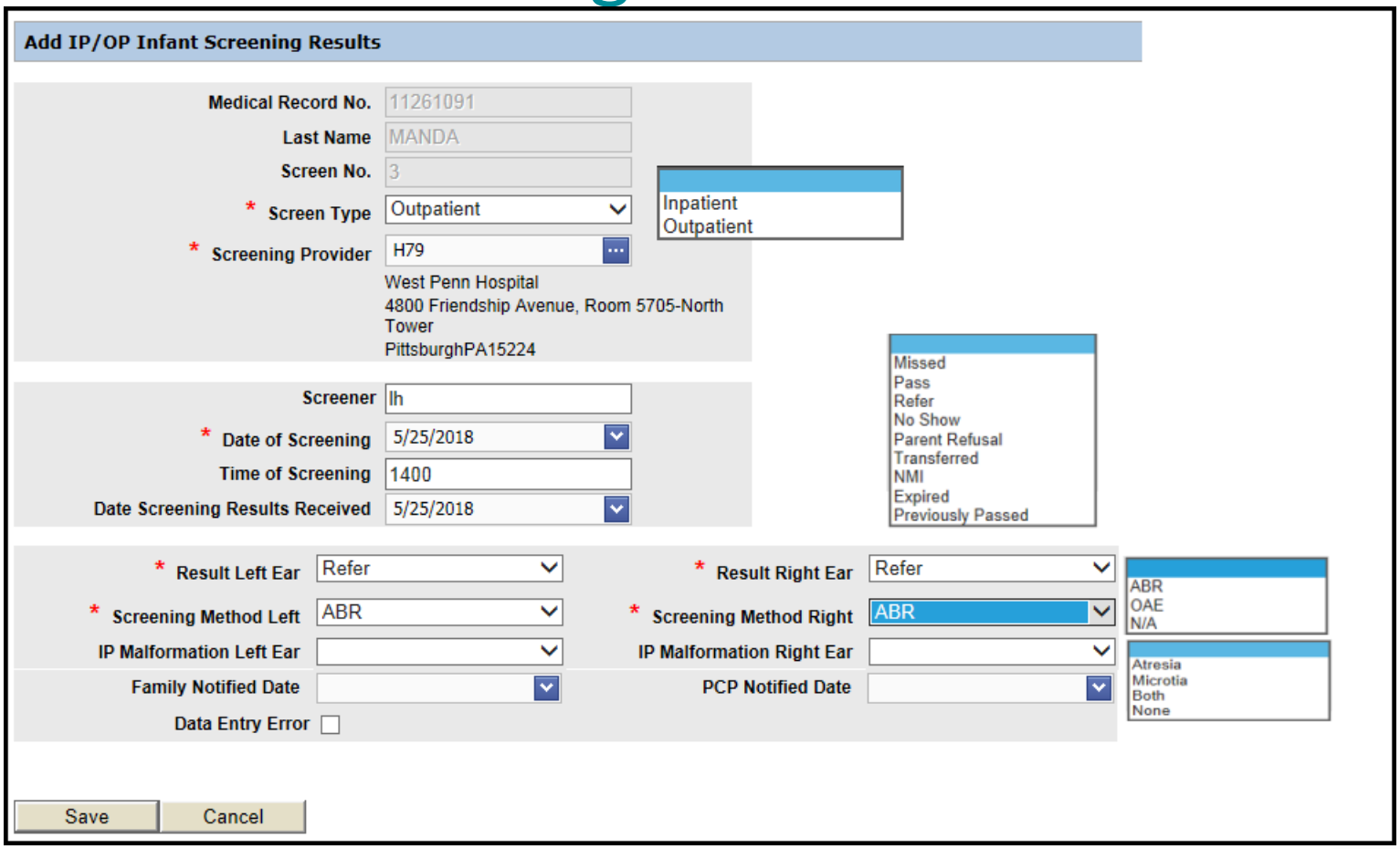
- Inpatient and Outpatient Hearing Screening results allow you to add, edit or view IP and OP screens
- Click “Select” to view the details
- Click “Add” to enter a new screening result if your test was not a diagnostic evaluation

IP/OP Screening Details



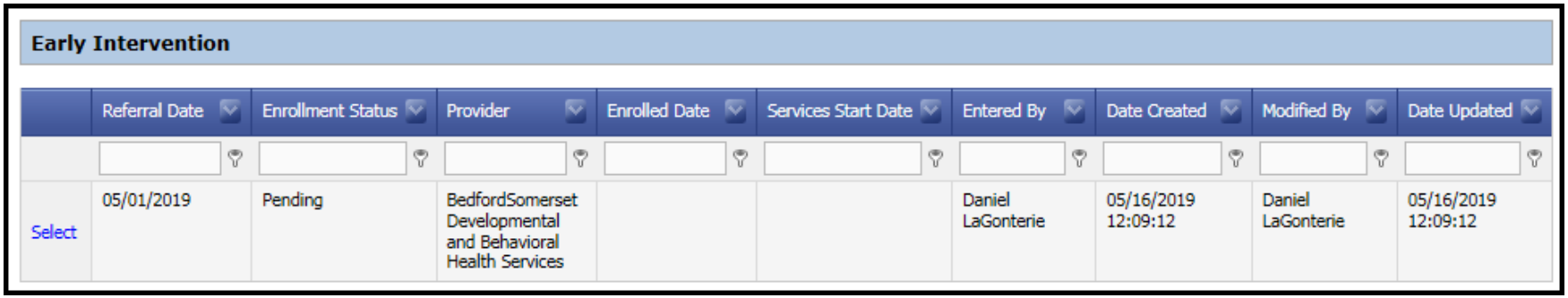
- The screening details show date, time, method, results and malformations, if any, for the screen

Adding an OP Result



- To add the outpatient result, enter the mandatory fields and click “Save”

Early Intervention

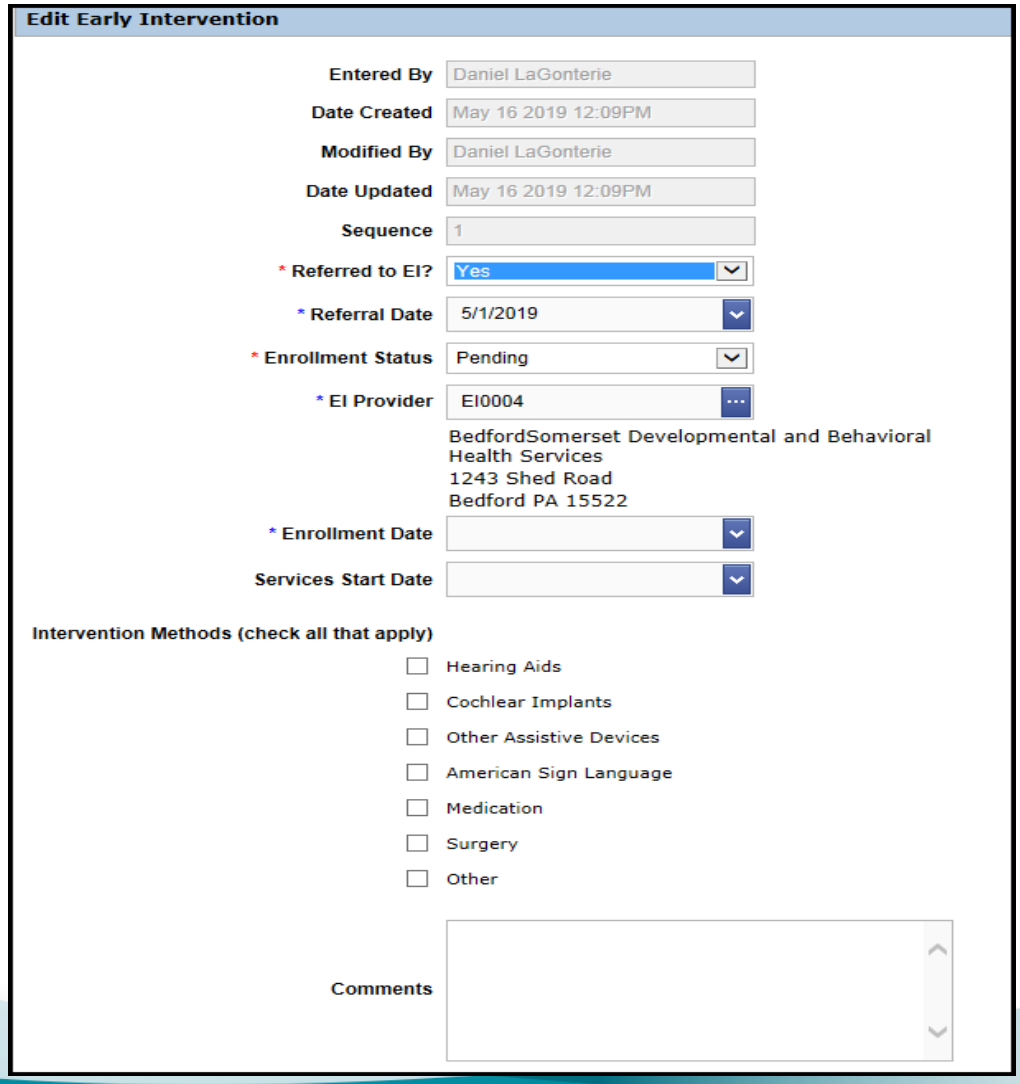


Early Intervention

	Referral Date	Enrollment Status	Provider	Enrolled Date	Services Start Date	Entered By	Date Created	Modified By	Date Updated
Select	05/01/2019	Pending	BedfordSomerset Developmental and Behavioral Health Services			Daniel LaGonterie	05/16/2019 12:09:12	Daniel LaGonterie	05/16/2019 12:09:12

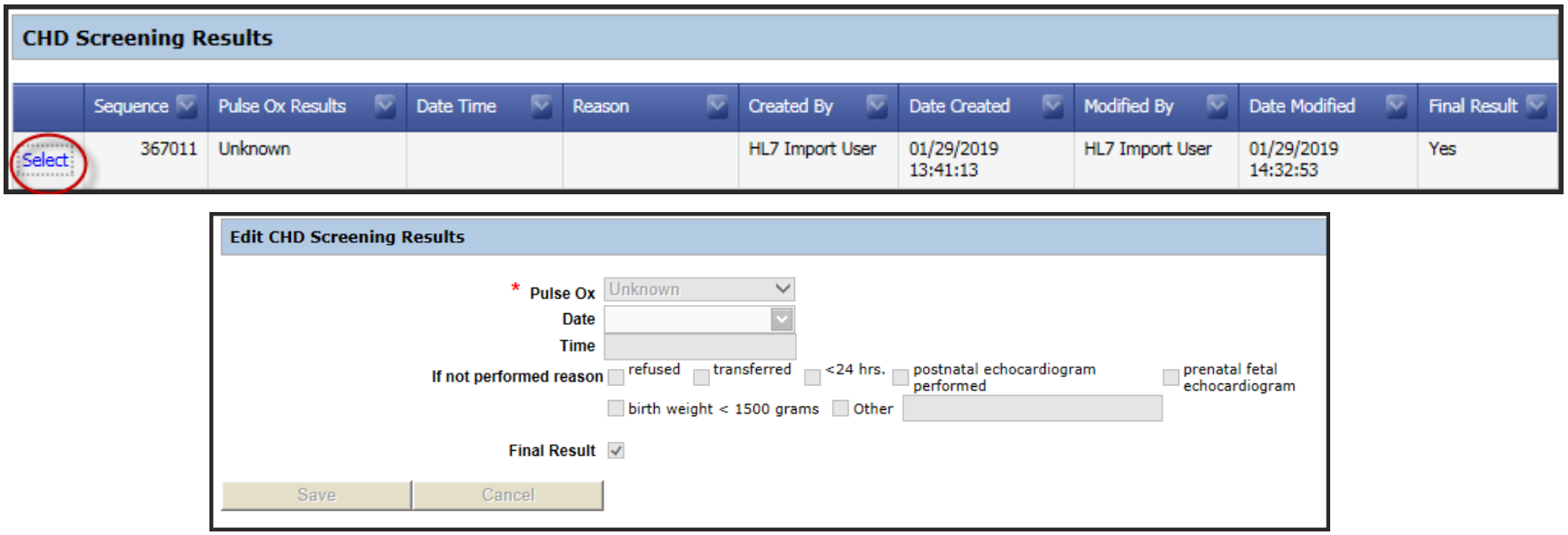
- Early Intervention Status is view only
- Click “Select” to view the details

Early Intervention



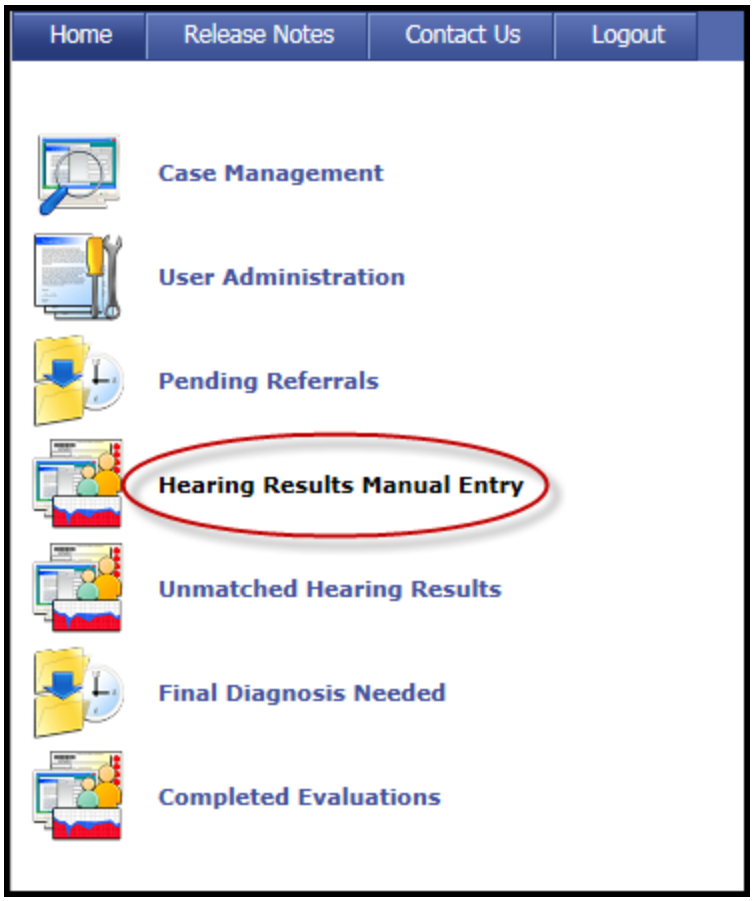
- Latest enrollment status and intervention method will be displayed

CHD Screening Results



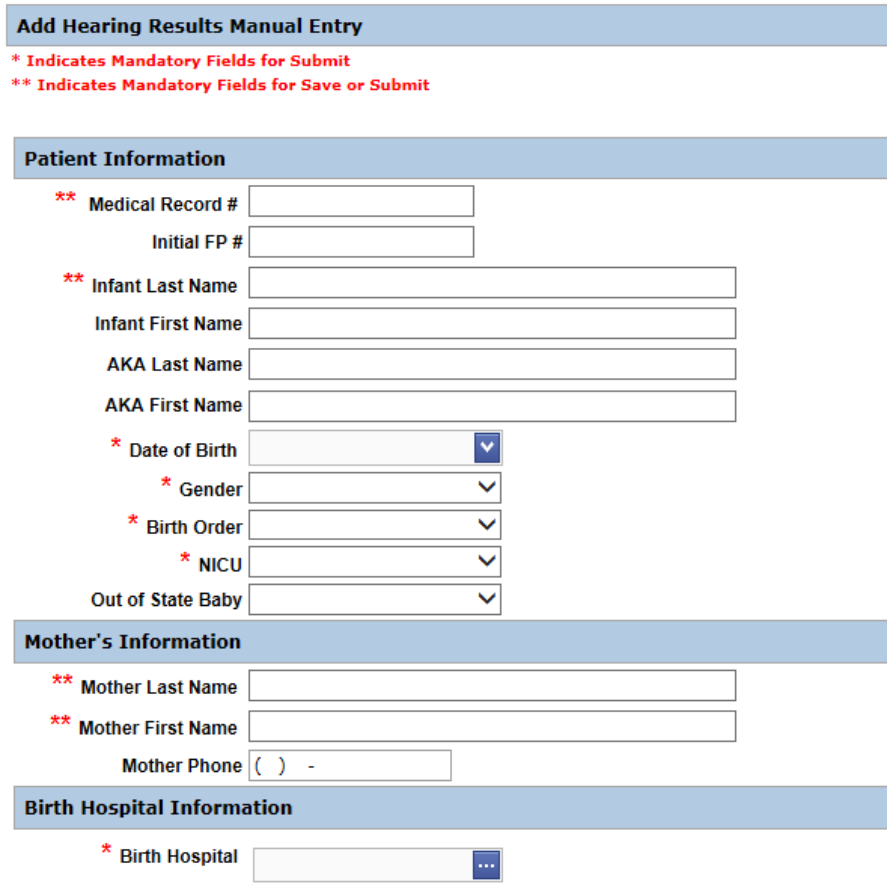
- CHD results are view only
- Click “Select” to view the details

Hearing Result Manual Entry



Used to enter Out Patient hearing results for babies not found in Case Management lookup

Hearing Results Manual Entry Demographics



* Mandatory data for Submit

** Mandatory data for Save or Submit

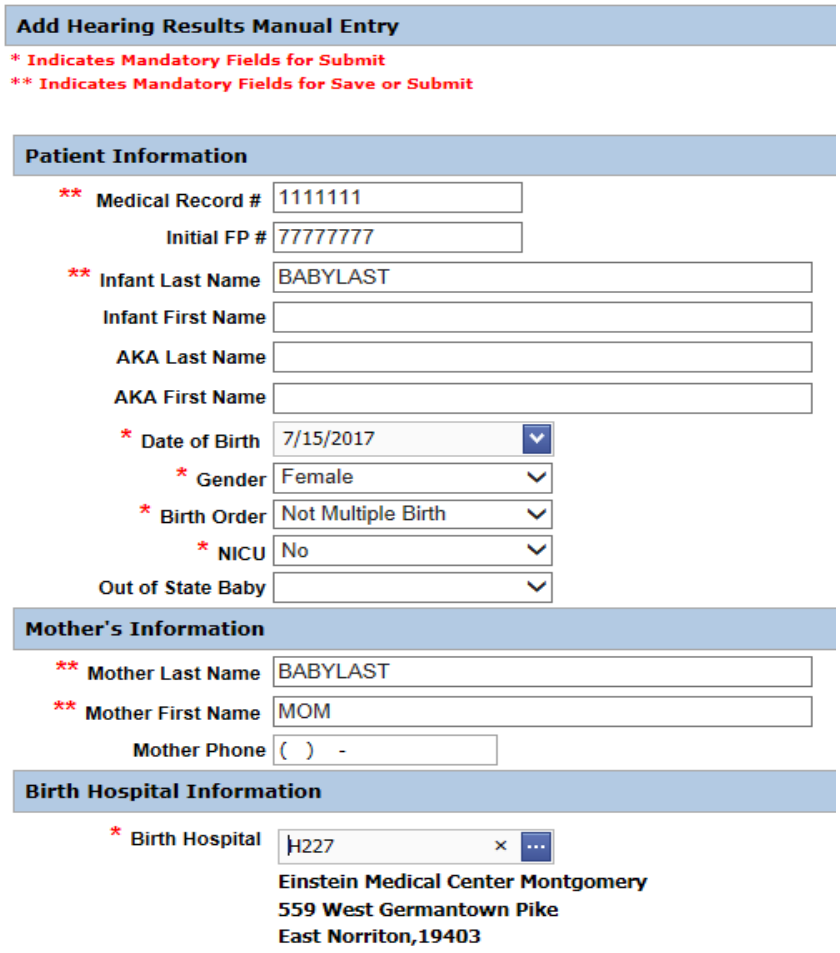
Option drop-down

Calendar drop-down

Library lookup

- Enter data and tab between fields

Hearing Results Manual Entry Demographics



- Enter, at minimum, mandatory data for Save
- Birth hospital indicates where the infant was born
- Search and select the birth hospital from the iCMS Provider library by clicking the ellipsis
- For babies born outside PA, enter Birth Hospital as **H98769** and select **Yes** in the “Out of State Baby” box
- For home births, enter Birth Hospital as **M1227**

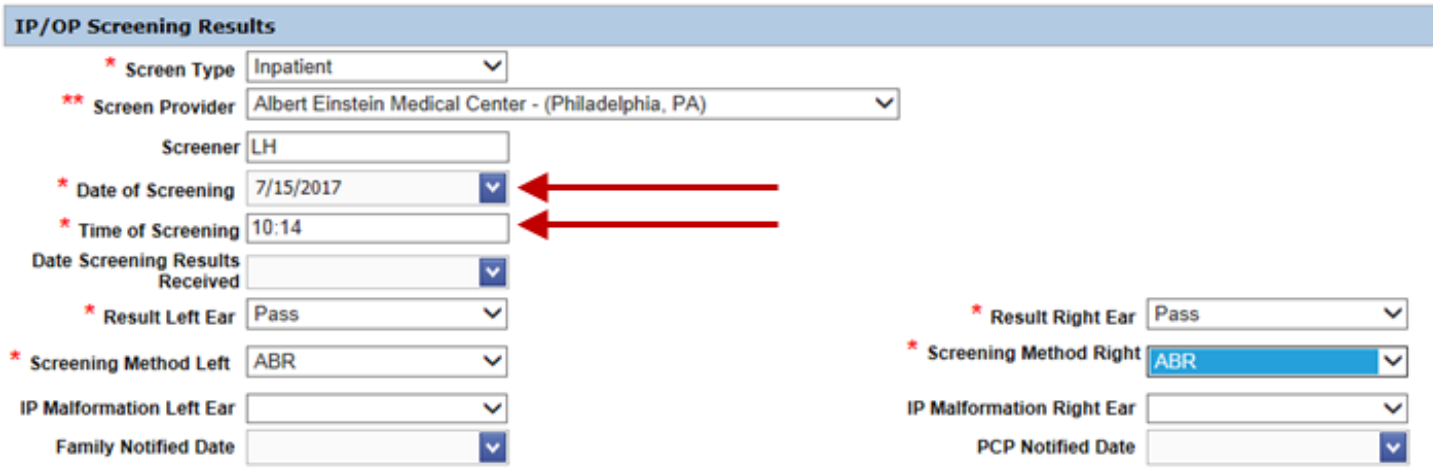
Hearing Results Manual Entry
Hearing Screen Results

IP/OP Screening Results

* Screen Type			
** Screen Provider			
Screener			
* Date of Screening			
* Time of Screening	__:__		
Date Screening Results Received			
* Result Left Ear		* Result Right Ear	
* Screening Method Left		* Screening Method Right	
IP Malformation Left Ear		IP Malformation Right Ear	
Family Notified Date		PCP Notified Date	

Screen Type:	Screen Result:	Screening Method:	IP Malformation:
Inpatient	Missed	ABR	None
Outpatient	Pass	OAE	Atresia
	Refer	N/A	Microtia
	No Show		Both
	Parent Refusal		
	Transferred		
	NMI		
	Expired		

Hearing Results Manual Entry
Hearing Screen Results
Date and Time of Screening - Business Rules



Date of Screening

- **Missed** – Enter the date when the baby was discharged without a hearing screen
- **No show** – Enter the date of the appt. when the family was a no show
- **Parent Refusal** – Enter the date of the parent refusal
- **Transferred** – Enter the date when the baby was transferred
- **NMI** – Enter the date when it was determined that hearing screen could not be performed
- **Expired** – Enter the date when the baby expired

Time of Screening

- For the above non-screen results, enter the Time of Screening as **00:00**.

Hearing Results Manual Entry
Hearing Screen Results

Pass Result

IP/OP Screening Results

* Screen Type	Inpatient		
** Screen Provider	Albert Einstein Medical Center - (Philadelphia, PA)		
Screener	LH		
* Date of Screening	7/15/2017		
* Time of Screening	10:14		
Date Screening Results Received			
* Result Left Ear	Pass	* Result Right Ear	Pass
* Screening Method Left	ABR	* Screening Method Right	ABR
IP Malformation Left Ear		IP Malformation Right Ear	
Family Notified Date		PCP Notified Date	

Refer Result with a Malformation

* Result Left Ear	Refer	* Result Right Ear	Refer
* Screening Method Left	ABR	* Screening Method Right	ABR
IP Malformation Left Ear	Atresia	IP Malformation Right Ear	Atresia

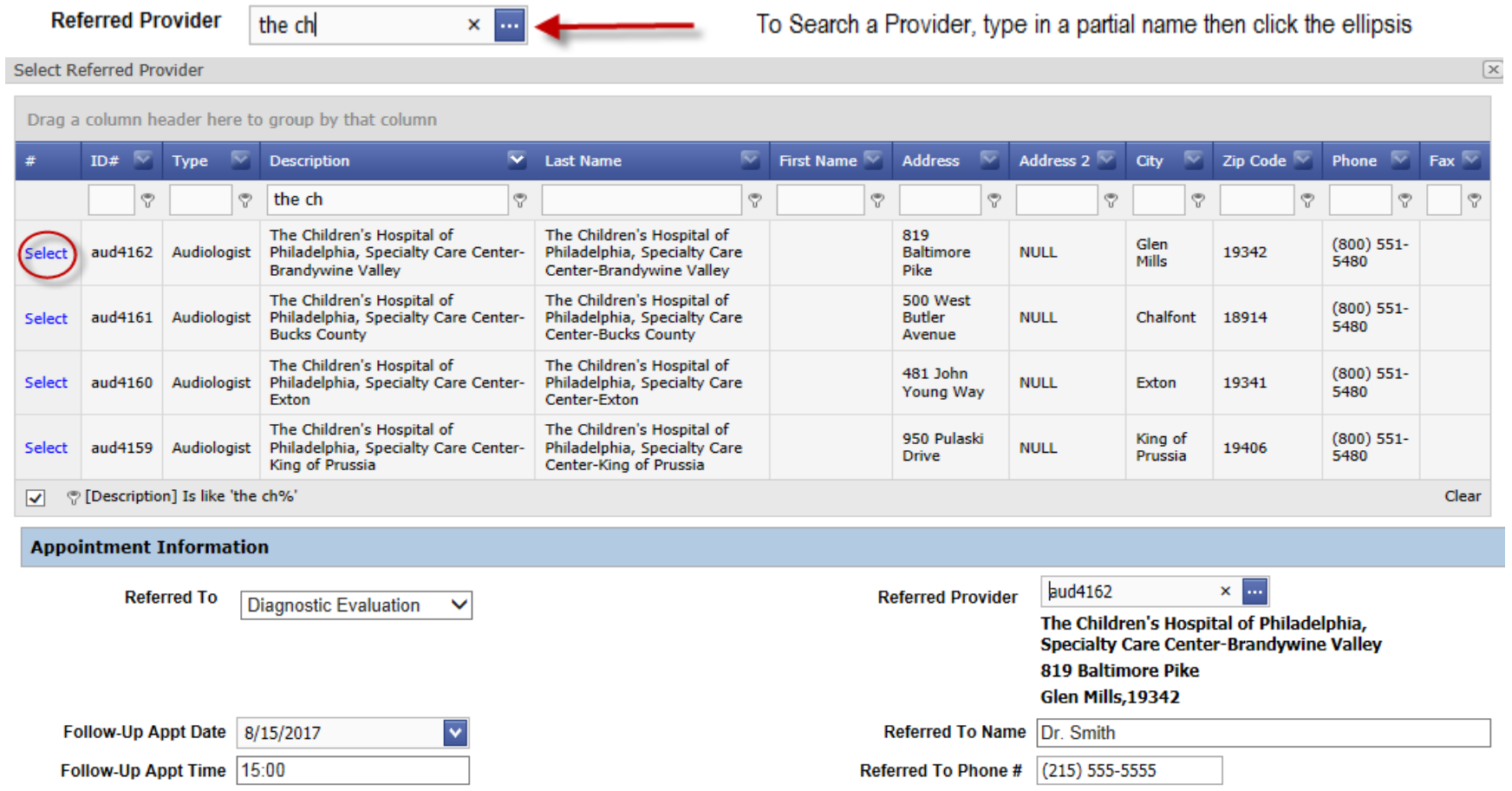
Non-Screened Result

* Result Left Ear	Parent Refusal	* Result Right Ear	Parent Refusal
* Screening Method Left	N/A	* Screening Method Right	N/A

Hearing Results Manual Entry Appointments

- **OP Hearing Screen -** needed if IP final results are Refer or Missed
- **Diagnostic Evaluation** - needed if OP final results are Refer
- To submit appointment details, select the appointment type in the “Referred To” drop-down and enter the details

Hearing Results Manual Entry Appointments



Hearing Results Manual Entry
Risk Factors

Hearing Risk Factors Entry	
○ Yes ○ No ◉ Not Entered	Caregiver concern regarding hearing, speech, language, or developmental delay.
○ Yes ○ No ◉ Not Entered	Family history of permanent childhood hearing loss.
○ Yes ○ No ◉ Not Entered	Neonatal intensive care of more than 5 days or any of the following regardless of length of stay: ECMO, assisted ventilation, exposure to ototoxic medications (Gentamicin and tobramycin) or loop diuretics (furosemide/Lasix), and hyperbilirubinemia that requires exchange transfusion.
○ Yes ○ No ◉ Not Entered	In utero infections, such as CMV, herpes, rubella, syphilis, and toxoplasmosis.
○ Yes ○ No ◉ Not Entered	Craniofacial anomalies, including those that involve the pinna, ear canal, ear tags, ear pits, and temporal bone anomalies.
○ Yes ○ No ◉ Not Entered	Physical findings, such as white forelock, that are associated with a syndrome known to include a sensorineural or permanent conductive hearing loss.
○ Yes ○ No ◉ Not Entered	Syndromes associated with hearing loss or progressive or late-onset hearing loss, such as neurofibromatosis, osteopetrosis, and Usher syndrome; other frequently identified syndromes include Waardenburg, Alport, Pendred, and Jervell and Lange-Nielson.
○ Yes ○ No ◉ Not Entered	Neurodegenerative disorders, such as Hunter syndrome, or sensory motor neuropathies, such as Friedreich ataxia and Charcot-Marie-Tooth syndrome.
○ Yes ○ No ◉ Not Entered	Culture-positive postnatal infections associated with sensorineural hearing loss, including confirmed bacterial and viral (especially herpes viruses and varicella) meningitis.
○ Yes ○ No ◉ Not Entered	Head trauma, especially basal skull/temporal bone fracture requiring hospitalization.
○ Yes ○ No ◉ Not Entered	Chemotherapy.

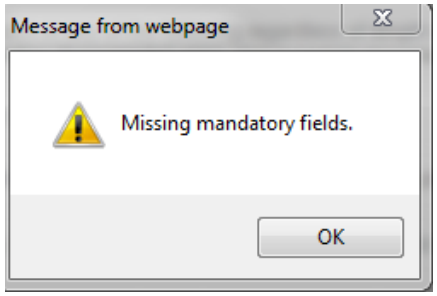
If Risk Factors are collected, indicate Risk Factors.
Yes - Risk exists
No - Risk does not exist
Not Entered - Risk is not indicated

Hearing Results Manual Entry Prompts

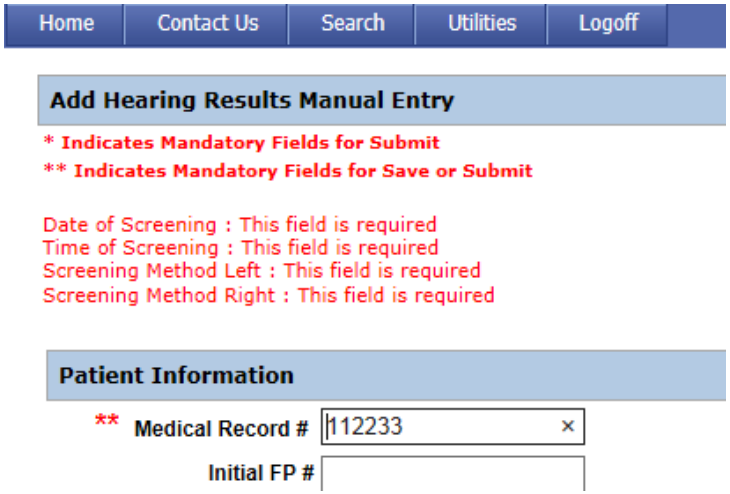
- **Save** – Save incomplete data for re-editing without submitting for match
- **Submit** – Save and submit data for match with filter paper results

  Note: A record must be in "Submitted" status to be matched
- **Cancel** – Cancel data entered
- **Delete** – Delete hearing result record (non-matched results only)
- **Submit and Additional** – Submit current record and then duplicate demographics to allow quick entry of another hearing result for the same infant
- **Return To Previous Page** – Discard and return to previous screen

Hearing Results Manual Entry Prompts

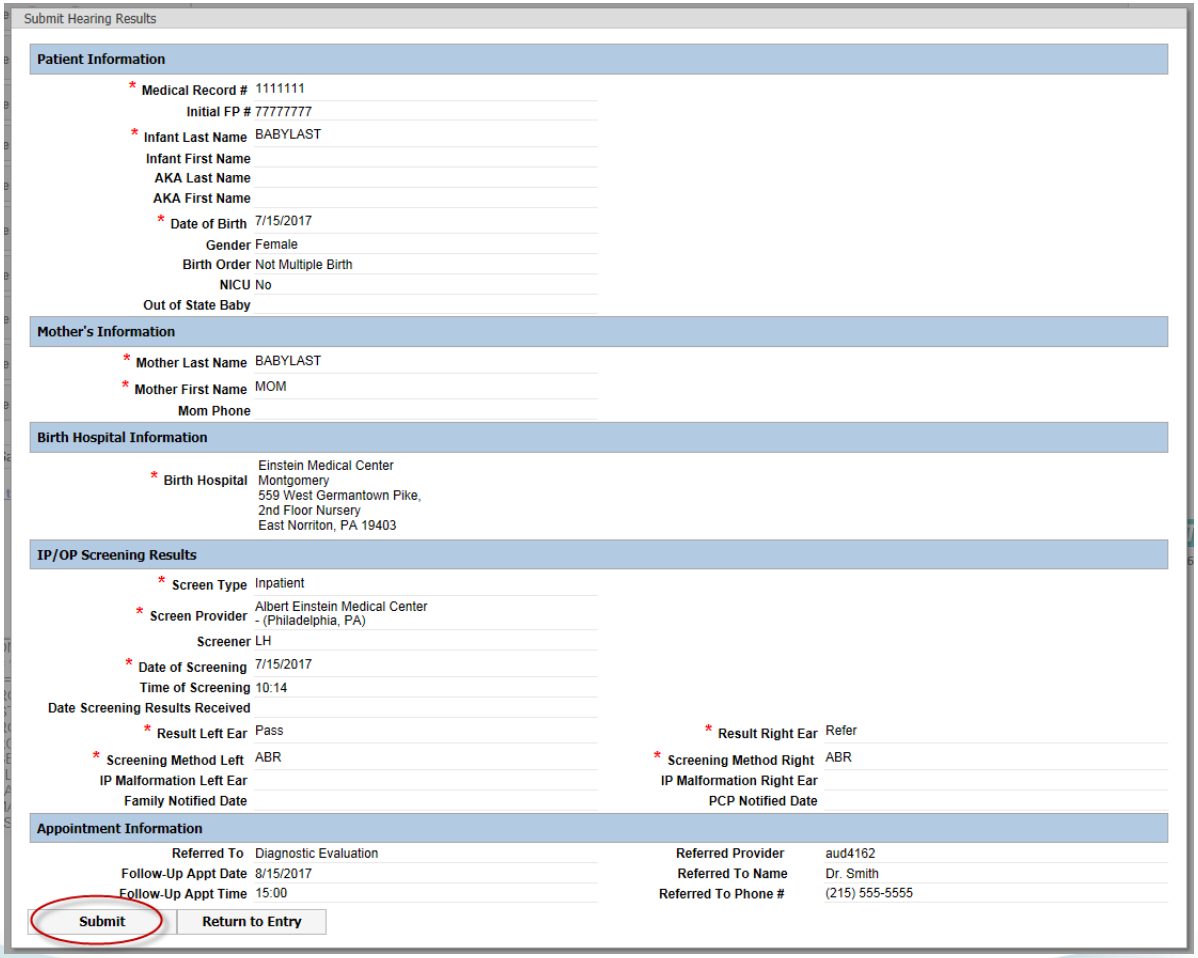


- If a user selects “Submit” and not all mandatory data is entered, a prompt will display
- Click “OK” to return to the Hearing Results Manual Entry screen



- Scroll to the top of the screen to view details regarding the missing or incorrect data

Hearing Results Manual Entry Prompts


Submit Hearing Results

Patient Information

* Medical Record #	1111111
Initial FP #	77777777
* Infant Last Name	BABYLAST
Infant First Name	
AKA Last Name	
AKA First Name	
* Date of Birth	7/15/2017
Gender	Female
Birth Order	Not Multiple Birth
NICU	No
Out of State Baby	

Mother's Information

* Mother Last Name	BABYLAST
* Mother First Name	MOM
Mom Phone	

Birth Hospital Information

* Birth Hospital	Einstein Medical Center Montgomery 559 West Germantown Pike, 2nd Floor Nursery East Norriton, PA 19403

IP/OP Screening Results

* Screen Type	Inpatient		
* Screen Provider	Albert Einstein Medical Center - (Philadelphia, PA)		
Screener	LH		
* Date of Screening	7/15/2017		
Time of Screening	10:14		
Date Screening Results Received			
* Result Left Ear	Pass	* Result Right Ear	Refer
* Screening Method Left	ABR	* Screening Method Right	ABR
IP Malformation Left Ear		IP Malformation Right Ear	
Family Notified Date		PCP Notified Date	

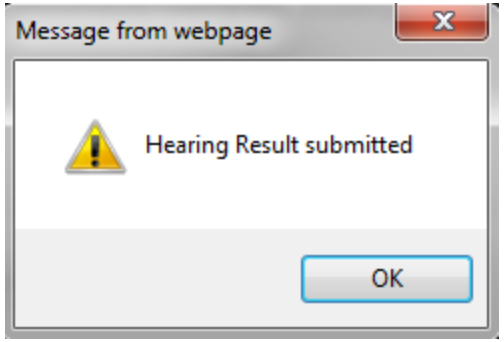
Appointment Information

Referred To	Diagnostic Evaluation	Referred Provider	aud4162
Follow-Up Appt Date	8/15/2017	Referred To Name	Dr. Smith
Follow-Up Appt Time	15:00	Referred To Phone #	(215) 555-5555

Submit | Return to Entry

- Clicking “Submit” or “Submit and Additional” will display this confirmation screen
- Click “Submit” or “Return to Entry”
- In case the results need to be corrected to “Pass”, clear the appointment details first, and then change the results

Hearing Results Manual Entry Prompts



- Clicking “Save” and then “Submit” will display a confirmation message
- Clicking “Submit and Additional” will display a new form with the same demographics to allow you to enter a rescreen result

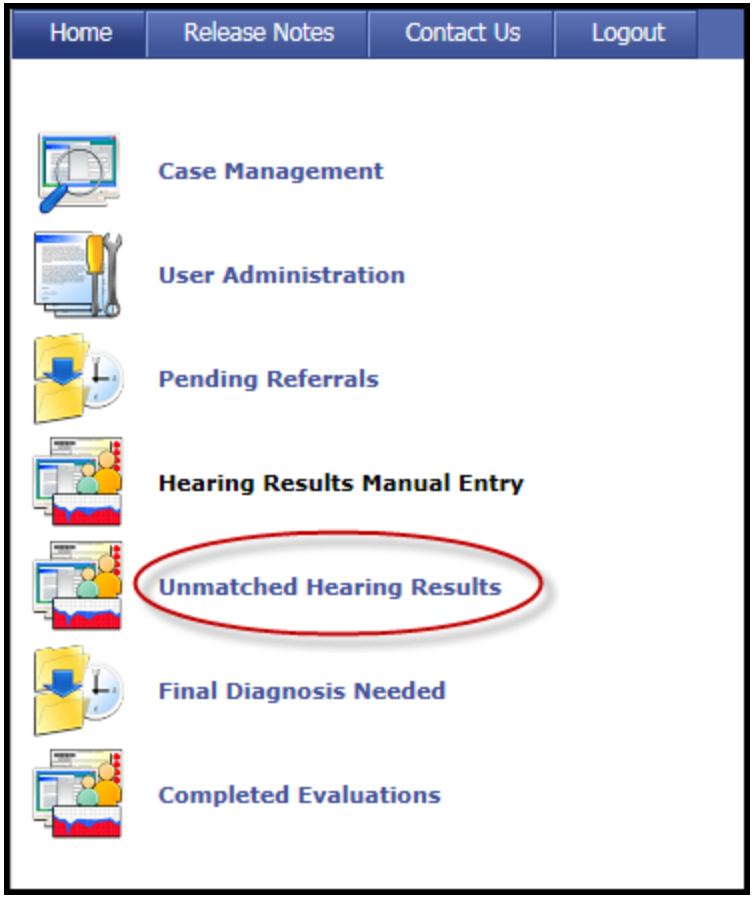
Non-Screened Results

- Non-Screened Results with Method (N/A)

  - Missed
  - Expired
  - Transferred
  - Parent Refusal
  - NMI (Not Medically Indicated)
  - No Show

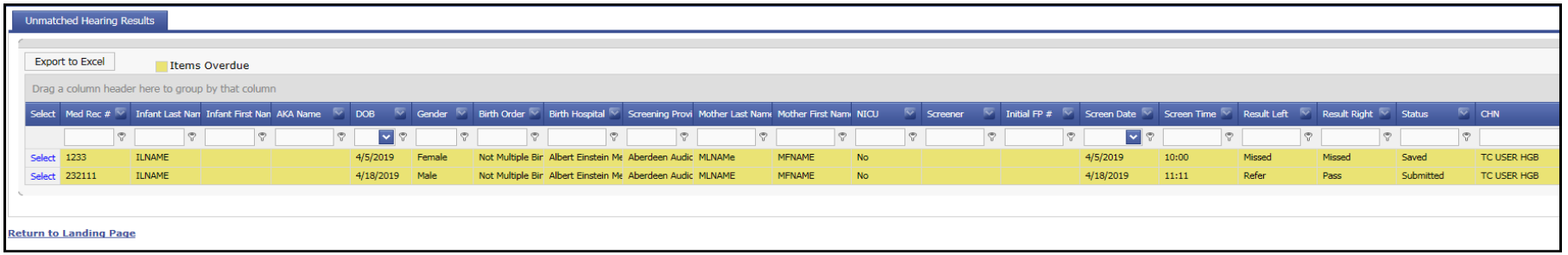
  – Expired, Transferred, Missed and No Show results will auto-fill for both ears

Unmatched Hearing Results



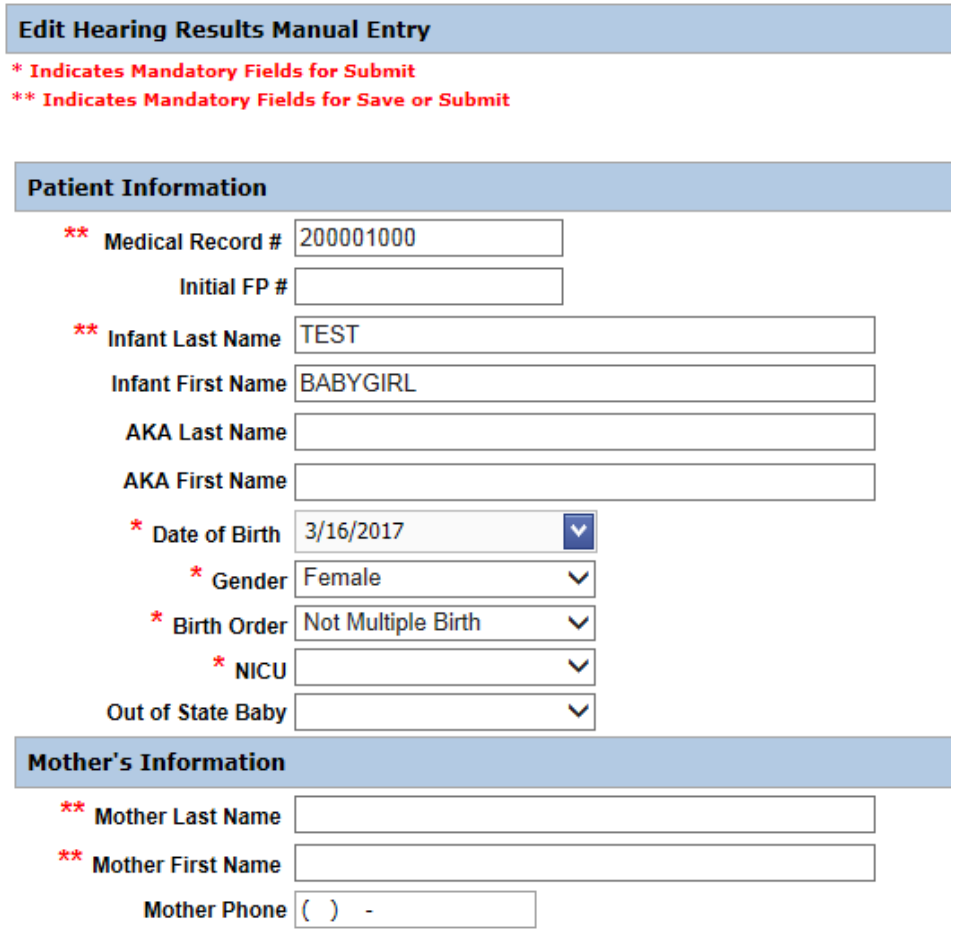
Displays Out Patient Hearing screens not matched to a case in iCMS

Unmatched Hearing Results



- Displays results that:
  - have incomplete data to be edited
  - have complete data but have not been matched to a filter paper
- Highlights results that are unmatched for over 10 days
- To view and edit a record, click “Select” next to it

Unmatched Hearing Results



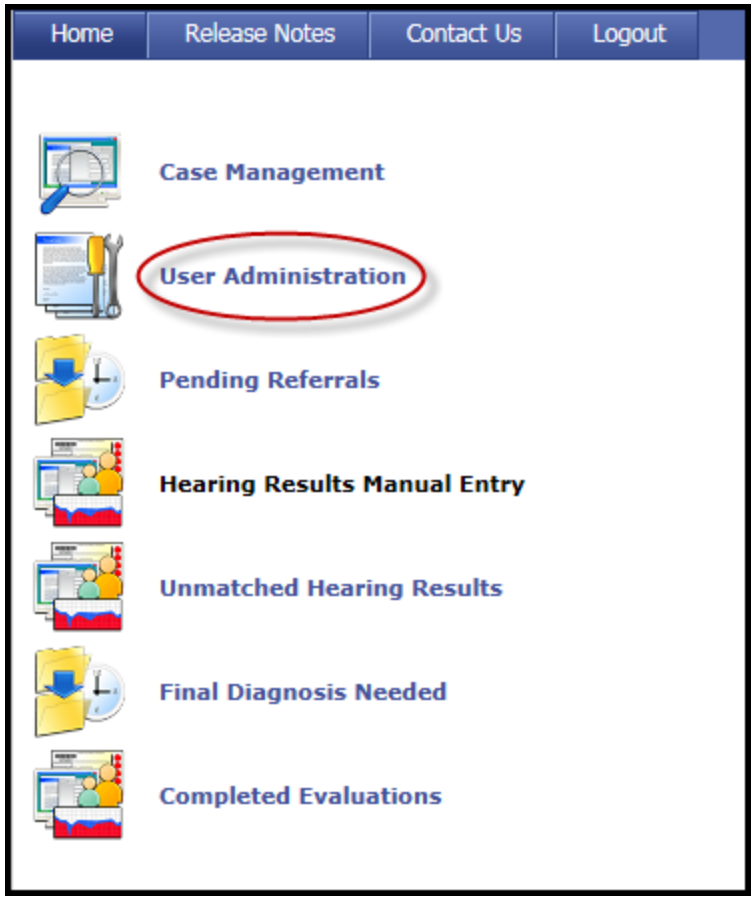
- The record opens in edit mode
- Make any changes needed
- Scroll to the bottom and select a response
  - **Save**
  - **Submit ****
  - **Cancel**
  - **Delete**
  - **Submit and Additional**

** Remember a record must be flagged as Submit to be Matched

Matching the Hearing Results to the Filter Paper

- Primary Match (Processed Overnight)
  - The system will automatically match a hearing result to a filter paper based on Birth Hospital + MRN
- Secondary Match (Reviewed by CHN)
  - The CHN will review unmatched hearing results and compare demographics to find possible matches
    - Last Name, AKA Name, DOB, Gender, Birth Hospital, Birth Order, Mom Last and Mom First
- Manual Match (Reviewed by CHN)
  - A CHN can manually match a hearing result to any filter paper

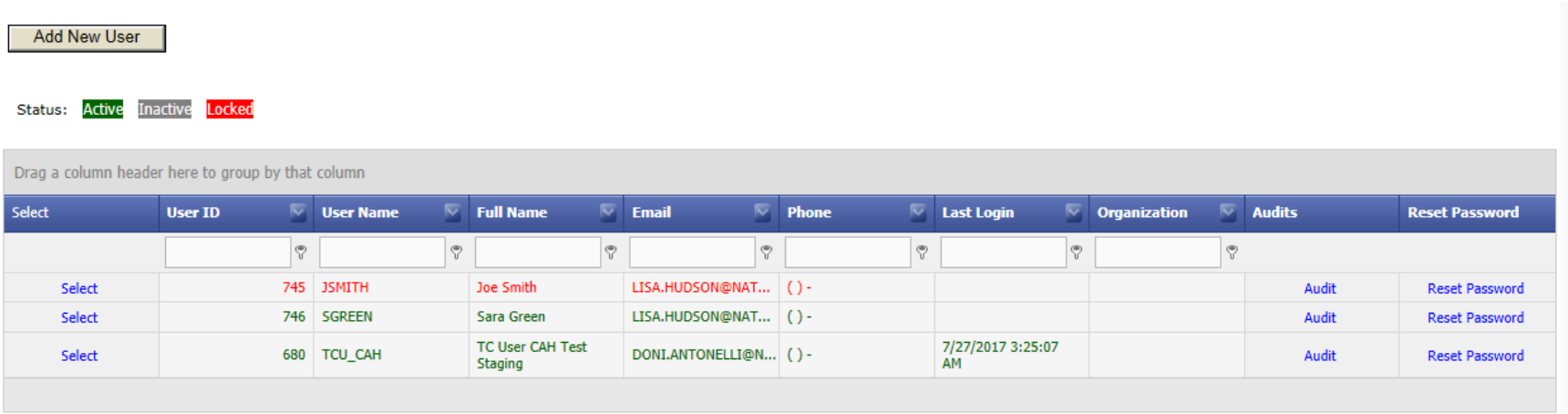
User Administration



Audiologist Administrators can:

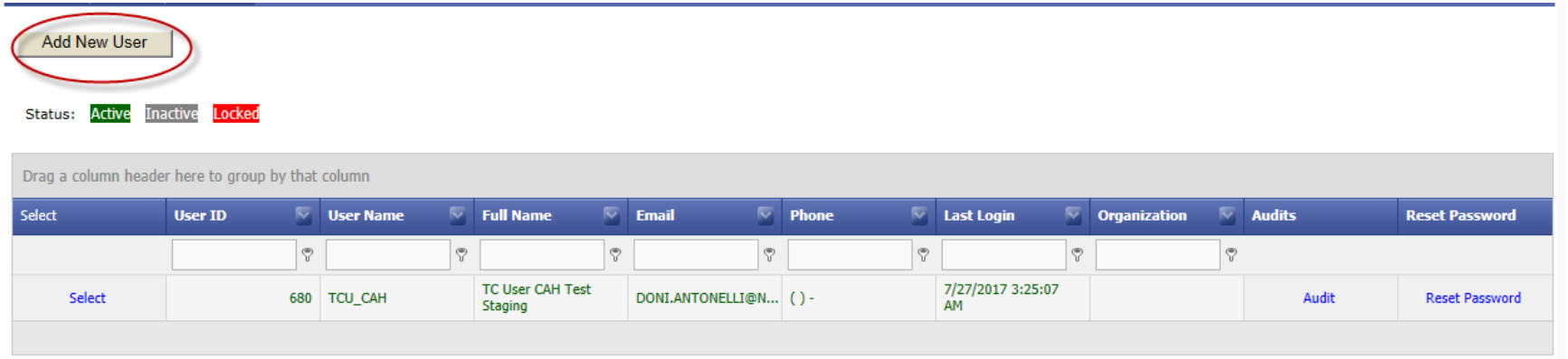
- Create New Users
- Unlock Users
- Reset Passwords

User Administration



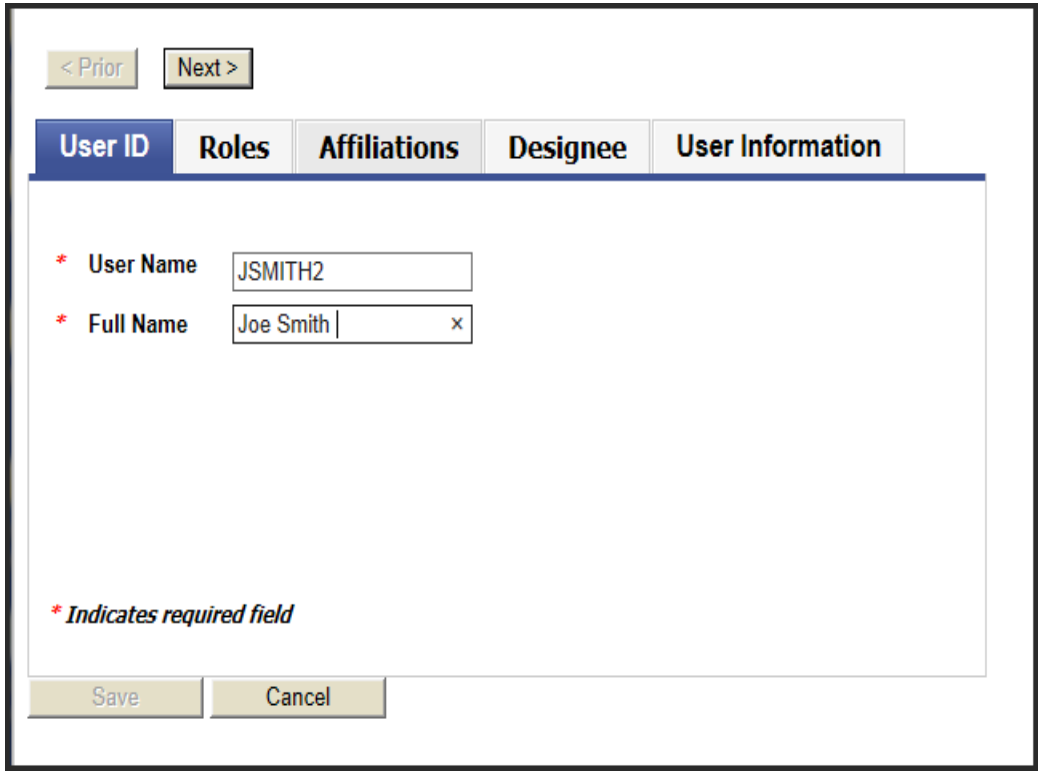
- Lists all users in your affiliated facilities
- Has color coded entries for active, inactive and locked users

Add Users



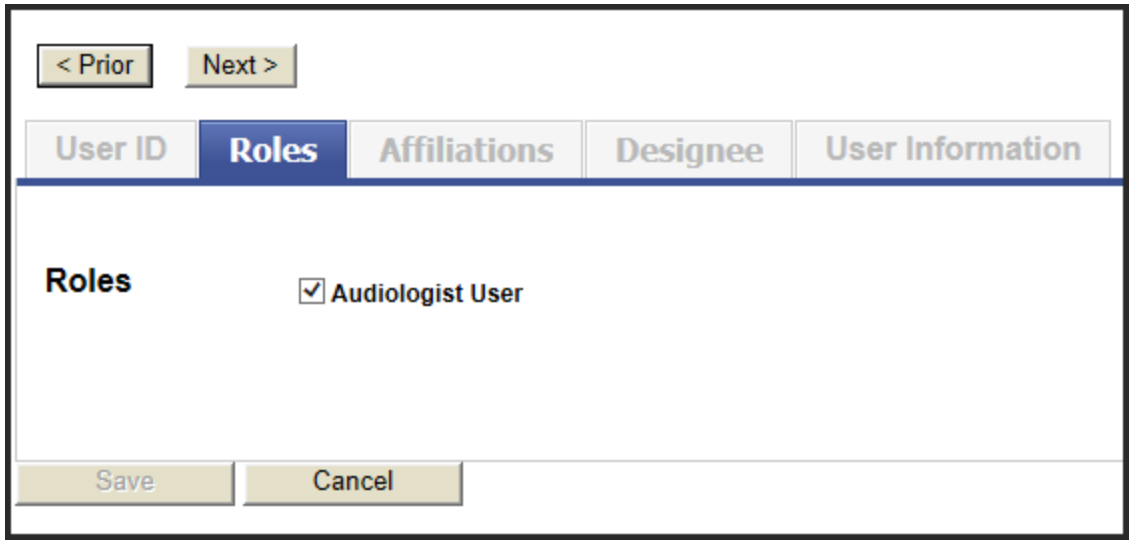
- Click “Add New User”

Add Users



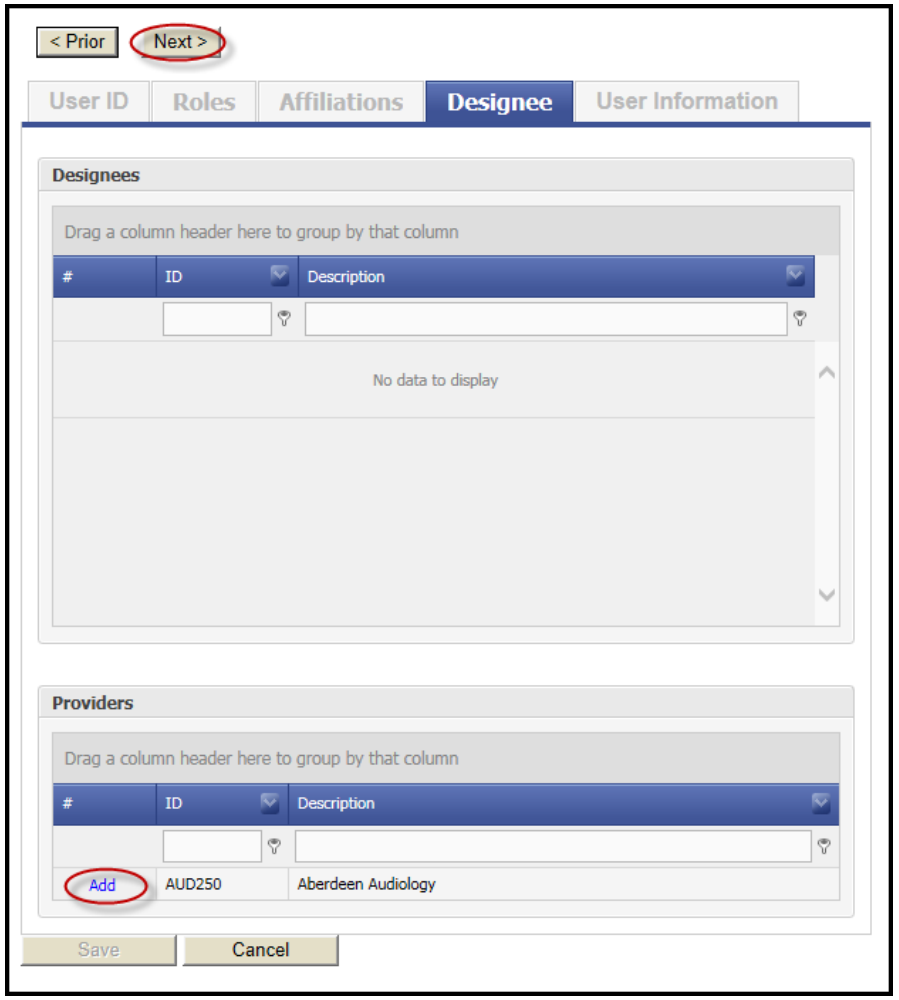
- Enter the user name and full name
- Use the first name initial + last name as the user name
- If the username already exists, add a number at the end, e.g. JSMITH2
- Maximum length is 10
- Click “Next” to Continue

Add Users



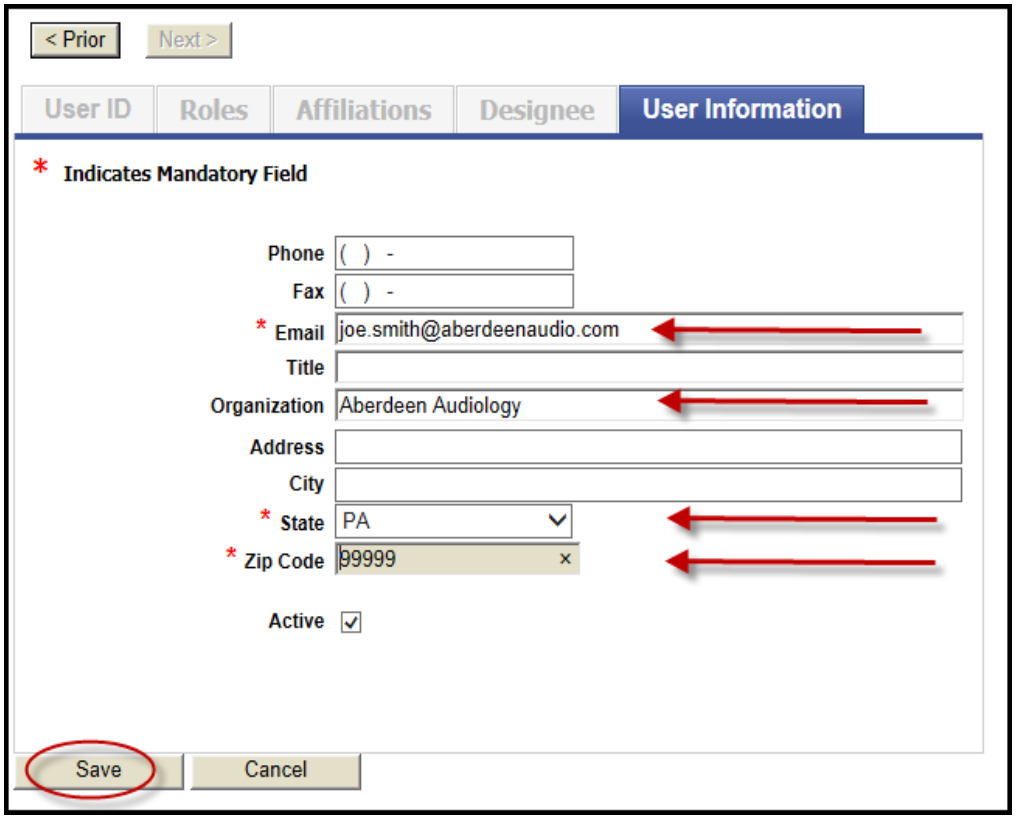
- Select the user's role, which should be limited to:
  - "Audiologist User"
  - Then click "Next"
- Note that Audiologist Admins can only create Audiologist users

Add Users



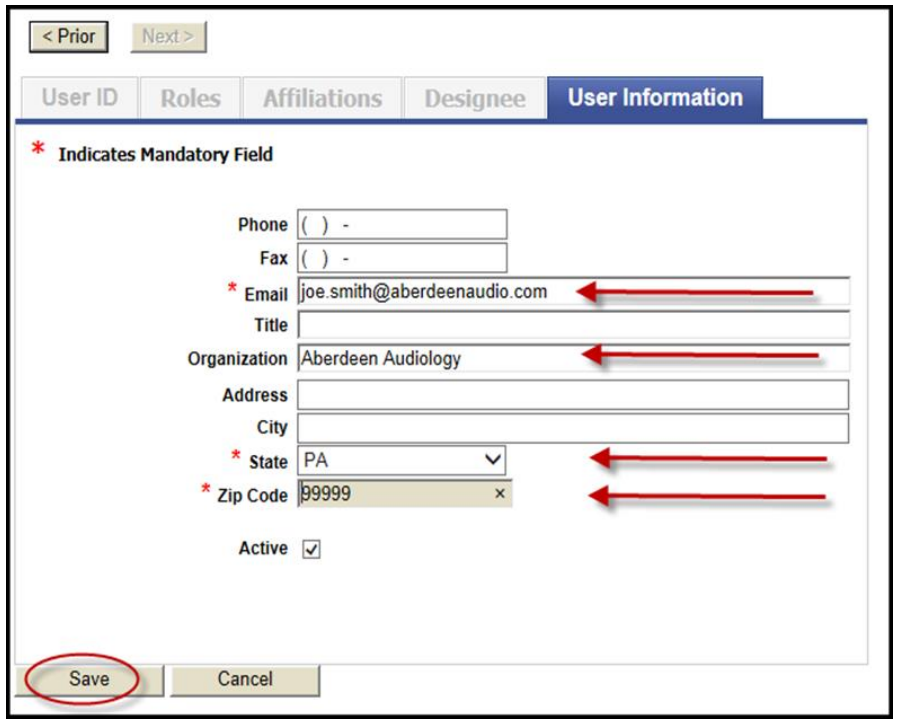
- Select the user's affiliations by clicking "Add" then click "Next"
- Audiologist Admins can only create users with the same affiliations
- If affiliated to multiple sites, "Add" each one to the new user

Add Users



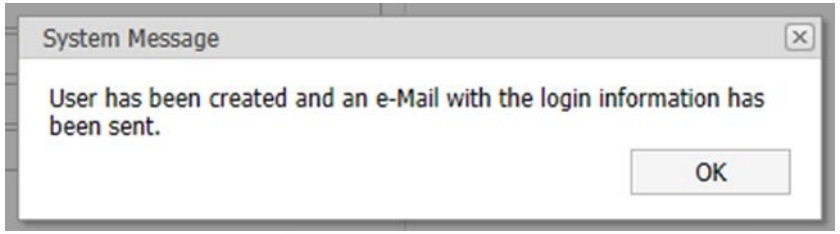
- If the user should receive the Referral email, add the provider as a Designee then click "Next"
- There is no limit to the number of users per facility, however it is suggested you have 2 to 5 designees

Add Users

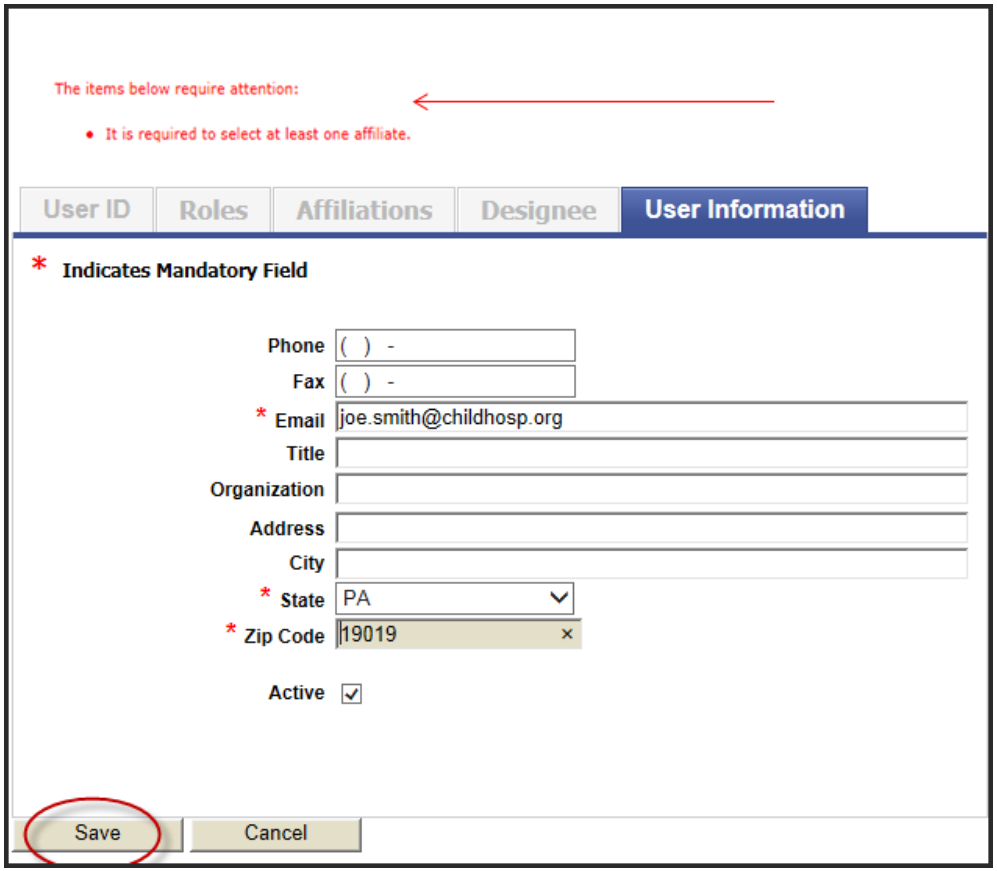


- Enter the mandatory information including the Organization
- Click “Save”

If the configuration for the user account is correct, a confirmation message will display

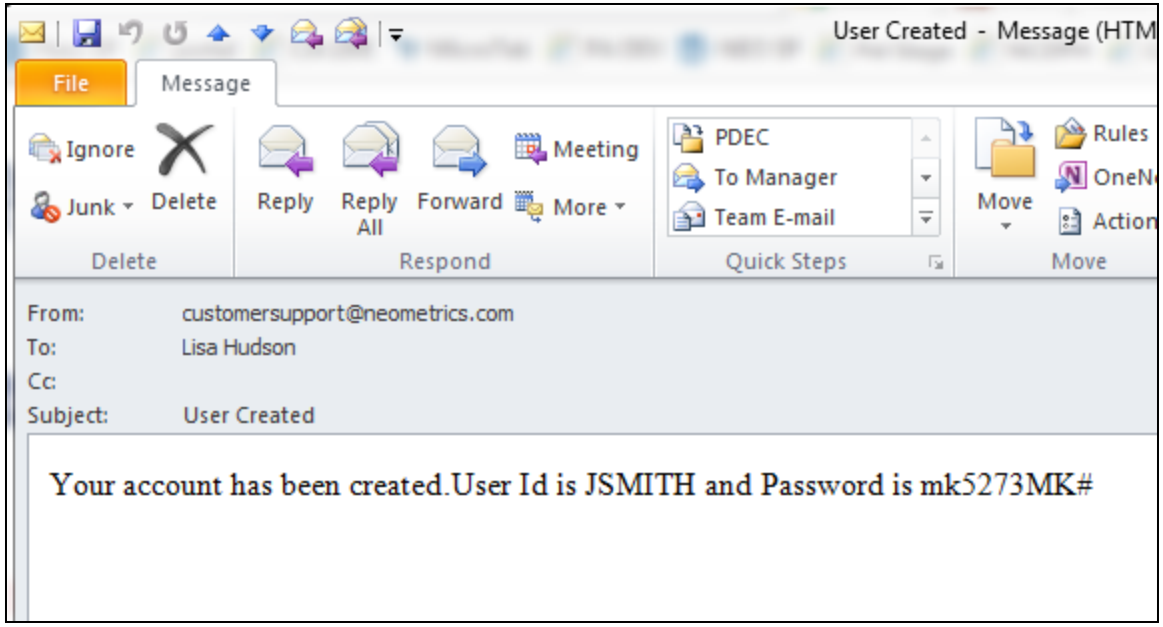


Add Users



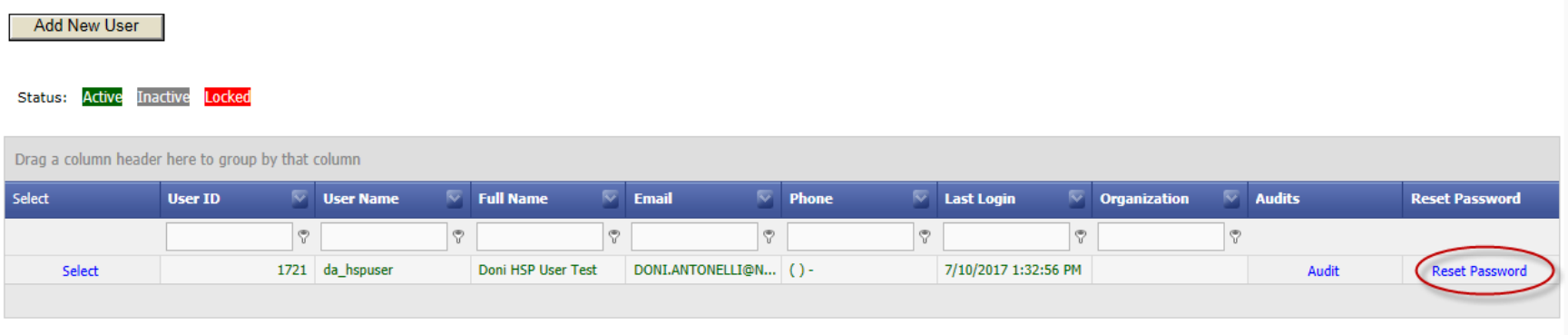
- If any required data is missing, a red prompt will display on the top of the “User Information” Tab
- Enter the missing data, and click “Save” again

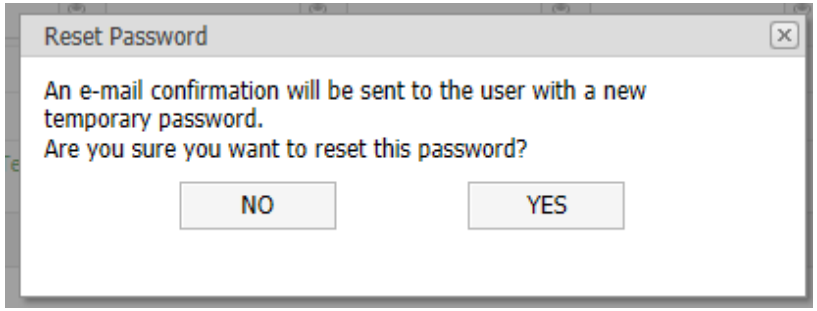
Add Users



- An email will automatically be sent to the new user with their user name and initial temporary password
- The users will have 14 days to setup their new password and security question or the Audiologist Administrator will need to reset the password for them
- Email is sent from customersupport@neometrics.com

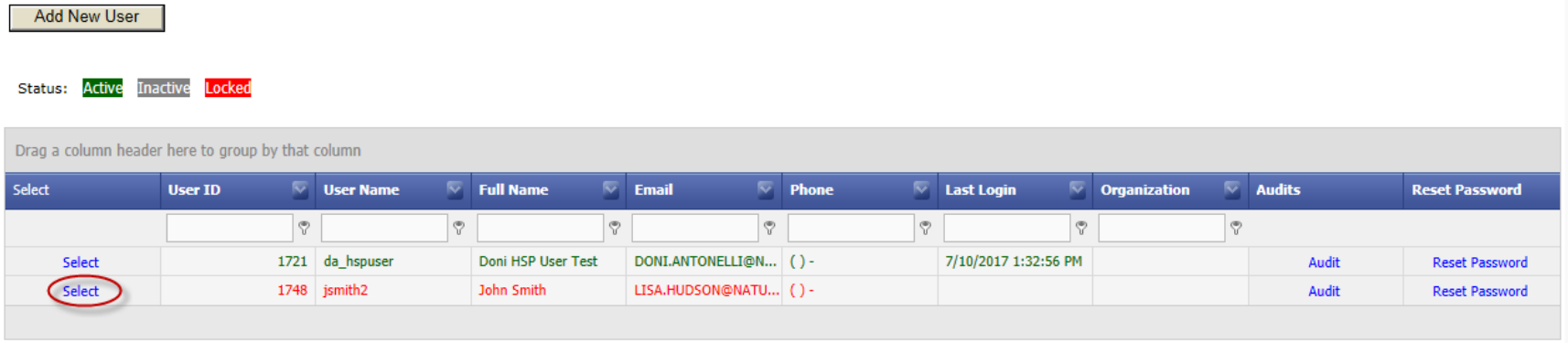
Reset Password





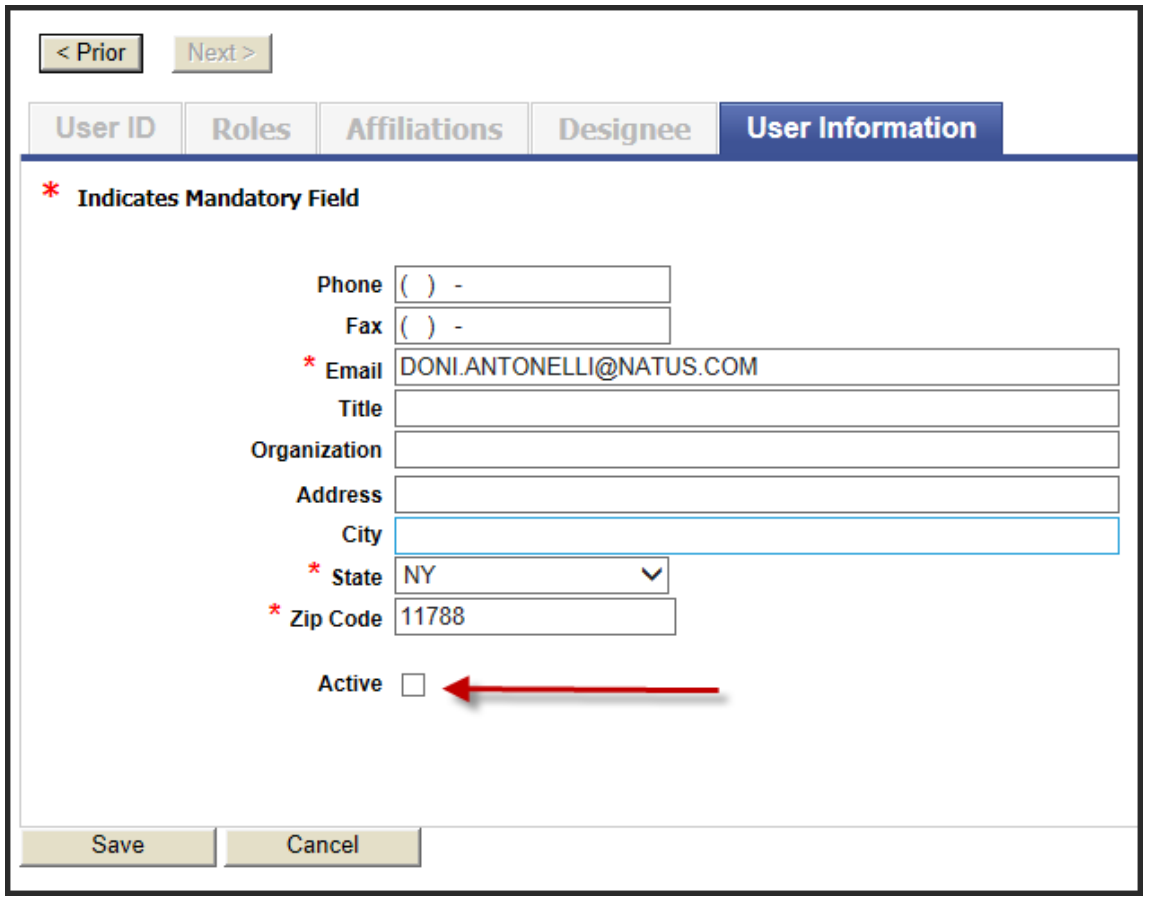
- Click “Reset Password” to reset the password for a user
- A prompt will confirm the reset and an email will be sent to the user with their new temporary password

Unlock User



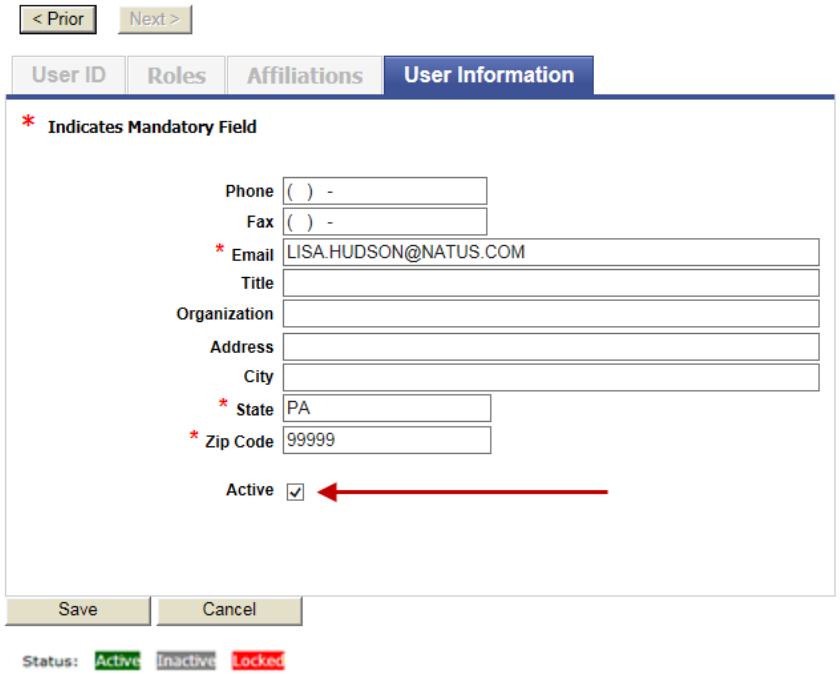
- If a user has incorrectly entered their password 5 times or their password has expired, the user is locked out and they must notify their admin user to get “unlocked”
- Click “Select” to view the user details
- Click through the configuration tabs until you get to the “User Information” tab

Unlock User



- Check the “Active” box
- Click “Save”

Inactivate User



- On the User Information tab, uncheck the “Active” box
- Select “Save”

Questions

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Note: All grids identify the CHN assigned to the record

Webinar Review Questions

#1

How are you notified that you were assigned a referral?

a. Phone
b. Fax
c. Email

#2

True or False:

You can share your login with your co-workers ?

Webinar Review Questions

#3

How do you reset your password?

a. Click the “Forgot Password” button on the landing page
b. Call the state for assistance
c. Email the password police

#4

What are the three grids on your landing page called?

a. Open Referrals, Open Diagnostics, and Closed Cases
b. Nina, Pinta and Santa Maria
c. Pending Referrals, Final Diagnosis Needed and Completed Evaluations

Webinar Review Questions

#5

What do you do to acknowledge and complete a referral assigned to your facility?

a. Check “Referral Received” on the referral
b. Enter a note in the notebook
c. Call your CHN
d. All of the above

#6

What do you do when you are assigned a referral, but the baby does not come to your facility?

a. Check “Referral Cancelled” and the Reason on the referral
b. Enter a note in the notebook
c. Call your CHN
d. All of the Above

Webinar Review Questions

#7

How do you communicate with a CHN about a particular case?

a. Call your CHN

b. Enter a note in the notebook

c. Email your CHN with the baby information and specific details

#8

Where can you attach a scanned form to the baby's case ?

a. Appointments

b. Notebook

c. Document Capture

Webinar Review Questions

#9

Where can you view the DBS filter paper results?

a. Laboratory Results
b. Document Capture
c. Both a and b

#10

Can you find any baby born in the state by searching in Case Management ?

a. Yes- you have access to every baby
b. No- you can only access a case if a referral was assigned to you or you performed any testing on the baby
c. No- you only see babies that you completed evaluations for

Webinar Review Questions

#11

True or False:

You can revise a diagnostic form that you have previously entered ?

#12

Who can add user logins and unlock users for your facility?

a. Your facility administrator

b. The state

c. Both a and b

Audiologist Responsibilities

Next Steps:

- Create Email with the following:
  - Your name, your email and phone #
  - Your facility name
  - Are you an Administrator ? Are you a Designee?
  - Training Course attended
  - Provide your answers to the 12 Webinar questions

    If you don't have the answers, send email to the address below to request copy of this slide deck
- Send Email with a request for login to the address below:
  - **RA-TCNBSAdmin_Fax@pa.gov**

Going Live!

URL: https://nbs.pa.gov/toolbar/login.aspx?msg=16

Make sure to:

- TURN OFF Pop Up Blocker
  Tools -> Pop Up Blocker ->Turn Off Pop Up Blocker
- Turn ON Compatibility View Setting
  Tools -> Compatibility View Settings -> Add
- Add pa.gov to your list of Trusted Sites
  Tools -> Internet Options->Security -> Sites -> Add
- Supported Web Browser: IE v10 or Higher
- If you receive a HTTP 400 or 404 error – clear you cookies and try again