PA Case Management System (iCMS)  
SaaS Implementation  

Primary Care Providers (PCPs) and Pediatricians  
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
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

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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 (CHD) 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 in-patient and out-patient 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 view the newborn’s diagnostic evaluation results
• 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

- PHI and emails (trusted sender Neometrics.com)
- Individual logins
- Follow-up type:
  - Dried Blood Spot (DBS)
  - Hearing
  - Congenital Heart Defects (CHD)
Let’s Get Started...
Login

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
• HCP Administrators can reset a user’s password at any time
• Temporary password is good for 14 days
• Password reset required every 60 days
User Terms and Conditions

• 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

PCP’s have **view only** access to babies born or residing in PA where they are configured as the PCP on record for the case.

A PCP is configured only for babies that require follow-up.
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

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** - Returns to 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
- **Additional Contacts** – additional contacts for the case
- **Provided Information** – PCP assigned to case (You!)
- **Appointments** – all appointments for the case
- **Referrals** – all referrals for follow-up on the case
- **Case Diagnosis** – confirmed diagnosis by disorder
- **Case Disposition** – Case status
- **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
- **Diagnostic Results** – separate tab for various diagnostic evaluations for the case
- **IP/OP Screening Results** – all hearing screening results
- **Hearing Risk Factors** – risk factors then can effect hearing
- **Early Intervention** – follow-up assistance for hearing loss
- **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
Additional Contacts

<table>
<thead>
<tr>
<th>Primary Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contact Type</strong></td>
</tr>
<tr>
<td>Mother</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Additional Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>LG</strong></td>
</tr>
<tr>
<td>Select</td>
</tr>
</tbody>
</table>

- Displays the mother’s contact information as well as other contacts who have been added.
- If mother is not legal guardian, the additional contact screen will indicate the current legal guardian.
- Click “Select” to view the details.
Provider Information

- Displays the PCP by provider type for the case, click “Select” to see the details

- Provider types include DBS PCP, Hearing PCP and CHD PCP. However, the same PCP can be assigned to all types

- If there is more than one PCP assigned to the case, all PCPs will have access to the case
Appointments

- Displays all appointments on record for the case
- Click “Select” to view the details
Referrals

<table>
<thead>
<tr>
<th>Select</th>
<th>Referral Date</th>
<th>Referral Type</th>
<th>Referred To</th>
<th>Phone #</th>
<th>Completed By</th>
<th>Completed On</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select</td>
<td>04/17/2019</td>
<td>CAH - Endocrinology CAH</td>
<td>Albert Einstein Medical Center - ENDOTC</td>
<td>(215) 456-8706</td>
<td>Daniel LaGonterie</td>
<td>04/17/2019</td>
<td>Completed</td>
</tr>
<tr>
<td>Select</td>
<td>04/17/2019</td>
<td>CH - Endocrinology CH</td>
<td>Albert Einstein Medical Center - ENDOTC</td>
<td>(215) 456-8706</td>
<td>Daniel LaGonterie</td>
<td>04/17/2019</td>
<td>Completed</td>
</tr>
<tr>
<td>Select</td>
<td>04/17/2019</td>
<td>SCID - Immunology/Infectious Disease</td>
<td>Alfred I. duPont Hospital for Children - IMMUNOTC</td>
<td>(302) 651-4000</td>
<td>scid</td>
<td>04/17/2019</td>
<td>Completed</td>
</tr>
<tr>
<td>Select</td>
<td>02/27/2019</td>
<td>SMA - Spinal Muscular Atrophy</td>
<td>Clinic for Special Children- SMATC</td>
<td>(717) 547-3350</td>
<td>Kelly Holland</td>
<td>02/27/2019</td>
<td>Completed</td>
</tr>
<tr>
<td>Select</td>
<td>02/26/2019</td>
<td>SCID - Immunology/Infectious Disease</td>
<td>The Milton S. Hershey Medical Center Penn State Medical Center - IMMUNOTC</td>
<td>(717) 531-8521</td>
<td>Daniel LaGonterie</td>
<td>04/17/2019</td>
<td>Completed</td>
</tr>
</tbody>
</table>

- Displays all referrals for the case by referral type
- For every completed referral, there will be a diagnostic record
- Click “Select” to view the details
Case Diagnosis

- Displays all confirmed diagnoses by disorder
Case Disposition

- Displays the case status and diagnoses assigned for each follow-up type
To view an attached document, click 🕵️‍♂️.
### Laboratory Results

<table>
<thead>
<tr>
<th>Select</th>
<th>Group</th>
<th>Disorder</th>
<th>Minornomic</th>
<th>Comment</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select</td>
<td>AA</td>
<td>AA</td>
<td>WNL</td>
<td>Within Normal Limits</td>
<td>Normal</td>
</tr>
<tr>
<td>Select</td>
<td>AA</td>
<td>MSUD</td>
<td>WNL</td>
<td>Within Normal Limits</td>
<td>Normal</td>
</tr>
<tr>
<td>Select</td>
<td>AA</td>
<td>PKU</td>
<td>WNL</td>
<td>Within Normal Limits</td>
<td>Normal</td>
</tr>
<tr>
<td>Select</td>
<td>Mgb</td>
<td>Mgb</td>
<td>FA</td>
<td>Within Normal Limits</td>
<td>Normal</td>
</tr>
<tr>
<td>Select</td>
<td>BIO</td>
<td>BIO</td>
<td>WNL</td>
<td>Within Normal Limits</td>
<td>Normal</td>
</tr>
<tr>
<td>Select</td>
<td>Gt</td>
<td>Gt</td>
<td>WNL</td>
<td>Within Normal Limits</td>
<td>Normal</td>
</tr>
<tr>
<td>Select</td>
<td>SCID</td>
<td>SCID</td>
<td>WNL</td>
<td>Within Normal Limits</td>
<td>Normal</td>
</tr>
<tr>
<td>Select</td>
<td>LSD</td>
<td>POMPE</td>
<td>WNL</td>
<td>Within Normal Limits</td>
<td>Normal</td>
</tr>
<tr>
<td>Select</td>
<td>LSD</td>
<td>MPS-1</td>
<td>WNL</td>
<td>Within Normal Limits</td>
<td>Normal</td>
</tr>
<tr>
<td>Select</td>
<td>AC</td>
<td>AC</td>
<td>WNL</td>
<td>Within Normal Limits</td>
<td>Normal</td>
</tr>
<tr>
<td>Select</td>
<td>CH</td>
<td>CH</td>
<td>WNL</td>
<td>Within Normal Limits</td>
<td>Normal</td>
</tr>
<tr>
<td>Select</td>
<td>GAL HL7</td>
<td>GAL HL7</td>
<td>WNL</td>
<td>Within Normal Limits</td>
<td>Normal</td>
</tr>
<tr>
<td>Select</td>
<td>X-ALD</td>
<td>X-ALD</td>
<td>WNL</td>
<td>Within Normal Limits</td>
<td>Normal</td>
</tr>
<tr>
<td>Select</td>
<td>SMA</td>
<td>SMA (SMN1)</td>
<td>PREPOS-REF</td>
<td>Out of Range Referral</td>
<td>Presumptive Positive</td>
</tr>
<tr>
<td>Select</td>
<td>SMA</td>
<td>SMA (SMN2)</td>
<td>1Copy</td>
<td>1 Copy</td>
<td>Presumptive Positive</td>
</tr>
</tbody>
</table>

- “Select” the test to view the detailed result values
- Abnormal results are highlighted in red
## Lab Demographics

### Lab Demographics Screen

<table>
<thead>
<tr>
<th>Child's Information</th>
<th>Submitter / Physician</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Newborn ID</strong> 34343453453</td>
<td><strong>Submitter</strong> Magee Womens Hospital of UPMC</td>
</tr>
<tr>
<td><strong>Filter Paper #</strong> 34343453453</td>
<td><strong>Address</strong> 300 Hallot Street Pittsburgh PA 15213</td>
</tr>
<tr>
<td><strong>Name</strong> TEST</td>
<td><strong>Room</strong> 4962 LCIC</td>
</tr>
<tr>
<td><strong>Name at Discharge</strong></td>
<td><strong>Phone</strong> (412) 641-1734</td>
</tr>
<tr>
<td><strong>DLNAME, DFNAME</strong></td>
<td><strong>Fax</strong> (412) 641-4508</td>
</tr>
<tr>
<td><strong>Collection Date / Time</strong> 01/02/2010 @ 0000</td>
<td><strong>Physician Name</strong></td>
</tr>
<tr>
<td><strong>Med Rec Number</strong></td>
<td><strong>Address</strong> LA137-2, None</td>
</tr>
<tr>
<td><strong>Birth Date / Time</strong> 01/01/2010 @ 0000</td>
<td><strong>City</strong> LN</td>
</tr>
<tr>
<td><strong>Sex</strong> Female</td>
<td><strong>State</strong></td>
</tr>
<tr>
<td><strong>Race</strong> Unknown</td>
<td><strong>Physician Zip Code</strong></td>
</tr>
<tr>
<td><strong>Hispanic</strong></td>
<td><strong>Physician Phone</strong></td>
</tr>
<tr>
<td><strong>Birth Order</strong> Not Multiple Birth</td>
<td><strong>Physician</strong></td>
</tr>
<tr>
<td><strong>Birth Weight</strong> 0 grams</td>
<td><strong>NICU</strong></td>
</tr>
<tr>
<td><strong>Current Weight</strong></td>
<td><strong>Hyperal</strong></td>
</tr>
<tr>
<td><strong>Transfused</strong></td>
<td><strong>Carnitine</strong></td>
</tr>
<tr>
<td><strong>Trans Date/Time</strong></td>
<td><strong>Meconium Ileus</strong></td>
</tr>
<tr>
<td><strong>Specimen Age</strong> 360</td>
<td><strong>Antibiotics</strong></td>
</tr>
<tr>
<td><strong>Specimen Type</strong> Initial Specimen</td>
<td><strong>Weeks Gestation</strong></td>
</tr>
<tr>
<td><strong>Age of Collection</strong> 24</td>
<td><strong>Date Spec Received</strong> 01/17/2019</td>
</tr>
<tr>
<td><strong>Date Spec Received</strong> 01/17/2019</td>
<td><strong>Mother's Name</strong> TEST,</td>
</tr>
<tr>
<td><strong>NICU</strong></td>
<td><strong>Mother's DOB</strong></td>
</tr>
<tr>
<td><strong>Hyperal</strong></td>
<td><strong>Mailing Address</strong></td>
</tr>
<tr>
<td><strong>Carnitine</strong></td>
<td><strong>City</strong></td>
</tr>
<tr>
<td><strong>Meconium Ileus</strong></td>
<td><strong>State</strong></td>
</tr>
<tr>
<td><strong>Antibiotics</strong></td>
<td><strong>County</strong></td>
</tr>
<tr>
<td><strong>Weeks Gestation</strong></td>
<td><strong>Zip Code</strong></td>
</tr>
</tbody>
</table>

### Mother's / Guardian's Information

<table>
<thead>
<tr>
<th>Mother's Name</th>
<th>TEST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mother's DOB</td>
<td></td>
</tr>
<tr>
<td>Mailing Address</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td></td>
</tr>
<tr>
<td>State</td>
<td></td>
</tr>
<tr>
<td>County</td>
<td></td>
</tr>
<tr>
<td>Zip Code</td>
<td></td>
</tr>
<tr>
<td>Email Address</td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td></td>
</tr>
<tr>
<td>Medical Assistance</td>
<td></td>
</tr>
<tr>
<td>Emergency Contact</td>
<td></td>
</tr>
<tr>
<td>Emergency Phone</td>
<td></td>
</tr>
<tr>
<td>Emergency Contact Info</td>
<td></td>
</tr>
<tr>
<td>Guardian's First Name</td>
<td></td>
</tr>
<tr>
<td>Guardian's Last Name</td>
<td></td>
</tr>
</tbody>
</table>

### Mother's Medical History

<table>
<thead>
<tr>
<th>Thyroid Disease</th>
<th>Diabetes</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td></td>
</tr>
<tr>
<td>On Steroids</td>
<td></td>
</tr>
<tr>
<td>Maternal Hepatitis</td>
<td>UNK</td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>
Diagnostic Results

![Diagnostic Results Table]

- To view a diagnostic form, click its name from the left navigation menu.
- Click “Select” to view the details.
- Any diagnostic flagged as “In Progress” has not been completed.
Diagnostic Results

- If the Final Diagnosis box has not been checked, additional testing is pending.
IP/OP Screening Results

- In-Patient and Out-Patient Hearing Screening results are view only
- Click “Select” to view the details
IP/OP Screening Details

<table>
<thead>
<tr>
<th>Screen No.</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Type</td>
<td>Inpatient</td>
</tr>
<tr>
<td>* Screening Provider</td>
<td>H1</td>
</tr>
<tr>
<td>Screening Provider Details</td>
<td>Magee Womens Hospital of UPMC 300 Halket Street, Room 4662 LCIC Pittsburgh PA 15213</td>
</tr>
<tr>
<td>Screener</td>
<td>LH</td>
</tr>
<tr>
<td>* Date of Screening</td>
<td>1/2/2019</td>
</tr>
<tr>
<td>Time of Screening</td>
<td>0000</td>
</tr>
<tr>
<td>Date Screening Results Received</td>
<td>4/18/2019</td>
</tr>
</tbody>
</table>

| Result Left Ear | Pass |
| Screening Method Left | ABR |
| Malformation Left Ear | |
| Family Notified Date | |
| Data Entry Error | |
| Result Right Ear | Pass |
| Screening Method Right | ABR |
| Malformation Right Ear | |
| PCP Notified Date | |

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

<table>
<thead>
<tr>
<th>Risk Factors</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caregiver concern regarding hearing, speech, language, or developmental delay.</td>
<td>Family history of permanent childhood hearing loss.</td>
</tr>
<tr>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>In utero infections, such as CMV, herpes, rubella, syphilis, and toxoplasmosis.</td>
<td></td>
</tr>
<tr>
<td>Craniofacial anomalies, including those that involve the pinna, ear canal, ear tags, ear pits, and temporal bone anomalies.</td>
<td></td>
</tr>
<tr>
<td>Physical findings, such as white forelock, that are associated with a syndrome known to include a sensorineural or permanent conductive hearing loss.</td>
<td></td>
</tr>
<tr>
<td>Syndromes associated with hearing loss or progressive or late-onset hearing loss, such as neurofibromatosis, osteopetrosis, and Usher syndrome; other frequently identified syndromes include Wardenburg, Alport, Pendred, and Jervell and Lange-Nielsen.</td>
<td></td>
</tr>
<tr>
<td>Neurodegenerative disorders, such as Hunter syndrome, or sensory motor neuropathies, such as Friedreich ataxia and Charcot-Marie-Tooth syndrome.</td>
<td></td>
</tr>
<tr>
<td>Culture-positive postnatal infections associated with sensorineural hearing loss, including confirmed bacterial and viral (especially herpes viruses and varicella) meningitis.</td>
<td></td>
</tr>
<tr>
<td>Head trauma, especially basal skull/temporal bone fracture requiring hospitalization</td>
<td></td>
</tr>
<tr>
<td>Chemotherapy</td>
<td></td>
</tr>
</tbody>
</table>

- Risk Factors for hearing are flagged based upon the list of CDC indicators.

Last Modified By: Daniel Lagaterie 04/19/2019 04:56 PM
• If hearing loss is identified, the system will track Early Intervention status for the case

• Click “Select” to view the details
CHD Screening Results

### CHD Screening Results Table

<table>
<thead>
<tr>
<th>Sequence</th>
<th>Pulse Ox Results</th>
<th>Date Time</th>
<th>Reason</th>
<th>Created By</th>
<th>Date Created</th>
<th>Modified By</th>
<th>Date Modified</th>
<th>Final Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>367011</td>
<td>Unknown</td>
<td>01/29/2019 13:41:13</td>
<td>HL7 Import User</td>
<td>01/29/2019 14:32:53</td>
<td></td>
<td></td>
<td></td>
<td>Yes</td>
</tr>
</tbody>
</table>

### Edit CHD Screening Results

- **Pulse Ox:** Unknown
- **Date:**
- **Time:**

If not performed reason:
- refused
- transferred
- <24 hrs.
- postnatal echocardiogram performed
- prenatal fetal echocardiogram
- birth weight < 1500 grams
- Other:

**Final Result:**

[Save] [Cancel]

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

PCP 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
- Click “Next” to continue
Add Users

Select the user’s role, which should be limited to:
- “PCP User”
- Then click “Next”
Add Users

- Select the user’s affiliations by clicking “Add” then click “Next”
- PCP Admins can only create users with the same affiliations
- If affiliated to multiple sites, “Add” each one to the new user
Add Users

- Click “Next” to skip over the designee screen
Add Users

- Enter the mandatory information
- Click “Save”

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

![Confirmation Message]

User has been created and an e-Mail with the login information has been sent.
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 HCP 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, check the “Active” box
- Select “Save”
Questions

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Slide deck created with assistance from the Pennsylvania Department of Health.
CHN List

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Note: All grids identify the CHN assigned to the record
Webinar Review Questions

#1
True or False:
You can share your login with your co-workers?

#2
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
#3
Where can you view the DBS filter paper results?
   a. Laboratory Results
   b. Document Capture
   c. Both a and b

#4
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 you were assigned as the provider and the case had abnormal or referred results
Webinar Review Questions

#5
True or False:
You can email a CHN to ask questions about a baby and include the baby’s name and date of birth in the email?

#6
Who can add user logins and unlock users for your facility?
   a. Your facility administrator
   b. The state
   c. Both a and b
PCP Responsibilities

Next Steps:

• Create Email with the following:
  o Your name, your email and phone #
  o Your facility name
  o Are you an Administrator?
  o Training Course Attended
  o Provide your answers to the 6 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:
  o 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 440 error – clear your cookies and try again