

To: Providers of Newborn Screening Specimens
From: Dr. Kara Levinson, Laboratory Director
Date: June 26, 2024
Subject: ****UPDATE**** Use of the State Newborn Screening Secure Remote Viewer

We wanted to provide an update on the Newborn Screening Secure Remote Viewer (SRV) to download and print newborn screening results. A previous communication stated that newborn screening mailers would cease effective June 30th, 2024. **This change has been temporarily delayed to enable all stakeholders to gain access to the SRV and develop sufficient protocols and procedures for timely review of patient results.**

The SRV is an extension of the NBS Laboratory Information Management System and is a secure internet site that allows providers with log-in credentials to look up their patient results, download and print them. Users who have access have found the SRV to be a rapid and effective tool for remote access to results. The SRV allows 24/7 access to retrieve and print results once testing is completed instead of waiting on mailers to arrive to attach to charts.

In an effort to streamline the NBS system and processes, we ask that you begin to use the SRV to download and print newborn screening results as soon as possible, as well as develop protocols at your site to access patient results in preparation for discontinuation of all mailers at a later date. We anticipate transitioning fully to SRV and ceasing mailers in the next year and will communicate as it approaches. **Notifications for specimens with abnormal results will continue via telephone and fax.**

If you do not have access to the SRV, please complete the attached form and return it to nbs.health@tn.gov. Alternatively, you can access the form electronically [here](#). To request a user guide on how to use the SRV, please email the request to either nbs.health@tn.gov or labnbs.health@tn.gov.

We sincerely appreciate your cooperation as we move forward with full utilization of the SRV. Please direct questions to Gwendolyn McKee (615-262-6472 or Gwendolyn.McKee@tn.gov), or Darlene McDuffie (615-262-6311 or Darlene.McDuffie@tn.gov).

Thank you for your continued partnership.



Kara Levinson, PhD, MPH, D(ABMM)
Director, Division of Laboratory Services



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

Newborn Screening Program Secure Remote Viewer (SRV) Access Information

Dear Provider,

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

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

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

First Name: _____ MI: _____ Last Name: _____

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

Address of Practice: _____

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

Email address: _____ **(REQUIRED)**

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

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

Desktop Requirements:

The following is a listing of general functionality required to access and utilize the SRV application:

- o **Web Browser:** Compatible with **Mozilla Firefox v3.0 and higher; Microsoft Internet Explorer v10.0 and higher.**
- o **Cookies:** The browser must be set to enable cookies.
- o **Pop-up Blocker:** To ensure authentication as well as viewing the report, the Pop-up Blocker will need to be turned off.
- o **Operating Systems:** **Windows 10 or higher**
- o **PDF Reader:** In order to view the lab report, the computer will need the ability to view **PDF** images. **There is a link on the search page that will direct the user to download Adobe Reader.**

Log In Details:

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

- o Once you are at the Home Screen select the icon **Access Result Reports**.

Search Criterion:

An infant can be found one of four ways:

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

Once the search criterion has been entered select the **Perform Search** button at the bottom of the page.

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

Once the infant is located the user will check the box next to the name (which highlights the row(s) in a green background) and select the **View Report** button at the bottom of the page. A pop-up will appear prompting the user to open or save the file. The results will display as a PDF file.

- The user has the ability to print or save the results .pdf file as needed.
- **Note:** You may check more than one box if the infant has multiple reports.

Program Support for SRV:

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

- **Newborn Screening Follow-Up Program**
Division of Family Health and Wellness
Phone: (615) 532-8462 Toll Free: (855) 202-1357
- **Webpage:** <https://www.tn.gov/health/health-program-areas/newborn-screening/newborn-screening/newborn-genetic-screening.html>
Email: nbs.health@tn.gov