

To: Tennessee Primary Care Providers, Health Departments, and Birthing Facilities
From: Dr. Kara Levinson & Dr. Elizabeth Harvey
Date: December 1st, 2024
Subject: **ACTION REQUIRED** - Timeline for Full Transition to the Newborn Screening Secure Remote Viewer

The Tennessee Department of Health is in the process of transitioning from paper newborn screening reports to electronic reports. Earlier this year, notice was provided that lab-printed newborn screening reports would be discontinued and we wanted to provide an update with that timeline. Thank you to the hospitals and providers who have updated their procedures and are now exclusively using the secure remote viewer (SRV).

In the coming months, lab-printed paper reports will be phased out. This process will begin with discontinuation of normal reports being sent to hospitals and providers on record. Below is the timeline detailing the phase-out of mailed reports to support patient safety and continuity of care. It is essential for each facility or practice to secure access to SRV and establish a plan for integrating electronic results into patient records as soon as possible. Training materials and planned functionality changes will be communicated on the log-in page at <https://newborn.health.tn.gov/toolbar/login.aspx>. The form to request access can be found on the log-in page above as well as at <https://www.tn.gov/content/tn/health/health-program-areas/fhw/newborn-screening/dried-bloodspot/for-providers.html>.

FOR PROVIDERS/PRACTICES/HEALTH DEPARTMENTS

Beginning January 1, 2025, **normal** results will no longer be mailed to providers, and will **only** be available on the SRV. Abnormal results and those requiring additional follow-up will continue to be mailed with additional notification by telephone, fax, and/or letter from the Newborn Screening Follow-up Program, as well as being available to review in SRV. The process for reporting screen positive results by Newborn Screening Follow-up Program will remain the same. Please ensure that your practice has access to the SRV and procedures in place, so reports are available for review in a timely manner. The physician ID can now be used to search for assigned babies over a given date of birth range. If you do not know your physician ID, please email labnbs.health@tn.gov with SRV in the subject line for assistance.

FOR HOSPITALS/BIRTHING CENTERS

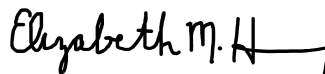
Beginning January 1, 2025, **normal** results will no longer be delivered to hospitals, and will **only** be available on the SRV. Hospitals must develop a process to retrieve the newborn screening results electronically via the SRV or other secure method. Our teams will communicate with each facility individually to assist with process development and support needed for a successful transition. Our goal is to have all facilities fully transitioned for electronic receipt of results in early 2025. Abnormal mailers will be discontinued as each facility completes transition to its new process.

We sincerely appreciate your cooperation as we move forward with full utilization of the SRV, which allows 24/7 access to review status and print results. Users have found the SRV to be a rapid and effective tool for remote access to results. Please direct questions to Dr. Jennifer McKenzie at (615)-262-6352 or via email at labnbs.health@tn.gov with SRV in the subject line.

We thank you for your continued partnership,



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



Elizabeth Harvey, PhD, MPH,
Assistant Commissioner, Division of Family Health and Wellness

Accessing Newborn Screening Results: Transition to Electronic Access Only

The Newborn Screening Lab will discontinue sending printed results to hospitals, midwives and primary care providers. The Newborn Screening Lab will transition to electronic access only through the Secure Remote Viewer (SRV), which is available now for enrollment.

Providers need to take the following steps to create an account and gain access to the SRV to be able to download and print newborn screening results.

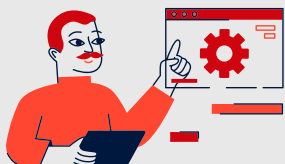


To Request Access to the SRV:

- Complete the SRV Access Information Form and return it to nbs.health@tn.gov or fax to 615-532-8555
- Once the form is received, a user account will be created.
- The user name and temporary password will be sent to the email listed on the form from NBS.Health@tn.gov email address.



SRV:Request
Access Form



To Access Results on the SRV:

- Go newborn.health.tn.gov to log in
- Click Access Result Reports

Information Required to Access Results:

For Hospitals:

Hospitals can enter:

- | | | |
|--|-----------|---|
| <ul style="list-style-type: none"> • the Hospital Collection ID • Date of Collection | OR | <ul style="list-style-type: none"> • Baby's DOB • Mother's first name • Mother's last name |
|--|-----------|---|

For Primary Care Providers and Midwives:

PCPs and Midwives will enter:

- | | | |
|---|-----------|---|
| <ul style="list-style-type: none"> • Physician ID • Date of Birth Range | OR | <ul style="list-style-type: none"> • Baby's DOB • Mother's first name • Mother's last name |
|---|-----------|---|

Resources:

Printed Instructions:

<https://tinyurl.com/SRVInstructions>

Recording:

<https://tinyurl.com/SRVRecording>



Scan to access
resources



HELP

If you have additional questions, please contact:

Dr. Jennifer McKenzie at 615-262-6352 or labnbs.health@tn.gov