



Secure Remote Viewer (SRV) TN User Guide

10.26.2023

Training Content

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Supported Browsers

- Mozilla Firefox
- Chrome
- Edge

Set-up: Image Reader

To be able to view the results the computer will need to have the ability to view PDF images.

<http://get.adobe.com/reader>



Set-up: Pop-up Blocker

To ensure that authentication can occur properly as well as ensure the result pop-ups appear, the computer will need the Pop-up Blocker turned OFF for the browser.

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

Set-up: Enable Cookies

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

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

Site Access: Login Page

Site access is only granted to pre-approved users. Each user will need an account set up by the Department of Health.

Once the log in credentials have been provided, the users will enter the following web address:

<https://newborn.health.tn.gov/toolbar/login.aspx>

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

[Forgot your password?](#)

If you have any questions concerning this site, please contact:

☎ Phone: (615)532-8462 or toll free(855)202-1357
☎ Fax: (615)532-8555

Site Access: User's First Log In

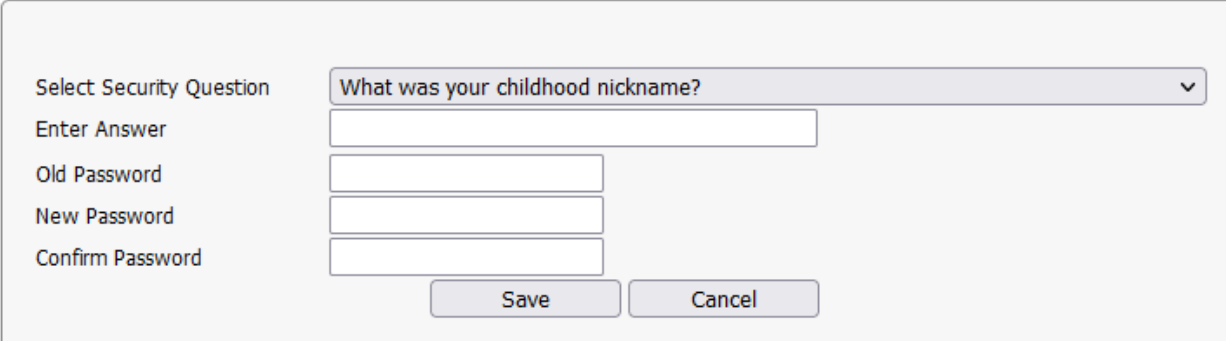
When the log in credentials are being used for the first time, the system will prompt the user to:

1. Create their own password (other than the system generated password)
2. Select a security question and input an answer

Once the Save button is selected the system will store the new password and return to the login page where the user will enter username and new password.

Please select a security question and reset your password

1. Passwords are case sensitive.
2. Passwords must have a length of at least eight characters.
3. Passwords must contain a mix of alphabetic and non-alpha characters with at least one numeric (0-9) and one special character (~!@#\$%^&* _+=?/\` ;,;<>|. "[]{}-')



The screenshot shows a form with the following fields and buttons:

- Select Security Question:** A dropdown menu with the selected option "What was your childhood nickname?".
- Enter Answer:** A text input field.
- Old Password:** A text input field.
- New Password:** A text input field.
- Confirm Password:** A text input field.
- Buttons:** "Save" and "Cancel" buttons.

Note: Security question/answer allows for tighter security.

Site Access: Forgot Password

If the username or password, do not match what is stored in the system a prompt will appear and the user will be instructed to re-enter a valid username or password. After 3 unsuccessful attempts the user will be locked out and must contact the TN Newborn Screening Program for access.

Invalid User Name or Bad Password

If you can't remember the password the system will allow the user to reset the password in a few simple steps.

1. Select link on the log in page
2. Enter the username for the account
3. Enter the answer to the security question
4. Click Submit and the log in page will appear

User Name

Password

Login

[Forgot your password?](#)

Forgot Password

Enter User Name

Note: When logging in with the reset password ensure the entire new password is entered. Each time a password is reset the following data will need to be re-entered
1) security question 2) the reset password and new password

Site Access: Disclaimer Page

The user will need to agree to the disclaimer for access to the system.

Attention

You are about to gain access to Tennessee Newborn Screening results.

By proceeding, you are confirming that you are a health care professional providing care for the child(ren) whose record(s) you are about to view. You are agreeing 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.

Agree Do Not Agree

Submit

Site Access: Log In to Landing Page

When the log in credentials are entered the system will bring the user to the default home page:

State of Tennessee
Newborn Screening Program



Welcome (SRV USER)

Home Contact Us Help Logout



[Newborn Screening Dried Blood Spot Screening Performance Indicators Dashboard](#)

If you have non-urgent requests for newborn screening please email them to nbs.health@tn.gov and we will respond to all requests within 24 hours.

The TN Newborn Screening Program provides FedEx overnight shipping labels to primary care providers and midwives who collect and submit newborn screening specimens to the state laboratory. Please be aware that these labels can only be used to send newborn screening specimens to the state public health laboratory, tracking is provided, and the labels do not expire. Please email DCLab.Supply@tn.gov to order labels.

The State Newborn Screening Laboratory is now open on Saturdays and Sundays. Work hours are from 7:00 a.m. to 3:30 p.m. Please do not hesitate to collect and send specimens for testing on the weekend! Work hours Monday through Friday continue from 8 a.m. to 4:30 p.m.

- View contact information for the State
- Log out of the SRV system
- View informational messages posted by the State
- Access Result Reports

Infant Search: Getting Started

The user is now able to search for an infant by selecting the icon names Access Results Reports from the landing page.



[Access Result Reports](#)

Infant Search: Search Criteria

An infant can be found one of four ways:

1) At least three fields needed to Search.

DOB and Mother's First Name are required fields:

Baby DOB
Mother's First Name

Plus one additional field below:

Gender
Mother's Last Name
Hospital Medical Record #
Hospital of Birth

2) OR NBS Specimen Control Number (SCN) on form:

SCN #

3) OR Tennessee Department of Health Number (TDH):

TDH #

4) OR Date Collected/Date Reported and Submitting Facility Code (for hospitals only):

Date Collected
Date Reported
Submitter Code

1. Entering the infant's DOB and Mother's First name in addition to any one of the following fields:

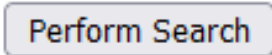
- Gender
- Mother's Last Name
- Hospital Medical Record #
- Hospital of Birth

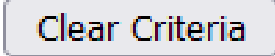
2. SCN # (Specimen Control Number/Form), the pre-printed ID number on the blood collection card.

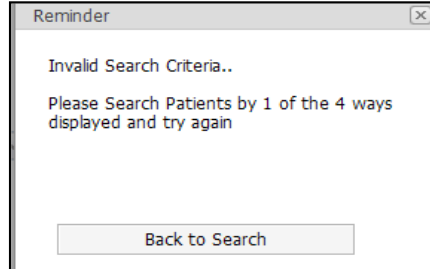
3. Tennessee Department of Health# (TDH#), also known as the Lab No

4. Date Collected or Date Reported and Submitting Facility Code which would be the code for the Collection Hospital.

Infant Search: Search Criteria

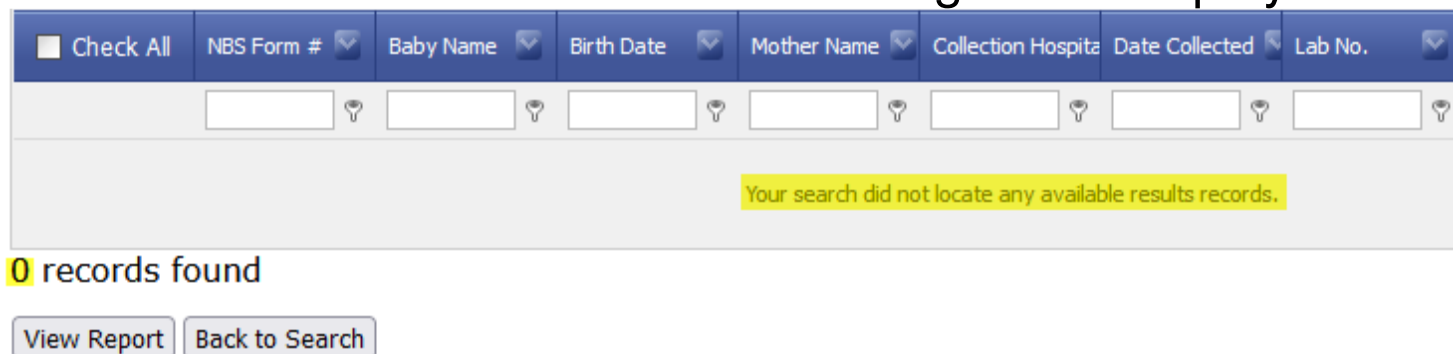
Once the search criteria has been entered select the  button at the bottom of the page.

If you want to clear or re-enter the search criteria, select the  button at the bottom of the page.



If the minimum criteria hasn't been entered "invalid search criteria" will display

If the system is unable to find results that match the grid will display the message below:



To perform another search, the user must click the Back to Search. 

Infant Search: Search Results Grid

If the system finds results that match the search criteria the resulting grid will display with all the infants that fall within the criteria entered.

<input type="checkbox"/> Check All	NBS Form #	Baby Name	Birth Date	Mother Name	Collection Hospital Name	Date Collected	Lab No.	Initial Specimen #	Medical Record #	Status
<input type="checkbox"/>	F56	H	10/22/2023	HY	NORTHCREST MEDICAL CENTER	10/2	202	202	BB0	Reported
<input type="checkbox"/>	F66	K	10/23/2023	KE	CENTENNIAL MEDICAL CTR	10/2	202	202	M00	Pending
<input type="checkbox"/>	F66	A	10/23/2023	AD	CENTENNIAL MEDICAL CTR	10/2	202	202	M00	Pending
<input type="checkbox"/>	F66	C	10/22/2023	CH	CENTENNIAL MEDICAL CTR	10/2	202	202	M00	Pending
<input type="checkbox"/>	F70	H	10/22/2023	HY	CENTENNIAL MEDICAL CTR	10/2	202	202	M00	Pending
<input type="checkbox"/>	F66	E	10/22/2023	EL	CENTENNIAL MEDICAL CTR	10/2	202	202	M00	Pending

6 records found

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

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

Infant Search: Search Results Grid

The results grid allows the user to perform an additional filter if more than one result displays on the grid.

In this example, “nor” has been entered in the filter field for Collection Hospital to filter down to anything beginning with ‘nor’. The filter is set to ‘Begins with’ but can be changed by the user.

- Begins with
- Contains
- Doesn't contain
- Ends with
- Equals
- Doesn't equal

<input type="checkbox"/> Check All	NBS Form #	Baby Name	Birth Date	Mother Name	Collection Hospital Name	Date Collected	Lab No.	Initial Specimen #	Medical Record #	Status
<input type="checkbox"/>					nor					
<input type="checkbox"/>					NORTHCREST MEDICAL CENTER					Reported
<input checked="" type="checkbox"/> Begins with([Collection Hospital Name], 'nor')										Clear

To return to the original set of search the user would selecting ‘Clear’ in the lower right corner of the grid.

Infant Search: View Results

If the specimen is in the lab but not yet reported the Status column will display Pending and a check box to view the report is not visible.

If the Status is Reported, a check box will display. Once the infant is located the user would simply check the box next to the name (which highlights the row(s) in a green background) and the View Report button at the bottom of the page.

<input type="checkbox"/> Check All	NBS Form #	Baby Name	Birth Date	Mother Name	Collection Hospital Name	Date Collected	Lab No.	Initial Specimen #	Medical Record #	Status
<input checked="" type="checkbox"/>		HYDE, BOY	01/22/2023	HYDE, LEVIN	NORTHCREST MEDICAL CENTER	01/22/2023	2023012707	2023012707	0000047924	Reported
					CENTENNIAL MEDICAL CTR					Pending
					CENTENNIAL MEDICAL CTR					Pending
					CENTENNIAL MEDICAL CTR					Pending
					CENTENNIAL MEDICAL CTR					Pending
					CENTENNIAL MEDICAL CTR					Pending

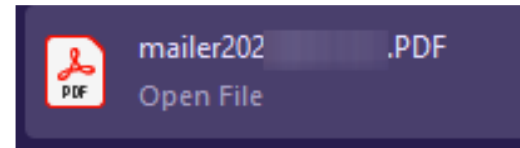
6 records found

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

Note: Multiple results can be selected at one time.

Infant Search: View Results

After view report is selected a pop-up appears prompting the user to open the file.



The results will display as a PDF file.

The user can view, print or save the results .pdf file as needed.

When finished viewing/saving the results the user can close the document window and the search results will still be available.



TENNESSEE DEPARTMENT of HEALTH
LABORATORY SERVICES
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 615-262-6300



**NEWBORN SCREENING REPORT
 FIRST SPECIMEN**

Date: 10/25/2023

TDH Lab Number: 202

Infant: H
 Birth Date: 10/2
 Collect Date: 10/2
 Date Recvd: 10/2
 Sex: Male
 *Feeding: NPO
 Multiple Birth: Single

Mother:
 Address:
 Phone:
 Race: White
 SCN:
 Gestage: 40.0

Medical Record: B
 *Transfused: No
 Date Transf.:
 County:
 Birth Weight: 3220
 Hospital: NORTHCREST MEDICAL CENTER
 Provider: PEDIATRIX MEDICAL GRP OF T

NEWBORN SCREENING RESULTS

Repeats completed in another state may not include all tests that are screened for in Tennessee.

*Disorder/Profile	Result	Remarks	Normal Values
Congenital Hypothyroidism (CH)	TSH 37.05 µU/mL	See Comments	< 32 µU/mL
Galactosemia (GAL)	Within Normal Limits	****See Below	GAL < 15 mg/dL GALT >40 µMol/L
Hemoglobinopathies (HGB)	Within Normal Limits	See Comments	FA, AF for Older Infants
Biotinidase Deficiency (BIO)	Within Normal Limits	See Comments	>= 44.64 U/dL
Congenital Adrenal Hyperplasia (CAH)	17OHP 56.37 ng/mL	See Comments	< 37 ng/mL
Amino Acid Profile (AA)	Within Normal Limits	****See Below	Within Normal Limits
Organic Acid Profile (OA)	Within Normal Limits	****See Below	Within Normal Limits
Fatty Acid Profile (FA)	Within Normal Limits	****See Below	Within Normal Limits
Cystic Fibrosis (CF)	Within Normal Limits	****See Below	< 54 ng/mL
Lysosomal Disorders (LD)	Within Normal Limits	****See Below	Within Normal Limits
X-linked Adrenoleukodystrophy (XALD)	Within Normal Limits	****See Below	Within Normal Limits
Severe Combined Immunodeficiency (SCID)	Within Normal Limits	See Comments	Within Normal Limits
Spinal Muscular Atrophy (SMA)	Within Normal Limits	See Comments	Within Normal Limits

**** Collected at <24hrs Old - Repeat Filter Test Immediately

State Contacts

**If you have questions or require additional assistance,
please reach out to the contacts below:**

Newborn Screening Follow-Up Program

Division of Family Health and Wellness

Phone: (615) 532-8462 Toll Free: (855) 202-1357

Fax: (615) 532-8555

Website: <https://www.tn.gov/health/health-program-areas/newborn-screening.html>

Newborn Screening Laboratory

Division of Laboratory Services

Phone: (615) 262-6353

Fax: (615) 262-6447

Website: <http://health.state.tn.us/Lab/index.htm>