# eReports™ Training Manual

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4/2/2015
Introduction

a. Overview
   i. eReports™ is Florida Newborn Screening’s online data reporting system that allows users to securely enter hearing screening results online instead of faxing forms. Users are encouraged to continue reporting hearing screening results on the Florida Newborn Screening blood specimen card as much as possible. Hearing screening results not reported on the card are to be entered into eReports™.

b. Purpose
   i. Every year in Florida, the hearing screening results for about 5,000 babies are not reported. It is suspected that the majority of these babies had their hearing screened, but the results were never received by Florida’s Newborn Screening Program. The submission through eReports™ bypasses the step of faxing forms and allows users to input results directly.

c. Benefits
   i. eReports™ allows users to view the most current hearing screening results on a patient, a feature never before available in Florida. This lets the submitter know that the State received the entered results. Direct entry of results prevents lost results, data entry errors, and missing data. The ability to quickly enter follow-up screening results helps reduce Florida’s lost to follow up rate!

System Registration

a. Registration Process
   i. Once the Newborn Screening Program has received registration information, an account will be made in applicant’s name who requested access. Information will be provided to the applicant with their user name and a temporary password. The temporary password must be reset by the user upon the initial log in. This password will need to be a combination of letters and numbers.

Logging-in

a. eReports™ Link.
   i. Enter the following into the internet browser, or click on the link provided below:
      https://www.floridanbs.com/ereports
b. Logging in the first time
   i. When logging in to eReports™ for the first time every day, there is a 30-45 second delay before the page loads.
   ii. This delay is for security reasons and the encryption that travels from the website to the server and back again to validate that the information being uploaded is secure. This initial delay will not happen after this first log in.

c. Initial Password Reset
   i. At the first log in, the user will be directed to reset to a unique password which must be a combination of letters and numbers.
   ii. Once the password has been reset, the user will be immediately redirected to the screen below which is called the “Patient Search” screen. This home screen is where all records will be searched.
d. Computer Settings

i. eReports™ is supported by the following internet browsers: Internet Explorer, Google Chrome, Firefox, and Safari.

ii. Internet Explorer is the preferred browser. Safari, Chrome, and Firefox all function properly, but there are some issues with formatting on some of the web pages, particularly with the footer section of the page.

Searching Results

a. Entering Search Parameters

i. Once at the home screen, enter specific patient information to retrieve the appropriate records.

ii. A patient will not have a record in eReports™ until 7-10 days after birth. 7-10 days after birth is the amount of time it takes for the Florida Newborn Screening blood specimen card to be received and processed by the state lab in Jacksonville, which is what triggers creation of a patient record in eReports™. Therefore, it will be most efficient to hold onto hearing screening results for day 7 days after the patient's date of birth before attempting trying to search for the patient.

iii. Any combination of fields can be entered to find records, but the preferred methods are the following:

1. First try the Birth Facility MRN (medical record number).
   a. The Birth Facility MRN is the number assigned to a patient upon birth or admission.
   b. The MRN is unique per facility, but there may be more than one patient with a specific MRN in eReports™, so limit the search by selecting a birth facility from the drop down menu to narrow results to a specific patient.
   c. The MRN in eReports™ is the MRN that was recorded on the newborn screening blood specimen card.
   d. If the patient was transferred from the birth hospital to another hospital, the MRN in eReports™ maybe be either MRN.

2. Second try the mother’s FIRST name and patient’s birth date.
   a. Enter the mother’s first name in the box labeled “Mother’s First Name”, with NO spaces before or after it.
   b. This field is not case sensitive.
   c. Names must be spelled correctly, but partial words may be used to find records similar to what is entered in the box. For instance, if the name is long, such as “Mariangela”, type “Mar” and all with a name that starts with
“Mar” will be found. The patient’s birth date is entered into the box labeled “Birth Date (MM/DD/YYYY)

d. Dashes, forward slash, or back slashes are all acceptable date formats.
e. Please note that dates not listed in one of the following formats will not be recognized by eReports™ and will not be entered correctly in the system. For example, for March 10, 2015, these are all acceptable:

<table>
<thead>
<tr>
<th>Format</th>
<th>Format</th>
<th>Format</th>
<th>Format</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/10/2015</td>
<td>3/10/2015</td>
<td>03/10/15</td>
<td>3/10/15</td>
</tr>
<tr>
<td>03-10-2015</td>
<td>3-10-2015</td>
<td>03-10-15</td>
<td>3-10-15</td>
</tr>
<tr>
<td>03\10\2015</td>
<td>3\10\2015</td>
<td>03\10\15</td>
<td>3\10\15</td>
</tr>
</tbody>
</table>

iv. Avoid broad searches such as:
   1. A common last name and a date of birth without the birth facility selected.
   2. First name of patient with a birth facility without a date of birth selected.
   **These types of searches will slow down the system for all users.

v. Broad searches make narrowing down records very difficult, especially when trying to find a single patient quickly.

b. Search Results
i. If there are no records found for a search, the following screen will appear, leaving no records displayed to select. The blue header on the bottom of the page will be blank when no records found in the system.

   ![Image of a search results page]

   ii. If every search option has been used to find a patient’s record AND it has been 10 days since the patient was born, please contact the Newborn Screening Program at (850)245-4201 option 4.

   iii. If it appears common for patients to be listed after 10 days, please check internal processes and how the blood specimen cards are sent to the lab so it can be ruled out as a factor in the delay of the demographics entry process.

   iv. Babies born out of state will most likely not be in eReports™.

   v. Report out of state hearing results to the patient’s birth state’s EHDI coordinator. Follow this link for contact information: [Out of State EHDI contact information](#)

   vi. The screen below shows a successful search where records are available for selection. (Patient specific information has been modified to maintain patient privacy.) Each line represents a different case.
c. Choosing the Correct Record
   i. Once the correct record is identified, select it by clicking on the “Patient’s Last Name” under the “Hearing Screen Entry” column.
   ii. If a patient shows on more than one line, any of the records for that patient may be chosen to enter results and it is only necessary to update results for one record. Duplicate records will be linked by the Newborn Screening Program.
   iii. If the wrong case has been selected, click the “Patient Search” button located on the top left corner of the page and search again.

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Viewing Results

a. Hearing Screen Entry Page
   i. Once a user selects the appropriate record and clicks on the patient’s last name, the user will be directed to the “Hearing Screen Entry” Screen.
   ii. The most current results for the patient will appear in the “MOST RECENT HEARING SCREEN” section.
   iii. Not all results on a patient will be shown. Only the most recent.
b. Previously Entered Information
   i. The top portion of the page in gray is the previously entered information and cannot be edited.
   ii. Any results entered into these boxes will NOT be stored in the system.
   iii. An error message will be received if a user tries to submit information into any of the gray boxes.

Entering Results

a. Filling in the necessary information

   i. Fill-in the boxes labeled “Hearing Screen Date (MM/DD/YYYY)” with the screening date. Dates not listed in one of the approved formats will prevent results from being saved.
   ii. Right and left ear results are indicated by the boxes labeled “Right Ear Result” and “Left Ear Result” which have the drop down options of “Pass” and “Refer”.
   iii. “Right Ear Method” and “Left Ear Method” boxes indicate the screening method for each ear and will have drop down options of “OAE” and “ABR”.
   iv. All of these fields MUST be completed for results to be saved.
   v. Multiple results for the same day will not be accepted by eReports™.
   vi. For the inpatient stay, only the final result PRIOR to discharge should be entered into eReports™.
   vii. If a patient is screened more than once on a single day, enter the result for the following day.
   viii. Also add a note in the comments field with the correct screening date. eReports™ will not recognize two sets of results with the same screening date.
   ix. A common example of same day screening results is when a patient is screened and the refer results are recorded on the Blood Specimen Card that is sent to the lab. The refer results were thought to be the final results, but the patient was NOT sent home and the screening was repeated later on the same day. If the results were such that the patient passed in one or both ears for that subsequent test, the results need to be entered for the following day with a note added in the comments section with the actual screening date.
   x. If a patient’s most recent hearing screening results listed in eReports™ are Pass/Pass, it is not necessary to enter subsequent screening results for that patient.
xi. The Newborn Screening Program’s focus is follow-up on patients that referred on their newborn hearing screening. Once the patient has passed a screening/evaluation or is diagnosed with a permanent hearing loss, the Newborn Screening Program’s follow-up is complete.

b. Risk Factors
   i. Enter hearing risk factors at the same time as entering screening results by selecting “Yes” from the drop down options next to the risk factor ONLY if they apply.
   ii. Select NICU as a risk factor ONLY if the patient’s stay in the NICU was greater than 5 days.
   iii. Risk factors MUST accompany hearing screening results as they are entered, as they cannot be entered by themselves.
   iv. Risk factors without hearing screening results can be entered by calling the Newborn Screening Program at (850)245-4201 option 4.

   HEARING RISK STATUS:
   [Table: Family History, PPIN, ECHO, Birth Weight < 1500g, Ex. Transfusion (Hyperbilirubinemia), NICU]

c. Comments
   i. The “Comments” box is where information such as patient’s name, a follow-up appointment, or any other suggestions or comments can be typed and will be sent along with the hearing results.
   ii. Comments must also be entered at the same time as hearing results, as they cannot be entered by themselves.
   iii. Any comments without hearing screening results can be added by calling the Newborn Screening Program at (850)245-4201 option 4.

   [Table: PPIN, Birth Weight < 1500g, NICU, Comments]

   iv. Here are some examples of appropriate comments:

   | Contact number for parent is (555)555-5555. |
   | Patient’s name is JOHN SMITH. |
   | Patient has a rescreen appointment scheduled on 3/31/2015, 9:00am at Florida Hospital- Celebration. |
   | Primary Care Physician (PCP) for the patient is XYZ Pediatrics. |

   d. Submitting Results
   i. Once all information has been entered, including results, risk factors and comments, select the “Submit” button on the bottom left of the screen.

   THE MOST IMPORTANT ITEMS FOR EREPORTS:
   ii. A confirmation will be received at the bottom of the entry screen that states “Hearing results saved for Patient: (Child’s name)”, if all information was accepted.
   iii. Scroll to the bottom of the screen in order to see the confirmation notice. This must be done to confirm that results were entered correctly.
iv. If results are entered incorrectly, for instance when trying to submit results for a screening date already entered, an error message will appear at the bottom of the screen.

v. Scroll to the bottom of the screen in order to see the error message.

Below are additional examples of error messages:

<table>
<thead>
<tr>
<th>Issue</th>
<th>Error Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;Screen Date&quot; was left blank.</td>
<td>Hearing entry failed because a HEARING SCREEN DATE is required. Correct these fields and try again.</td>
</tr>
<tr>
<td>A &quot;Not Screened&quot; reason was selected, but results were added.</td>
<td>Hearing entry failed because hearing REASON NOT SCREENED cannot be assigned when a valid RESULT or METHOD is selected. Correct these fields and try again.</td>
</tr>
<tr>
<td>&quot;Screen Date&quot; was entered, but &quot;Right Ear Result&quot; was left blank.</td>
<td>Hearing entry failed because a RIGHT EAR RESULT is required. Correct these fields and try again.</td>
</tr>
<tr>
<td>&quot;Screen Date&quot; was entered, but &quot;Left Ear Result&quot; was left blank.</td>
<td>Hearing entry failed because a LEFT EAR RESULT is required. Correct these fields and try again.</td>
</tr>
<tr>
<td>Hearing results were entered for the same day that results are already listed.</td>
<td>Hearing entry failed because a HEARING SCREEN DATE already exists for the date you have entered. Correct these fields and try again.</td>
</tr>
<tr>
<td>&quot;Screen Date&quot; was entered, but &quot;Right Ear Method&quot; was left blank.</td>
<td>Hearing entry failed because a RIGHT EAR METHOD is required. Correct these fields and try again.</td>
</tr>
<tr>
<td>&quot;Screen Date&quot; was entered, but &quot;Left Ear Method&quot; was left blank.</td>
<td>Hearing entry failed because a LEFT EAR METHOD is required. Correct these fields and try again.</td>
</tr>
<tr>
<td>&quot;Screen Date&quot; was entered and a &quot;Not Screened Reason&quot; was also entered.</td>
<td>Hearing entry failed because a SCREENED DATE not allowed when REASON NOT SCREENED is selected. Correct these fields and try again.</td>
</tr>
<tr>
<td>&quot;Screen Date&quot; entered was prior to &quot;Date of Birth&quot;.</td>
<td>Hearing entry failed because a HEARING SCREEN DATE cannot be before birth date. Correct these fields and try again.</td>
</tr>
<tr>
<td>&quot;Screen Date&quot; entered was in the future.</td>
<td>Hearing entry failed because a HEARING SCREEN DATE cannot be in the future. Correct these fields and try again.</td>
</tr>
<tr>
<td>“Subsequent Results” entered after passing results.</td>
<td>Hearing entry failed because this patient passed the newborn hearing screening. Subsequent hearing screening results do not need entered.</td>
</tr>
</tbody>
</table>

**e. After Confirming Results**

i. Once a successful entry confirmation has been received, “Hearing results saved for Patient: (Child’s name)”, select the “Patient Search” icon on the top left of the page.

ii. Once back at the Patient Search screen, entering information on the next patient can begin.

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**Troubleshooting**

**a. Troubleshooting**

i. First click “Click for Help” on the top right on the eReports™ screen.

ii. Please make sure that questions have not already been answered by the help documents prior to contacting the Newborn Screening Program at (850)245-4201 option 4.

iii. Call (850)245-4201 option 4 if you forget your password.

iv. Another option is to click on the “Contact Us” link at the bottom of any eReports™ page.

v. An outlook email draft will appear that will be directly sent to the Newborn Screening Program.

vi. **Please do NOT send any confidential information via unencrypted email.**

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**Additional Users**

**a. Additional Users**

i. Users must be employed by a birth facility or an outpatient audiology clinic that performs newborn hearing screenings.

ii. Registered users may be the individuals who actually perform the services or may be administrative/data entry staff.

iii. Submit a [Registration Form](#) to the Newborn Screening Program.
iv. The hearing screening facility may determine who among their staff will be responsible for ensuring that hearing screening results not recorded on the Florida Newborn Screening blood specimen card are entered into eReports™.

v. There is no limit to the number of users registered per facility, but it is recommended to limit users to ensure proper training and control data quality.

b. Frequently Asked Questions

i. The Newborn Screening Program has compiled a Frequently Asked Questions document to answer any further questions.