Community Partner Role

Q: What is my role as a community partner?

A: 1) Spread the message that the electronic Florida Prenatal Screen is available for providers.

2) Promote early adoption.

3) Refer providers in need of technical support to the PrenatalScreen@flhealth.gov inbox and the 'Chat Now' feature within the application.

4) Inform the Florida Department of Health's (Department's) prenatal screen team of barriers providers are experiencing (e.g., paper-based patient records, no electronic devices, etc.).

5) Collaborate with the Department's prenatal screen team on resolving challenges as they are identified.

Adoption and Known Challenges

Q: When will the digital version be mandatory for use by all providers?

A: The Department encourages all providers to utilize the electronic screen. As providers and health care offices continue to register for the electronic screen, a paper version will remain available.

Q: Are there any plans to announce the upcoming hard launch to providers directly?

A: The Department anticipates sending emails and other outreach materials to providers sharing the hard launch.

Q: How will providers who still operate on a paper-based system adopt the electronic process?

A: Providers and practices can receive technical assistance through monthly calls posted on https://www.floridahealth.gov/programs-and-services/womens-health/prenatal-health-care-providers.html or by requesting assistance through PrenatalScreen@FLhealth.gov.

Q: *Who is required to supply the provider with a tablet to use for the electronic screen, or is that something the provider will be required to obtain on their own?*

A: While a tablet may be useful for utilizing Kiosk mode, it is not necessary. Patients may complete the screen on their own personal device, and providers may also help patients complete screens via a computer.

Q: If a physical address is required, how does the application handle this challenge for pregnant women who are homeless or incarcerated?

A: A physical address is required for the referral process to work as expected.

Q: Are partners allowed to assist with the screening process (e.g., sitting with pregnant women or providers and assisting with the electronic screen at the office)?

A: Any processes that providers have in place for partners to assist with the screening process may still be utilized.

Q: What are the consequences for providers who do not comply?

A: The Department does not routinely audit providers for compliance with section 383.148, Florida Statutes. However, if the Department receives a complaint alleging non-compliance, then an investigation would be initiated.

Registration

To register your facility or practice, visit: FloridaHealth.gov/PrenatalScreenApp/Register

Q: What should be done if an error message is received while registering a facility or adding users to a facility?

A: The recommended approach prior to facility registration is to clear your browser data (e.g., history, cookies), and add FloridaHealth.gov to your 'allowed' pop-ups. For further guidance on how to perform these steps, refer to the Provider User Manual located under the 'Community and Provider Materials' tab on the Department's prenatal screen landing page.

Q: Is it possible to register more than one facility or practice with the same email address?

A: Yes. Please email PrenatalScreen@flhealth.gov with the following details: facility's name, user's first and last name, user's phone number, and user's job title. The user will automatically be assigned the same role assigned at time of initial email registration.

Q: Will providers need their NPI (National Provider Identifier) number?

A: Yes. To initially register a facility or practice, there must be at least one NPI number associated with a facility registration. Without an NPI, you will be unable to submit the facility registration form. Once the facility is registered, the facility administrator will be able to add, edit, and remove providers and facility users within the application.

Q: Is my provider identification (ID) number from the paper process going to remain the same in the electronic screen, or will it be the same as my NPI number?

A: No. The system auto generates a provider ID number. The new provider ID format for the electronic screen is all numeric characters and will appear in the following 5-digit numerical only format: 21667.

Q: How long will it take for a registration request to be approved?

A: You will receive an email inviting you to access the Florida Prenatal Screen application within one to two business days of registering. Accepting this invitation is the final step in the registration process before the dashboard can be accessed.
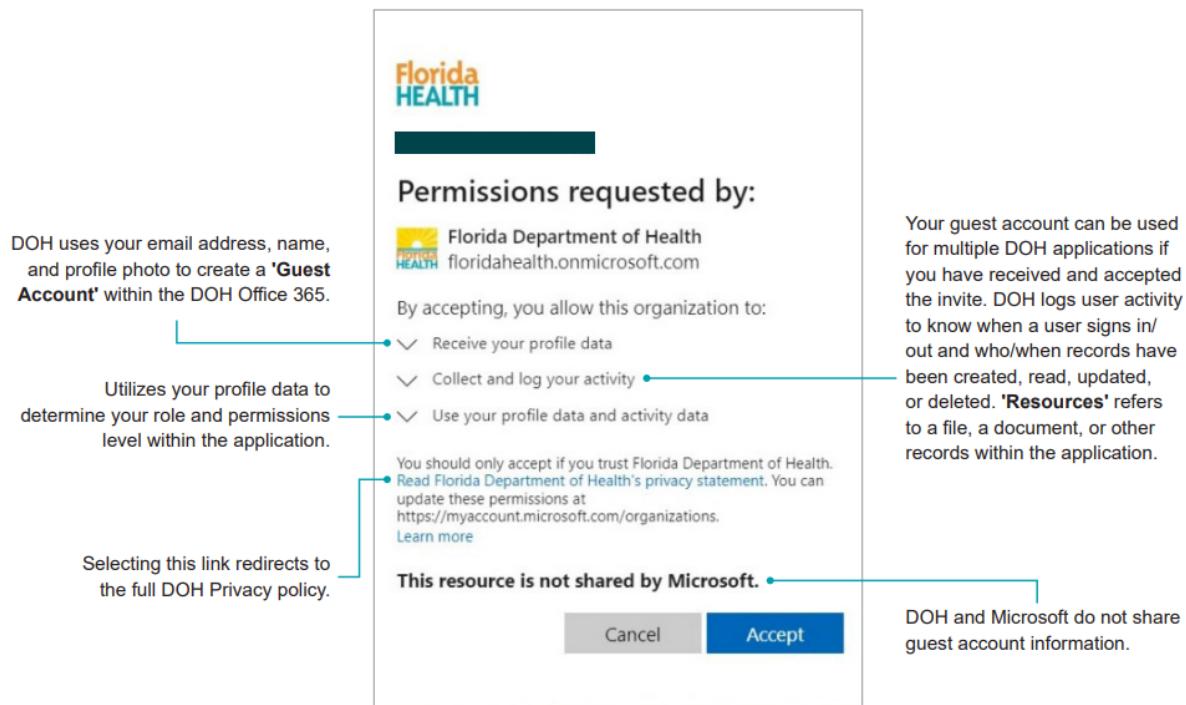
Q: What happens if an OB Admin role separates from the facility?

A: Best practice is to have at least OB Admin users in the case that one separates from the facility.

Q: How does the Department use my information when I accept the permissions?

A:

DOH uses the Azure Entra ID Directory for authentication. Once you accept the Azure invite, this pop-up is displayed to communicate 1) that your account has been established within the DOH Entra ID Directory and 2) how your guest account access is being used.

Florida HEALTH

Permissions requested by:

Florida Department of Health
floridahealth.onmicrosoft.com

By accepting, you allow this organization to:

- ∨ Receive your profile data
- ∨ Collect and log your activity
- ∨ Use your profile data and activity data

You should only accept if you trust Florida Department of Health. Read Florida Department of Health's privacy statement. You can update these permissions at https://myaccount.microsoft.com/organizations. Learn more

This resource is not shared by Microsoft.

Cancel   Accept

DOH uses your email address, name, and profile photo to create a **'Guest Account'** within the DOH Office 365.

Utilizes your profile data to determine your role and permissions level within the application.

Selecting this link redirects to the full DOH Privacy policy.

Your guest account can be used for multiple DOH applications if you have received and accepted the invite. DOH logs user activity to know when a user signs in/out and who/when records have been created, read, updated, or deleted. **'Resources'** refers to a file, a document, or other records within the application.

DOH and Microsoft do not share guest account information.

The Electronic Screen Application

After your facility registration has been approved, access the application here:
FLHealth.gov/PrenatalScreenApp

Q: What roles and permissions are available to facility users?

A: There are three roles available with varying levels of permissions:

	OB ADMIN*	OB INTERVIEWER STAFF	OB SCHEDULING STAFF
Update, and edit facility user records	✔	✘	✘
Edit patient records	✔	✔	✘
Submit the screen	✔	✔	✘
Initiate a new screen	✔	✔	✔
Resend a screen	✔	✔	✔

Q: How can an existing user be deactivated (e.g., new role, leave the facility, etc.)?

A: Email the deactivation request to PrenatalScreen@flhealth.gov with the user and facility details (e.g., user name, user email address, and facility name). After 120 days of no access, the user account is 'deleted.'

Q: Do non-health care providers (e.g., local county health departments, home visiting programs, etc.) have access to the production environment to make any data-entry corrections (e.g., invalid address) into a screen?

A: No. Only registered facility providers and their authorized users can access screens and make changes to the records.

Q: At what point can the provider/interviewer make necessary edits to the screen?

A: During the initial prenatal visit while reviewing the screen with the expecting mother. The 'Edit' action button allows facility users to edit completed prenatal screen details to correct any wrong input by the patient.

Q: Does a test environment (e.g., sandbox) exist for training and demonstration purposes?

A: Yes. However, it's restricted to Department employees with internal network access due to security protocols. No testing occurs in the production environment.

Q: Is the electronic version of the prenatal screen any different than the paper version?

A: Yes. The two consent boxes from the paper form have been consolidated into a single consent box on the electronic version. In addition, the electronic version includes a numeric field for the Medicaid ID number. Lastly, an option was added which allows providers to refer pregnant women for services whose screening scores may otherwise not have qualified them.

Q: Will the provider receive an alert when an expecting mother completes the screen?

A: No. Completed screens are only visible on the application dashboard for registered facility users.

Q: How do providers know that their portion is available to complete?

A: The Prenatal Screen Dashboard will show the screen status as 'Consent to Participate' or 'Decline to Participate. 'When a record is in either of these statuses, the provider will click the 'Edit' button under 'Actions' to complete and submit their portion of the screen.

Q: How long do the providers have to complete their section once the expecting mother completes her portion?

A: The best practice is for the provider to complete their portion of the screen and submit within 24 hours of the expecting mother's first prenatal visit.

Q: If an expecting mother doesn't consent, can she change her mind once the health care provider explains the benefits of available services?

A: Yes. The screen will show on the Prenatal Screen Dashboard in a 'Decline to Participate' status. The provider may 'Edit' the screen from the 'Actions' menu and update the screen consent options.

Q: If the expecting mother or provider does not answer a question, does the screen get kicked back?

A: All mandatory fields are indicated by asterisks and must be completed for the screen to be submitted successfully.

Q: What if I don't know my patient's exact 'Last Menstrual Period' (LMP) date?

A: The LMP date is an *estimation.*

Q: Can I change the 'Estimated Date of Delivery' (EDD)?

A: No. The EDD is auto calculated by the estimated LMP date. However, updating the estimated LMP date will update the EDD. EDD is calculated using Naegele's Rule.

Q: How do I return back to my dashboard?

A: Click on the 'Florida Health' logo in the top left corner to return to the dashboard.

Q: When do referrals get sent over to the CONNECT system?

A: Records that meet the criteria are transferred to CONNECT each business day at 5:30 PM EST.

Q: What criteria must be met for a screen to get transmitted to CONNECT?

A: For a screen to transmit referrals to CONNECT, the following criteria must be met:

1. Patient must consent to the screen OR;
2. Patient must receive a risk score of 6 or higher OR;
3. Provider must select 'Refer to coordinated intake and referral services' with a specified reason selected from the dropdown menu.

Q: Do non-health care providers have access to expecting mothers' records in the application?

A: No. Only registered health care providers have access to expecting mothers' records which were initiated from their facility. Application access is restricted to registered providers with NPI numbers and their associated users.

Q: Does the risk score auto calculate?

A: Yes.

Q: What is the functionality of each of the options under the 'Actions' menu? Please note 'Actions' menu options may vary depending on the role you have within the facility.

A: View: Enables the user to review a patient's completed prenatal screen. Edits cannot be made in 'View' mode.

Print: Allows the user to view and print a PDF of the patient's completed prenatal screen.

Resend: Allows the user to resend the prenatal screen to a patient if the original link was lost or not received. If the scheduled appointment time has passed (over 30 days), the user must update the appointment date and time before resending.

Edit: Allows the facility user to edit the patient's completed prenatal screen details to correct any wrong input by the patient. Also allows select facility users to edit the 'Provider Only' section of the screen and submit once complete.

Kiosk: Uses pre-entered patient information to display the screen questions directly to the patient for completion—ideal for use on a mobile device. Once submitted by the patient, the application automatically signs out and the facility user will need to sign back in.

Patient Objects: Used when the patient refuses to complete the screen or provide any information to the provider. The provider must still complete the 'Provider Only' section.

No Show: To be used only if the patient does not show for her appointment.

Q: What happens to inactive 'Initiated' records?

A: A record that is in 'Initiated Status' for 100 days is considered inactive. On the 101st day, the record will automatically be moved to the 'Archived' status.

Q: Can a centralized call center send an expecting mother the prenatal screen email or text at the time that she calls to schedule her initial prenatal visit?

A: Yes. However, each individual call center staff must be added as a registered user under the facility with the 'OB Scheduling Staff' role. These individuals must be deactivated at the time of separation.

Q: Are there accommodations for people who cannot read or who speak a language other than English, Spanish, or Haitian Creole?

A: The same accommodations that have been utilized by providers and partners in the past with the paper-based version should continue to apply with the electronic version.

Q: Will the out of county client transfer process remain the same?

A: With the electronic system, any county transfers will need to be performed manually by the Coordinated Intake & Referral (CI&R) staff.

Q: What will be the expectation for local county health departments once the prenatal screen goes digital?

A: It's too early to determine what the specific requirements will be in the next phases, but there are currently no special expectations specific to county health departments.

Q: If the expecting mother does not complete the screen before the appointment, what is the best practice?

A: A facility user should locate the patient record on the Prenatal Screen Dashboard by using the 'Search' feature. Utilizing the 'Kisok' button will open the screen for the patient to complete. Utilizing the 'Resend' button will resend the link to the patient.

Q: Is an expecting mother required to have an email address or cell phone number to complete the screen?

A: No. Providers can utilize the 'Walk-In Kiosk' mode for the expecting mother to complete the screen at the time of her appointment. Once the provider inputs the facility and patient details, and selects 'Continue', the application navigates the expecting mother directly to the screening questions. The expecting mother will be automatically signed out of the application upon submission for security purposes. The application will then default to the login page where provider staff can log back in with their network credentials.

Q: What happens to 'Declined to Participate' screens?

A: Screens in the 'Declined to Participate' status must be edited and submitted by the provider for the screen to move to the next appropriate status.

Q: How does the 'Search' feature work on the Prenatal Screen Dashboard?

A: All facility users can use the live search feature. Any column headers such as Patient DOB, Patient Signed Date, Patient Name, etc. can be entered into the 'Search Records' field in the upper-right side of the dashboard. Date fields search must be in the following format MM/DD/YYYY to display expected results.

Q: How do expecting mothers 'self-refer' as explained in the patient video on the Department's prenatal screen landing page

A: There is no change in this process. Expecting mothers have always had two easy ways to access the prenatal screen: 1) Expecting mothers can talk to their providers about initiating a prenatal screen, or 2) Expecting mothers can visit https://flhomevisiting.com to self-refer.

Q: If the application is expected to experience substantial downtime, will users be notified?

A: The Department will utilize a banner at the top of the application to communicate any known technical issues or scheduled down time. In addition, the Department will utilize the prenatal screen landing page to communicate updates: FloridaHealth.gov/prenatalscreen.

Data/Reporting

Q: Where can I find prenatal screen reporting data?

A: Electronic and paper screen data is located here and is available to the public: DOH Reports (flpublichealth.com).

Q: Where is the screening data being sent for expecting mothers to get referred to home visiting programs?

A: There has been no change in this process. Records are sent to the CONNECT if the criteria are met.

Q: Can providers access an expecting mother's file once it has been transmitted to CONNECT?

A: Yes, providers are still able to view and print a screen once it has been transmitted to CONNECT.

Q: Are there any scheduled updates or enhancements planned for the reports portal to improve user experience and quality of data?

A: Yes. The Department is in the early planning stages of upgrading the data platform to improve both user experience and the quality of data.

Materials

Q: Will there be a toolkit to market the launch?

A: Patient/provider/partner outreach materials are located on the Department's Prenatal Screen webpage: FLHealth.gov/PrenatalScreen

Further Assistance

Q: Is there a designated point of contact for questions?

A: Yes. Please email the PrenatalScreen@flhealth.gov inbox.

Q: What is the typical response time for technical assistance using the 'Chat Now' feature or prenatal screen email box?

A: The 'Chat Now' feature is responded to in real-time within normal business hours, or by the next business day if initiated outside of normal business hours, while the inbox may take one to two business days to receive a response.