Clinical Connectivity Enrollment Guide

Overview: Please read carefully and understand that all Clinical Connectivity (CC) enrollment is done via ServiceNow. The process for registration is a multi-step process and includes actions from both the practice administrator and Sponsoring Physician.

Important:

- > Each use of Clinical Connectivity is tracked, logged and subject for review
- > Each user is accountable for the patient information that they access
- Each user will only access the patient information needed to perform their responsibilities in providing direct patient care
- Physicians, Group Administrators, and all users are required to comply with the terms under which this system should be used, which are outlined in the agreement signed by your organization
 - A copy of these terms is provided to each organization and each user should review them
- Banner Health is committed to protecting the privacy of our patients and will take any action warranted to ensure that their health care data is secure

Enrollment Requirements:

- Each group is required to identify a Sponsoring Physician and a Group Administrator
 - It is possible for the Sponsoring Physician to also be the Group Administrator, if desired
- Each member of the group (physicians and staff members) will be assigned their own personal Lan ID and will only gain access to the applications that the Group Administrator requests for them
- The Sponsoring Physician must be a licensed provider (MD, NP or PA), who provides treatment to patients that receive or have received services at one or more Banner Health medical centers
 - The Sponsoring Physician accepts responsibility for the activities of the Group Administrator and all group members
- The Group Administrator will usually be the office manager or administrator for a group of physicians and will be empowered to manage access and permissions for physicians and staff within their group.
- The Sponsoring Physician (MD, NP, or PA) and the Group Administrator must sign a Data Access Agreement for Clinical Connectivity
 - This contract is an acknowledgement of responsibility to protect the confidentiality of patient health information

Enrollment:

Note: If the Physician's Office is already registered, please contact the Group Administrator to request access for additional users. If it is unknown who the Group Administrator is, please contact Clinical Connectivity Support: ccsupport@bannerhealth.com



Register a New Physician Office Group:

- Start the enrollment process online at <u>https://svcnowprod.service-now.com/clinicalconnectivity</u>
- Click on the tab "Register as a new Group Administrator"

🞾 Banner Health						
Welcome to Clinical Connectivity						
Wetcome to canical connectivity						
Register as a New Group Administrator						
Check the Status of your Group Registration						
Existing Group Administrator Login						
Click Here to log into the Banner Health Portal						
? What is Clinical Connectivity?						
Contact Us						
and the second se						

Group Administrator Sign Up:

Each group must have one designated Group Administrator. All communication regarding the group will be routed via this person. They control what applications are available to each of the members of the group and may delete users from their group or from the system.

• Enter all required user data in the Sign Up window

📚 Banner Health	
Banner Health	Sign Up Email Address
Welcome to Clinical Connectivity	First Name
Group Administrators use this form to register for access to Banner Health's Clinical Connectivity site	Last Name
	Phone Number
	Password
	Confirm Password
	I'm not a robot
	I agree to the <u>Privacy Policy</u> and the <u>Customer</u> <u>Service Terms and Conditions</u>
	Sign Up Already have an account? Log in



Select "I am not a Robot."



Respond to the reCAPTCHA picture



Check the "I Agree" box

Confirm Password	
I'm not a robot	reCAPTCHA Privacy - Terms
I agree to the <u>Privacy Policy</u> <u>Service Terms and Conditions</u>	and the <u>Customer</u>
Sign Up	
Already have an acco Log in	ount?

Click "Sign Up"

A green border appears, informing the Group Administrator that they will receive an email notification to verify their email.



Select "click here" link in the email

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The Group Administrator is taken to the "Please click here to login" page.



• Click the "Please click here to login" tab to get to the login screen.

To check the status of your new Group Registration, enter the email address and password used to register as the Group Administrator.							
Log in							
Username (email address)							
Password							
Forgot Password ?							
Log in							

Multi-factor Authentication (MFA) Set Up:

Register for Azure Multi-factor Authenticator (MFA)

The Group Administrator initially enrolling the team in Clinical Connectivity must temporarily register the Azure MFA with their email address. This will allow the Group Administrator to enroll their practice, add all team members and request application access.

Once the group has been activated and the group admin has been assigned a Portal ID, Azure MFA will need to be re-registered under the assigned User Principal Name (UPN) from Banner Health. Directions on Azure MFA registration when logging into the portal will be provided in the Joiner emails all users receive upon creation of their accounts. The Clinical Connectivity Getting Started Guide is attached to all Joiner emails.





New Group Enrollment:

Access for staff members and their applications must be requested during the enrollment process.

When the Azure MFA setup is complete and the code has been entered, the user arrives at the Clinical Connectivity Portal page and can register their practice and all team members in Clinical Connectivity.

Click on "Register a New Office Group"

Banner Health		My Requests
insurance staff to a	ccess clinical information quickly, easily	and on their own schedules.
æ	I SI	
Launch Banner Health Portal	Register a New Office Gr	oup Manage My Group
For registered users, click to navigate our banner health portal	Click here to register a new office group in o access clinical connectivity	rder to Registered users can click here to manage their group
	(
Tutorial \	/ideos	FAQs
Click here to access our lib	rary of tutorial videos	Browse and search Clinical Connectivity Articles

The following message appears. Please read carefully.

The purpose of this application is to provide Banner Health's clinical partners the ability to remotely:

- · Access their patients clinical results (lab, x-ray reports and dictations)
- · Access physician specific census lists and patient specific face sheets containing demographic and billing information
- · Electronically sign dictations (Physician Only)
- 1. The licensed sponsoring physician who provides treatment to patients who receive or are receiving services at one or more Banner Health facilities
- The group administrator who will usually be the office manager or administrator for a group of physicians and will be empowered to manage access and permissions for physicians and staff within their group
- 3. Office group information to register
 - Select 'Next' when finished



Physician Practice:

• Enter all information requested about the Physician Practice

The Corporate Office or Legal Representative: This is a required section.

🕽 Banner Health	My Requests Go To Service Hub
Home > Register New Office Group	Search Q
Group Information Sponsoring Physician & Group Administrator Information Gro	ups Members Information & Application Access Additional Information Submission Confirmation
"Ture of Group I	*Prona Number
Physician Office	
Group Name	Extension
*Address 1	Fax Number
Ste/Unit	Check Here If your company does not have EHR
City	
	Does the provider group have a Corporate Officer or Legal Representative?
* State	None *
¥	
* Zip code	
	Next

If the Practice <u>requires</u> a Corporate Officer or Legal Representative to be an additional signatory of our Data Access Agreement, then please:

- Select 'YES' to the question 'Does the Provider Group have a Corporate or Legal Representative"
- Provide the Name of the Corporate or Legal Representative
- Provide the email address of the Corporate or Legal Representative

By entering the Corporate or Legal Representative's information, this person will be required to sign the DAA.

*Corporate Officer or Legal Representative's Full Name	
* Corporate Officer or Legal Representative's Email Address	_

If the Practice <u>does not</u> require a Corporate Officer or Legal Representative to be an additional signatory of our Data Access Agreement, then please:

 Select 'NO' to the question 'Does the Provider Group have a Corporate or Legal Representative"

This answer will remove any other fields for a Corporate or Legal Representative, and besides the group admin and the physician sponsor there is no additional signer on our Data Access Agreement.

Click Next

Sponsoring Physician:

The Sponsoring Physician must be a licensed provider (MD, PA, NP) who provides treatment to patients who receive or have received services at one or more Banner Health medical centers.

This individual must sign a use agreement on behalf of the group as a prerequisite for obtaining IDs and passwords for members of the group.

- Enter all information requested about your Physician Sponsor
 - Phone Number: ensure the phone number is in the following format: 999-999-999
 - Middle Initial: if there is no middle initial, the check box for no middle initial must be checked

Banner Health			My Request	s Go To Service Hub	
ome > Register New Office Group			Search		٩
Group Information () Sponsoring Physician & Group Administrator Information Groups	Members Information & Application Access	Additional	Information	Submission Confirmation	
Sponsoring Physician Information 😧					
Each group must have one designated sponsoring physician. The sponsoring physician must be a licensed physician who provides treatment to patients who activities of the Group Administrator and all users in the group. This individual must sign a user agreement on behalf of the group as a prerequisite for obtain	a receive or are receiving services at one or more Banner Health ing IDs and passwords for members of the group.	medical centers.	Sponsoring Physician assume(s	overall responsibility for the	
• First Name	No M.L.				
	ML				
• Last Name	• Email Address				
Phone Number Final Action of the State	Phone Extension				
Licensed State	State License Number				
× (
• Suffix	National Provider Number (NPI)				



Group Administrator:

Each group must have one designated Group Administrator. All communication regarding the group will be routed via this person. They control what applications are available to each of the members of the group and may delete users from their group or from the system.

The following communication will be routed to this user:

- > Contracts
- New User Account Notifications
- Request Of Verification and Validation
- Request For New Accounts
- Deactivation Of Users

If the Group Administrator and the Sponsoring Physician are the same person:

 Mark the check box 'Please check if the Sponsoring Physician and Group Administrator are the same, the window will fill in with the Sponsoring Physician's information.

If the Group Administrator is a <u>different person</u>, do not mark the check box and fill in the required information for the Group Administrator.

If the Group Administrator has a <u>suffix type of 'provider'</u> (such as MD, NP or PA) or suffix type of "surgery scheduler", be sure to select the appropriate suffix as that gives the Group Administrator additional applications to choose from.

Group Administrator Information 😧								
Each group must have one designated group administrator. All communication regarding the group will be routed to this person. The group administrator controls application access for all users within Clinical Connectivity including modification, addition, or deletion of any program.								
Please check if the Sponsoring Physician and Group Administrator are the same First Name								
	"M.I.							
*Last Name	"Email Address							
Phone Number	Phone Extension							
* Suffix								
×								
Back	Next							

Click the 'Next' button when this section is completed.

Request Application access for the Group Administrator and the Physician Sponsor:

 Click the "pen" next to the Group Administrator and/or Sponsoring Physician on the user list to request application access

Þ	В	an	ner	He	alth	1.										My Requests	Go To Service Hu	b 🗍	
Hom	e >	Regi	ster New O	ffice Group)										Search				٩
		Group	Information	0		Sp	oonsoring Physician & Group Adn	ninistrator Information 🕲	\geq	Groups I	fembers Information & Ap	plication Access	\geq	Addition	al Information		Submission Cor	firmation	
	Use this section to add group members and request their access to clinical applications. Click on the pencil icon next to the Sponsoring Physician and Group Administration to select the applications that they'll need access to Click on the Add button to add new group members and select the applications that they'll need access to Selecting the checkboxes in the application columns will apply to all group members Add Additional Group Members																		
	Action		First Nas		ML	Last Name	Email Address		Staff Type		Cerner Millenium	PACs Synaps	•	Report 2 Web	Direct Se	ecure Messaging		Qventus	
	×																		
	××																		
	Back	k																	Next

Physician Sponsor:

There are 5 possible applications to request for the physician.

- Click the 'pen' next to the Physician Sponsor
- Check the desired applications for the physician sponsor
 - See the next section for a description of available applications
- Select `Save'

Group Administrator:

There are 2 possible applications to request for the Group Administrator with a staff suffix.

- Click the 'pen' next to the Group Administrator
- Check the desired applications for the Group Administrator
- See the next section for a description of available applications
- Select 'Save'

Description of Available Applications

- Cerner Millennium: Clinical information for Banner Health facility (lab, imaging reports, dictation, clinical results)
- Direct Secure Messaging: (DSM) is a secure exchange of clinical healthcare data between Electronic Health Records (EHR) systems to improve patient coordination of care. DSM was developed as a technical standard for health care providers to communicate electronically, while ensuring the security of Protected Health Information.
 - DSM enables community providers the ability to communicate with Banner Health securely. DSM is an alternative method to mailing or faxing your patient's referral information, which can be time consuming and may not always be secure. DSM provides you the ability to send information about your patient's health record within minutes. DSM allows clinicians timely clinical details and helps to address the significant gaps in information that occur during transitions of care.
 - Direct Secure Messaging can be used for:
 - Transitions of Care (CCD, CCD-A documents)
 - Lab Tests/Results
 - Referring to Banner providers
 - Receipt and distribution of finalized reports.
 - Note: Only providers will have a direct secure email. Direct secure addresses are generated by your practice <u>Electronic Health Record</u>. Traditional e-mail accounts (e.g., gmail, yahoo mail, or your outlook email) are <u>NOT</u> Direct addresses. Direct addresses can be issued to individuals or to organizations, departments. An example of a direct address is dsm@direct.cerner.org.
- PACS Synapse: Radiology Imaging/ Imaging Reports. Picture Archive Communication System (PACS)
- Qventus: Qventus is a web-based application that allows clinic schedulers to search and request available time for surgeons that perform procedures at certain Banner acute facilities. Access is available to clinic staff that are responsible for scheduling surgical cases. Qventus can also be used by surgeons who self-schedule their own cases.

- Report2Web (R2W): is an email-based alert system that notifies your office daily when one of your patients is seen at a Banner Health hospital. This service best serves family medicine, internal medicine, pediatricians and obstetrician/gynecologists and will make you aware of ER visits/Admits/Discharges. You can choose to be notified upon admission, discharge, or both.
 - Other offerings thru Report2Web:
 - R2W can also send labs you ordered to your fax number or as a PDF attachment to an email you provide. This turns manual processes into electronic and encourages 'paper-lite' processes.
 - R2W can send you a Physician Census if you are a primary provider in the form of an Excel spreadsheet attached to your email. This shows movement or your patient while admitted.
 - The R2W service is free, available to Banner and non-Banner practices, and can be customized to your preferences. Information is encrypted to meet patient privacy requirements. A one-time set up to register with Cisco is required for non-Banner emails. Once notified of your patient's hospitalization, access their patient record via Banner Health's Clinical Connectivity portal. Report2Web has a link at the bottom of each email which takes you to the first step to access our portal.
 - R2W ER/Admit/Discharge alerts currently provide the following information:
 - ED/OB, Admit/Discharge
 - Patient name
 - DOB
 - Banners FIN#
 - Chief complaint (if available)
 - Patient phone number (if available)
 - Primary care physician named
 - Banner Health facility

Add Additional Staff Members:

When you are adding additional staff members, select their staff type and suffix first. The combination of these two fields will determine what applications are available for that person.

Select the 'Add Additional Group Members:

₽ [Ban	ner Hea	alth									Му	Requests	Go To Service Hub	0
Home	> Regis	ter New Office Group										Search			٩
	Group Ir	formation 🕲		Sponsori	ng Physician & Group Administr	ator Information 🕲	\geq	Groups Memb	rs Information & Application Ac	xess	Addition	Information		Submission Confirma	tion
Us	Use this section to add group members and request their access to clinical applications. Click on the pencil icon next to the Sponsoring Physician and Group Administration to select the applications that they'll need access to Click on the Add button to add new group members and select the applications that they'll need access to Selecting the checkboxes in the application columns will apply to all group members Add Additional Group Members														
Ac	tions	First Name	ML	Last Name	Email Address	S	taff Type		Cerner Millenium	PACs Synapse	Report 2 Web	Direct Secur	re Messaging	Qve	ntus
1	×														
1	×														
B	ack														Next

Here are the staff types, suffixes and what applications are available for each staff type/suffix:

Staff Types	Suffix	Cerner Millennium	PACS Synapse	DSM	Qventus	Report2Web
Sponsoring Physician	Provider suffix	X	X	Х	Х	Х
Group Admin (Provider)	Provider suffix	X	X	Х	Х	Х
Group Admin (Regular Staff)	Regular Staff suffix	X	X			
Group Admin (Surgery)	Surgery Scheduler Suffix	X	X		Х	
Provider	Provider suffix	Х	Х	Х	Х	Х
Staff	Regular Staff suffix	X	Х			
Staff (Surgery Scheduler)	Surgery Scheduler suffix	X	X		X	



The "Add Group Member & Application Access" pop up appears.

Banner Health	Add Group Member & Application Access			
Home 💙 Clini	First Name	*Staff Type		Q
* Select the group ye		None v]	
AZ Wound Solu ons	*Middle Initial	Suffix		× ×
* Select an a Lion yo		v	_	v
- Nut Me Dels	No M.I.	Cerner Millennium		
/	*Last Name	PACS Synapse		
Add	*Email Address			
Actions First Name			iging	Qventus
Joshua	*Phone Number			
Krystal	Direct Server messaring			
	Direct Secure messaging			Submit
	Qventos			_
	Report 2 web			
	Close	Save Save and Add		

- Choose the <u>Staff Type</u> and <u>Suffix</u> first, for the correct applications to be available.
- Then fill in all required fields and check the applications that are needed for this user.
- Put a checkmark next to all required applications
 - \circ Additional required data when requesting: (illustrated below in the next section)
 - Direct Secure Messaging
 - Qventus
 - Report2Web
- Click the "Save" button to save the current entry and close the pop-up Or
- Click the "Save and Add" button to save the current entry and enter another group member.

Application Selection

When the following applications are requested:

- Direct Secure Messaging
- Qventus
- Report2Web

Details regarding these application requests must be provided in a separate form that opens when the application is checked.

When Direct Secure Messaging (DSM) is requested:

Please enter the provider's Direct Secure Email address that is active in the practice's EMR system.

* First Name	* Staff Type
Michelle	Sponsoring Physician *
✓ No M.I.	Suffix
*Last Name	MD *
Hesser	Cerner Millennium
* Email Address	PACS Synapse
Include Section Commerce Comme	Qventus
* Phone Number	
(111) 111-1111	
✓ Direct Secure messaging	7
* Direct Secure Message Email Address	
direct.cerner.org	

When Qventus is requested: (Surgery Scheduling)

Please enter the user's role in Qventus and all applicable Banner facilities where surgeries are scheduled.

* First Name	* Staff Tune
Minialle	Sponsoring Physician
No M.I.	Suffix
* Last Name	MD *
Mouser	Cerner Millennium
* Email Address	PACS Synapse
it che lle bloose to have erhealth.com	Qventus
* Phone Number	* What role should the group member have in Qventus?
(111) 111-1111	Surgeon
Direct Secure messaging	* Which facilities does the user need access for?
Report 2 Web	Sanner Thunderbird Medical Center
Close	Save



When Report2Web is requested:

- List the practice's fax number
- List all Banner Health facilities that patients are sent to for labs
- Please check all alerts needed to receive (by fax, email or both)
 Select all users on the team that should receive these alerts

Direct Secure messaging	
Report 2 Web	
*R2W Fax Number 🔸	
(222) 222-2222	
* Select the facilities you send your patients to for outpatient labs:	
X Medical Center	
What alerts would you like to receive? Description: How would you like to receive this alert? Email	* Select the members who will receive the email notifications for this provide 2 checked Check All Check All
Discharged *How would you like to receive this alert? Fax	✓ Ministik illever ✓ Carela Badram
Cerner Documents "How would you like to receive this alert?	
Both	~
Labs ordered by you *How would you like to receive this alert?	
Both	~
Close	Save

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Examples of possible staff types/suffix combinations and available applications for each:

	Physician Sponso	r with Provider suffix	
	Add Group Member & Application Access		
	* First Name Test	Sponsoring Physician *	
	No M.I.	Suffix	
	Last Name doctor	Cerner Millennium	
	*Email Address	PACS Synapse	
	tdoctor@test.com		
	(333) 333-3333		
	Direct Secure messaging		
	Qventus Report 2 Web		
	Close	Save	
Group Administrato	r with Provider suffix	Group Administrat	tor with Staff suffix
Add Group Member & Application Access		Add Group Member & Application Access	
* First Name	* Staff Type	* First Name	* Staff Type
Test	Suffix	Test	Suffix
* Last Name	MD	* Last Name	Staff
doctor	Cerner Millennium	doctor	Cerner Millennium
tdoctor@test.com	PACS Synapse	tdoctor@test.com	🗆 PACS Synapse
* Phone Number		* Phone Number	
(333) 333-3333		(333) 333-3333	
Qventus			
Report 2 Web			
Close	Save	Close	Save
Group Administrator v	vith Surgery Scheduler	Provider with	Provider suffix
su	ffix	Add Group Member & Application Access	
Add Group Member & Application Access		* First Name	* Staff Type
* First Name	* Staff Type	* Middle Initial	*Suffix
No.MI	Group Administrator	la	MD × *
* Last Name	Surgery Scheduler	No M.I.	* Specialty
Mizy	Cerner Millennium	* Last Name	neurosurgery
* Email Address	PACS Synapse	* Email Address	AZ × *
filling flowcwc.net	Qventus	gamil.com	* State License Number
* Phone Number		* Phone Number	25888
	_	(222) 222-2222	* National Provider Number (NPI)
Close	Save	Urrect Secure messaging Oventus	Cerner Millennium
		Report 2 Web	PACS Synapse
		Close	Save Save and Add
Staff with	Staff suffix	Staff with Surger	v Scheduler suffix
Add Group Member & Application Access		Add Group Member & Application Access	y concluter currix
* First Name	* Staff Type	* First Name	® Staff Type
No M.I.	Suffix	. Helipin	Staff
*Last Name	Billing	No M.I.	Suffix
bottor Finall Address	Cerner Millennium	*Last Name	Surgery Scheduler
tdoctor@test.com		Miley	Cerner Millennium
* Phone Number		* Email Address	PACS Synapse
(and 343 3433			Qventus
		Phone Number	
			_
Close	Save	Close	Save

When all users have been added and their needed applications have been checked, the final screen lists all users and their selected applications.

First Name	И.І.	Last Name	Email Address	Staff Type	Cerner Millenium	PACs Synapse	Report 2 Web	Direct Secure Messaging	Qventus
all set	L	Marca 1	Şhealth.mil	Staff		0	0		
1975/19	L	100	Şhealth.mil	Staff					
100			aith.com	Staff	0			0	
inere -	L	ide:	ima minanta in	Staff					
100	s	Indiana	alth.mil	Staff		12	□+†	0	
10.00	R	100	ith.mil	Staff	2		0		
	R	STATISTICS.	tr@health.mil	Staff	12	0	0	0	0

Click the 'Next' button after all users were added and you want to submit the request

Additional information on the Report2Web subscription will be provided if Report2Web was requested for one or more of the team members.

Report2Web Subscription Page:

This page explains in detail what this subscription is and requires that the box to agree is checked for Banner Health Privacy Policies.

🔊 Banne	er Health									My Rei	quests Go	o To Service Hub	
ome > Register Ne	ew Office Group								[Search			٩
Group Informa	ation (9	Sponsorin	g Physician & Group Adminis	trator Information (§		Groups Members Informa	tion & Application Access 🔇	\geq	Additiona	l Information	\geq	Submission Confirma	tion
Report2Web Sub Report2Web is a Your paties Labs result Cerner Dou Please not If the ema You are re	bscription a free subscription agree nts coming to all Banne ted post discharge (we scuments te that email addresses all addresses used are n sponsible for communic	ement. This allo er Health ERs/Ad are required to must be secure ion-Banner, the e cating with the R	ws us to set you up in imitted or Discharged- deliver these for revier inhouse addresses coi emails will come encry 82W team if an employ	the R2W Notification System this can be emailed or faxed w) to fax# or pdf to email) htrolled by an office administ pted. To decrypt the email, see leaves the practice, so w	n where you w trator or going you must regis e can stop the	ill receive email notificati to the provider only for ter with our Secure Mess emails to remain HIPPA	ons regarding: HIPPA-no 3rd party deli aging Portal upon recei compliant.	very. ving the first ema	ail-this is a one	etime set up for de	ecryption		
Action	First Name	M.L	Last Name	Email Address		Suffix	Staff Type			Receiving Notifica	ations		
1													
IMPORTANT: IF T Privacy Policy: T Unauthorized dis unauthorized.	YOU ARE GETTING PAT This site is for use only is sclosure of information g on this box, you are as	IENT INFORMATI by Banner Healt obtained from th greeing to Banne	ION AND THE PATIENT h System (BHS) autho his website is also pro ¹ er Health's Privacy Pol	IS NOT YOUR PATIENT, PLE rized users for BHS official b hibited and may constitute a	ASE NOTIFY A business. Unau Federal and/o	DMISSIONS at the Banni thorized access/use and or state crime. BHS reser	er Facility where the pat attempted access/use of res the right to monitor,	ent had the enco of this system is p intercept, record	ounter and har prohibited and d, read, copy,	we them remove yo may constitute a f access, or capture	ou as the Po Federal and user activit	CP. d/or state crime. ity, whether autho	orized or
Back													Submit

- Check the box to agree to Banner Health's Privacy Policy
- Click "Submit" to complete the user additions and their application requests

Remove Team Members

 Click <u>'x'</u> in the action column next to the group member(s) that should be to removed

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Home	> R	egister New Office (Group									Search		۹
	Grou	up Information 🕲		Spons	ioring Physician & Group Admi	inistrator Information 🕲	\rightarrow	Groups Memi	ers Information & Applica	ation Access	Addition	al Information	Submission Confirma	tion
U	se this Clic Clic Sel Add Ad	section to add ck on the pencil ck on the Add b lecting the chec dditional Group	group membe icon next to utton to add i kboxes in the Members	ers and request t the Sponsoring new group mem application colu	their access to clinical a Physician and Group A bers and select the ap umns will apply to all g	applications. dministration to select the plications that they'll need roup members	applications that access to	t they'll need acces	s to					
4	ections	First Name	ML	Last Name	Email Address		Staff Type		Cerner Millenium	PACs Synapse	Report 2 Web	Direct Secure Messaging	Qve	ntus
1	*													
-	• ж													
	Back													Next

Click the 'Next' button

When enrollment is complete:

• Click Submit to complete your group's enrollment to Clinical Connectivity.

A New Group Registration Confirmation page will be sent with a Request number that can be referred to with any questions regarding the status of this enrollment.



Completion of Enrollment:

Once enrollment is complete, the Group Administrator and Sponsoring Physician will receive a contract email and DocuSign instructions to sign our Data Access Agreement (DAA).

When the DAA is completed and all parties have signed, the Clinical Connectivity account will be activated, and all requested portal and application access will be processed.

User Accounts and Passwords:

If Requesting Access to Clinical Applications:

Clinical applications include but are not limited to: CERNER, SYNAPSE PACS, R2W, QVENTUS.

Upon completion of the contract by both the Group Administrator and Sponsoring Provider, all requested access will be processed. Please allow up to one week for processing before the Group Administrator and team members will receive notifications via an encrypted email with user login information.

- If the user is new to Banner applications, the team member will receive Joiner emails that hold the Portal ID and temporary password.
- The user will also receive an email to set-up the Azure Multi-factor Authentication via Microsoft Authenticator.
- If the user had previous access to Banner systems and the account is active, a validation email will be sent to the group admin, and if previous access is confirmed, only the username will be sent. Inform the user to utilize previous credentials. If the user does not remember their credentials, they will need to contact the helpdesk at 602-747-4444 opt. 3 and request a password reset.

If Requesting Access to Direct Secure Messaging (DSM):

Upon completion of the contract by both the Group Administrator and Sponsoring Provider, Banner will start the account creation.

- > The Group Administrator will be notified via email of completion.
- The email will contain Banner's Direct Secure Emails for DSM referral communication.
- The Group Administrator will be asked to send a test DSM message from the practice's EHR.
- Once the "test message" is received by the Banner referral team, a "received" communication will be sent back to the "sender".
- When test communications have been successfully sent and received, both the community provider practice and Banner Health can begin Direct Secure Messaging communication.

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Checking the Status of a Request and Connecting with Support:

- Log into the Landing Page by clicking on the following link

 <u>https://svcnowprod.service-now.com/clinicalconnectivity</u>
- Click on "My Requests" on the upper right-side toolbar

穿 Banner Health					My Requests 🛛 🔹	Carola Tasiman
Welcome to Clinical Connectivity Clinical Connectivity is Banner H	Health's online lin	ik to clinical information. It is desig al information quickly, easily and o	ned for pro	oviders, office staff and heat	th	
Register a New Offi	ice Group		Mana	ge My Group		
Click here to register a new office group in order	to access clinical con	nectivity Registr	ered users ca	n click here to manage their group		
🛸 Banner Health						My Requests
Home > My Requests						
				Banner Health	Service Desk (602) 747-4444	
My Requests	■ Requests				Keyword Search Q	
All My Requests	Number	Short Description	State	Created	Updated 🗸	
My Active Cases	CS0001073	Register a New Office Group	New	11/18/2024 11:03:31 AM	11/18/2024 11:03:45 AM	
My Llosed kequests	<>	Rows 1 - 1 of 1				

When clicking on the Request Number, you will receive an overview/status of your submitted requests. When clicking on the Case Number and then the Request Number, an overview/status of the submitted requests displays

me > Ticket Form for Reque	st	
equest details		
umber \$0001073	Priority 4 - Low	
tate ew	Updated 8d ago	
S0001073 - Register a New Office	Group	
*	Company Fields	
	Label	Value
	Type of Group	physician_office
	Check Here if your company does not have EHR	true
	City	tucson
	Zip code	-85730
	Fax Number	riimi 5mi-icii03
	Address 1	100-test drive
	Ste/Unit	
	State	AZ
	Group Name	Camila's Tast group
	Phone Number	203
	Enter your Company's Electronic Health Record (EHR)	
	Extension	



A listing of all Team members that have been added including their application requests displays

~													
						Gr	oup membe	ers					
First Name	м.і	Last Name	Phone Number	Email Address	Title	Specialty	Suffix	Staff Type	Licensed State	Sate License Number	Cerner Millenium	PACs Synapse	Repor 2 Web
Test		doctor	(333) 333- 3333	tilectarijilest.com		neurology	MD	Sponsoring Physician	AZ	12345	true	true	false
Carola		Entras	(520) 649- 2203	combrossi31@gmail.com			Office Manager	Group Administrator			true	true	false
Michello		Mexade	(222) 222- 2222	Michellie.messen@liannerhealth.com		neurology	Surgery Scheduler	Staff			true	true	false
Drandsen		Charles	(222) 222- 2222	Brandler, Charles glosses health.com		neurology	Surgery Scheduler	Staff			true	true	false
Multi		Hall	(222) 222- 2222	and the at tally have the alth.com			Coder	Staff			true	true	false
4													Þ

Clinical Connectivity Request Status Support:

At the bottom of the My Request page, the Group Admin can send a message to inquire about the status of the enrollment or request.

	Example: Can I get an ETA on when all access will completed?
Register a New Office Group	
	Send

Clinical Connectivity Administrative Support:

Please email Clinical Connectivity Support- <u>mailto:CCSupport@bannerhealth.com</u> for questions or issues with:

- > The DocuSign process correction/completion/renewal of the DAA
- Provider credential validations
- Group Admin / Physician sponsor change requests
- Clinical Connectivity Access Reviews
- Dormant accounts/ disabled users

Clinical Connectivity Application Support:

Please contact our clinical service desk at 602-747-4444 option 3 for assistance with:

Application access and workflow Issues:

- > Qventus
- > Cerner
- > PACS
- > DSM
- ≻ R2W

Technical Support:

Please contact our service desk at 602-747-4444, option 2, to assist with:

- Login credentials
- Password reset
- MFA (Multi Factor Authentication) enrollment
- Citrix Receiver installation
- System troubleshooting



Enrollment and Training Guides:

- <u>https://www.bannerhealth.com/health-professionals/for-physicians/physician-tools/clinical-connectivity/enrollment-and-training-guides</u>
- For all other questions regarding Clinical Connectivity, please email our Business Development team at BusinessDevelopmentRequests@bannerhealth.com

Links:

CC Portal Login Link: <u>https://workspace.bannerhealth.com</u> CC Enrollment site/ Group Admin site: <u>http://svcnowprod.service-now.com/clinicalconnectivity</u>

Additional information will be provided in an Administrator Guide.