# BANNER HEALTH CLINICAL CONNECTIVITY TRAINING GUIDE

Your Physician office has been given access to Banner Health's Clinical Connectivity web portal to access patient information over the internet. The Clinical Connectivity website provides access to the following applications:

- Cerner Millennium: Clinical information for Banner Health facility (lab, imaging reports, dictation, clinical results)
  - Direct Secure Messaging (For Providers only) 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.
- Fuji PACS Synapse: Radiology Imaging/ Picture Archive Communication System (PACS)
- Qventus: (for Surgery Schedulers only) 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: Report2Web notification/alert via a daily email. This email notifies the PCP/Internist/Pediatrician or OBG of an ED visit/Admit/OBG and/or Discharged event.

Note: Access to each application requires an application request to be submitted by the Group Administrator.

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To log into Clinical Connectivity portal applications, go to: https://workspace.bannerhealth.com

### Member Responsibilities

- Banner Health carefully tracks, logs and reviews patient information accessed by Clinical Connectivity members.
- 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.
- Patient information must be treated with confidentiality and must only be accessed for professional use.
- 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.
- 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. Your organization will have a copy of these terms, and each user should review them.
- All users are required to have their own User ID and password, which is equivalent to their legal signature.
- Sharing User IDs and passwords are not permitted and is a violation of your contractual agreement with Banner Health. Please do not use someone else's User ID.
- Your physician office has identified a Clinical Connectivity Group Administrator to be the liaison for your group and Banner Health. The Group Administrator is your primary contact for Clinical Connectivity questions, problems, and/or issues.

# **GETTING STARTED**

Your physician office has identified a Clinical Connectivity Group Administrator to be the liaison for your group and Banner Health. The Group Administrator is your primary contact for Clinical Connectivity questions, problems, and/or issues. Please review the Clinical Connectivity Data Access Agreement with your Clinical Connectivity Group Administrator.

If you are unsure who your Group Administrator is, please email <a href="mailto:ccsupport@bannerhealth.com">ccsupport@bannerhealth.com</a>

## Browser, System and Connection Requirements

- Computer running Microsoft Windows 10, or 11
  - $\circ$  Supported browsers: Microsoft Edge, Google Chrome
- Citrix Workspace App 2402 or Higher. It's recommended to enable auto update, if possible.
- Computer running MAC OSx 10, 13 and above
  - Supported browsers: Safari and Chrome later),
- Broadband internet access

*Technical note*: To install the required application versions below, you will need administrative access to your computer. If you do not have administrative rights on your computer, you will need assistance from your IT for application installation.

- Minimum .NET version is 4.8 (requires admin rights)
- Minimum VCRedist is 14.30.30704.0 (requires admin rights)
- Citrix Workspace 22.02 runs on Windows 10, 11

## Login Credentials

Users will receive a LAN ID (Banner username) and temporary password via two secure email messages.

- If you did not receive the log in credentials, have them contact the Helpdesk at 602-747-4444 option 2
- If you had previous access to Banner systems and the account is active, only the username will be sent. Utilize your previous credentials. If you do not remember the credentials, contact the helpdesk at 602-747-4444 opt. 3 to request a password reset.

## **Encrypted Emails - Proofpoint**

- Username and password will be sent via two Proofpoint encrypted emails.
- If this is the first time accessing Proofpoint encrypted emails, you will be prompted to set up an account with Proofpoint Encryption when you click on the "click here" link in the email.



• When prompted for your email address, make sure to use the **same email address** with which you received the secure email notification.

-	Registration
Create your accour	t to read secure email.
Email Address:	Email Address
First Name:	
Last Name:	
Password:	
Confirm Password:	

• If you have already registered, or if your account already exists, you will be prompted to sign in and provide your password to decrypt the message. Click Continue.

log in to	Email Encryption
Email Ad	dress
ine the	Station Propagations
Password	r
Forgot Pas	sword
Security	What is this?
This	is a public or shared computer
$\bigcirc$ This	is a private computer

• From this point on, log into to the Encrypted Email system with that login information. If you forget your password, use the "Forgot Password" link. <u>Service Desk does not have the ability to reset these passwords</u>.

	Banner Health.	
Log in to Emai	l Encryption	
E-Mail Address	$\bigcirc$	
Password		
Forgot Password		
_		
	Continue	

Technical Support

- If you have urgent problems or questions, call the Service Desk at (602) 747-4444.
  - Press '3' for the Clinical Service Desk if you're having clinical application issues.
  - **O** Press '2' for the Technical Service Desk if you're having computer related access issues.
- For all other questions regarding Clinical Connectivity practice enrollment, enrollment status, or practice management, please contact the Clinical Connectivity Administrators at <a href="mailto:ccsupport@bannerhealth.com">ccsupport@bannerhealth.com</a>

## Azure MFA (Microsoft Authenticator) Mobile Phone or Tablet Enrollment

You are required to have **Microsoft Authenticator** installed on a mobile device. Microsoft Authenticator is a security tool used to generate a secondary random passcode on your mobile device that is required to log into Banner's remote applications.

- Alternatively, you can select to enroll via Phone Call Back, which <u>does not</u> require smartphone or software installation. <u>(Click Here for Phone Call Back Instructions)</u>.
- If you already have the **Microsoft Authenticator** app downloaded on your mobile device and have a registered Banner account that you can add an existing method. <u>(Click Here for Adding Existing Method Enrollment Instructions).</u>
- For help with the Azure MFA enrollment process please contact the Banner Service Desk at **602747-4444.**
- 1. From a Work or Personal Computer, go to https://mysignins.microsoft.com/security-info
- 2. Sign in using your **Microsoft Authenticator** username Example: (ccTUser@bannerhealth.com) and password.



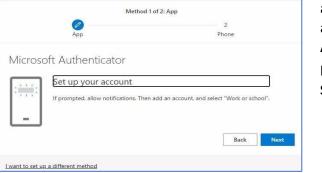
a. You will be prompted for more information, click Next

	@bannerhealth.com
More info	ormation required
/our organizati /our account s	ion needs more information to keep ecure
Jse a different	account
earn more	

3. You will then be prompted to download the app.



- 4. On your **mobile** device, download the **Microsoft Authenticator** app from the app store.
  - a. For Android Devices https://play.google.com/store/apps/details?id=com.azure.authenticator
  - b. For iOS Devices https://apps.apple.com/us/app/microsoft-authenticator/id983156458
    - 5. After you download the app, press Next on your computer screen to begin the setup process

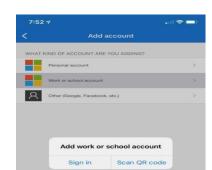


a. In the Authenticator app, select Add Account. Press Add New Account.

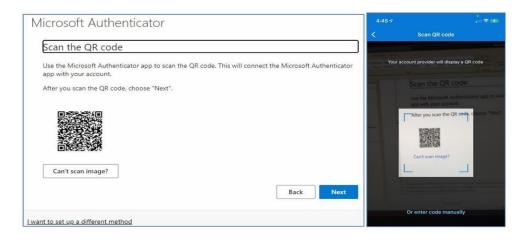
b. Select Work or School Account.



c. Select Scan QR code.



- 6. After clicking **NEXT** on your computer screen you will see the QR code unique to your registration.
- 7. Using your device's camera, place the QR image in the view finder to allow the app to scan the code.



8. Click **Next** on your **computer** after you scan the QR code, you'll get the verification screen.

Method 1 of 2	: Арр	
Арр	2 Phone	
Microsoft Authenticator	3	9.A test
Let's try it out	your app)	notification wil be sent to your personal
	Back	device. Press Approve on
I want to set up a different method		your device to

acknowledge the authentication test request.

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Banner	e <b>sign-in?</b> r Health bannerhealth.com		Back
Deny	Approve	I want to set up a different method	

10. Click Next on your computer to continue the process and add a phone number as a backup option.

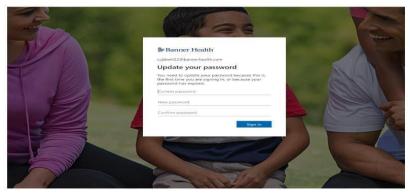
M	Method 2 of 2: Phone
App	Phone
Phone	
	call on your phone or texting a code to your phone.
What phone number would you like to use?	j
United States (+1)	Enter phone number
Text me a code	
Call me	
Message and data rates may apply. Choosing and cookies statement.	g Next means that you agree to the Terms of service and Privacy
	Next
want to set up a different method	

- 11. Once your phone number is entered and you click **Next**, you will be prompted to verify the phone number by entering the code you received on your mobile device.
  - 12.Enter the code.

	Method	2 of 2: Phone
	Арр	Phone
Phone		
	digit code to +1 Enter	r the code below.
Enter code		
Resend code		
		Back Next



16. Update Your Password, click Sign In when finished



Note: The password you created will be the password used to access the Clinical Connectivity portal.

# HOW TO LOG INTO BANNER PORTAL

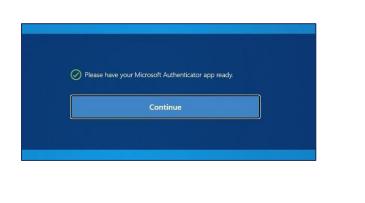
## HTTPS://WORKSPACE.BANNERHEALTH.COM

- 1. Open your web browser and type <u>https://workspace.bannerhealth.com</u> in the address bar. The BHS App Portal login screen displays. Note: Mark this page as a favorite for easier access by adding as a "Favorite" in your web browser.
- 2. There will be 3 fields of information to enter.
  - 1) User name
  - 2) Password
  - 3) Microsoft Verification Code (6-digit passcode)
- 3. Enter your network credentials under User name and Password. Click Log On.

	User name	
	Password:	1
Panner Health		First factor
		Log On

4. Open Microsoft Authenticator on your mobile device. Click Continue on your computer. A passcode will be generated on your phone app. This is your "Microsoft verification code." Note:

The passcode can only be used one time. If you enter the wrong passcode, click Generate Passcode to create a new code.



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One-time password code 123 456	
S Enable phone sign-in	>
🔍 Change password	>
R∃ Update security info	>
T Review recent activity	>

5. Enter the Microsoft verification code in the second Password field. Click Submit.

	(i) Enter Y	our Microsoft v	erification code	
Password	1			
			Submit	

## **CITRIX APPLICATIONS DOWNLOAD & INSTALLATION**

\*Citrix application requires Citrix Receiver software installation. If you do not have administrative rights on your computer, please contact your practice admin or IT resource.

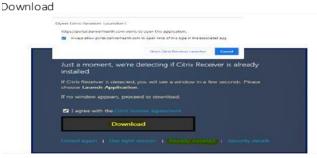
Step One

#### Step Two

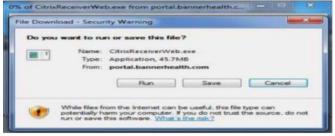
### CITRIX RECEIVER DOWNLOAD Download Citrix



2. Click "Always allow portal.bannerhealth.com to open" Click "Open Citrix Receiver Launcher". Click I agree with the Citrix License Agreement, then click



3. File Download Will Appear, Click Run



4. Security Warning Will Be Presented, Click Run. This Will Launch the Installation

to you want to run this software?		
Name: OtrxReceiver		
Publisher: Citrix Systems, Inc.		
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While files from the Internet can be use	oful this file type	can notentially harm
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#### CITRIX RECEIVER INSTALLATION Install Citrix

1. Click Start

Citrix Receiver installs software that allows access to applications that your organization provides, includ software that allows access to the applications that	irs-g
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2. Click "I Accept the License Agreement" And Click Next

#### Citrix Receiver



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#### 3. Click Install



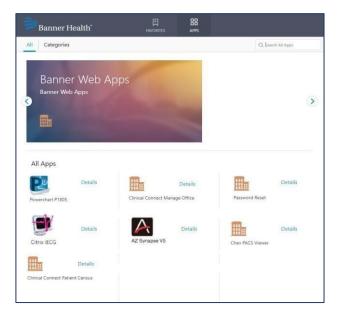
#### 4. When Install Is Complete Click Finish



# HOW TO LOG INTO BANNER ONLINE APPLICATIONS

This section will provide instructions to access the requested applications:

- Cerner Millennium: Clinical information for Banner Health facility (lab, imaging reports, dictation, clinical results)
  - Direct Secure Messaging (For Providers only) 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.
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- Report2Web: Report2Web notification/alert via a daily email. This email notifies the PCP/Internist/Pediatrician or OBG of an ED visit/Admit/OBG and/or Discharged event.



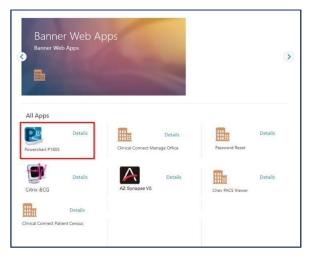
## HOW TO LOG INTO CERNER MILLENNIUM

1. Log into Banner Workspace using instructions: <u>HOW TO LOG INTO BANNER PORTAL</u> 2.

On the Banner Health Workspace Page, Click APPS



3. Click Powerchart P1803 icon



# Training Video - Navigating Cerner for Clinical Connectivity https://www.youtube.com/watch?v=GrT0-T41Ylw

# Navigating Cerner View Only

Welcome to Cerner View Only for Clinical Connectivity

When you first log in you will get an announcement pop-up that is a communication tool for inside our facilities. This information is typically not pertinent to you.

You can click on the box next to "Don't show again until new information has been posted" and click Close. You may still get a pop-up from time to time, but you will not get the pop-up every time you log in.

## When You First Log In al Drug shortages Spinal bupivacaine - restricted to L&D areas Diltiazem IV - use alternatives, such as IV ver nil whenever n Amino acids - restrictions in place for adult and pediatric patient populations 16 2 30pm slk1



## Finding Your Patients - Cerner Millennium

Finding your patients demonstration. Locate the main toolbar at the top of your screen.

- Click on Patient in the upper left-hand corner of the primary toolbar and then click Search
- In the Name Field, type in the patient's last name, comma, space, first name and click Search
- After you have verified that you have the correct patient, single click on your patient
- In the bottom of the pop-up, select the encounter that you wish to view and double-click to open that encounter.

NOTE: You may or may not get a list of encounters depending on how many times the patient has been seen

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## **Chart View Orientation**

- Once in the patient's chart your screen will default to Chart summary
- The blue banner is the patient's demographic bar
- You can double-click on the patient's name to open more demographics if needed.
- The gray tabs to the left are your various parts of the chart. Most of these tabs and what information is found in them are self-explanatory.

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## Locating and Printing Face Sheets

- In our gray navigation tabs, click on mPages. Click on the Case Management link.
- You will see a hyperlink for Patient Face Sheet at the bottom of the page. Click on the link and it will open to another window.
- You may then click on File and then click Print to print the page.

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#### Results

- Results are found in Results Review which should be at the bottom of your gray tabs on the lefthand side
- To open a result and get more detail, double-click on the exact result

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- Imaging results can also be found and opened the same way as other results
- If you want to see the actual image, you will need to go to Clinical Notes in your gray tabs and open the Medical Imaging folder, which we will cover in the next section

#### Notes

- Notes are found in the Clinical Notes section of your gray tabs.
- You may see multiple folders with various names
  - Double-click on Clinical Documentation to find the specific note type Click again to open the folder with the note type you want to review, and you will see the notes with the author's name and time/date stamp
  - Double-click on the note you want to open

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## HOW TO LOG INTO FUJI PACS SYNAPSE

1. Log into Banner Health Workspace using instructions: <u>HOW TO LOG INTO BANNER PORTAL</u> 2.

On the Banner Health Workspace Page, Click APPS

|--|

3. In the Search Box, type Synapse

Banner Health	СС НОМЕ	OO OO APPS	DESKTOPS	Q Synapse	⊗ \$,
Search Results: 'Synapse' (4)					

4. Choose either Rad - AZ Synapse (Arizona Region) or Rad - WR Synapse (Western Region)



5. Log into Synapse by using the "Log in with Windows instead" link referenced below.

Username
Password
Password
Log in with Windows Instead

## Finding Your Patients - PACS Synapse

1. Type in the patient's name (last name, first name) in the Patient Name field and birth date (mm/dd/yyyy) in the Birth Date field. Then hit Enter.



2. Double click on the exam to view the images and the powerjacket which contains the report for the exam

## TECHNICAL SUPPORT

- If you have urgent problems or questions, call the Service Desk at (602) 747-4444.
  - **O** Press '3' for the Clinical Service Desk if you are having clinical application issues.
  - **O** Press '2' for the Technical Service Desk if you are having computer related access issues.
- For all other questions regarding Clinical Connectivity practice enrollment, enrollment status, or practice management, please contact the Clinical Connectivity Administrators at <a href="mailto:ccsupport@bannerhealth.com">ccsupport@bannerhealth.com</a>

# Additional Information

## Azure MFA (Microsoft Authenticator) Phone Call Back Enrollment

These instructions will guide you through setting up the authenticator call back from your office desk or mobile phone option (no software or smart phone required) and enrolling in Azure Multifactor Authentication (MFA). For help with the Azure MFA enrollment process please contact the Banner Service Desk at 602-747-4444.

1. Go to https://mysignins.microsoft.com/security-info on your computer.



- Sign in using your @bannerhealth.com account and password. Your @bannerhealth.com account name is required for this process. This is not a Banner email address. Note: Sign in using your Clinical Connectivity portal username and adding @bannerhealth.com to the end of it. Example: ccTUser@bannerhealth.com. The password will be the same password as for your Clinical Connectivity portal login.
- 3. You will be prompted for more information, click Next.



4. Click "I want to setup a different method"

	Meth	od 1 of 2: App
	App	2 Phone
Microso 2 -		soft Authenticator app. Download now thenticator app on your device, choose "Next".
I want to set u	p a different method	

5. Choose Phone in the drop-down list and click Confirm.

- 6. Enter your office desk or mobile phone number and select Call me. Note: Phones requiring an extension or international number dialing cannot be used for callback at this time.
- 7. Click Next to initiate the validation call and enter the phone number when prompted.

Method 1 of 2:	Phone
Phone	2 App
Phone	
You can prove who you are by answering a call on your pho	one or texting a code to your phone.
What phone number would you like to use?	
United States (+1)	nter phone number
○ Text me a code	
© Call me	
Message and data rates may apply. Choosing Next means t and cookies statement.	hat you agree to the Terms of service and Privacy
	Next.

8. Once the call is verified, click Next to setup a backup method using your email address

Method 1 of 2: Pho	ne	
Phone	2 App	
Phone Call answered. Your phone was registered successfully.		Next

9. Click "I want to setup a different method."

	Method 2 d	of 2: App
	Phone	Арр
Micros	oft Authenticator	
6	Start by getting the app	
	On your phone, install the Microsoft Au	uthenticator app. Download now
	After you install the Microsoft Authenti	cator app on your device, choose "Next".
	I want to use a different authenticator a	qqp
		Next
I want to set u	p a different method	

10. Select Email in the drop-down list and click Confirm.

Important: Email can only be used as a backup method to change authenticator settings (such as adding and removing authenticator types at https://mysignins.microsoft.com/security-info).

Choose a different method $~ imes$	alterna 11. email a
Which method would you like to use?	Email f Next to digit v
Cancel Confirm	code email.

Email cannot be used as an alternative MFA method. 11. Enter your email address in the

email address in the Email field and click Next to have a 6digit verification code sent to that email. 12. You will receive an email from "Microsoft on behalf of Banner Health." You may need to check your 'Junk' email folder if this is the first time you have received an email from Microsoft. Mark this type of email as 'Safe' to prevent login delays.

Micros	oft on behalf of Banner Health <msonlineservicesteam@microsoftc< th=""><th>S Reply</th><th>Reply All</th></msonlineservicesteam@microsoftc<>	S Reply	Reply All
NO To	on behan of banner rearting insoninteservicestearney nielosoite	1000	20 WW
Click here to dov	nload pictures. To help protect your privacy, Outlook prevented automatic download of	some pictures in	this message.
	Marifi u va ur arracil addraad		
	Verify your email address		
	Thanks for verifying your @bannerhealth.com account!		
	manks for verifying your		
	Your code is 297572		
	Records and a second se		
	Sincerely,		

13. Enter the 6-digit code into the confirmation window and click Next.

Method 2 of 2: Er	nail
Phone	email
Email	
We just sent a code to 297572	
Resend code	Next
I want to set up a different method	

14. You will now see both authenticator methods setup, click Done to continue.

Method 2 of	2: Done
Phone	Email
Success!	
Great job! You have successfully set up your security info.	Choose "Done" to continue signing in.
Default sign-in method:	
S Phone	
Email	
	Done

15. Update Your Password, click Sign In when finished



- Note: The password you created will be the password used to access the Clinical Connectivity portal
- Note: When you log in, you will receive a call back to your office desk or mobile phone. You will need to answer the call and press # at the prompt to verify your access.

#### Add Method to Existing Enrollment

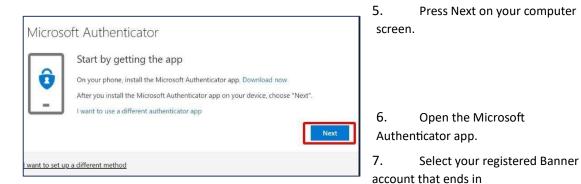
If you already have the Microsoft Authenticator app downloaded on your mobile device and have a registered Banner account that you can access the Security Info with:

- 1. Go to https://mysignins.microsoft.com/security-info.
- 2. Sign in using your @bannerhealth.com account and password.
- 3. Select + Add method.

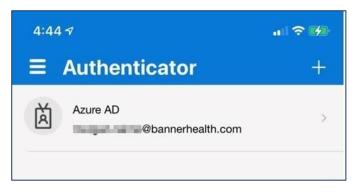
Banner Health	My Sign-Ins
A Overview	Security info
A∕₂ Security info	These are the methods you use to sign into your account or reset your password.
🖻 Organizations	+ Add method
므 Devices	No items to display.
A Privacy	Lost device? Sign out everywhere

4. Select Authen<u>ticator App from the drop-down menu</u>

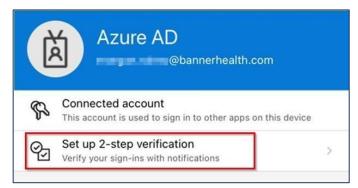
Vhich method would you like to add?	
Choose a method	
Authenticator app	
Phone	Authenticator app
Alternate phone	
Office phone	



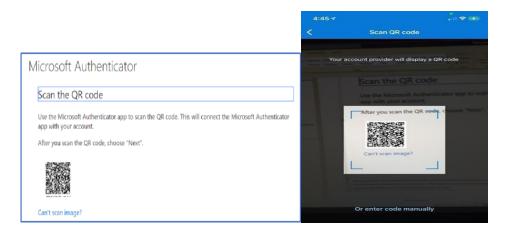
@bannerhealth.com



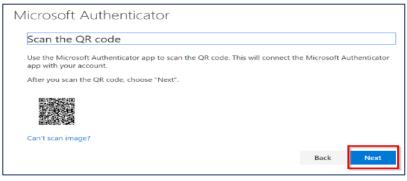
8. Select Set up 2-step verification



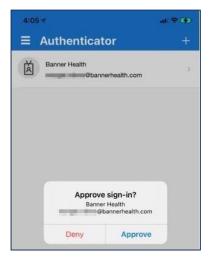
- 9. On your computer screen you will see the QR code unique to your registration.
- 10. Using your device's camera, place the QR image in the view finder to allow the app to scan the code.



11. After you scan the QR code, click Next on your computer.



12. A test notification will be sent to your mobile device. Press Approve on your device to acknowledge the authentication test request.



- 13. Click Next on your computer screen to complete the registration process.
- 14. The new Authenticator method has been added and you can close the app.