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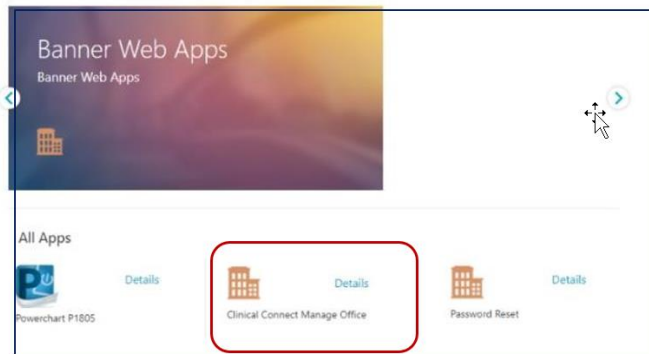
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### Group Administrator Responsibilities

- Add team members requiring Clinical Connectivity access to your group.
- Remove inactive or terminated team members from your group page.
- Ensure team members are accessing Patient Information for HIPAA compliant activities only.
- Notify Banner Health no later than fourteen **(14) days** prior to any change of the Group Administrator.
- Ensure team members do not use any other person's username or password to gain access to the Clinical Connectivity Portal, patient information & applications.
- Process quarterly Clinical Connectivity Access Reviews, initiated by Banner, to ensure each team member requires access to the Clinical Connectivity portal.
- Ensure team members do not share their unique username or password with any other user for any reason whatsoever.
- Contact the Banner Help Desk to report if team member is suspected / known to be accessing PHI inappropriately or by using another person's authorized username and/or password. Group Administrator will immediately request suspension of user's account.
- Group Admin shall report suspected or known misuse to Banner Health's Help Desk at (602) 747-4444 and shall make a written report of such misuse to the Banner Health Privacy Officer within twenty-four **(24) hours** of such occurrence.

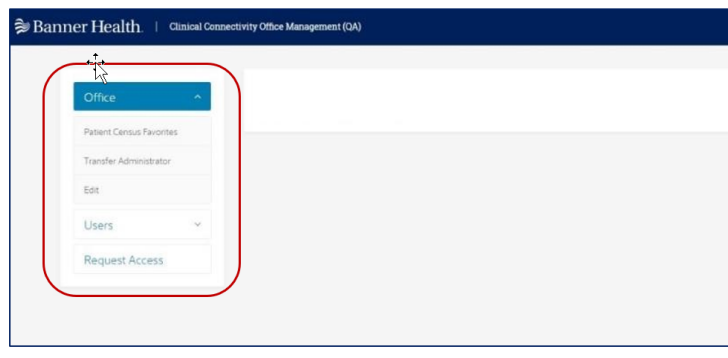
## HOW TO LOG INTO CLINICAL CONNECTIVITY MANAGE OFFICE

1. Log into **Banner Workspace** using this link: <https://workspace.bannerhealth.com/Citrix/intStoreWeb/>
2. Click on **Clinical Connectivity Manage Office**.



## Using Clinical Connectivity Manage Office Tool

- The functionality to manage your group is provided in the options displayed on the left side of the screen. Click on the option in the list to display the desired command(s).



### Office

- Patient Census Favorites: Assign Patient Census Rosters to users.
- Transfer Administrator: Transfer admin rights to another certified user
- Edit: Edit practice group information in the event of a move or a change in contact information

### Users

- Physician Census IDs: Assign Banner Hospital to practice physicians in order to view patient census

### Request Access

- Request Access for new staff member and provider
- Edit user contact information, i.e. Email address, name change
- Deactivate users when they no longer require access

## OFFICE: Edit Your Practice Information

- The Edit office Info displays the demographic information about the office.
- Update practice demographic information such as phone number, fax number, primary address, and/or EHR
- Make the desired changes then click the Save button. **If you need to change your practice group name, you will need to email [webconnect@bannerhealth.com](mailto:webconnect@bannerhealth.com).**

**Office - Edit Group Information**

Group Information

Group Facility: Banner University Medical Center - Tucson

Name: Test Group 33

Address: 323 Test

Suite/Box: P.O. Box 102

City: Phoenix

State: AZ

Zip Code: 85201

Phone Number: 602-747-3100

Phone Number Extension: 999999

Primary Fax Number:

☐ Check if no EHR

Enter your EHR:

**Edit** **Save**

## OFFICE: Transferring Group Administrator Rights to a Different User

- The group administrator may have a need to pass their administrative rights to another member of the group, such as if the group administrator is leaving the practice, or on an extended leave of absence.
- You can only pass rights to a member that has access and listed in Group Users.
- Go to Office, choose Transfer Administrator.
- Select the desired member in the list. (Member must have a valid email address) Once you click the Select button the transfer is started. The newly assigned Group Administrator and Sponsoring Physician will receive an email to complete an updated DocuSign Agreement.

**Office - Transfer Administrator Rights**

Select the user who will replace you as the Office Group Administrator. Users with an email address will show only.

Group Information

Group ID: 2925

Group Name: Test Group 33

Group Users

	User ID	User Name	First Name	Last Name	Middle Initial	Email Address
Select	31570	bklbrun	Brian	Braden	R	brianbraden@bannerhealth.com
Select	31533	aaapirawat	Arun	Arjun	A	arjun.a@bannerhealth.com
Select	31526	jrmimms	John	James		john.j@bannerhealth.com

## USERS: Adding Additional Users, Editing Users, and Assigning New Applications

Do not attempt to re-add members that have forgotten their password. Please call the Support desk at 602-747-4444 opt.3 to reset passwords.

1. To add a new member, click on **Request Access**.

2. Select user type (Physician or Staff).
3. Next, complete all required documentation on new user. (All information including license# for providers and middle initials if applicable for all staff helps to expedite the process.) If suffix isn't applicable, please select OTHER.
4. Each user request must contain a unique email. Users cannot share an email.
5. Click on the Add button.
6. All group members are populated on the grid below under the "Edit or Delete Office Staff Member" section. If any of the information needs to be modified for the user click on the Edit link, make changes, and click the Save button on that screen. If any of the users were added by mistake or need to be removed, you can click on the Delete link.

Office
Users
Request Access

### Wizard Registration

To add other staff members, please enter their information below and click the **ADD** button. A list of all staff members will display below. To request applications for existing members, scroll down and click the **NEXT** button to go to Office Staff Members page.

☐ Check if no middle initial.

User Type \*

Provider

Suffix \*

<select>

First Name \*

Middle Initial

Last Name \*

Phone Number \*

ex. 999-999-9999

Email Address \*

Professional State License Number \*

NPI \*

Specialty \*

ADD

If you need to edit a staff member, click the **EDIT** link. If you need to delete a staff member, click the **Delete** link. Otherwise, click the **NEXT** button to select applications for each staff member.

### Edit or Delete Office Staff Member

	First Name	Middle Initial	Last Name	Suffix	UserName	Status	
Edit	Henry		Aaron		henrytes2	E - Enabled	Delete
Edit	Anthony	A	Apple	DO	aasppletest	E - Enabled	Delete
Edit	Jason	S	Apple		japple	E - Enabled	Delete

7. Once all required users have been added, click NEXT on the bottom of your user-list to get to the application request screen to assign applications.

	First Name	Middle Initial	Last Name	Suffix	UserName	Status	
Edit	David		Wright			D - Disabled	Delete
Edit	David		Wright	MD	tdoctor	E - Enabled	Delete
Edit	David		Wright		tdoctor	E - Enabled	Delete
Edit	David		Wright			R - Requesting	Delete
Edit	David		Wright	MD	ccsset	E - Enabled	Delete
Edit	David		Wright		ccRTest	E - Enabled	Delete

NEXT

Request Application Access for bamby Deer

☒ Cerner Millennium
☐ Qventus (OR Scheduling for BDMC, BUMCT, BUMCP, BTMC locations only)
☐ Fuji PACS Synapse
☐ Report2Web
☐ iECG EKG Mgmt

Request Application Access for Test Doctor

☒ Cerner Millennium
☐ Qventus (OR Scheduling for BDMC, BUMCT, BUMCP, BTMC locations only)
☐ Fuji PACS Synapse
☒ Report2Web
☐ iECG EKG Mgmt
☐ Direct Secure Messaging (Arizona, Northern Colorado, and Wyoming only)

Direct Secure Email Address \*

## USERS: Requesting Application Access

Clinical Connectivity provides access links to the following applications. For each user, check the appropriate application(s) you would like to request.

- You can assign unique applications for each individual user or check the box to apply the same application selections from the first team member to all team members

**Note:** DSM is only applicable to providers and will require the DSM address for each individual provider.

Office Registration

For each new member, check the application(s) you would like to request access for. Click the **Next** button when you have completed or press the **Back** button to return to the previous page.

☐ Check here to apply the same application selections from the first team member to all team members.

Select the User

Request Application Access for Banner Nurse

Request Application Access for Banner Provider

☒ Cerner Millennium
☐ Fuji PACS Synapse
☐ iECG EKG Mgmt
☐ Report2Web
☒ Direct Secure Messaging (Tucson and Northern Colorado Providers Only)

Direct Secure Email Address\*

banner.dsm@direct-cs.com

Choose the appropriate applications

BACK

Next

- Click the **NEXT** button when you have completed application assignments for all desired users.  
**Note:** Do not request application access for banner credentialed providers. Access to Banner applications is already granted to providers with privileges at a Banner facility. Their access to applications is created when credentialed.

### Description of available applications:

- Cerner Millennium:** Clinical information for Banner Health facility (lab, imaging reports, dictation, clinical results)
- Fuji PACS Synapse:** Radiology Imaging/ Picture Archive Communication System (PACS)
- ECG EKG Mgmt:** iECG enables viewing, printing, and searching of the 12-lead ECGs from the PC
- 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 events.
- Direct Secure Messaging:** Direct Secure Messaging (DSM) is a secure exchange of clinical healthcare data between Electronic Health Records (EHR) systems to improve patient coordination of care. Direct Secure Messaging can be used for: Transitions of Care (CCD, CCD-A documents), Lab Tests/Results, Referrals, Reports.

**Note: Only providers** will have a direct secure email. Direct secure addresses are generated by your practice's Electronic Health Record system. Traditional e-mail accounts (e.g., gmail, yahoo mail, or your outlook e-mail) are NOT Direct secure addresses. Direct secure addresses can be issued to individuals or to organizations, departments. An example of a direct address is [dsm.banner@direct.cerner.org](mailto:dsm.banner@direct.cerner.org). If you are unsure of your direct secure email address, contact your EHR vendor.

### Confirming your request for access

1. Review access request summary for accuracy. To edit, click the BACK button to return to the previous page.

Application Name	Request Date
ECG EKG Mgmt	6/29/2021

Application Name	Request Date
Cerner Millennium	6/29/2021
ECG EKG Mgmt	6/29/2021

2. If there are no edits, select **FINISH**

**A pop-up screen will confirm when your requests were submitted successfully.**

### Access Request Submitted



Your access request has been completed successfully, and application access for one or more user(s) has been placed into the Banner Health Clinical Connectivity portal queue.

Your request will be processed shortly, and the group administrator will be notified via e-mail when access has been granted successfully! If you have any questions, feel free to e-mail us at [webconnect@bannerhealth.com](mailto:webconnect@bannerhealth.com).

CLOSE

### Application Request - Important Information

- Once application access requests have been processed by the Banner team, the Group Administrator will be copied on the email notifying the user that their Portal credentials have been created.
- The user will receive the Portal ID and temporary password via separate encrypted emails.
- Included in these emails will be instructions to set-up the Azure Multifactor Authentication via Microsoft Authenticator.

- If the user had previous access to Banner systems and the account is active, no emails 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)**
  - Initial DSM enrollment: Upon completion of the contract by both the Group Administrator and Sponsoring Provider, Banner will activate the account and start the portal id and application creation. The Group Administrator will be notified via email when completed. 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.
  - If you receive an error, please connect with your EHR vendor or IT personnel to verify direct secure emails have been listed correctly. If you need additional support, please contact us at **(602) 747-4444** opt. 3.
  - Adding a new provider to DSM communication: Once accounts have been created for Direct Secure Email referral communication, the Group Administrator will receive an email of completion that the DSM address has been added to the provider's Cerner profile. Test email is not required if adding a new provider for DSM communication.