Banner Health

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)
- **Fuji PACS Synapse:** Radiology Imaging/ Picture Archive Communication System (PACS)
- **iECG 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 event.

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

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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 Electronic Transmission Agreement with your Clinical Connectivity Group Administrator.

If you are unsure who your Group Administrator is, please email webconnect@bannerhealth.com

Browser, System and Connection Requirements

- Computer running Microsoft Windows 7, 8.1, 10, or 11 (Windows 7 and 8.1 will be discontinued in 2023)
    - Supported browsers: Microsoft Edge, Google Chrome, Internet Explorer (Explorer will also be discontinued)
- Computer running MAC OSx 10.15 and above
    - Supported browsers: Safari (7.0 and above), Chrome (28.x and later), Mozilla Firefox (22.x and 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 19.12 runs on Windows 10, 8.1, or 7 and will be discontinued in 2023
- Citrix Workspace 22.02 runs on Windows 11, 10, and 8.1

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 3

- 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.
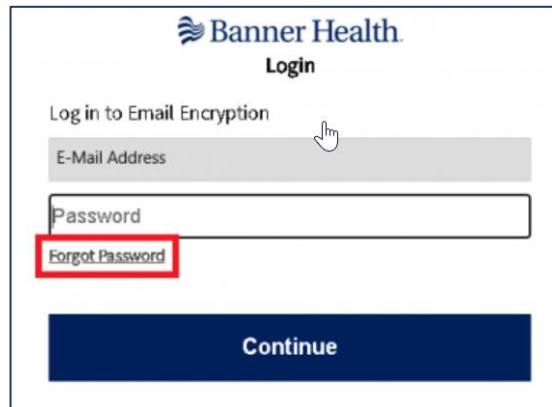

- When prompted for your email address, make sure to use the **same email address** with which you received the secure email notification.

- 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.

- 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. Service Desk does not have the ability to reset these passwords.

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.
  - ➤ 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 webconnect@bannerhealth.com

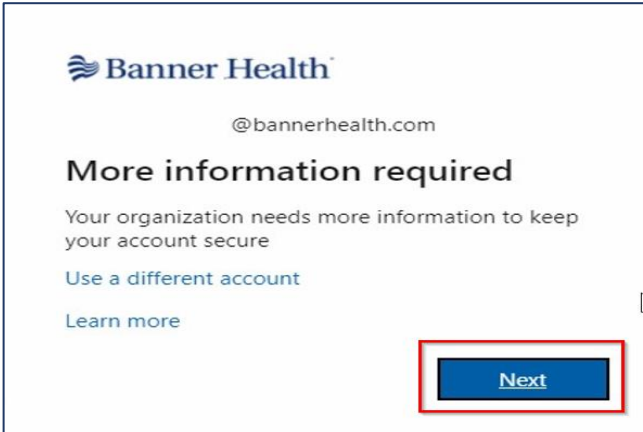## Azure MFA (Microsoft Authenticator) Mobile Phone or Tablet Enrollment

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 **does not** require smartphone or software installation**. (Click Here for Phone Call Back Instructions).**

➢ 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. **(Click Here for Adding Existing Method Enrollment Instructions).**

➢ For help with the Azure MFA enrollment process please contact the Banner Service Desk at **602-747-4444.**

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**

3. You will then be prompted to download the app.
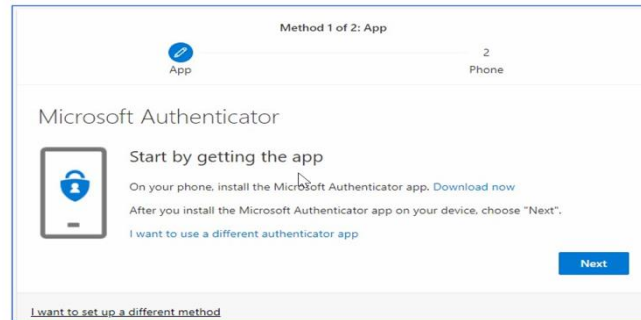
4. On your **mobile** device, download the **Microsoft Authenticator** app from the app store.
   a. For Android Devices - https://play.google.com/store/apps/details?id=com.azure.authenticator
   b. For iOS Devices - https://apps.apple.com/us/app/microsoft-authenticator/id983156458

5. After you download the app, press **Next** on your computer screen to begin the setup process
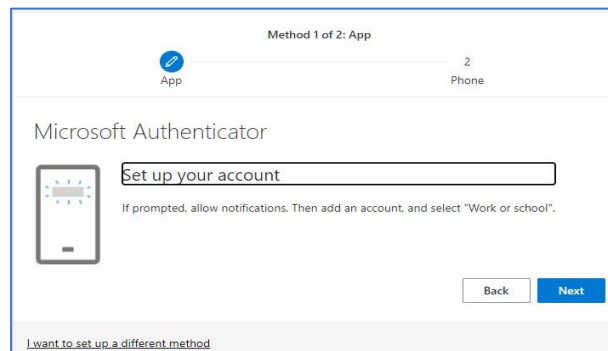
   a. In the Authenticator app, select **Add Account.** Press **Add New Account**.
   b. Select **Work or School Account**.
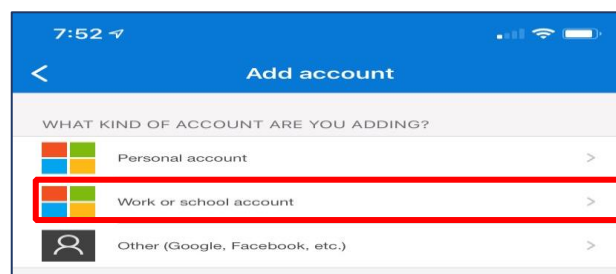
   c. Select **Scan QR code.**
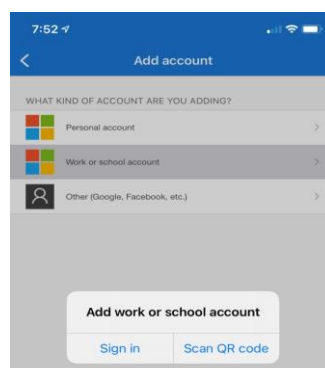
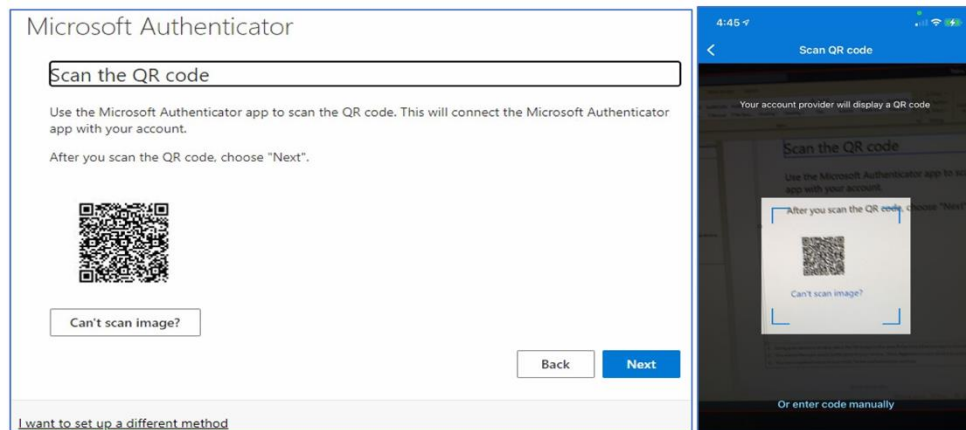6. After clicking **NEXT** on your computer screen you will see the QR code unique to your registration.
7. Using your device's camera, place the QR image in the view finder to allow the app to scan the code.

8. Click **Next** on your **computer** after you scan the QR code, you'll get the verification screen.
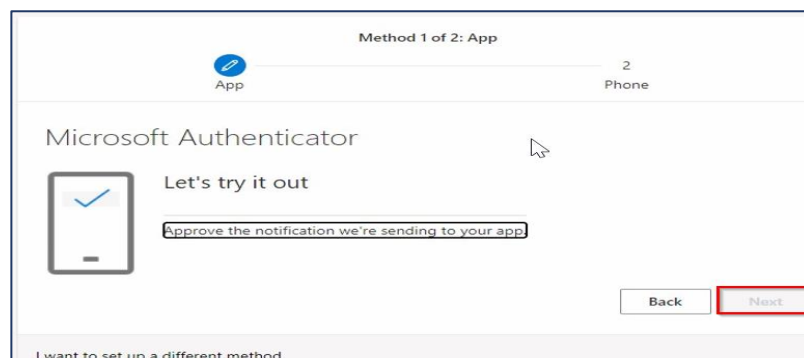
9. A test notification will be sent to your personal device. Press **Approve** on your device to acknowledge the authentication test request.
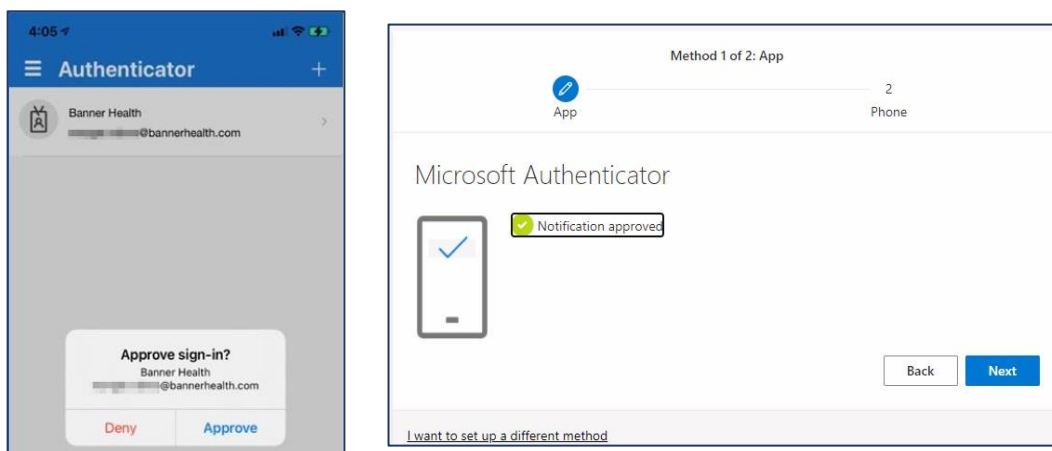
10. Click Next on your computer to continue the process and add a phone number as a backup option.

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.

14. Click **Next**.

15. When you see the Success! Screen, Click **Done**.

16. Update Your Password, click Sign In when finished
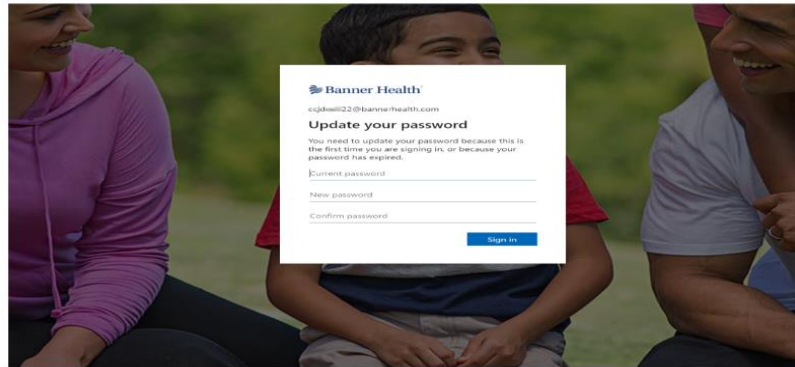
Note: The password you created will be the password used to access the Clinical Connectivity portal.

HOW TO LOG INTO BANNER PORTAL

HTTPS://PORTAL.BANNERHEALTH.COM

1. Open your web browser and type https://portal.bannerhealth.com 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.

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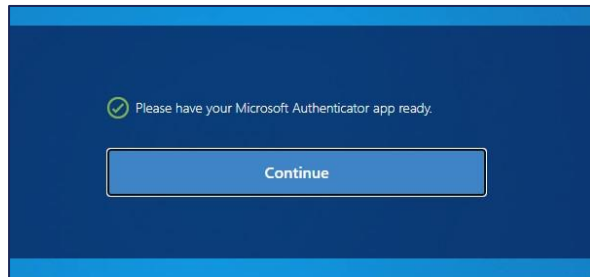
5. Enter the Microsoft verification code in the second Password field. Click Submit.

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

CITRIX RECEIVER DOWNLOAD
Download Citrix

1. Click Detect Receiver

Welcome to Citrix Receiver

For the best experience, use the full set of features bundled with **Citrix Receiver for Windows**. Click Detect Receiver to get started.
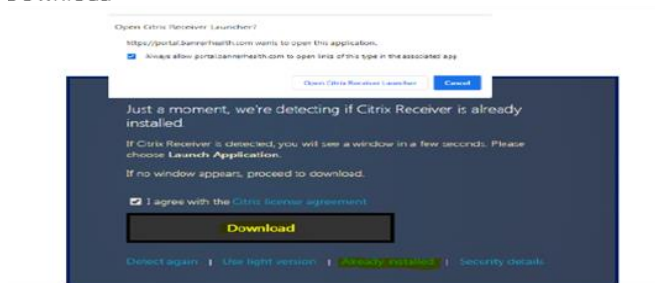
Detect Receiver

If you do not want to detect/install Citrix Receiver you can use the light version, with fewer features, in your browser.

Use light version

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

Open Citrix Receiver Launcher?
https://portal.bannerhealth.com wants to open this application.
☑ Always allow portal.bannerhealth.com to open links of this type in the associated app

Open Citrix Receiver Launcher   Cancel

Just a moment, we're detecting if Citrix Receiver is already installed

If Citrix Receiver is detected, you will see a window in a few seconds. Please choose **Launch Application**.

If no window appears, proceed to download.

☑ I agree with the Citrix license agreement

Download

Detect again | Use light version | Already installed | Security details

3. File Download Will Appear, Click Run

0% of CitrixReceiverWeb.exe from portal.bannerhealth.c...

File Download - Security Warning

Do you want to run or save this file?

Name: CitrixReceiverWeb.exe
Type: Application, 45.7MB
From: portal.bannerhealth.com

Run   Save   Cancel

While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. What's the risk?

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

Internet Explorer - Security Warning

Do you want to run this software?

Name: CitrixReceiver
Publisher: Citrix Systems, Inc.

⯆ More options   Run   Don't Run

While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. What's the risk?

Step Two

CITRIX RECEIVER INSTALLATION
Install Citrix

1. Click Start

Citrix Receiver

Welcome to Citrix Receiver

Citrix Receiver installs software that allows access to virtual applications that your organization provides, including software that allows access to the applications that use your browser.

- Allow applications access to your webcam and microphone.
- Allow applications to use your location.
- Allow access to local applications authorized by your company.
- Save your credential to log on automatically.

Click Start to set up and install Citrix Receiver on your computer.

Start   Cancel

2. Click "I Accept the License Agreement" And Click Next

Citrix Receiver

License Agreement

You must accept the license agreement below to proceed.

CITRIX RECEIVER LICENSE AGREEMENT

This is a legal agreement ("AGREEMENT") between you, the Licensed User, and Citrix Systems, Inc., Citrix Systems International GmbH, or Citrix Systems Asia Pacific Pty Ltd. Your location of receipt of this component (hereinafter "RECEIVER") determines the licensing entity hereunder (the applicable entity is hereinafter referred to as "CITRIX").

☑ I accept the license agreement

Next   Cancel

3. Click Install

Citrix Receiver

Help make our products better by joining the Citrix Customer Experience Improvement Program.

◉ I agree to send anonymous data and usage statistics to Citrix for the purposes of product analysis and improvement.

○ No, Thanks.

Learn More

Install   Cancel

4. When Install Is Complete Click Finish

Citrix Receiver

citrix Receiver

✓ **Installation successful**

Click on Finish to begin using Citrix Receiver

Finish

HOW TO LOG INTO BANNER ONLINE APPLICATIONS

This section will provide instructions to access the requested applications:

- Cerner Millennium (Powerchart P1805): Clinical information for Banner Health facility (lab, imaging reports, dictation, clinical results)
- PACS Synapse: Radiology Imaging/ Picture Archive Communication System (PACS)
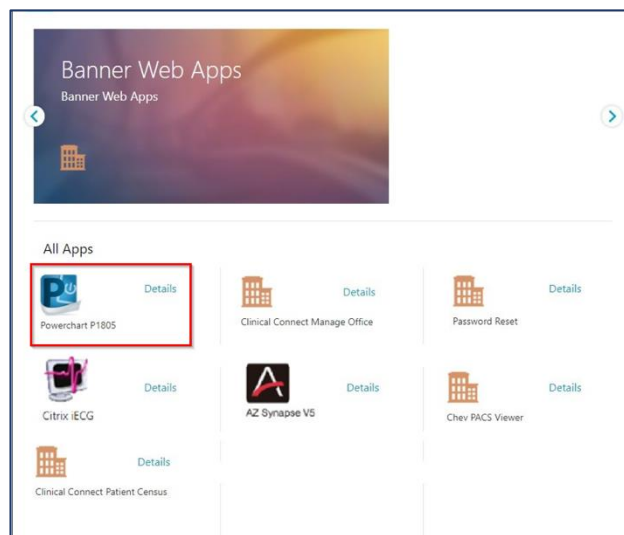- iECG EKG Mgmt: iECG enables viewing, printing and searching of the 12-lead ECGs from the PC
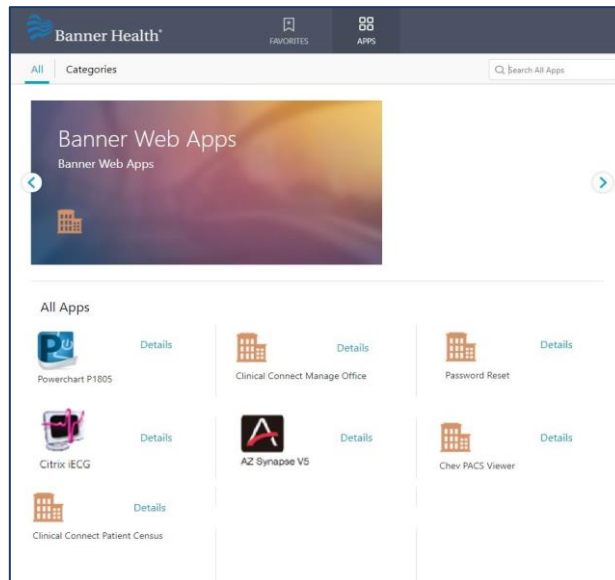
HOW TO LOG INTO CERNER MILLENNIUM

1. Log into Banner Workspace using instructions: HOW TO LOG INTO BANNER PORTAL
2. On the Banner Health Workspace Page, Click APPS

3. Click Powerchart P1803 icon

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.
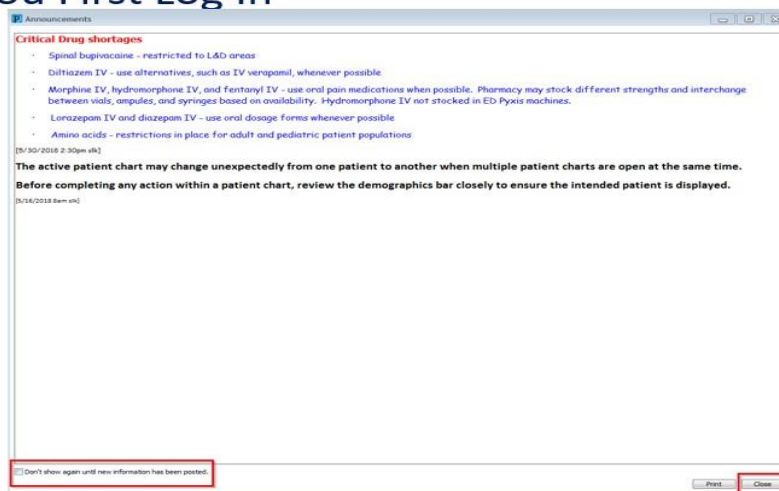
Finding Your Patients - Cerner Millennium

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
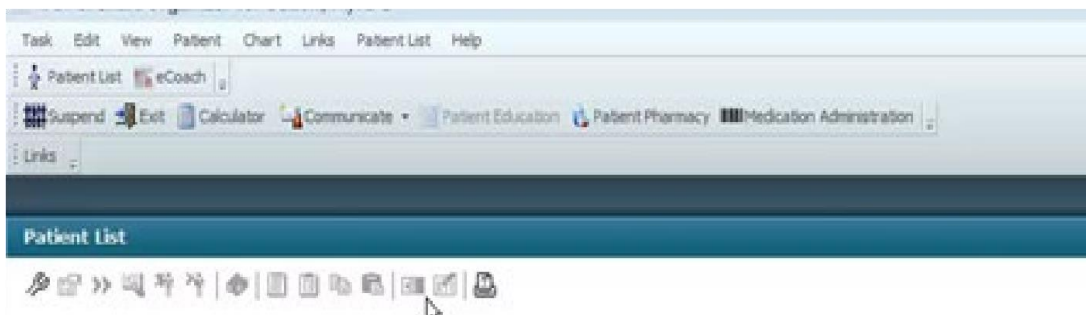
Chart View Orientation

- 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.
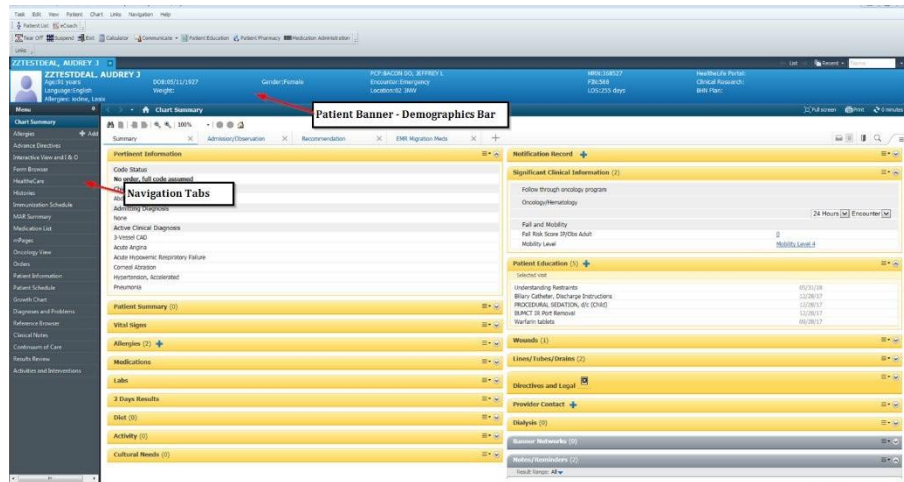

Locating and Printing Face Sheets

- 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.
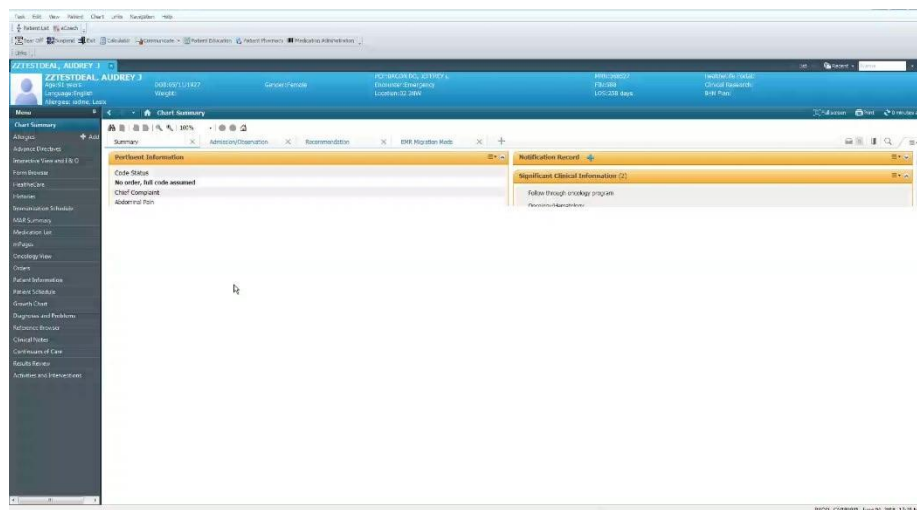
Results

- Results are found in Results Review which should be at the bottom of your gray tabs on the left-hand side
- To open a result and get more detail, double-click on the exact result
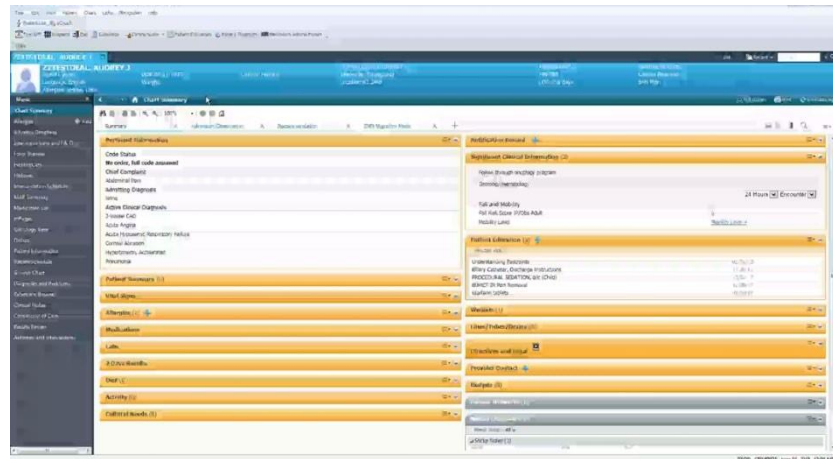
- Imaging results can also be found and opened the same way as other results
- If you want to see the actual image, you will need to go to Clinical Notes in your gray tabs and open the Medical Imaging folder, which we will cover in the next section

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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
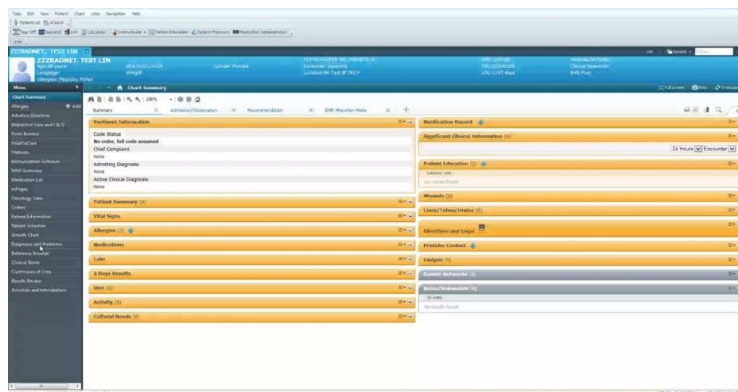
HOW TO LOG INTO FUJI PACS SYNAPSE

1. Log into Banner Health Workspace using instructions: [HOW TO LOG INTO BANNER PORTAL](#)
2. On the Banner Health Workspace Page, Click APPS

3. In the Search Box, type Synapse
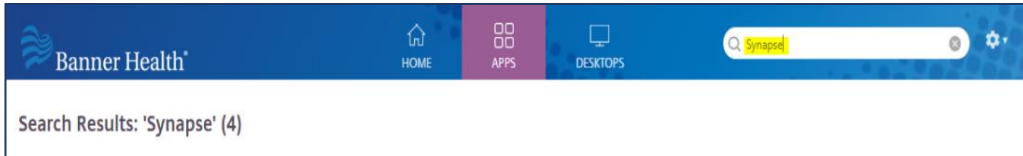
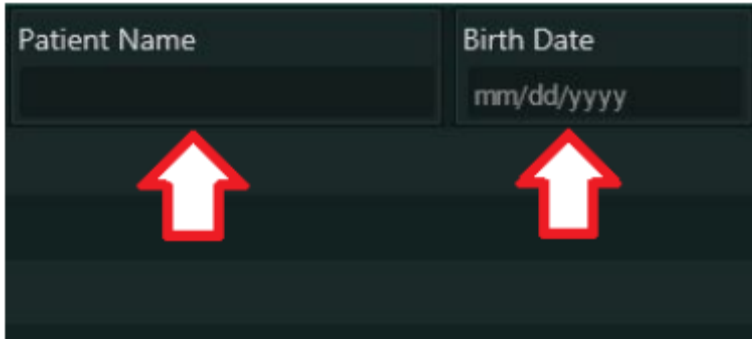4. Choose either Rad - AZ Synapse (Arizona Region) or Rad - WR Synapse (Western Region)
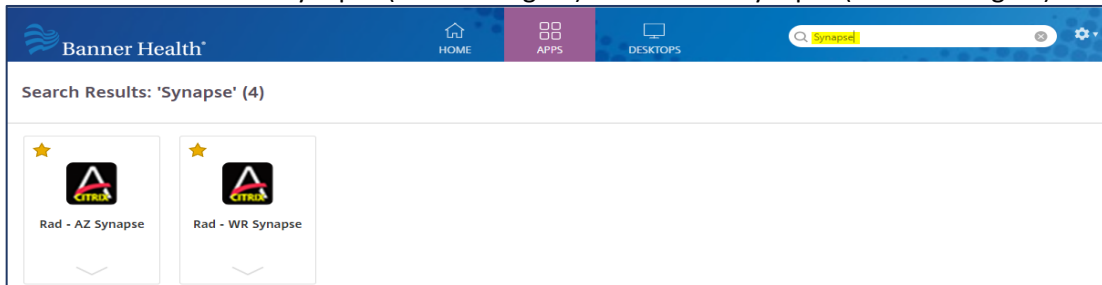
5. Log into Synapse by using the "Log in with Windows instead" link referenced below.
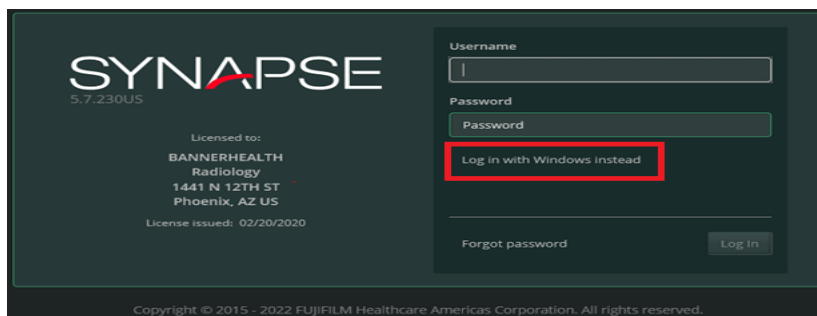
Finding Your Patients - PACS Synapse

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

HOW TO LOG INTO iECG EKG Mgmt

1. Log into Banner Health Workspace using instructions: HOW TO LOG INTO BANNER PORTAL
2. On the Banner Health Workspace Page, Click APPS

3. Click the Citrix iSECG B02 icon

Citrix iSECG B02

4. Type in your Clinical Connectivity username and password. Then click Login.

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 are having clinical application issues.
  - ➢ 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 webconnect@bannerhealth.com

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.

2. 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.
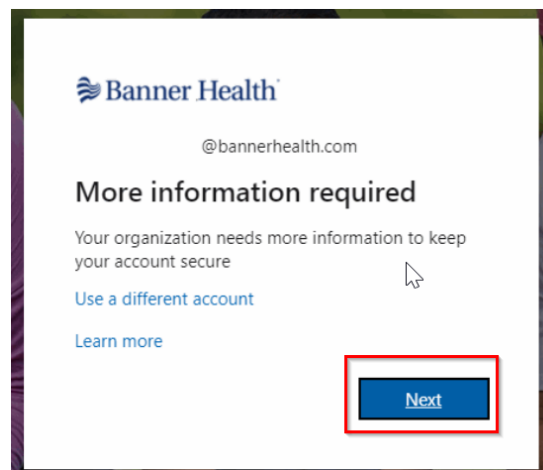
4. Click "I want to setup a different method"
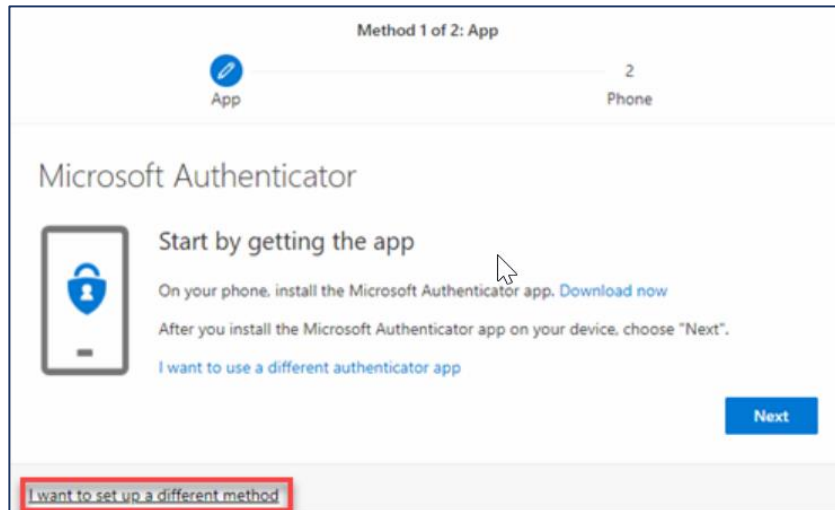
5. Choose Phone in the drop-down list and click Confirm.
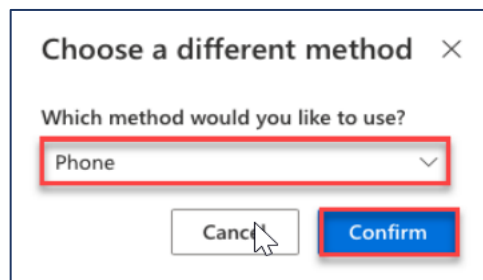
6. Enter your office desk or mobile phone number and select Call me. Note: Phones requiring an extension or international number dialing cannot be used for callback at this time.

7. Click Next to initiate the validation call and enter the phone number when prompted.
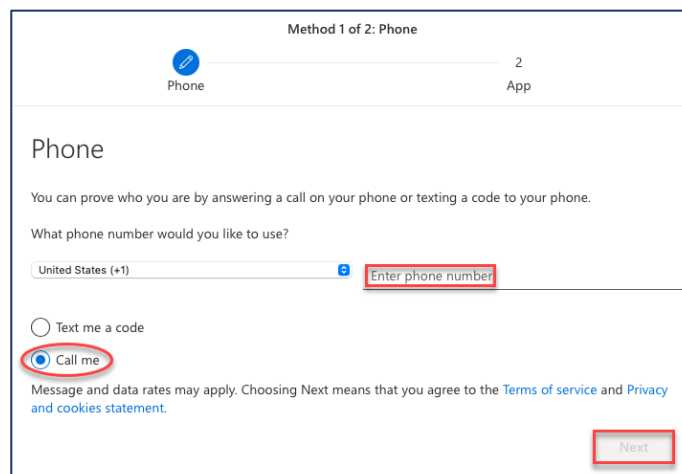
8. Once the call is verified, click Next to setup a backup method using your email address

9. Click **"I want to setup 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). Email cannot be used as an alternative MFA method.

11. Enter your email address in the Email field and click Next to have a 6-digit 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.
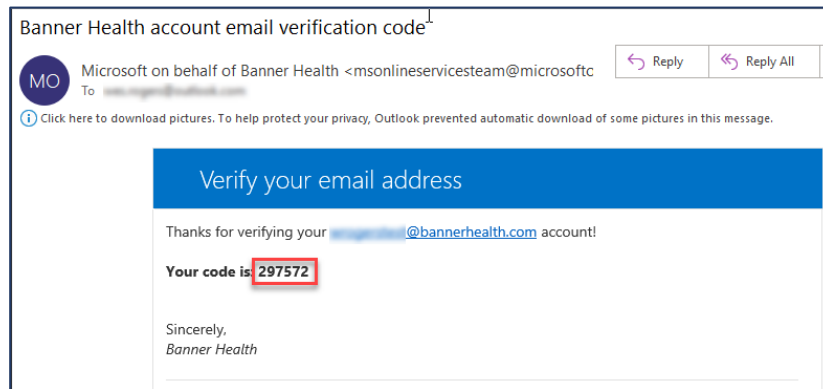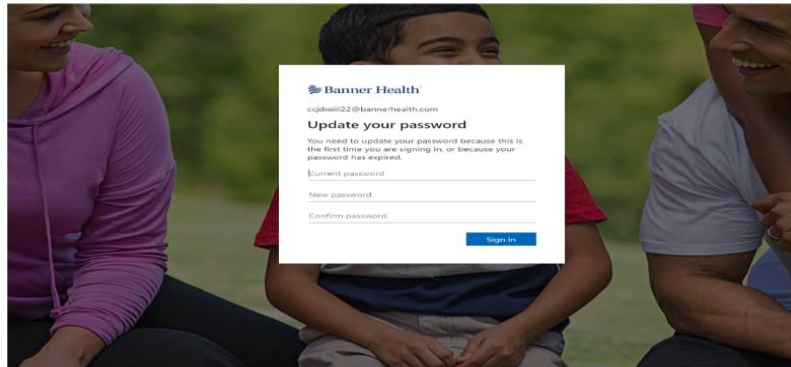

13. Enter the 6-digit code into the confirmation window and click Next.
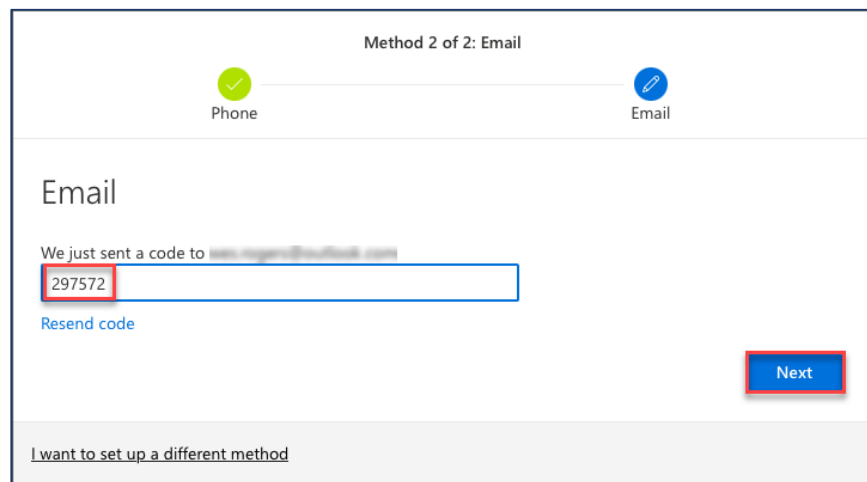
14. You will now see both authenticator methods setup, click Done to continue.
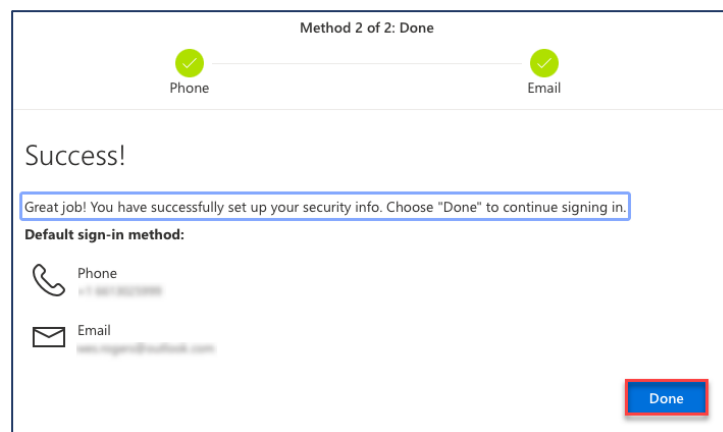
15. Update Your Password, click Sign In when finished

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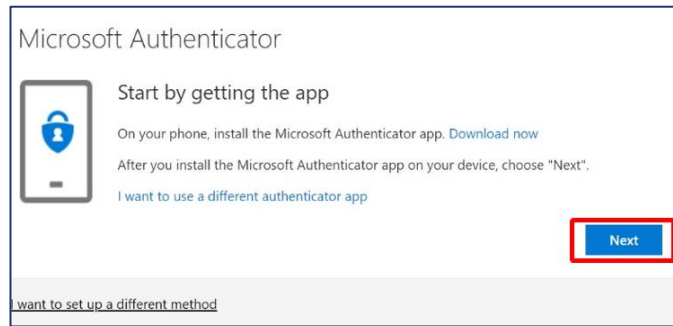
1. Go to https://mysignins.microsoft.com/security-info .
2. Sign in using your @bannerhealth.com account and password.
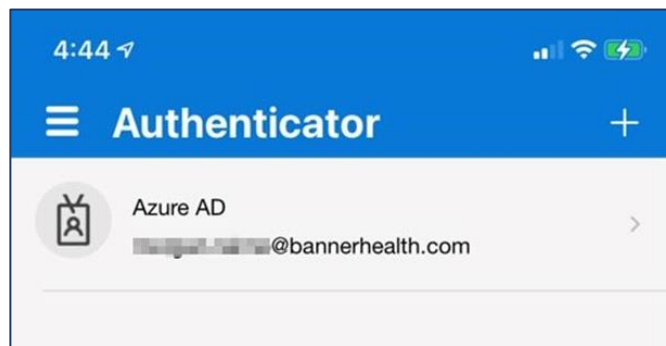3. Select + **Add method.**

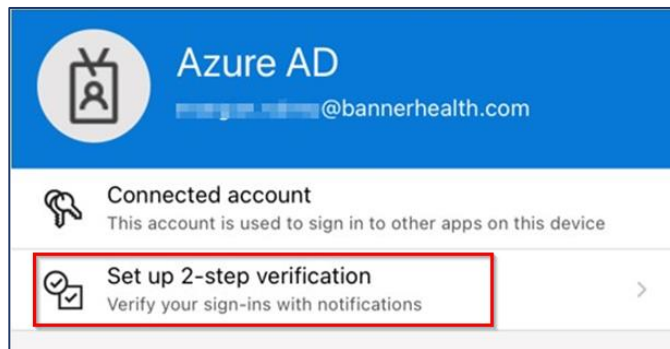4. Select Authenticator App from the drop-down menu
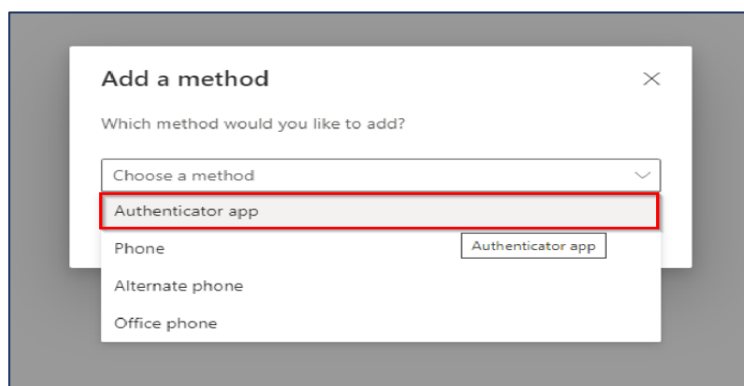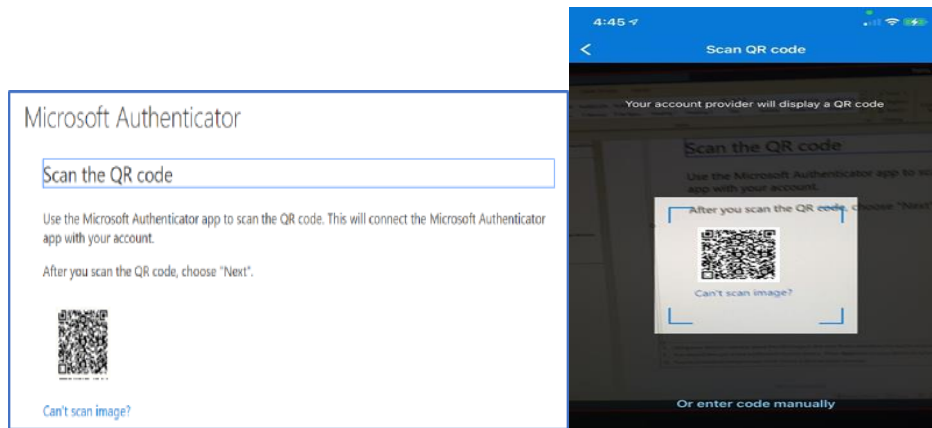
5. Press Next on your computer screen.

6. Open the Microsoft Authenticator app.
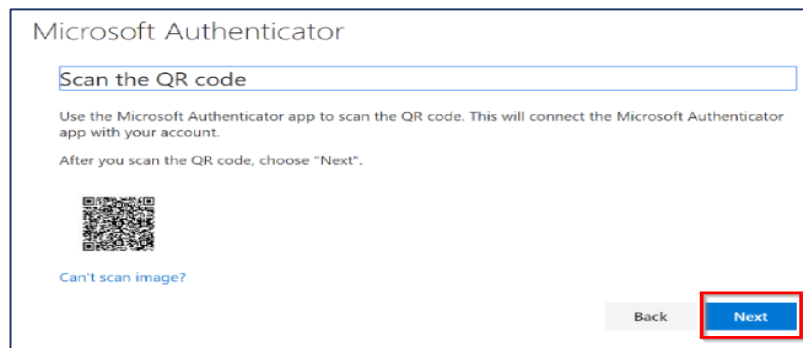7. Select your registered Banner account that ends in @bannerhealth.com

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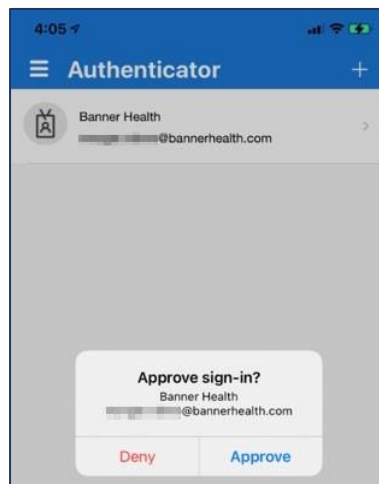
13. Click Next on your computer screen to complete the registration process.
14. The new Authenticator method has been added and you can close the app.