

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

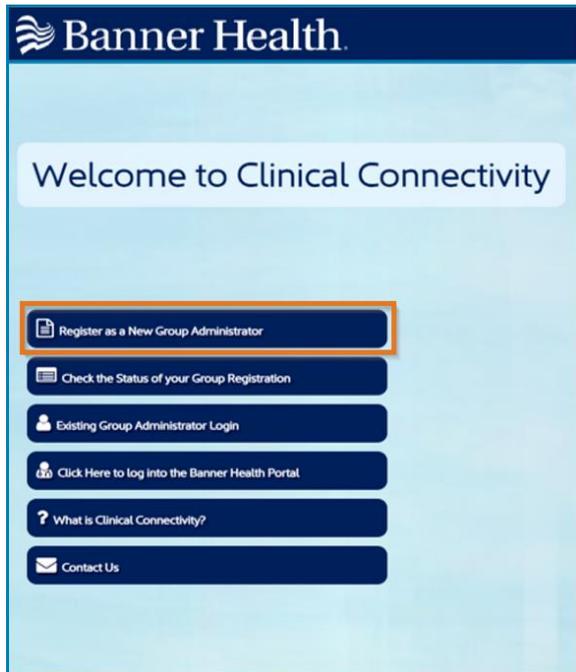
Enrollment:

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 <https://svcnowprod.service-now.com/clinicalconnectivity>
- Click on the tab "Register as a new Group Administrator"



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

- Select "I am not a Robot."

Confirm Password

I'm not a robot

I agree to the [Privacy Policy](#) and the [Customer Service Terms and Conditions](#)

Sign Up

Already have an account? [Log in](#)

- Respond to the reCAPTCHA picture

Select all squares with traffic lights
If there are none, click skip

Last Name

Phone Number

Password

Confirm Password

I'm not a robot

I agree to the [Privacy Policy](#) and the [Customer Service Terms and Conditions](#)

Sign Up

- Check the "I Agree" box

Confirm Password

I'm not a robot

I agree to the [Privacy Policy](#) and the [Customer Service Terms and Conditions](#)

Sign Up

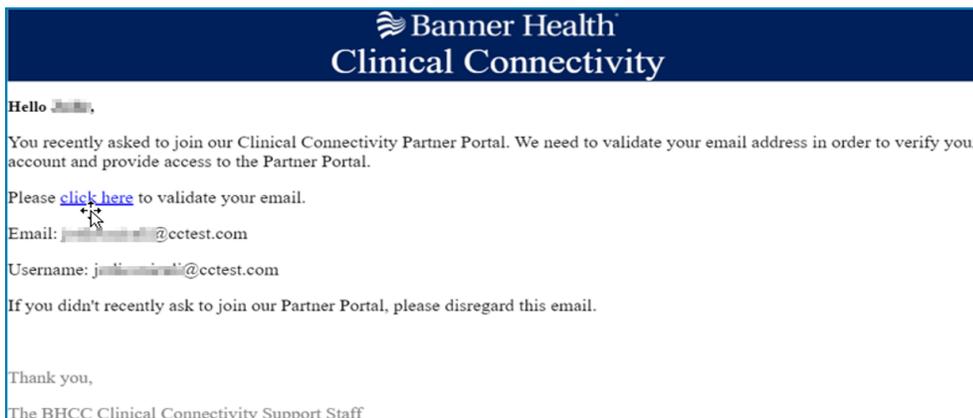
Already have an account? [Log in](#)

- Click "Sign Up"

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

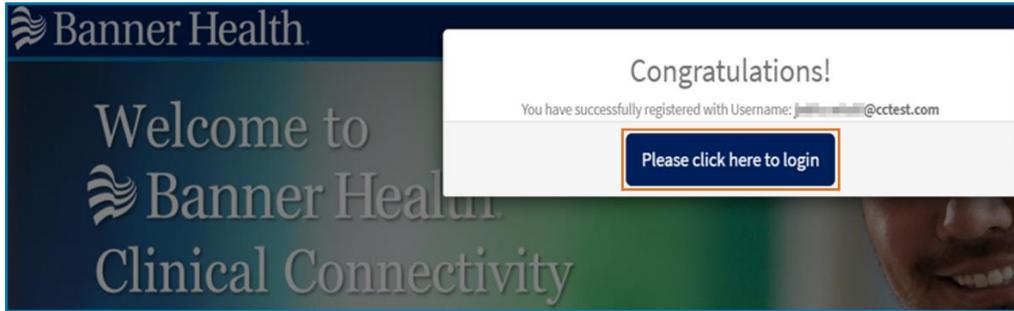


Verification Email Example:

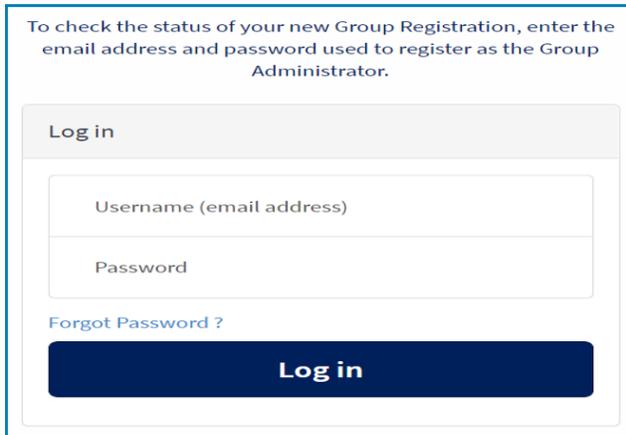


- Select "click here" link in the email

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.

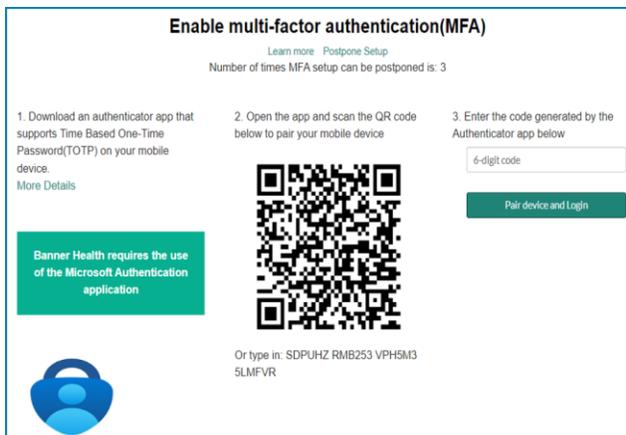


Multi-factor Authentication (MFA) Set Up:

- 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.

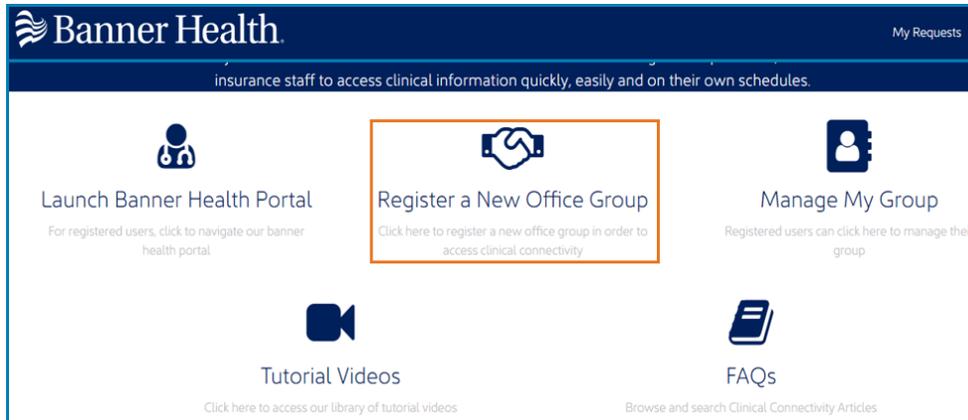


New Group Enrollment:

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"



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
2. 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.

The screenshot shows the 'Register New Office Group' form in the Banner Health system. The 'Group Information' section is active, and the question 'Does the provider group have a Corporate Officer or Legal Representative?' is highlighted with an orange border. The dropdown menu for this question is currently set to 'None'.

If the Practice requires 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.

The screenshot shows two input fields for the Corporate Officer or Legal Representative's information: 'Corporate Officer or Legal Representative's Full Name' and 'Corporate Officer or Legal Representative's Email Address'.

If the Practice does not 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.

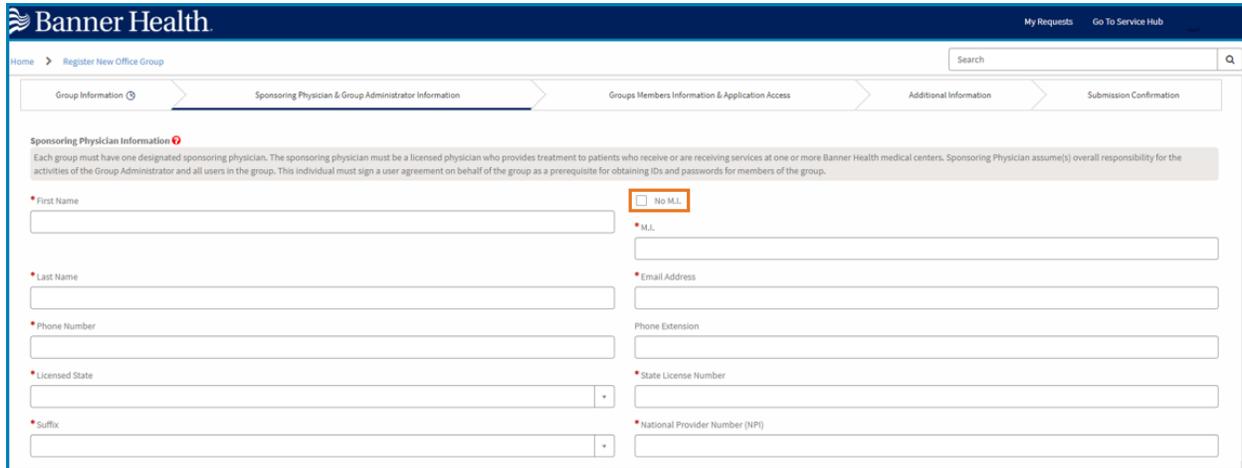
- Click Next

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 Requests Go To Service Hub

Home > Register New Office Group Search

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 receive or are receiving services at one or more Banner Health medical centers. Sponsoring Physician assume(s) overall responsibility for the 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 obtaining IDs and passwords for members of the group.

* First Name No M.I.

* M.I.

* Last Name

* Email Address

* Phone Number

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 different person, do not mark the check box and fill in the required information for the Group Administrator.

If the Group Administrator has a suffix type of 'provider' (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.

<p>* First Name <input style="width: 90%;" type="text"/></p> <p>* Last Name <input style="width: 90%;" type="text"/></p> <p>* Phone Number <input style="width: 90%;" type="text"/></p> <p>* Suffix <input style="width: 90%;" type="text"/></p>	<p><input type="checkbox"/> No M.I.</p> <p>* M.I. <input style="width: 90%;" type="text"/></p> <p>* Email Address <input style="width: 90%;" type="text"/></p> <p>Phone Extension <input style="width: 90%;" type="text"/></p>
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[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

Banner Health

Home > Register New Office Group

Search

Group Information > Sponsoring Physician & Group Administrator Information > **Groups Members Information & Application Access** > Additional Information > Submission Confirmation

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

Actions	First Name	M.I.	Last Name	Email Address	Staff Type	Career Milestone	PACS Systems	Report 2 Web	Direct Screen Managing	Overlap
						<input type="checkbox"/>				
						<input type="checkbox"/>				

Back 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 Electronic Health Record. Traditional e-mail accounts (e.g., gmail, yahoo mail, or your outlook e-mail) are NOT 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 of 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:

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	X	X	X
Group Admin (Provider)	Provider suffix	X	X	X	X	X
Group Admin (Regular Staff)	Regular Staff suffix	X	X			
Group Admin (Surgery)	Surgery Scheduler Suffix	X	X		X	
Provider	Provider suffix	X	X	X	X	X
Staff	Regular Staff suffix	X	X			
Staff (Surgery Scheduler)	Surgery Scheduler suffix	X	X		X	

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

- Choose the Staff Type and Suffix 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
 - 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.

When Qventus is requested: (Surgery Scheduling)

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

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

* Select the facilities you send your patients to for outpatient labs:
 Banner Raymond Medical Center
 Banner Bozeman Medical Center

What alerts would you like to receive?
 ED/Admitted/OBG over 20 weeks
 *How would you like to receive this alert?

Discharged
 *How would you like to receive this alert?

Cerner Documents
 *How would you like to receive this alert?

Labs ordered by you
 *How would you like to receive this alert?

* Select the members who will receive the email notifications for this provider

- Check All
- Uncheck All
- Michelle Skyrum
- Carole Erdman

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

Physician Sponsor with Provider suffix

Add Group Member & Application Access

* First Name: Test

* Staff Type: **Sponsoring Physician**

No M.I.

* Last Name: doctor

* Email Address: tdoctor@test.com

* Phone Number: (333) 333-3333

Suffix: **MD**

Cerner Millennium

PACS Synapse

Direct Secure messaging

Qventus

Report 2 Web

Close **Save**

Group Administrator with Provider suffix

Add Group Member & Application Access

* First Name: Test

* Staff Type: **Group Administrator**

No M.I.

* Last Name: doctor

* Email Address: tdoctor@test.com

* Phone Number: (333) 333-3333

Suffix: **MD**

Cerner Millennium

PACS Synapse

Direct Secure messaging

Qventus

Report 2 Web

Close **Save**

Group Administrator with Staff suffix

Add Group Member & Application Access

* First Name: Test

* Staff Type: **Group Administrator**

No M.I.

* Last Name: doctor

* Email Address: tdoctor@test.com

* Phone Number: (333) 333-3333

Suffix: **Staff**

Cerner Millennium

PACS Synapse

Close **Save**

Group Administrator with Surgery Scheduler suffix

Add Group Member & Application Access

* First Name: [Redacted]

* Staff Type: **Group Administrator**

No M.I.

* Last Name: [Redacted]

* Email Address: [Redacted]

* Phone Number: [Redacted]

Suffix: **Surgery Scheduler**

Cerner Millennium

PACS Synapse

Qventus

Close **Save**

Provider with Provider suffix

Add Group Member & Application Access

* First Name: [Redacted]

* Middle Initial: [Redacted]

No M.I.

* Last Name: [Redacted]

* Email Address: [Redacted]

* Phone Number: (222) 222-2222

* Staff Type: **Provider**

* Suffix: **MD**

* Specialty: neurosurgery

* Licensed state: AZ

* State License Number: [Redacted]

* National Provider Number (NPI): [Redacted]

Direct Secure messaging

Qventus

Report 2 Web

Cerner Millennium

PACS Synapse

Close **Save** **Save and Add**

Staff with Staff suffix

Add Group Member & Application Access

* First Name: Test

* Staff Type: **Staff**

No M.I.

* Last Name: doctor

* Email Address: tdoctor@test.com

* Phone Number: (333) 333-3333

Suffix: **Billing**

Cerner Millennium

PACS Synapse

Close **Save**

Staff with Surgery Scheduler suffix

Add Group Member & Application Access

* First Name: [Redacted]

No M.I.

* Last Name: [Redacted]

* Email Address: [Redacted]

* Phone Number: [Redacted]

* Staff Type: **Staff**

Suffix: **Surgery Scheduler**

Cerner Millennium

PACS Synapse

Qventus

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	M.I.	Last Name	Email Address	Staff Type	Cerner Millennium	PACs Synapse	Report 2 Web	Direct Secure Messaging	Qventus
[Redacted]	L	[Redacted]	[Redacted]@health.mil	Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[Redacted]	L	[Redacted]	[Redacted]@health.mil	Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[Redacted]		[Redacted]	[Redacted]@health.com	Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[Redacted]	L	[Redacted]	[Redacted]@health.mil	Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[Redacted]	S	[Redacted]	[Redacted]@health.mil	Staff	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[Redacted]	R	[Redacted]	[Redacted]@health.mil	Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[Redacted]	R	[Redacted]	[Redacted]tr@health.mil	Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 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.

- 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 'x' in the action column next to the group member(s) that should be removed

Banner Health My Requests Go To Service Hub

Home > Register New Office Group Search

Group Information > Sponsoring Physician & Group Administrator Information > **Groups Members Information & Application Access** > Additional Information > Submission Confirmation

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 Administrator 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 Name	MFL	Last Name	Email Address	Staff Type	Career Milestones	PACS Storage	Report 2 Web	Direct Secure Messaging	Quantity
						<input type="checkbox"/>				
						<input type="checkbox"/>				

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.

Banner Health My Requests Go To Service Hub

Home > Register New Office Group Search

Group Information > Sponsoring Physician & Group Administrator Information > Groups Members Information & Application Access > **Additional Information** > Submission Confirmation

New Group Registration Request Confirmation

Thank you for registering your group with Banner Health. Your Request Number is: CS0001022

To track your the status of your request, click on "My Requests" in the top header.

Close

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.

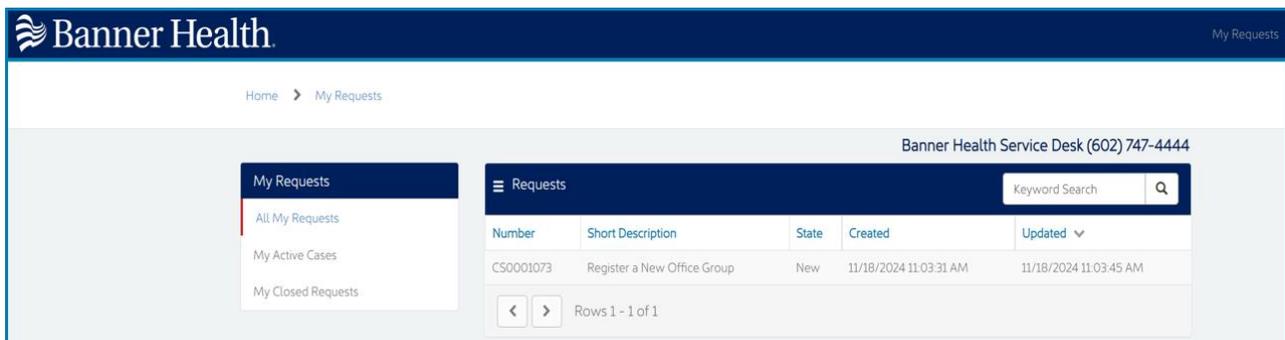
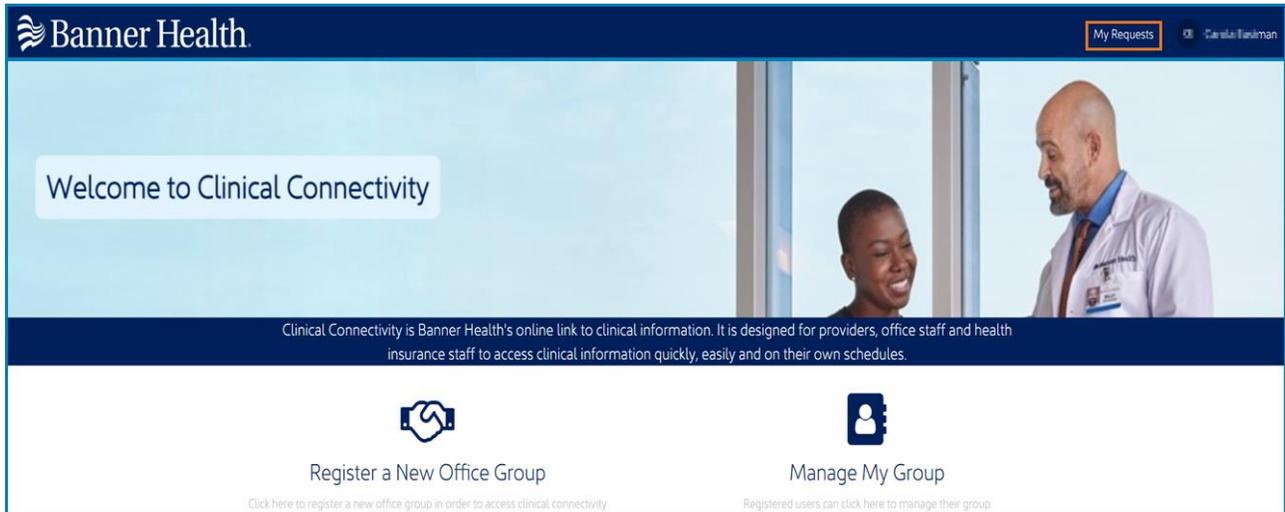
If Requesting Access to Direct Secure Messaging (DSM):

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

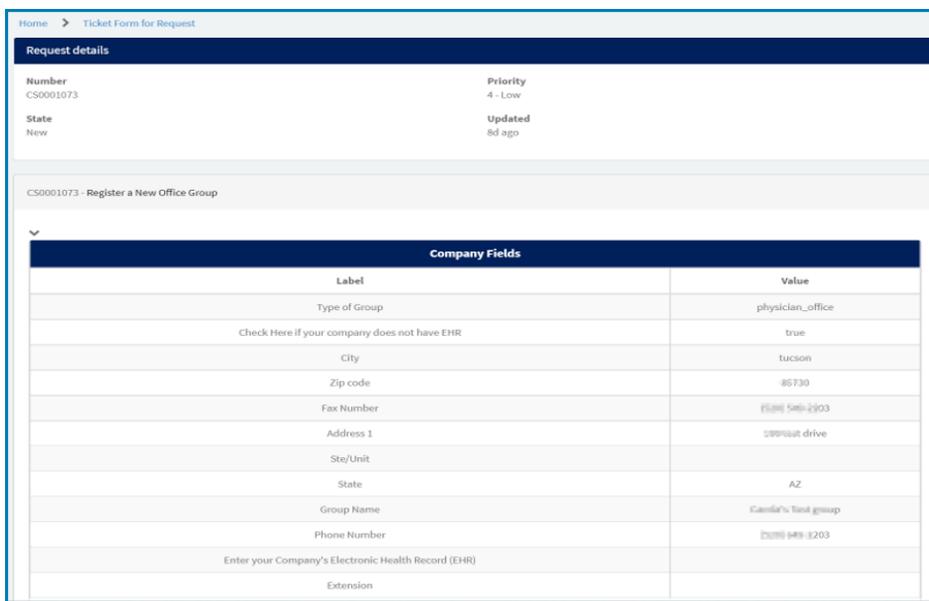
- The Group Administrator will be notified via email of completion.
- The email will contain Banner's Direct Secure Emails for DSM referral communication.
- The Group Administrator will be asked to send a test DSM message from the practice's EHR.
- Once the "test message" is received by the Banner referral 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.

Checking the Status of a Request and Connecting with Support:

- Log into the Landing Page by clicking on the following link
 - <https://svcnowprod.service-now.com/clinicalconnectivity>
- Click on "My Requests" on the upper right-side toolbar



- 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



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

Group members													
First Name	M.I.	Last Name	Phone Number	Email Address	Title	Specialty	Suffix	Staff Type	Licensed State	Sate License Number	Cerner Millenium	PACs Synapse	Repor 2 WeE
Test		doctor	(333) 333-3333	doctor@test.com		neurology	MD	Sponsoring Physician	AZ	12345	true	true	false
Carola	Endman		(520) 649-2203	carolam631@gmail.com			Office Manager	Group Administrator			true	true	false
Michelle	Meser		(222) 222-2222	Michelle.meser@bannerhealth.com		neurology	Surgery Scheduler	Staff			true	true	false
Brandon	Charles		(222) 222-2222	Brandon.Charles@bannerhealth.com		neurology	Surgery Scheduler	Staff			true	true	false
Matt	Hall		(222) 222-2222	matthens1.hall@bannerhealth.com			Coder	Staff			true	true	false

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.

Register a New Office Group

Example: Can I get an ETA on when all access will completed?

Send

Clinical Connectivity Administrative Support:

Please email Clinical Connectivity Support- <mailto:CCSupport@bannerhealth.com> 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:

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

Links:

CC Portal Login Link: <https://workspace.bannerhealth.com>

CC Enrollment site/ Group Admin site:

<http://svcnowprod.service-now.com/clinicalconnectivity>

Additional information will be provided in an Administrator Guide.