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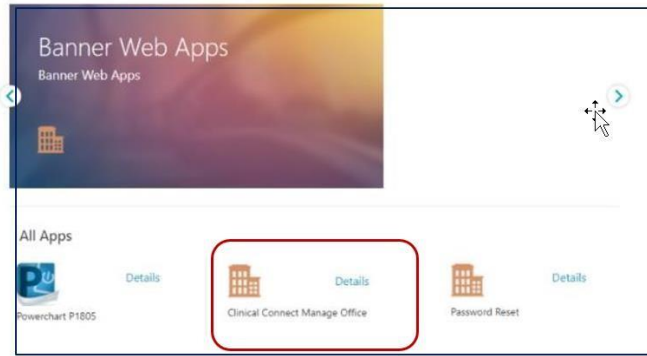
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Group Administrator Responsibilities

- 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.

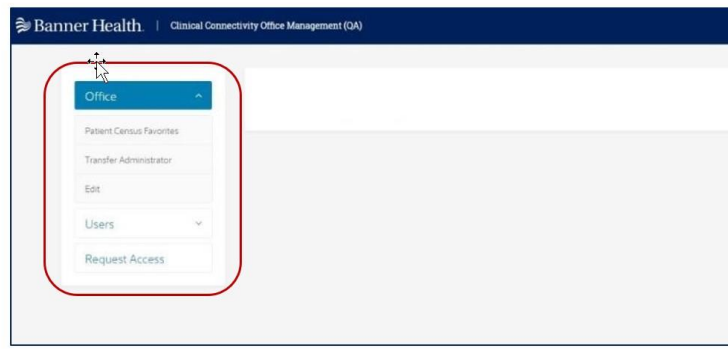
HOW TO LOG INTO CLINICAL CONNECTIVITY MANAGE OFFICE

1. Log into **Banner Workspace** using this link: <https://workspace.bannerhealth.com/>
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.**

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.

	User ID	User Name	First Name	Last Name	Middle Initial	Email Address
Select	31570	bki@bannerhealth.com	Brian	Keenan	R	brian.keenan@bannerhealth.com
Select	31533	aaap@bannerhealth.com	Anthony	Amato	A	anthony.amato@bannerhealth.com
Select	31526	jsm@bannerhealth.com	Justin	Smiley		justin.smiley@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 602747-4444 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.

- 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.

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.

Create Office Staff Member

Check if no middle initial.

User Type * Suffix *

First Name * Middle Initial Last Name *

Phone Number * 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		henrytest2	E - Enabled	Delete
Edit	Anthony	A	Apple	DO	aappletest	E - Enabled	Delete
Edit	Jason	S	Apple		japple	E - Enabled	Delete

- 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	Henry		Aaron		henrytest2	D - Disabled	Delete
Edit	Anthony	A	Apple	MD	tdoctor	E - Enabled	Delete
Edit	Jason	S	Apple		jappletest	E - Enabled	Delete
Edit	Henry		Apple			R - Requesting	Delete
Edit	Anthony		Apple	MD	ccsset	E - Enabled	Delete
Edit	Jason		Apple		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 Fuji PACS Synapse IECG EKG Mgmt

Qventus (OR Scheduling for BDMC, BUMCT, BUMCP, BTMC locations only) Report2Web 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.

1. 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.

The screenshot shows the 'Office Registration' form. At the top, there is a checkbox labeled 'Check here to apply the same application selections from the first team member to all team members'. Below this are two sections: 'Request Application Access for Banner Nurse' and 'Request Application Access for Banner Provider'. Under the Banner Provider section, there are checkboxes for 'Cerner Millennium', 'Fuji PACS Synapse', 'IECG EKG Mgmt', 'Report2Web', and 'Direct Secure Messaging (Tucson and Northern Colorado Providers Only)'. The 'Direct Secure Messaging' option is checked. Below these is a field for 'Direct Secure Email Address*' with the example 'banner.dsm@direct-ci.com'. At the bottom left are 'BACK' and 'NEXT' buttons. Two callout boxes are present: 'Select the User' pointing to the top right, and 'Choose the appropriate applications' pointing to the application selection area.

2. 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. 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.

Office: [Dropdown]
Users: [Dropdown]
Request Access

Access Requests Summary

Below is a summary of your access request. Please review the below request items for accuracy, and if you are satisfied with the results click the **FINISH** button at the bottom. If you would like to modify something, click the **BACK** button to return to the previous page.

Office Staff Members Application Additional Form Information

Henry Aaron	
Application Name	Request Date
iECG EKG Mgmt	6/29/2021

Anthony A Apple	
Application Name	Request Date
Center Millennium	6/29/2021
iECG 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.

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.