



Florida Newborn Screening - eReports™ Frequently Asked Questions (FAQ)

Q1. What is eReports™?

A1. eReports™ is Florida Newborn Screening's online data reporting system that allows users to securely enter hearing screening results online instead of faxing forms.

Q2. What is the address to log onto eReports?

A2. <https://www.floridanbs.com/ereports>

Q3. How do I get an account to log onto eReports™?

A3. Users must be employed by a birth facility or an outpatient audiology clinic that performs newborn hearing screenings. Registered users may be the individuals who actually perform the services or may be administrative/data entry staff. Submit an eReports™ [Registration Form](#) to the Newborn Screening Program.

Q4. How do I change my password?

A4. Passwords can be reset by contacting the Florida Newborn Screening Program at (850) 245-4201 option 4.

Q5. I'm having difficulty locating patients. Do you have any search tips? What do I do if I still can't find the patient for which I'm searching?

A5. There are 4 recommended methods for searching for a patient.

1. Medical record number ONLY
2. Mother's first name + patient's date of birth (DOB) (this really helps with last name changes)
3. Mother's last name + patient's DOB
4. Submitter\Birth Facility + patient's DOB

Check how long it's been since the patient was born. A patient will not have a record in eReports™ until 7-10 days after birth. 7-10 days after birth is the amount of time it takes for the Florida Newborn Screening blood specimen card to be received and processed by the state lab in Jacksonville, which is what triggers creation of a patient record in eReports™. Therefore, it will be most efficient to hold onto hearing screening results for 7 days after the patient's date of birth before attempting to search for the patient.

Q6. Do I have to use eReports™ or can I still fax in the results?

A6. Providers are encouraged to continue reporting hearing screening results on the Florida Newborn Screening Blood Specimen Card. Hearing screening results not reported on the card are to be entered into eReports™.

Q7. The results in eReports™ are wrong. How do I fix them?

A7. Contact the Newborn Screening Program at (850)245-4201 option 4 to correct results.

Q8. I keep getting an error message in eReports™. What do I do next?

A8. There are multiple reasons that results cannot be accepted into eReports™. An error message will appear at the bottom of the Hearing Entry Screen Page. Follow the instructions in the error message and try again.

<u>Issue</u>	<u>Error Message</u>
"Screen Date" was left blank.	Hearing entry failed because A HEARING SCREEN DATE is required. Correct these fields and try again.
A "Not Screened" reason was selected, but results were added.	Hearing entry failed because hearing REASON NOT SCREENED cannot be assigned when a valid RESULT or METHOD is selected. Correct these fields and try again.
"Screen Date" was entered, but "Right Ear Result "was left blank.	Hearing entry failed because a RIGHT EAR RESULT is required. Correct these fields and try again.
"Screen Date" was entered, but "Left Ear Result "was left blank.	Hearing entry failed because a LEFT EAR RESULT is required. Correct these fields and try again.
Hearing results were entered for the same day that results are already listed.	Hearing entry failed because a HEARING SCREEN DATE already exists for the date you have entered. Correct these fields and try again.
"Screen Date" was entered, but "Right Ear Method" was left blank.	Hearing entry failed because a RIGHT EAR METHOD is required. Correct these fields and try again.
"Screen Date" was entered, but "Left Ear Method" was left blank.	Hearing entry failed because a LEFT EAR METHOD is required. Correct these fields and try again.
"Screen Date" was entered and a "Not Screened Reason" was also entered.	Hearing entry failed because a SCREENED DATE not allowed when REASON NOT SCREENED is selected. Correct these fields and try again.
"Screen Date" entered was prior to "Date of Birth".	Hearing entry failed because a HEARING SCREEN DATE cannot be before birth date. Correct these fields and try again.
"Subsequent Results" entered after passing results.	Hearing entry failed because this patient passed the newborn hearing screening. Subsequent hearing screening results do not need entered.
"Screen Date" entered was in the future.	Hearing entry failed because a HEARING SCREEN DATE cannot be in the future. Correct these fields and try again.

Q9. I'm locked out of my eReports™ account. What do I do?

A9. To unlock an account, contact the Newborn Screening Program at (850)245-4201 option 4.

Q10. What if I have 2 results for the same date and it won't let me enter them?

A10. Multiple results for the same day will not be accepted by eReports™. For the inpatient stay, only the final result PRIOR to discharge should be entered into eReports™. If a baby is screened more than once on a single day, enter the result for the following day. Also add a note in the comments section with the correct screening date. eReports™ will not recognize two sets of results with the same screening date. A common example of this is when a patient is screened and the refer results are recorded on the Blood Specimen Card that is sent to the lab. The refer results were thought to be the final results, but the patient was NOT sent home and the screening was repeated later on the same day. If the results were such that the patient passed in one or both ears for that subsequent test, the results need to be entered for the following day and a note added in the comments section with the correct screening date.

Q11. Why can't I enter subsequent results after passing results have been entered on a baby?

A11. If a patient's most recent hearing screening results listed in eReports™ are Pass/Pass, it is not necessary to enter subsequent screening results for that patient. The Newborn Screening Program's focus is follow-up on patients that referred on their newborn hearing screening. Once the baby has passed a screening/evaluation or is diagnosed with a permanent hearing loss, the Newborn Screening Program's follow-up is complete.

Q12. Can I change the demographic information (patient's name, updated address, etc.)?

A12. Information other than new hearing results cannot be added in eReports™. However, any new demographic information should be added in the comments box, while entering hearing results into eReports™.

Q13. How do I get updated information (upcoming appointments, patient's name, address, etc.) to the Newborn Screening Program?

A13. Any updated information can be added into the comment box while adding hearing results into eReports™. Some comment examples have been provided below.

- Contact number for parent is (555)555-5555.
- Patient's name is JOHN SMITH.
- Patient has a rescreen appointment scheduled on 3/31/2015, 9:00am at Florida Hospital- Celebration.

Q14. Can I add information without adding results into the system?

A14. Other information without hearing screening results can be entered into the data system by calling the Newborn Screening Program at (850)245-4201 option 4.

Q15. How do I know my results were entered successfully?

A15. Once results are entered and submit is selected, a message will show up at the bottom of the Hearing Entry Screen that states “Hearing results saved for Patient: SMITH”



Q16. The patient has multiple cases listed, which one should I choose?

A16. If a patient shows on more than one line, any of the records for that patient may be chosen to enter results and it is only necessary to update results for one record. Duplicate records will be linked by the Newborn Screening Program.

Q17. Do we still enter results on the blood specimen cards?

A17. Providers are encouraged to continue reporting hearing screening results on the Florida Newborn Screening Blood Specimen Card. Hearing screening results not reported on the card are to be entered into eReports™.

Q18. After I enter the results, do I still fax them to NBS?

A18. eReports™ was designed to eliminate the need to fax results to the Newborn Screening Program. If the results were entered successfully into eReports™, then it is not necessary to also fax them.

Q19. If a Risk Factor is entered by mistake, can it be fixed?

A19. Risk factors errors can be fixed by contacting the Newborn Screening Program at (850)245-4201 option 4.

Q20. When should the NICU Risk Factor be marked in eReports™?

A20. Select NICU as a risk factor ONLY if the patient's stay in the NICU was greater than 5 days.

Q21. Who do I do if I have a question that has not been explained on this document?

A21. First click “Click for Help” on the top right of the eReports™ screen, and search the [eReports™ Training Manual](#) and [eReports Training Powerpoint](#)™ for additional information. Call the Newborn Screening Program at (850)245-4201 option 4 for questions not addressed in any of the available materials. Another option is to click on the “Contact Us” link at the bottom of any eReports™ page, an outlook email draft will appear that will be directly sent to the Newborn Screening Program. **Please do NOT send any confidential information via unencrypted email.**