Indiana State
Department of Health

Indiana Newborn Screening Tracking & Education Program (INSTEP)

User Guide

Welcome

Welcome to the Indiana Newborn Screening Tracking & Education Program (INSTEP)! This web-based application was developed by the Indiana State Department of Health (ISDH) Newborn Screening (NBS) Program in order to help ensure that all children born in Indiana receive the best possible care related to newborn screening. The mission of the Newborn Screening Program involves:

- Ensuring that every baby born in Indiana receives state-mandated screening;
- Ensuring that every infant with a presumptive positive or abnormal newborn screen receives appropriate, timely confirmatory testing and treatment and that the family receives genetic counseling; and
- Promoting public awareness and education about genetic conditions, genetic services, and newborn screening.

The Newborn Screening Program believes that the use of INSTEP will help achieve these goals by providing a centralized, web-based location for data entry and management. INSTEP will improve access to population-based, integrated, real-time data (including newborn screening results) for birthing facilities, health care providers, and NBS Program personnel. Data from INSTEP will also be used to enhance current standards of care for children diagnosed with newborn screening conditions.

This User Guide will provide you with guidance for the tasks that you will be performing in INSTEP. If you have additional questions about INSTEP, please contact ISDH.

Thank you for your participation in this exciting new application!

Table of Contents

Registering for a Gateway Account (for new Gateway users) **4 – 6**

Resetting your Gateway password **7**

Accessing INSTEP

- Requesting access to INSTEP (for EARS or other Gateway users) **8 – 11**
- Accessing INSTEP from the Gateway **12 – 13**
- Moving within INSTEP **14**

Monthly Summary Reports

- Identifying your organization **15**
- Adding a new contact to your organization **16**
- Opening an MSR / adding a new MSR **17**
- Continuing an open MSR **18**
- Adding children to MSR **19**
- Editing demographic information for child & mother **20 – 23**
- Associating a provider with a child's exception
  - *Selecting provider from "Frequently Used Provider" list* **24 - 25**
  - *Associating a provider not in your "Frequently Used Provider" list* **26 – 29**
  - *Editing provider contact information* **33**
  - *Adding a new provider to INSTEP* **34 – 36**
- Entering exception codes ("Exception Entry") **37 – 46**
- Automatic population of transfer information **47 – 50**
- Editing a declined transfer **51 – 52**
- Entering MSR summary data ("Summary Entry") **53 – 54**
- Submitting your MSR **55**
- Printing your MSR **55 – 58**
- MSR Reports **59 – 61**
  - *MSR Submission Report* **62 – 64**
  - *MSR Monthly Exception Report* **65 – 67**

Sending a secure e-mail through INSTEP **68 – 72**

Frequently asked questions (FAQs) **73 – 76**

ISDH contact information **77**

Registering for a Gateway Account

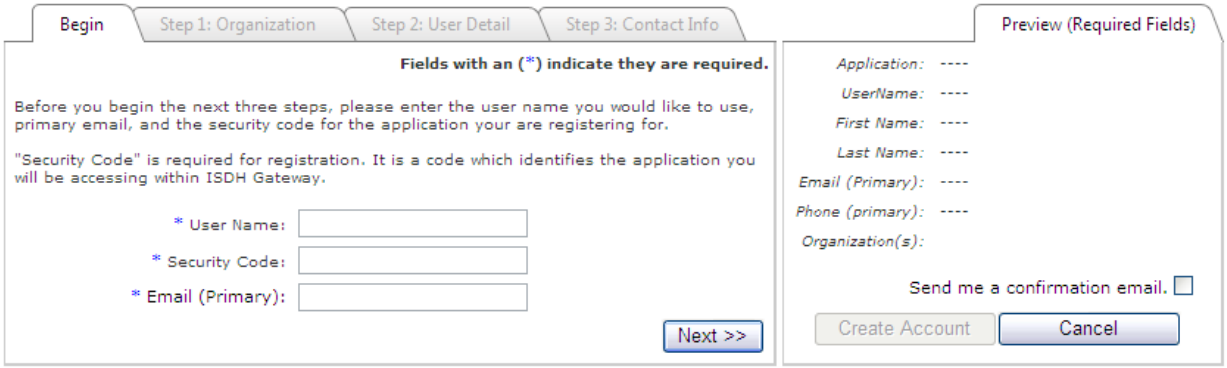
New users who don't have an existing ISDH Gateway account must register with the Gateway before access to INSTEP will be granted. **Please make sure you have the Gateway security code that was e-mailed to you after your INSTEP MSR training class—you'll need it to complete the registration process.**

NOTE: You cannot share your user name or password with anyone within or outside your organization. Anyone who is interested in using INSTEP ***must*** attend an INSTEP training ***in person*** before he/she will be allowed access to INSTEP. ***Sharing your user name/password or signing up a non-trained person for an INSTEP account are direct violations of ISDH's security guidelines.***

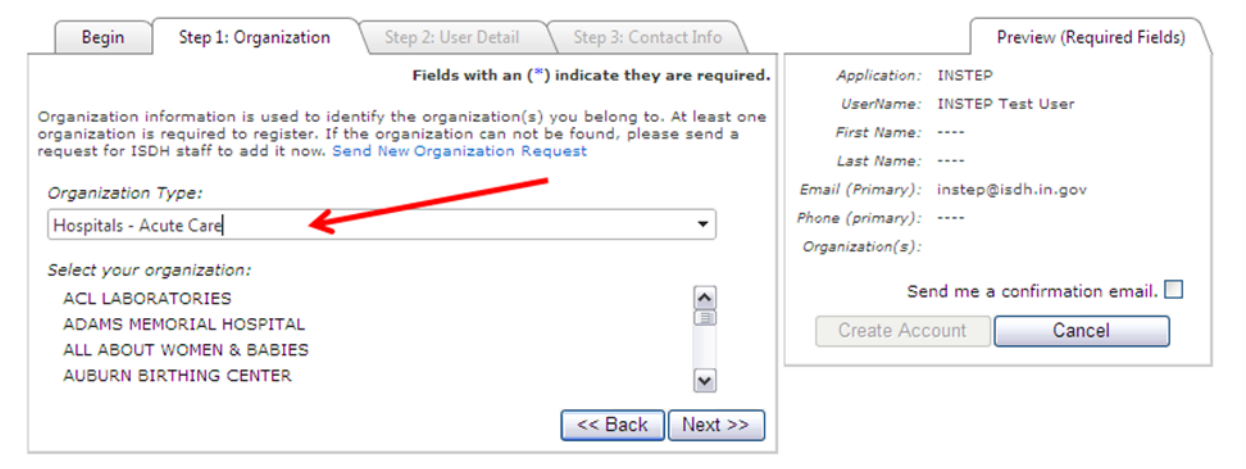
In order to create an account within the Gateway:

1. **Open your Internet browser and go to https://gateway.isdh.in.gov.**
2. **Click the "Create New Account" link underneath the user name/password boxes.**

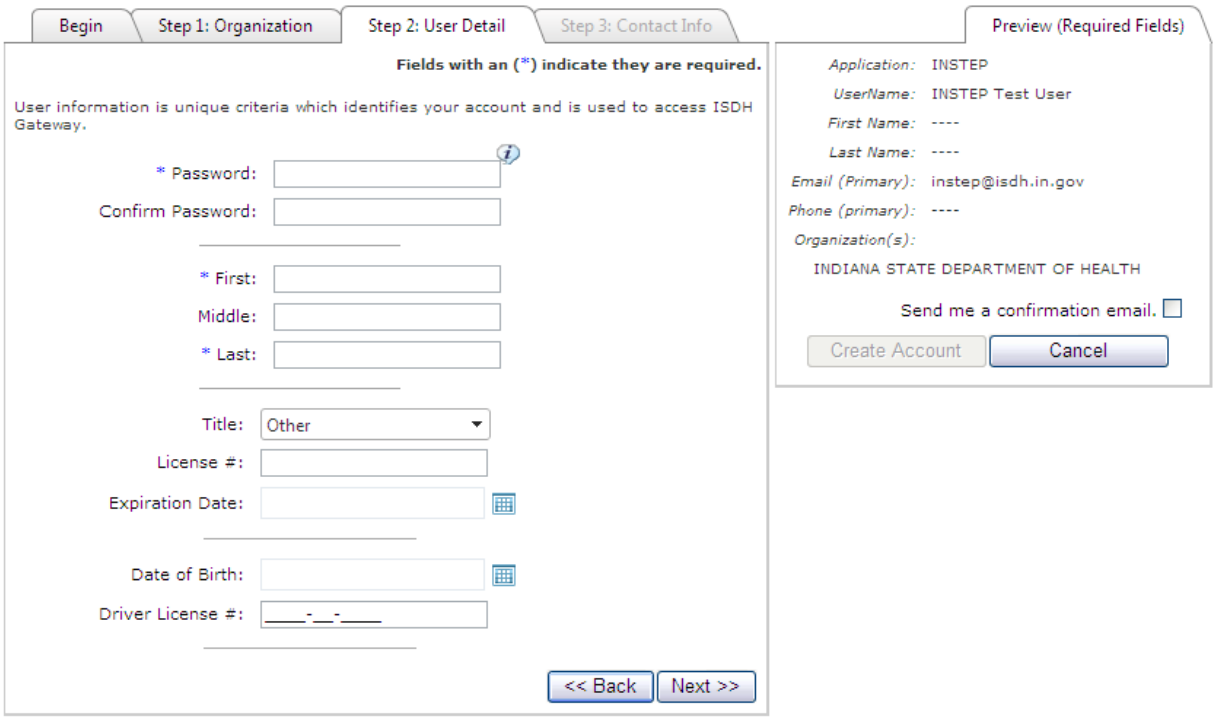
3. **Enter the user name you would like to use, the Gateway security code, and your primary e-mail address. Click "Next."** The Gateway security code was provided in the e-mail sent after your INSTEP MSR training class.



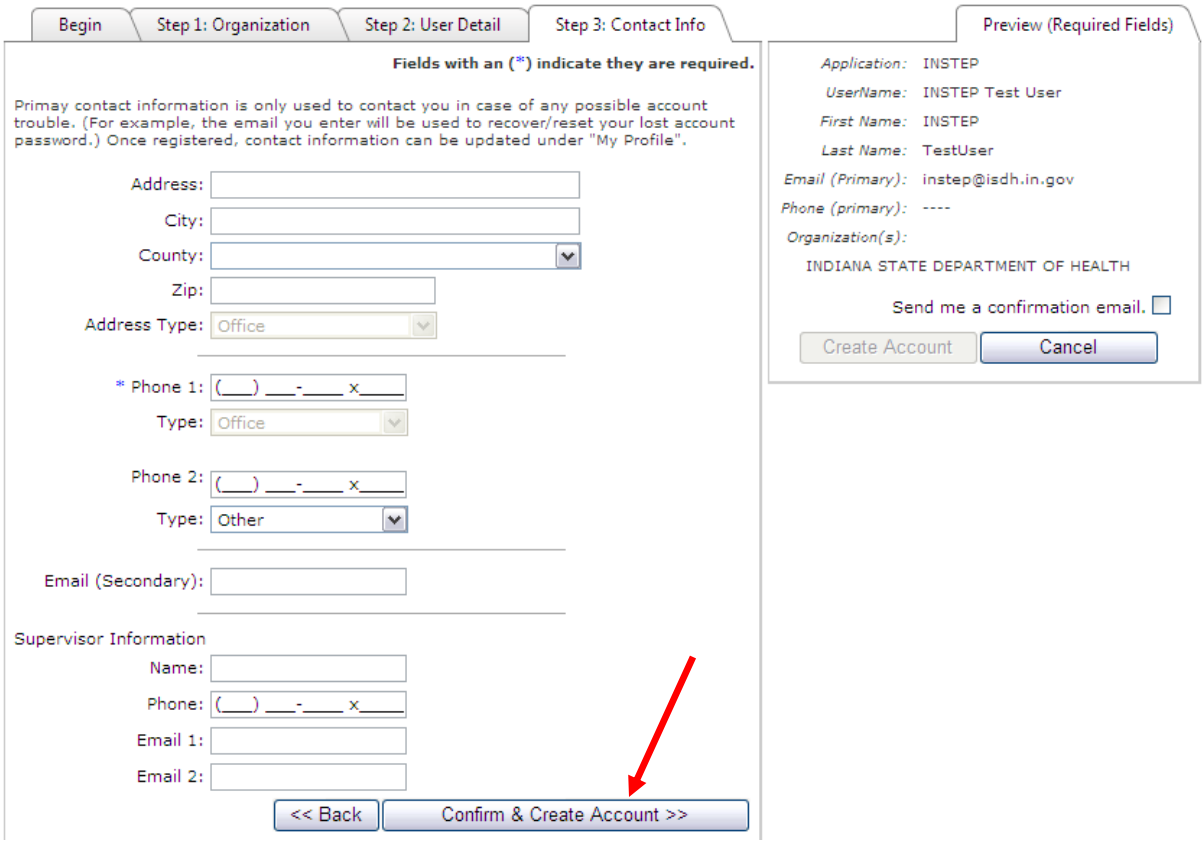
4. **In the Organization Information section:**
   a. For **non-ISDH users**, select the Organization Type *Hospitals – Acute Care* and select your organization from the drop-down list. Click "Next."
   b. For **ISDH users**, select the Organization Type *Government – State* and select *Indiana State Department of Health*. Click "Next."



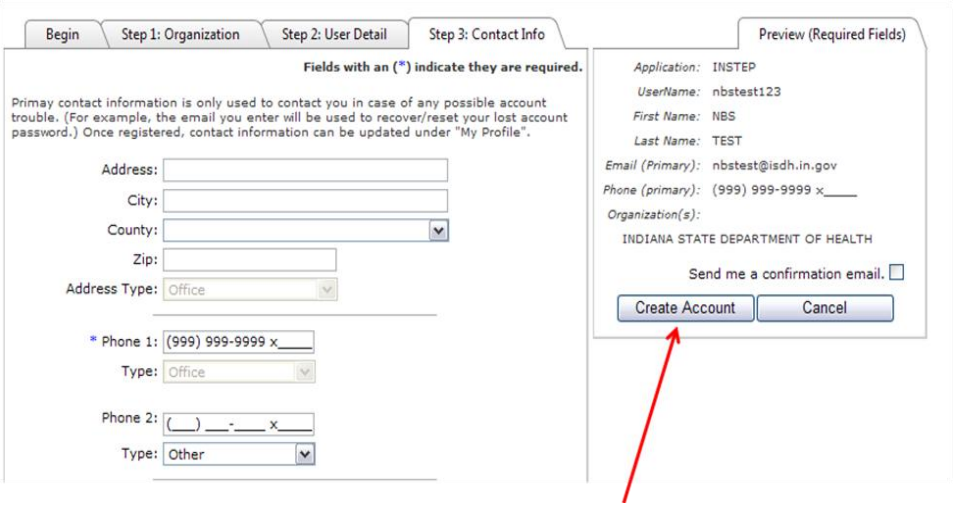
5. **Complete the User Detail section by providing required information (password, first name, last name). You can leave the other fields blank.**
   a. Passwords must be a minimum of 8 characters in length and must contain an upper case letter, a lower case letter, and one number. Please select a password that you will remember!!
   b. Click "Next."



6. **Complete the "Contact Info" section.**
   a. The only required portion of this section is your primary telephone number. You can fill in the other fields or leave them blank.
   b. Click "Confirm and Create Account" at the bottom of the left-hand side of the screen.



7. **Click the "Create Account" button on the right-hand side.**



8. ***Your request for access to INSTEP will be reviewed by a Gateway administrator. You will receive e-mail notification from the Gateway when your request has been approved.***

Resetting your Gateway Password

If you forget your Gateway password, follow these instructions to reset it:

1. Open your Internet browser and go to https://gateway.isdh.in.gov.
2. Click the "**Recover Password"** button on the toolbar.
3. Enter your Gateway user name and click the "**Submit"** button.
4. After submission, an e-mail with further instructions will be sent to you.

Requesting Access to INSTEP (for EARS or other Gateway Users)

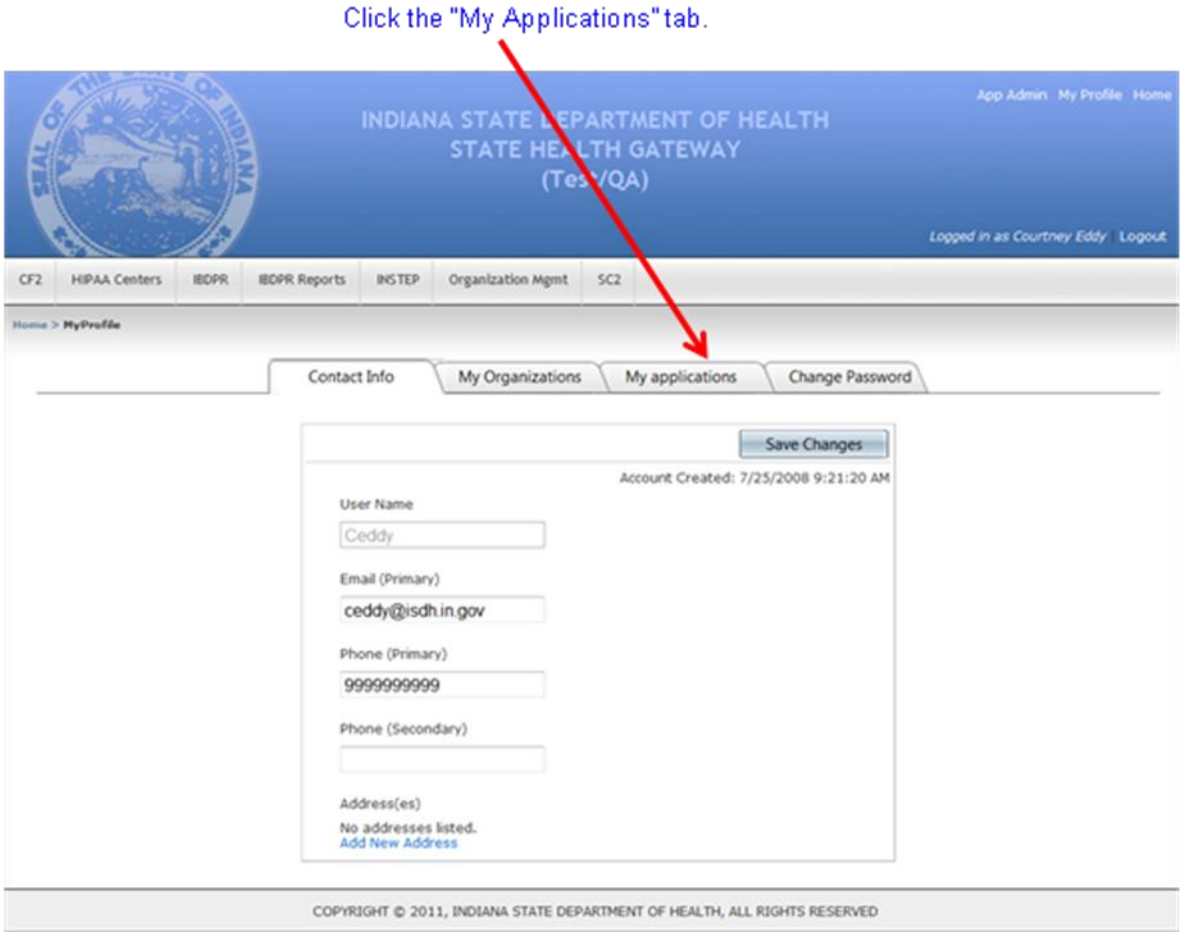
Some INSTEP users may already have Gateway accounts because they use the Gateway to access EARS (the EHDI Alert Response System) or other ISDH web-based applications. Current Gateway users will need to request access to the INSTEP web-based application through the Gateway.

NOTE: You cannot share your user name or password with anyone within or outside your organization. Anyone who is interested in using INSTEP ***must*** attend a training ***in person*** before he/she will be allowed access to INSTEP. ***Sharing your user name/password or signing up a non-trained person for an INSTEP account are direct violations of ISDH's security guidelines.***

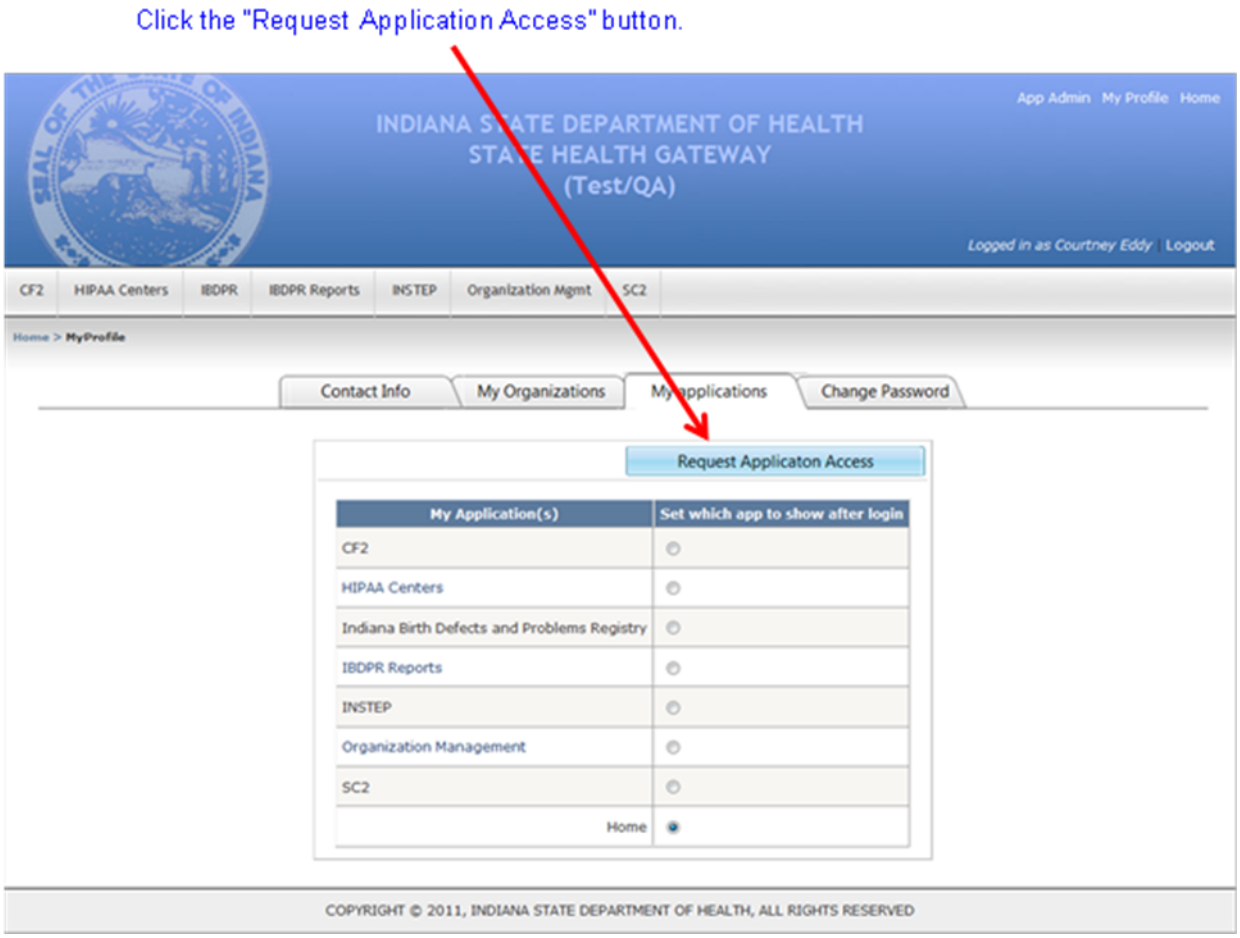
If you are a current Gateway user and wish to request access to INSTEP:

1. Log into the Gateway at https://gateway.isdh.in.gov.
2. On the Gateway home screen, click the "My Profile" link at the top of the page.

3. Click the “My Applications” tab.



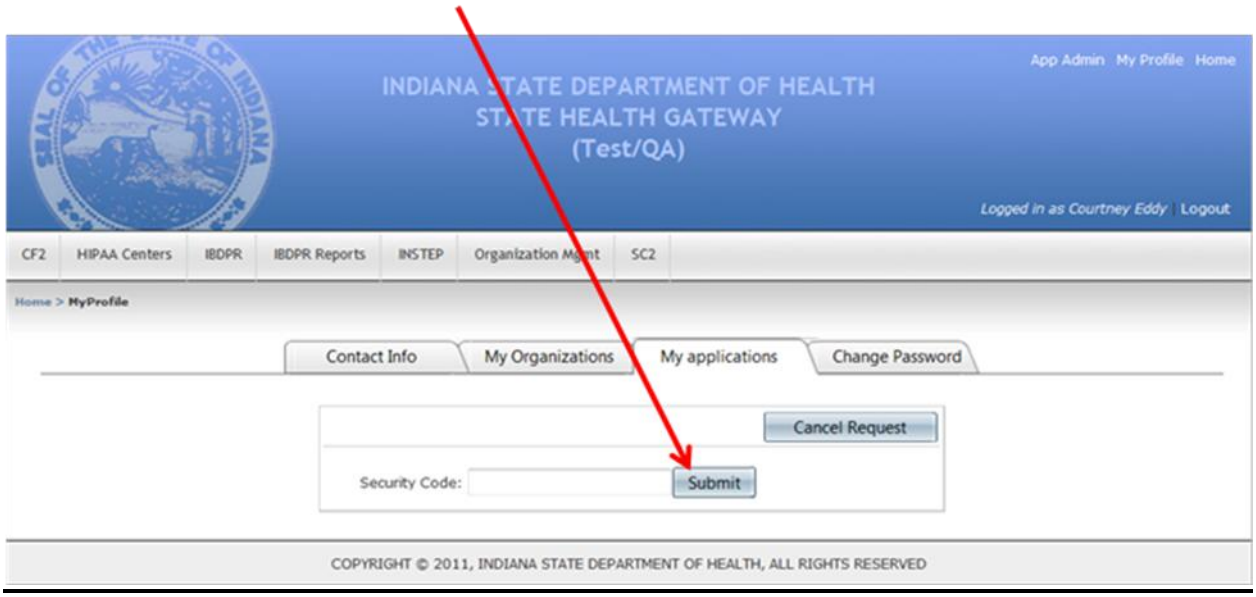
4. Click the “Request Application Access” button.



5. Enter the Gateway security code. Click "Submit."
    a. **<u>NOTE:</u>** The Gateway security code was e-mailed by ISDH after your INSTEP MSR training. If you have deleted this e-mail, please contact ISDH to request the code again.

Enter the Gateway security code that was e-mailed to you after your INSTEP MSR training.

Click "Submit" when finished.

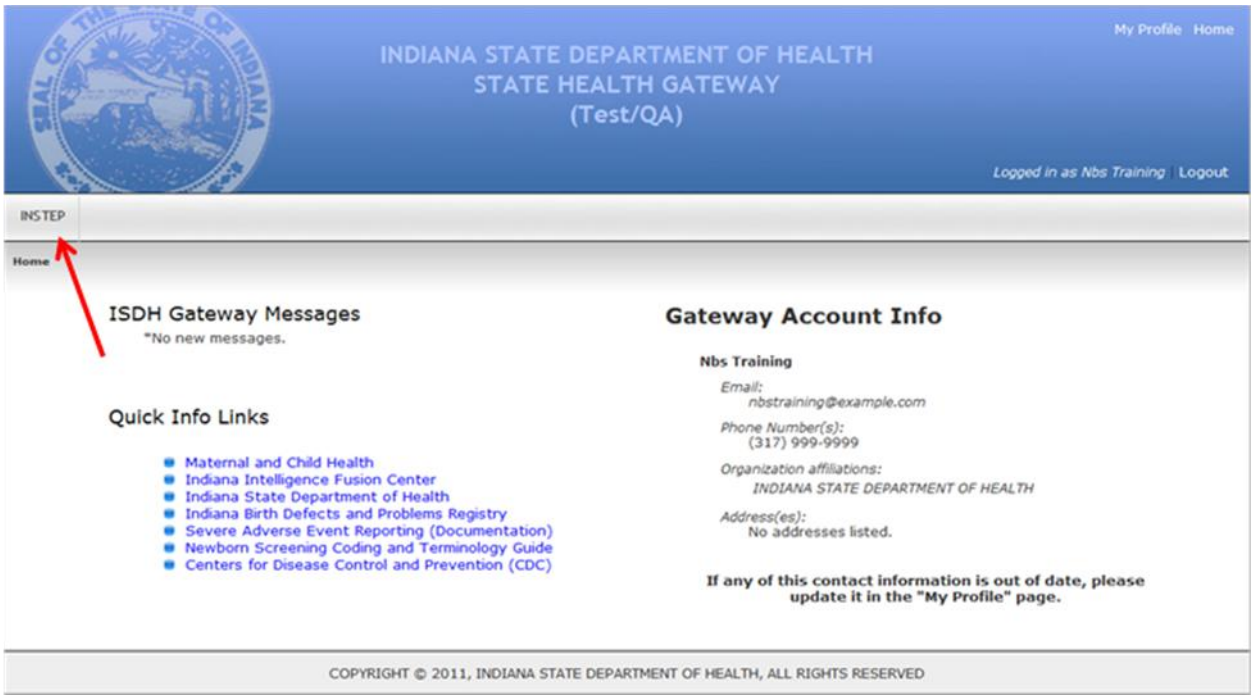


6. ***Your request for access to INSTEP will be reviewed by a Gateway administrator. You will receive e-mail notification from the Gateway when your request has been approved.***
7. Once your request for access to INSTEP is approved, you will have an active "INSTEP" tab on your Gateway home screen.

Accessing INSTEP from the ISDH Gateway

After you register with the ISDH Gateway and your access to the INSTEP application has been verified, you will be able to access INSTEP through the Gateway. In order to sign in to the INSTEP application:

1. **Open your Internet browser and go to https://gateway.isdh.in.gov.**
2. **Log in with your Gateway user name and password.**
3. **Click the "INSTEP" button in the toolbar to access the INSTEP application.**



4. **You will see the INSTEP welcome screen. All users will need to enter a "role security code" & agree to ISDH's HIPAA policy when logging into INSTEP for the first time.**

<u>NOTE:</u> ***This is different from the Gateway security code for INSTEP!*** **The role security code was included in the e-mail sent after your INSTEP training.**

Moving within INSTEP

As you move between screens in INSTEP, you may find that you wish to move back to the previous screen.

INSTEP users *must* use the "back" button located at the bottom of INSTEP to move to the previous screen. Do NOT use the "back" arrow for your Internet browser. Using the "back" arrow of your Internet browser may prevent INSTEP from saving the information you enter and may also prevent INSTEP from being correctly displayed on your computer.

INSTEP users should utilize the "Back" button at the bottom of the INSTEP screen to move to a previous screen. Do not use the back arrow within your Internet browser.

Monthly Summary Reports (MSRs)

Identifying Your Organization

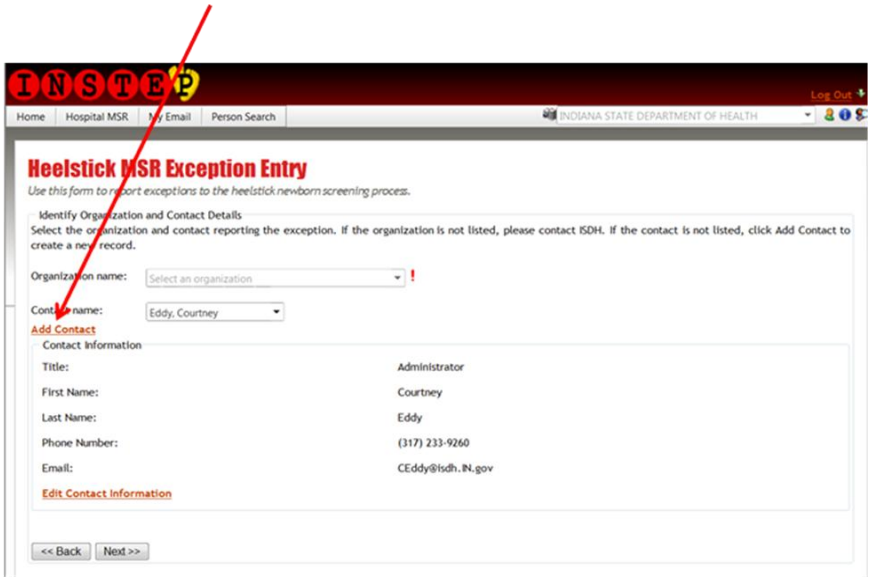
Most users will not have to select an affiliated organization. Your primary organization will be assigned based on the information you enter during the Gateway registration process. However, **individuals who enter MSR information for more than one birthing facility** will be able to select the appropriate organization for a specific MSR by selecting the correct organization from the drop-down box located in the top middle of the INSTEP page.

Adding a New Contact to Your Organization

On the Hospital MSR menu, INSTEP will first ask you to verify your name & contact information. ***Please make sure that you select YOUR name for every MSR that you complete!***

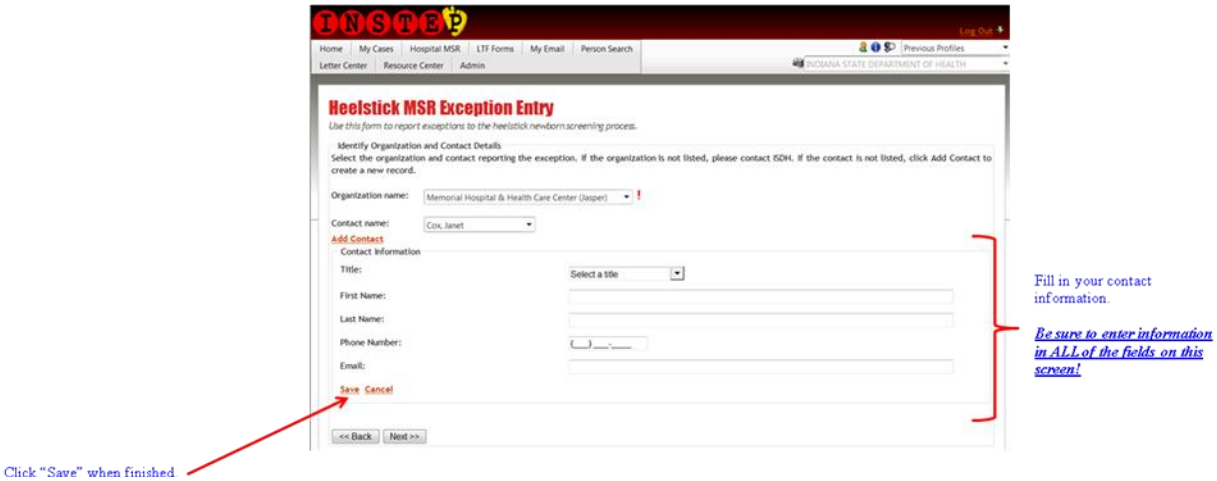
If you need to add yourself as an MSR contact:

1. Click the "Add New Contact" link.



2. Fill in your title, name, phone number, & e-mail address in the "Contact Information" fields.

NOTE: ***Be sure to enter information in EVERY field—all fields are required!***



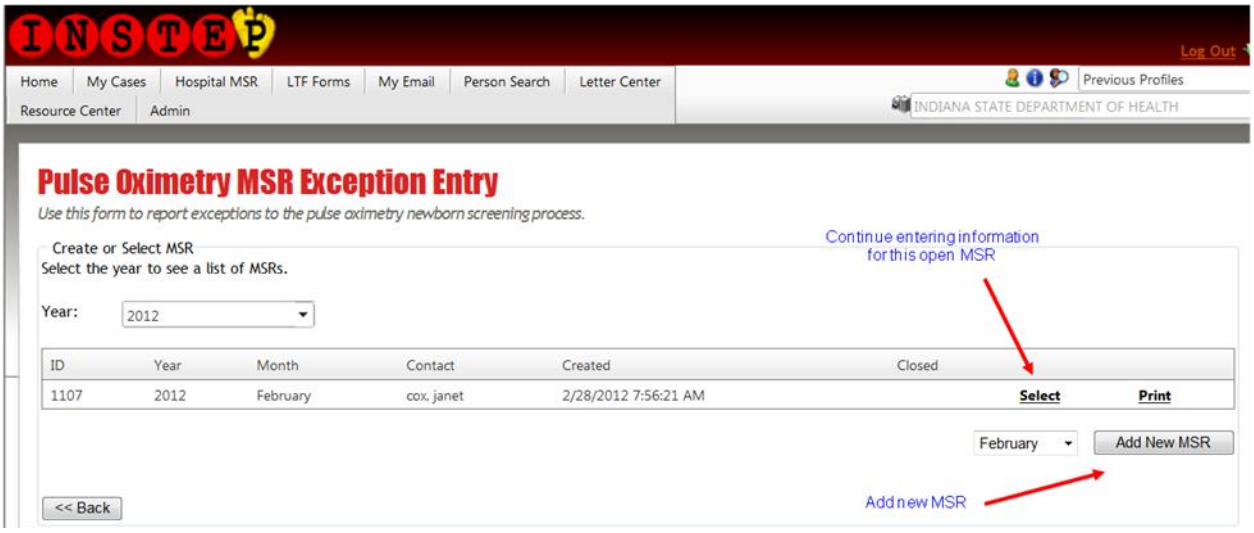
3. Click the "Save" link when finished. INSTEP will refresh & display your name & contact information. Click the "Next" button to begin entering your MSR information.

Opening an MSR / adding a new MSR

1. In order to begin entering MSR data, **hold your mouse cursor over the "Hospital MSR" tab at the top of the INSTEP welcome screen**. A drop-down list with "Pulse Oximetry MSR" will appear.
   a. **Hover your mouse over "Pulse Oximetry MSR." Another menu will appear to the right.**
   b. **Click on "Exception Entry."**

NOTE: If you do not have any exceptions for the month, please click "Summary Entry" and follow the steps below on the Summary Entry screen.

2. The MSR screen will show you a list of MSRs for a calendar year.
   a. **To continue entering data for an open MSR, click the "Select" link** on the right-hand side.
   b. **To add a new MSR, click on the "Add New MSR" button** in the lower right corner of the screen.



Continuing an open MSR

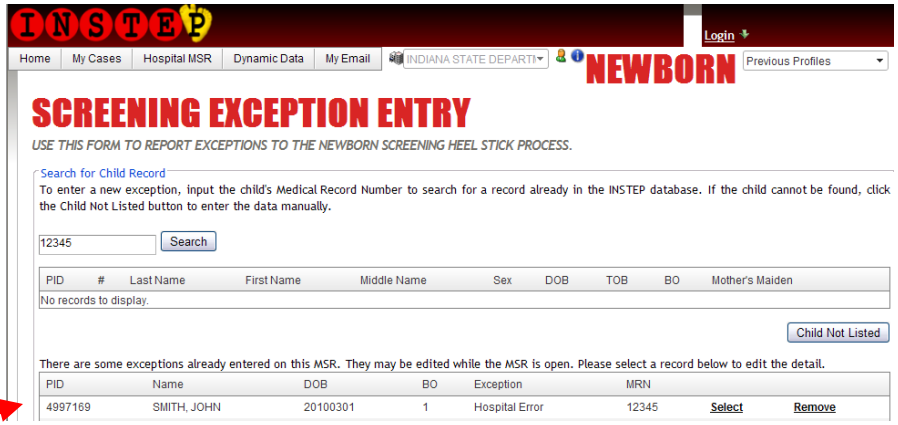
After you select an open MSR, INSTEP will display exceptions that have already been entered within the "Current Exceptions" section.

You may either enter a new exception (see section titled, "Entering New Exceptions") or click "Edit" to edit an exception that was previously entered.

Adding Children to MSR

To add a child to the MSR, **type in the child's Medical Record Number (MRN) and click "Search"** to look for a matching record within the INSTEP database.

If (a) matching record(s) is/are identified, INSTEP will display all possible matches. Click "Select" for the appropriate match.



Possible match for this MRN

If there are no matches, you will be automatically sent to the "Add a New Child" page.

Entering / Editing Demographic Information for Child & Mother

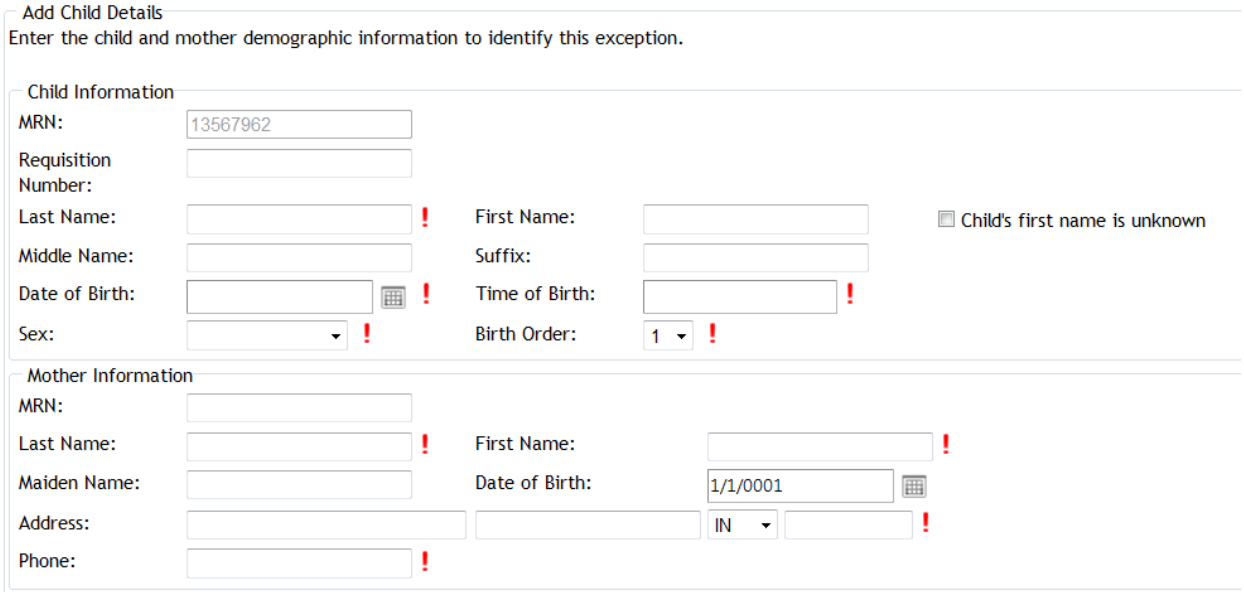
When you select an existing child's record, the next INSTEP screen will give you the chance to edit and/or review the demographic information for a child and his/her mother.

NOTE: There are several pieces of demographic information that are helpful "behind the scenes" when attempting to match records within INSTEP. Useful data points are listed below. Points listed in **bold** are **required**:

- K-Number (the number in the lower right corner of the heelstick card)
- **Child's last name**
- Child's first name (if not known, leave this field blank and check the "Child's first name is unknown" box)
- Child's middle name
- Suffix(es) to child's last name (e.g., Jr., III)
- **Child's date of birth** (DOB)
- **Child's time of birth**
- **Child's sex (gender)**
- **Child's birth order**
- Mother's medical record number (MRN)
- **Mother's name (first & last)**
- Mother's maiden name
- Mother's DOB
- **Mother's address**
- **Mother's phone number**

These data points are extremely helpful in identifying accurate matches and preventing the creation of duplicate records. Please enter this information whenever possible!

If you are entering information for a new child on this MSR, please enter all available information. Items marked with a red exclamation point (!) are required.



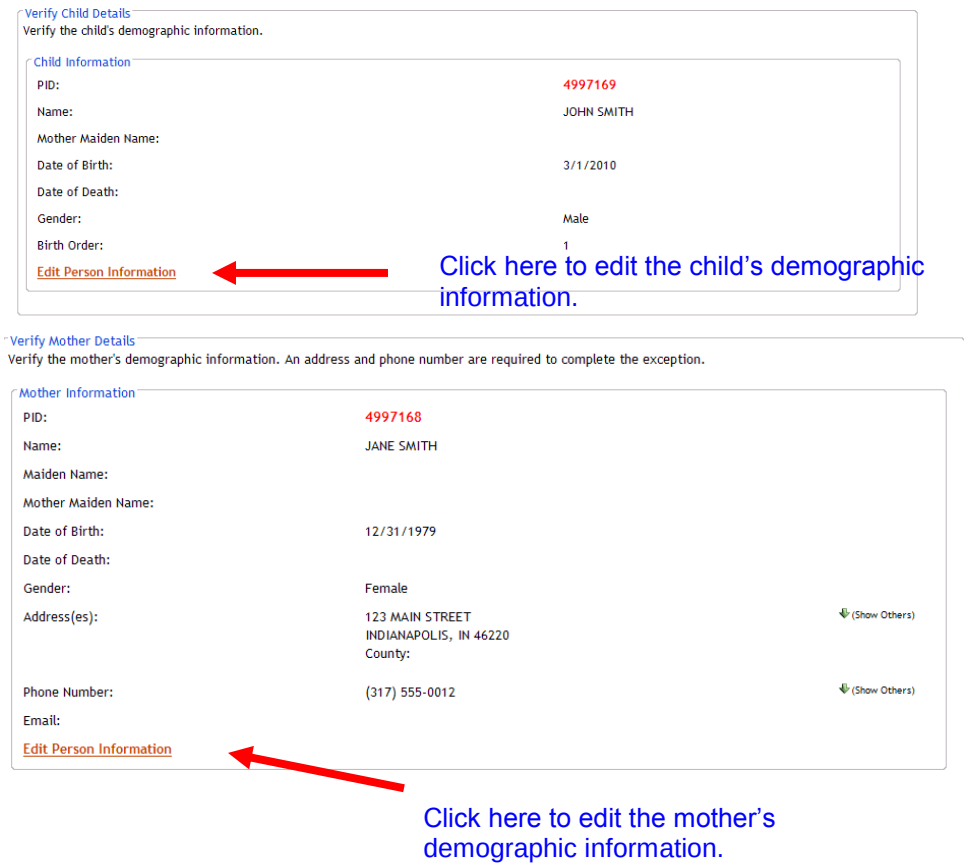
NOTE: You must enter a telephone number for the child's mother in order to complete the exception.

If you are viewing information for an existing child, please review the demographic information. If you need to update any information, click the "Edit Person Information" link for the child or mother and make changes as necessary.

NOTE: There are several pieces of demographic information that are helpful "behind the scenes" when attempting to match records within INSTEP. Useful data points are listed below. Points listed in **bold** are **required**:

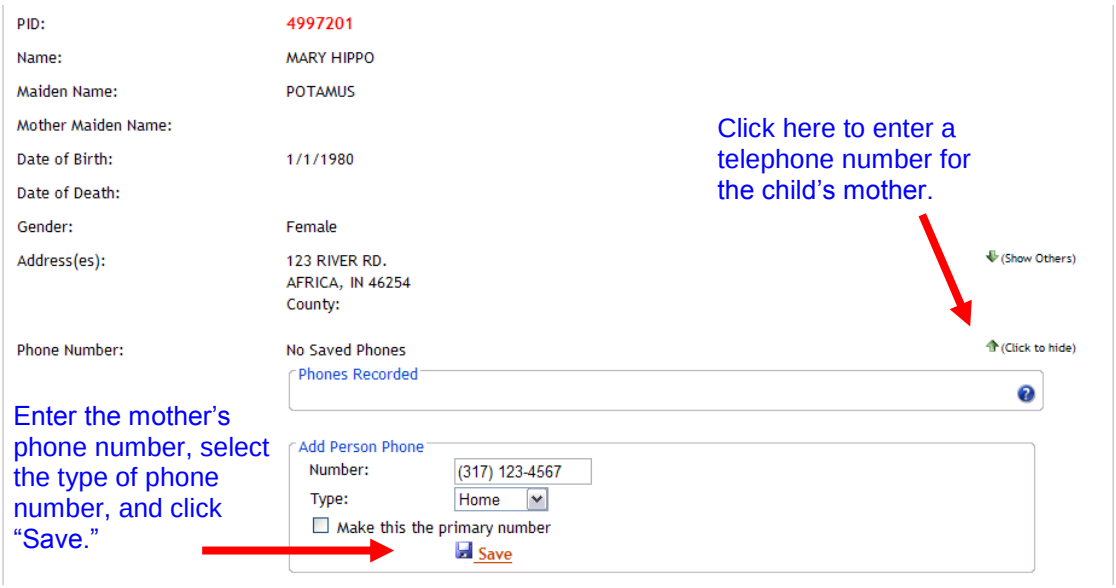
- K-Number (the number in the lower right corner of the heelstick card)
- **Child's last name**
- Child's first name (if not known, leave this field blank and check the "Child's first name is unknown" box)
- Child's middle name
- Suffix(es) to child's last name (e.g., Jr., III)
- **Child's date of birth** (DOB)
- **Child's time of birth**
- **Child's sex (gender)**
- **Child's birth order**
- Mother's medical record number (MRN)
- **Mother's name (first & last)**
- Mother's maiden name
- Mother's DOB
- **Mother's address**
- **Mother's phone number**

These data points are extremely helpful in identifying accurate matches and preventing the creation of duplicate records. Please enter this information whenever possible!



Alternate method of editing/adding an address or phone number for the child's mother:

Click the green "Show Others" button. The screen will expand to show you all available addresses or phone numbers associated with this child's mother. You will also be able to enter a new address or phone number. Click "Save" when complete.

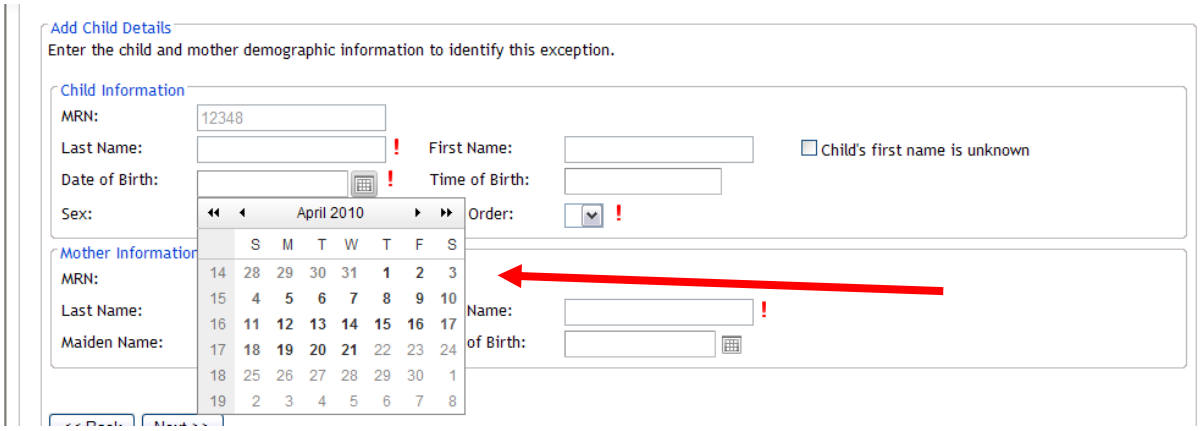


When entering dates:

- Type the requested date into the text box in a MMDDYYYY format. You do not need to enter hyphens (-) or slashes (/) between numbers.

OR

- Open a "calendar pop-up" by clicking on the calendar icon near the date field. This "pop-up" will allow you to scroll through the calendar year and select a date by clicking on it.



Selecting a Physician From "Frequently Used Provider" List

After you have entered demographic information for the child and the child's mother, the next section of the Exception Entry screen will allow you to enter information for the child's primary care provider.

Notes about Provider Entry in INSTEP

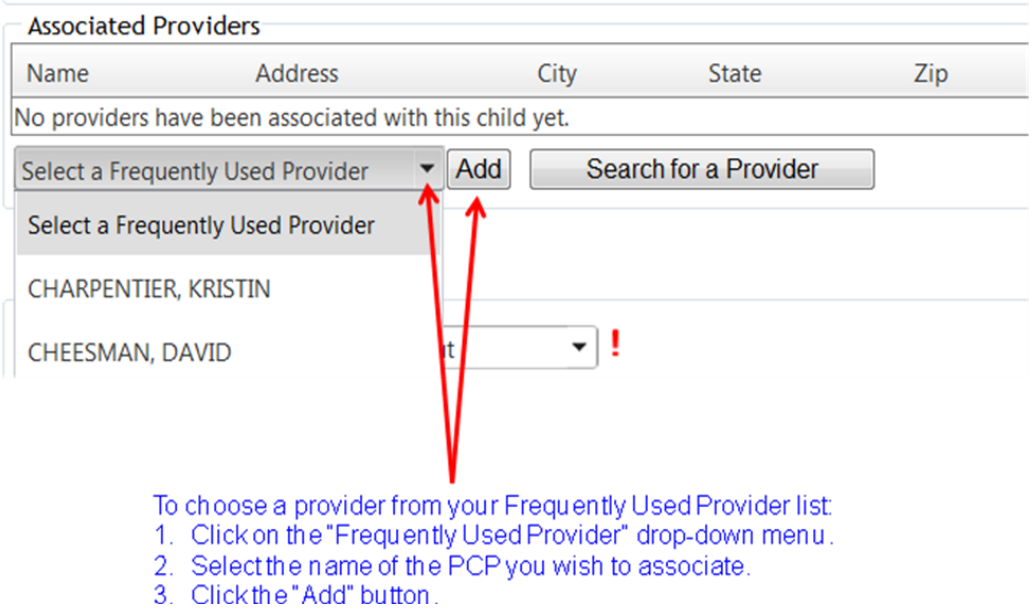
- INSTEP will allow you to "associate" (or list) more than one physician for each child you enter as an exception. However, you may only designate ONE associated physician as the child's primary care provider (PCP).
- PCPs are labeled in INSTEP with a red heart.
- Other associated physicians (not the child's PCP) are labeled in INSTEP with a gray heart.
- INSTEP has a feature called the "Frequently Used Provider" list, which saves the 10 providers you most recently added so you don't have to search for physicians multiple times.

"Frequently Used Provider" feature

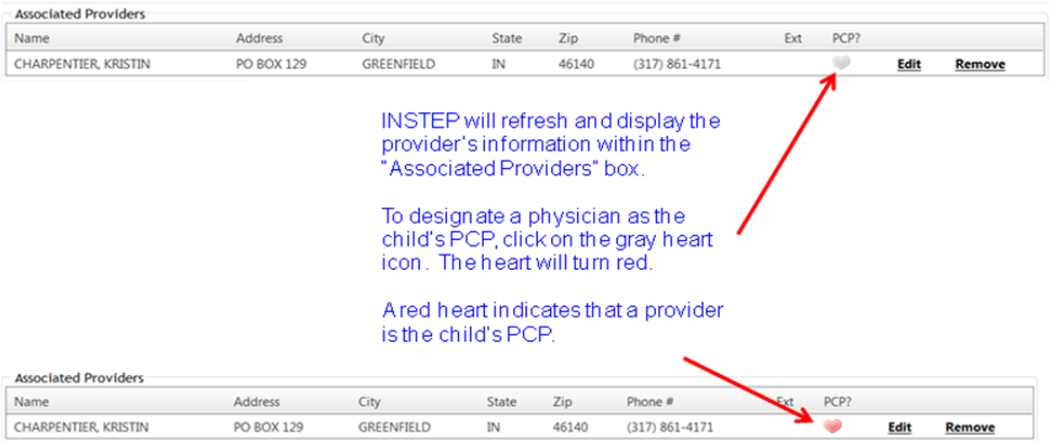
INSTEP has a "Frequently Used Provider" feature that will keep & display the names and addresses of the 10 providers you most recently used.

In order to associate a provider on your "Frequently Used Provider" list with the current exception you're entering:

1. Click on the "Frequently Used Provider" drop-down menu.
2. Click on the name of the PCP that you wish to associate with this exception.
3. Click the "Add" button.



INSTEP will now display the physician's name and contact information within the "Associated Providers" box. ***To designate this provider as the child's PCP, click on the gray heart icon. The icon will turn red, indicating that the provider is the child's PCP.***



Continue to follow these instructions to add additional physicians from your "Frequently Used Providers" list to this child's exception.

Searching for & Associating a Provider Not in "Frequently Used Provider" List

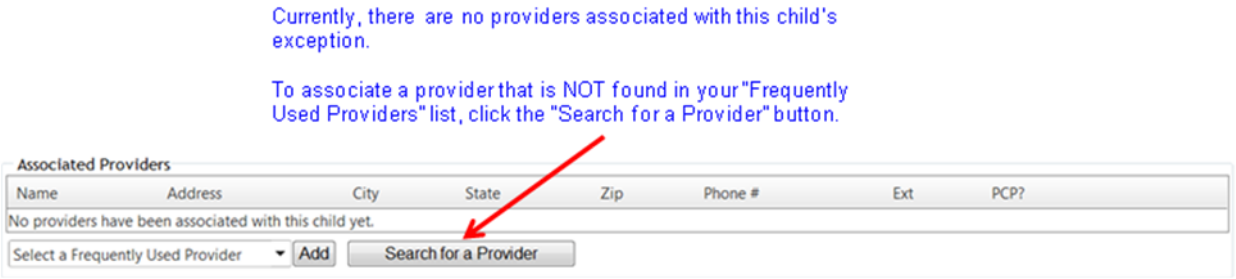
If the physician caring for this child is not already in your "Frequently Used Provider" list, you will need to search for him/her within INSTEP before you can add him/her as an associated provider for the child.

Notes about Provider Entry in INSTEP

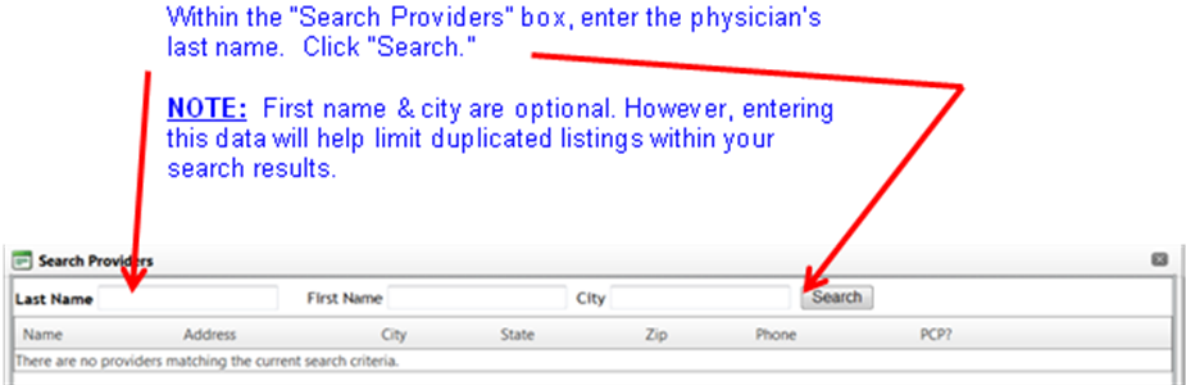
- You can search for a provider using "partial" searches—for example, if you're searching for David Smith, you can type "Smith," "Smit," "Smi," "Sm," or "S" into the "Last Name" search box. Partial searches can also be used in the "First Name" box.
- Remember, INSTEP will allow you to "associate" (or list) more than one physician for each child you enter as an exception. However, you may only designate ONE associated physician as the child's primary care provider.
- PCPs are labeled in INSTEP with a red heart. Other associated physicians (not the child's PCP) are labeled in INSTEP with a gray heart.
- INSTEP will save each physician you add within your "Frequently Used Provider" list, so you won't have to search for physicians multiple times. See the previous section for more details on the "Frequently Used Provider" feature.

To associate a provider that is NOT in your "Frequently Used Provider" list to a child's exception:

1. Click the "Search for a Provider" button.



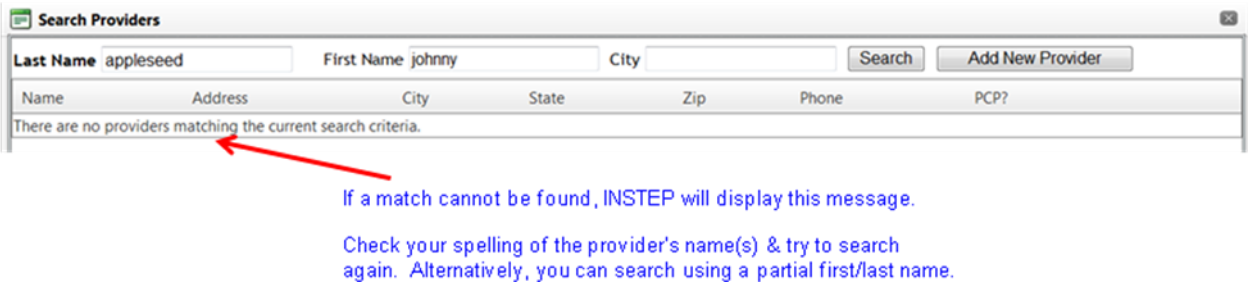
2. INSTEP will display a search window. **Enter the physician's last name *(entering the first name and/or city is optional)* and click "Search."**



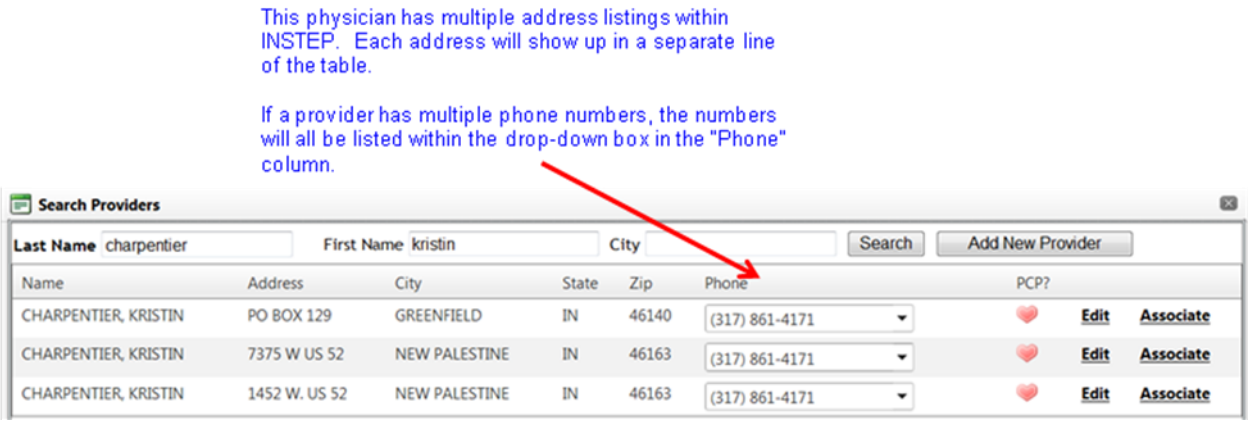
- **NOTE:** You can search for a provider using "partial" searches—for example, if you're searching for David Smith, you can type "Smith," "Smit," "Smi," "Sm," or "S" into the "Last Name" search box. Partial searches can also be used in the "First Name" box.

3. INSTEP will display a list of all possible matches based on the name you entered.
   a. ***<u>If no match is found</u>,*** INSTEP will display a message below the search boxes that states, "There are no providers matching the current search criteria."
      - Check the spelling of the name to try again.
      - Try searching for the provider using his/her last name and the first LETTER of his/her first name.
      - Try searching for the provider using the first letter of his/her last name ONLY.

If you still cannot find a match, please skip to the section below titled, "Adding a Brand-New Provider to INSTEP."



   b. ***<u>If a match is found</u>,*** INSTEP will display a grid that shows all the available results.
      - If a physician has multiple addresses, *<u>each address will display on a separate line.</u>*
      - If a physician has multiple phone numbers, they will appear in the drop-down box in the "Phone" column.



c. Identify the address you wish to have associated with this provider's listing in INSTEP.

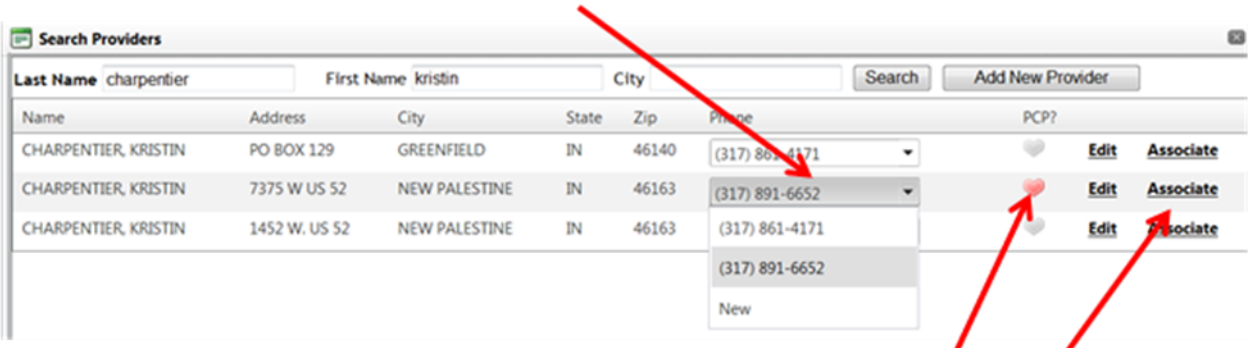
d. ***Within the address line you wish to associate,*** click on the "Phone" drop-down menu. Click on the phone number you wish to have associated with this provider's listing.

e. If this provider is the child's PCP, click on the gray heart in the "PCP?" column. The heart will turn red, indicating that this provider is the child's primary care provider.

f. Click the "Associate" link ***within the address line you wish to associate*.**

In this example, the 2nd address line is the address that will be associated in INSTEP.

1. To choose the correct phone number, click on the "Phone" drop-down menu *within the line of the address you wish to associate with the child*.
   - Click on the phone number you wish to associate with this provider.



2. If this provider is the child's PCP, click on the gray heart in the "PCP?" column.
   - The heart will turn red, indicating that this provider has been designated as the child's PCP.

3. When you have identified the PCP address & selected the PCP phone number, click the "Associate" link *within the correct address line.*

In this example, the user should click the "Associate" link in the 2nd address line.

Editing Provider Contact Information

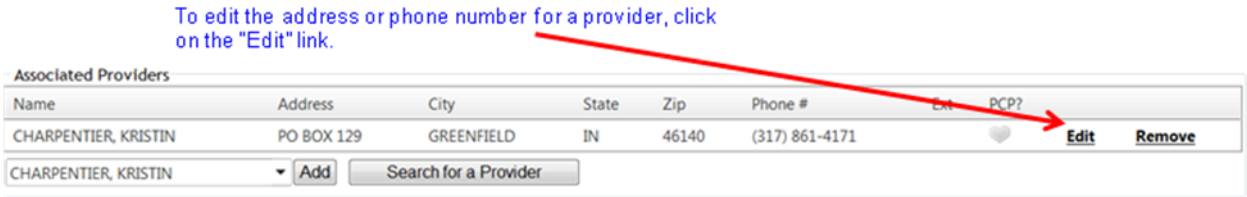
INSTEP allows users to edit/update existing addresses & phone numbers for providers.

NOTE: INSTEP users should be cautious when editing an address or phone number—any changes you make will affect everyone that uses INSTEP!

If you don't see the address you need for your provider, don't edit. Instead, add a new address! See step 5 below for more details.

To ***edit*** an existing office address or phone number of a provider:

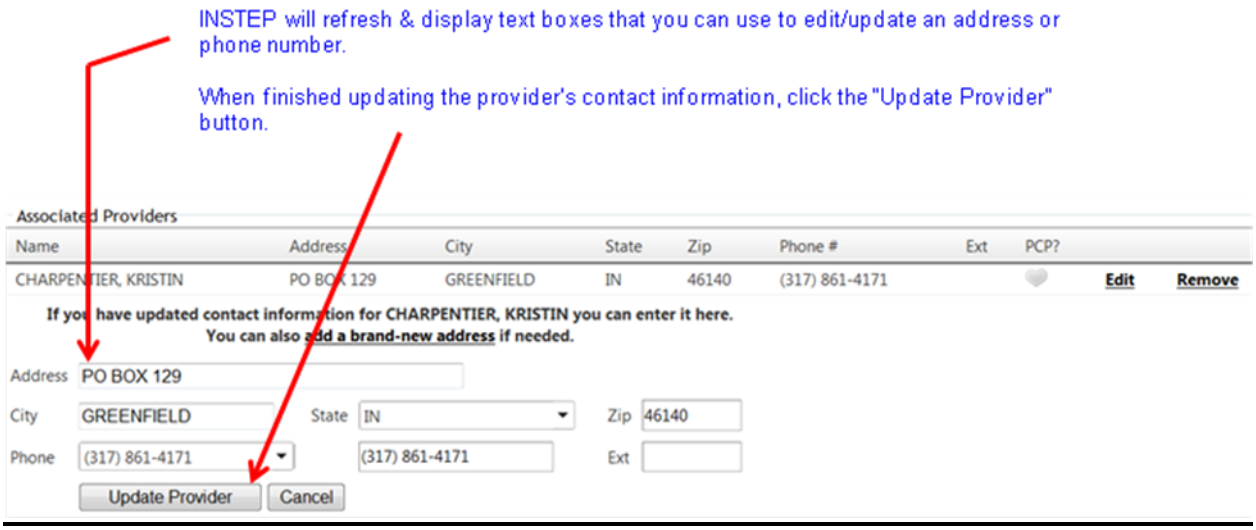
1. **Click on the "Edit" link** within the provider's information. You can edit information for a provider that is already associated with a child or within your provider search results.



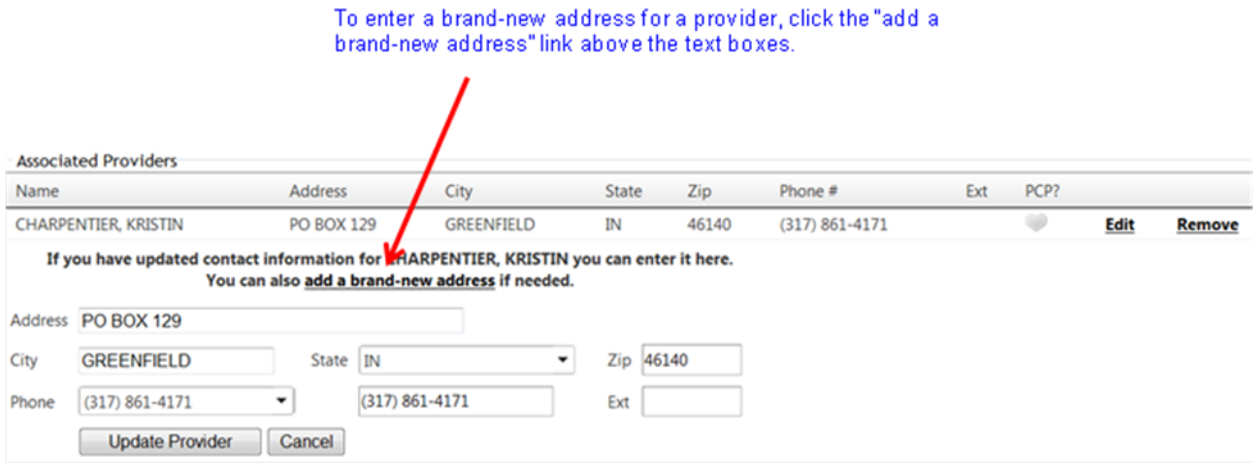
2. INSTEP will refresh & display text boxes that you can use to edit/update the provider's address & phone number as needed.

Remember, if you don't see the address you need for a provider, don't edit! Instead, add a new address or phone number. See step 5 below for more details.

3. Update the provider's address and/or phone number as needed.
4. When you have finished editing the provider's contact information, click the "Update Provider" button.



5. If you do not see the address you need for a provider, click on the "Add a brand-new address" link above the text boxes.



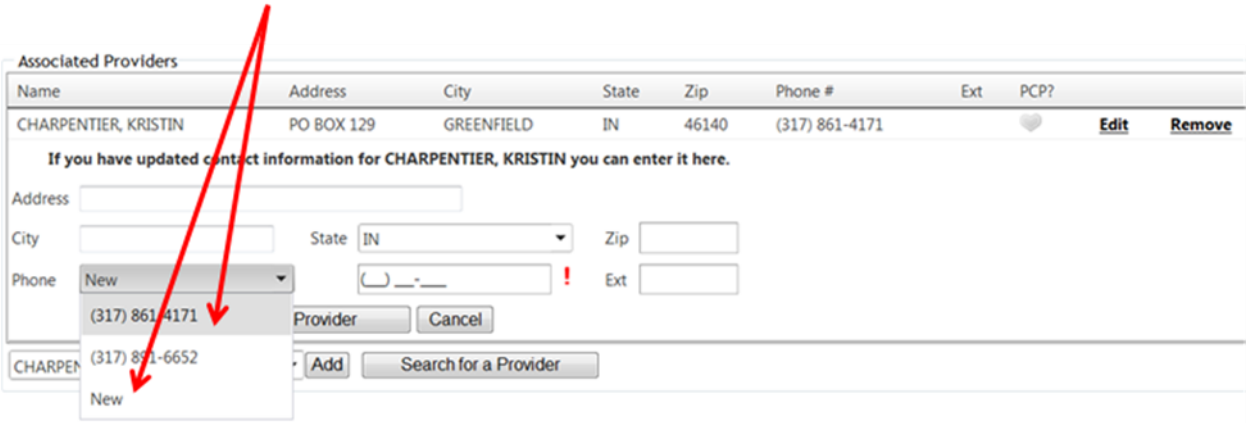
6. INSTEP will refresh & display blank text boxes. Type in the new address information.
7. To select a phone number for the new address, you can either:
   a. Select an existing phone number from the "Phone" drop-down menu
   OR
   b. Select "NEW" from the "Phone" drop-down menu and type in the new phone number.

INSTEP will refresh & display the address/phone number fields.

Enter the new provider address.

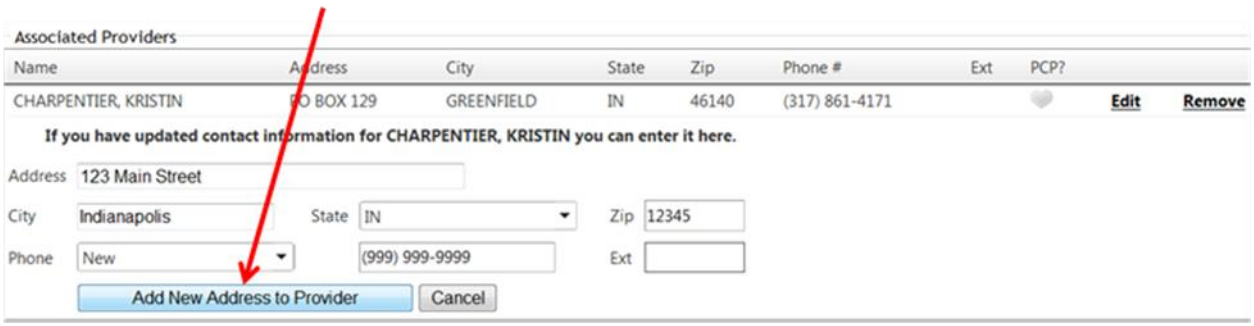
To select a phone number for the new provider address, you can either:
- Select an existing phone number from the "Phone" drop-down menu

OR
- Select "NEW" from the "Phone" drop-down menu & type in a new phone number.



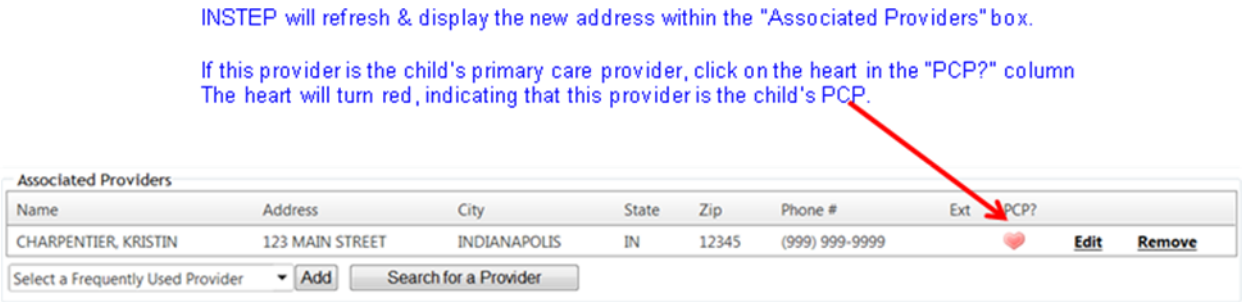
8. When you are finished with this new address & its phone number, click the "Add New Address to Provider" button.

When you are finished entering the new address and/or phone number, click the "Add New Address to Provider" button.



9. INSTEP will refresh & display the new address in the “Associated Providers” box.

10. If this provider is the child’s PCP, click on the gray heart in the “PCP?” column. The heart will turn red, indicating that this provider is the child’s PCP.



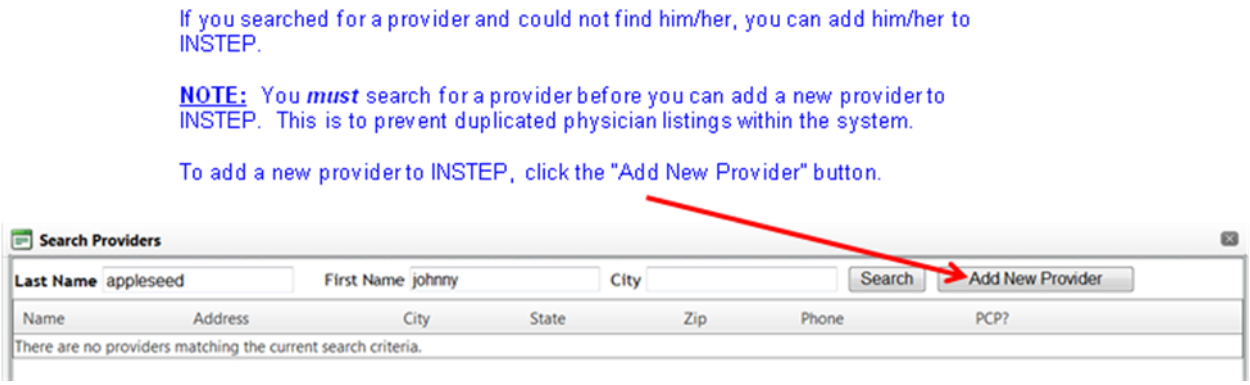
Adding a New Provider to INSTEP

If you have searched for a provider and cannot find a record of him/her in INSTEP, you can add him/her to the system.

NOTE: Users ***must*** search for a provider before they are allowed to add a new provider to INSTEP. This is in place to avoid having multiple duplicated listings for the same provider.

To add a brand-new provider to INSTEP

1. Click the "Add New Provider" button within the search fields.



2. INSTEP will refresh & display text boxes you can use to enter the provider's information.

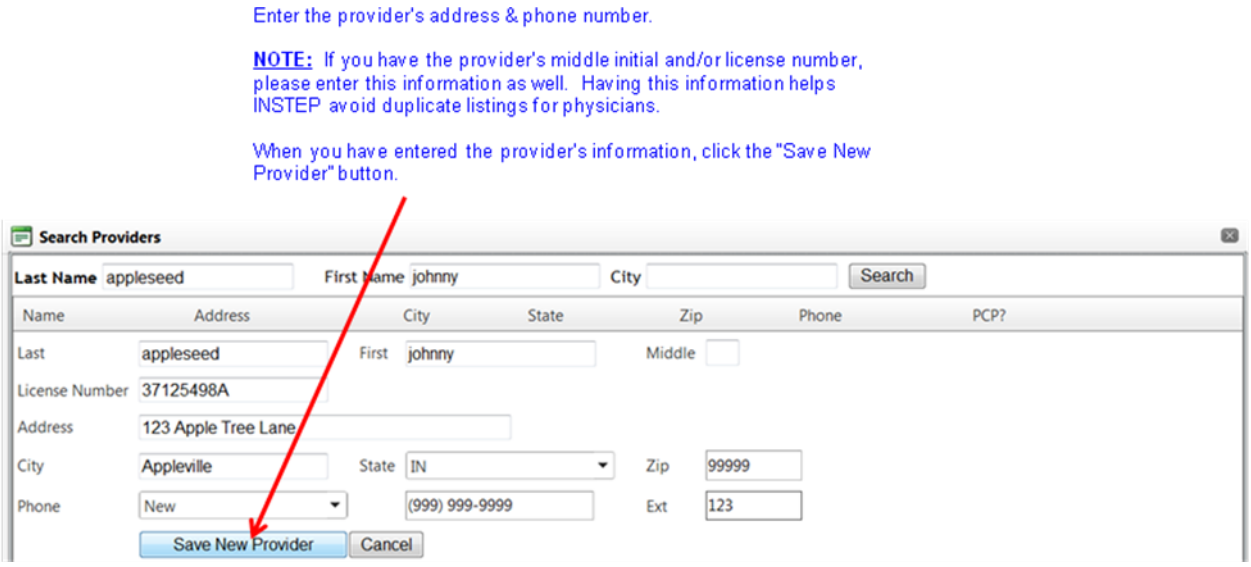
NOTE: When entering information for a brand-new provider, ***you must include the provider's address & phone number***.

Optional fields include the following:

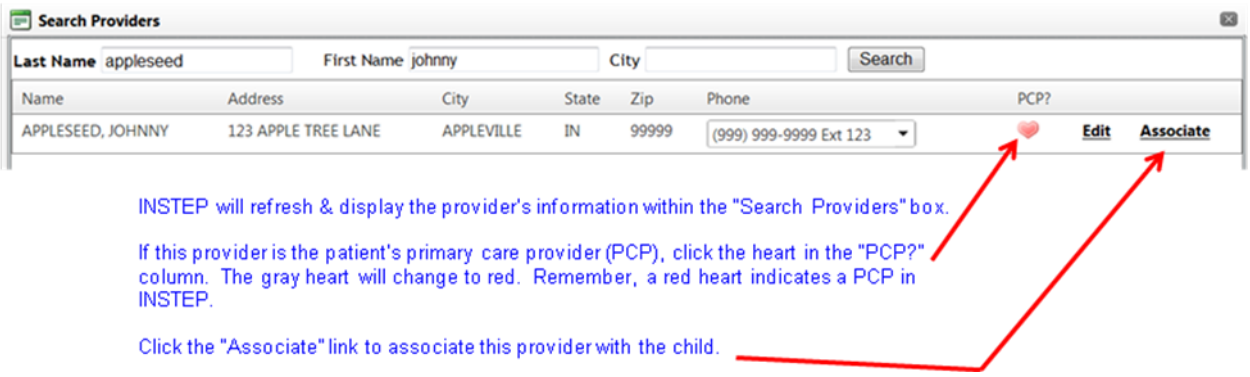
- Provider's middle initial
- Provider's license number

While these fields are optional, entering this information will help INSTEP create a complete & accurate record for this provider. ***If you have this information, please take the time to enter it!***

3. When you are finished entering the provider's information, click the "Save New Provider" button.



4. INSTEP will refresh & display the provider's information within the "Search Provider" box.
    a. If this provider is the child's PCP, click on the gray heart in the "PCP?" column. The heart will turn red, indicating that this provider is the child's primary care provider.
5. Click the "Associate" link.



Entering Exception Codes (Exception Entry)

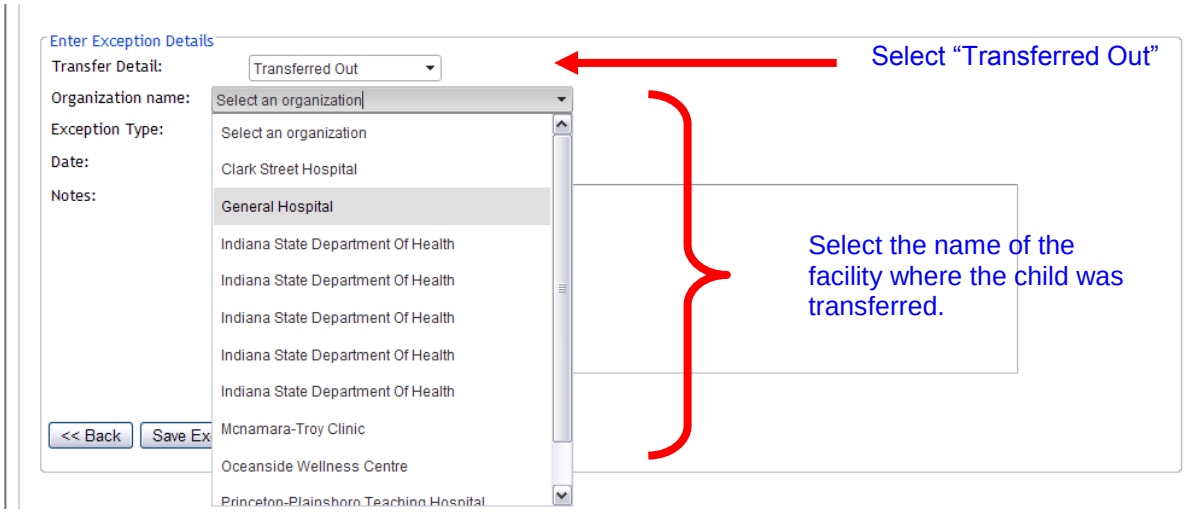
The final section of the INSTEP Exception Entry screen is where you enter the actual exception information for this child. You will need to complete all of the following items to submit an exception:

1. **Transfer detail** – This section will allow you to enter "Transferred Out" or "Transferred In" information. The default setting for this box is "Not Transferred".

    a. **If a child was not transferred in/out,** leave the selection as "Not Transferred" and go to step 2.

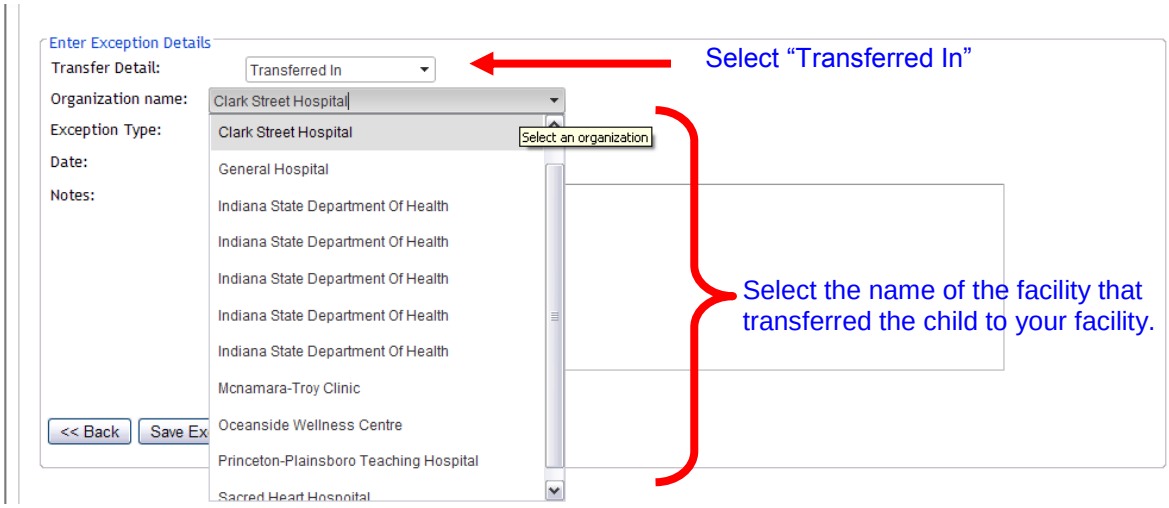
    b. **If a child was transferred out of your facility before he/she received a valid pulse oximetry screen,** select "Transferred Out" from the drop-down menu and then select the name of the facility where the child was transferred.

NOTE: You do NOT need to include children who were transferred to another facility ***after receiving a valid pulse oximetry screen.*** Once a child has had a valid pulse oximetry screen, you do not need to report any additional transfers for him/her.

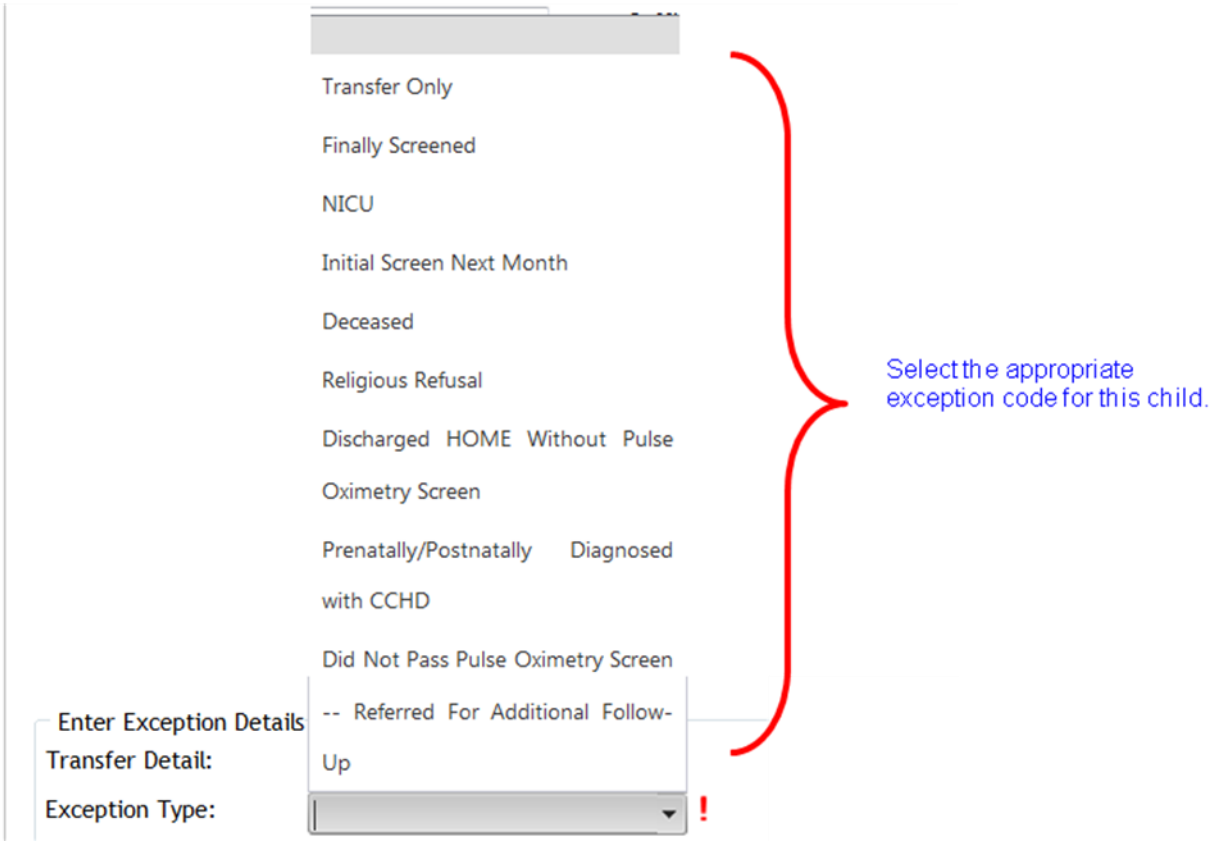


c. **If a child was transferred into your facility <u>before he/she received a valid pulse oximetry screen</u>, select "Transferred In" from the drop-down menu and then select the name of the facility that transferred the child to your facility.**

<u>NOTE:</u> Again, you do NOT need to include children who were transferred to your facility ***<u>after receiving a valid pulse oximetry screen.</u>*** Once a child has received a valid pulse oximetry screen, you do not need to report him/her as an exception.



2. **<u>Exception Type</u>** – This section allows you to enter the appropriate exception code for this child. ***<u>You must select an exception code for every child on your Pulse Oximetry MSR.</u>*** Descriptions of each exception code follow the diagram below.



a. **Transfer only** (code 1)

This code is for children who were transferred out of your facility before receiving a valid pulse oximetry screen.

If you select this exception code, enter the date the child was transferred out of your facility in the "Date" box.

b. **Finally screened** (code 2)

This code is for children who were:

- Transferred into your facility & received a valid pulse oximetry screen before you submitted your MSR

OR

- Children who were "holdovers" from the previous month's MSR and received a newborn screen during this calendar month.
    - There are three "holdover" exception codes, including the following: "NICU," "Initial screen next month," or "Discharged HOME without pulse oximetry screen."

If you select this exception code, enter the date the child received his/her pulse oximetry screen in the "Date" box.

c. **NICU** (code 3)

This code is for a child who did not receive his/her pulse oximetry screen because he/she is in the NICU. Children with the "NICU" exception code are considered "holdovers" and will need to be updated next month. **See the Pulse Oximetry MSR FAQs for more information on how to update "holdovers."**

NOTE: If your facility does not have a NICU, you should NOT use this exception code!

d. **Initial screen next month** (code 4)

This code is for children who were born at the end of a calendar month and **were not old enough to receive a valid pulse oximetry screen before your MSR is submitted**.

If a child is born at the end of the calendar month, **but receives a valid pulse oximetry screen before you submit your MSR**, you do NOT need to report the child on your Pulse Oximetry MSR.

Children with the "Initial screen next month" exception code are considered "holdovers" and will need to be included on your next MSR (typically, these children will be reported as "Finally Screened" exceptions the following month). **See the Pulse Oximetry MSR FAQs for more information on how to update "holdovers."**

e. **Deceased** (code 5)

This child did not receive a pulse oximetry screen because he/she died before he/she was old enough to receive a valid pulse oximetry screen.

If you select this exception code, enter the child's date of death in the "Date" box.

f. **Religious Refusal** (code 6)

Children with this exception code did not receive a valid pulse oximetry screen because their parents/legal guardians completed & signed a Religious Waiver declining the screen.

If you select this exception code, enter the date the child's parent/guardian signed the Religious Waiver in the "Date" box.

NOTE: If you cannot scan & upload the Religious Waiver into INSTEP, be sure to send a copy of the completed, signed Religious Waiver to the ISDH Newborn Screening Program via fax (317-234-2995) with your completed MSR.

NOTE: Indiana's newborn screening law states that parents/legal guardians may ONLY refuse newborn screening (including heelstick, pulse oximetry, and hearing screening) based on the parents'/legal guardians' religious beliefs.

The ISDH Newborn Screening Program has asked all birthing facilities to review the form your facility currently uses if parents refuse newborn screening. If this form does not clearly indicate that the parents/legal guardians are refusing based on their religious beliefs (for example, a generic "Refusal of Newborn Care" form), this form will no longer be accepted by the ISDH Newborn Screening Program.

A copy of the state Religious Waiver form can be found on the ISDH Newborn Screening Professionals' website at http://www.in.gov/isdh/20381.htm. Alternatively, your facility may develop its own religious refusal form for newborn screening—but the form must clearly indicate that parents/legal guardians are objecting to part/all of the newborn screening based on their religious beliefs and not for any other reason.

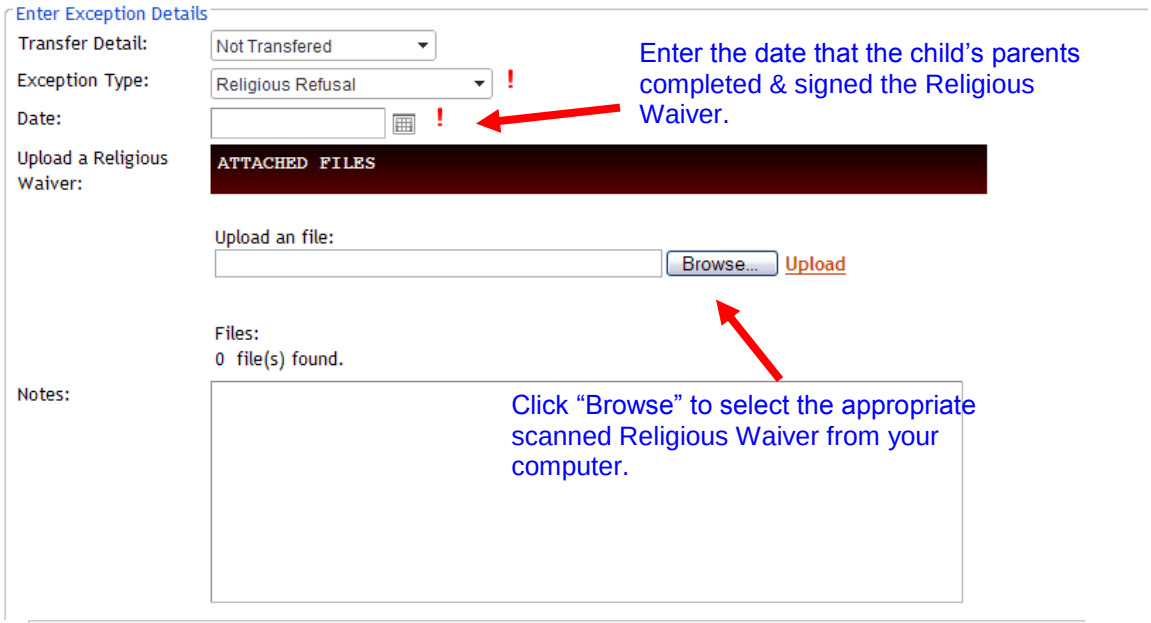
If you have any questions about your facility's religious refusal form, please contact ISDH.

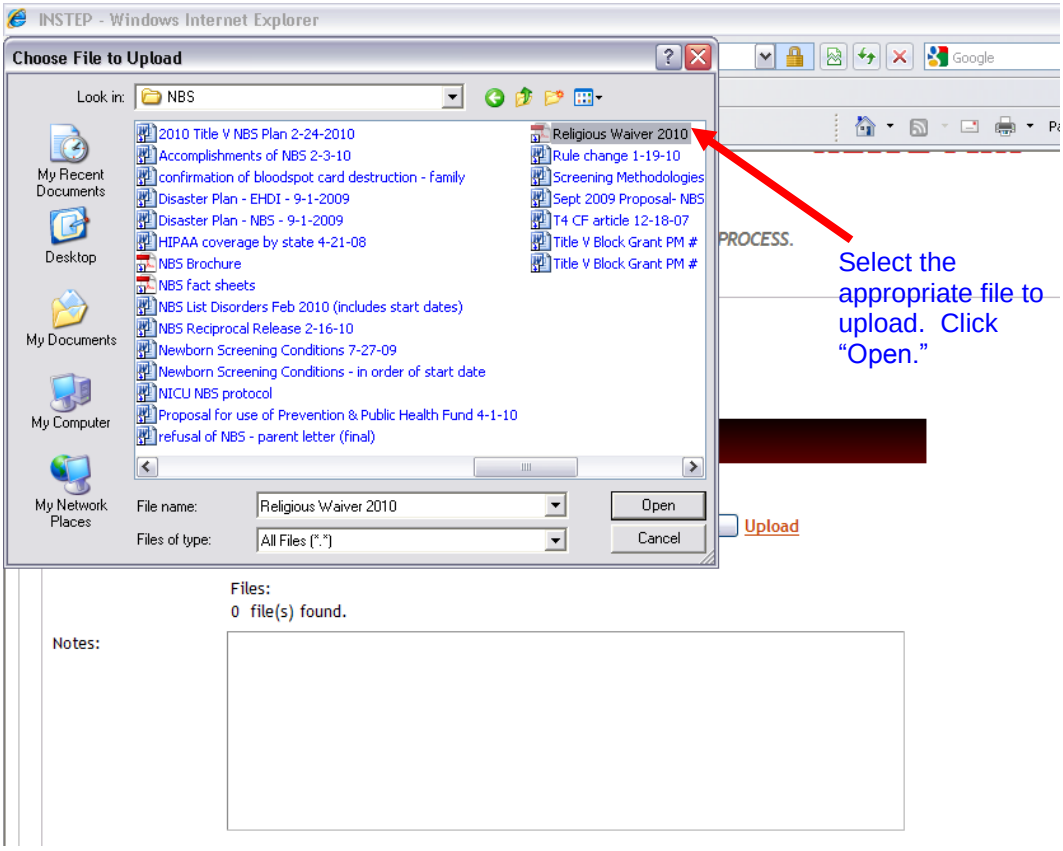
If you select this exception code, please perform the following actions:

a. **Enter the date the Religious Waiver was completed in the "Date" box.**

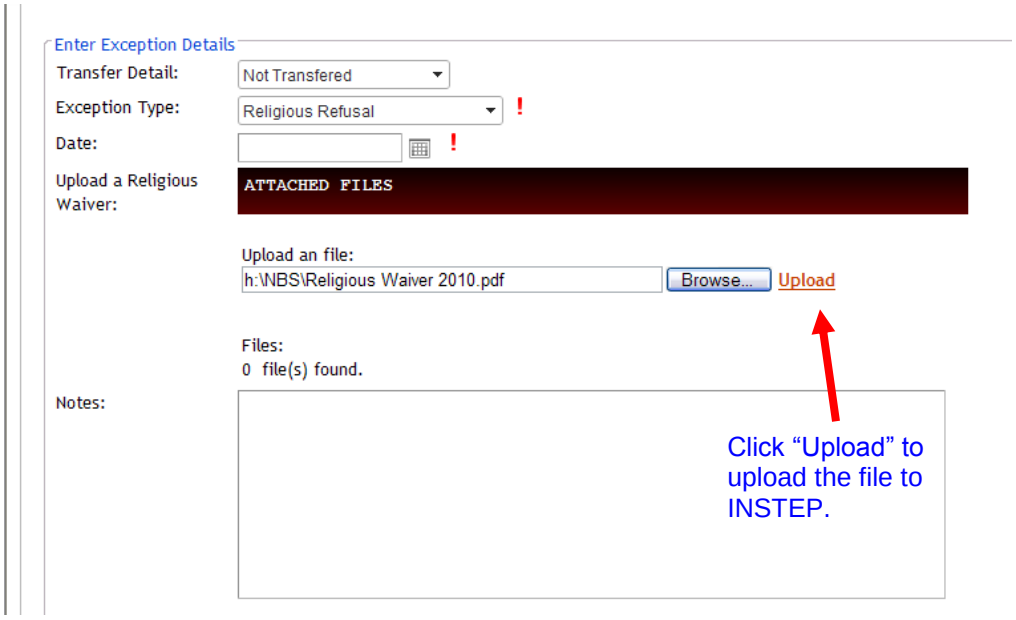
b. **NOTE: INSTEP users can upload and attach a digital copy of the signed Religious Waiver.** To do this, please scan the Religious Waiver into a PDF, Microsoft Word, Microsoft Excel, or image file format. *Accepted file types include the following: pdf, tiff, bmp, gif, png, doc, xls, docx, xlsx, xps, jpg, jpeg.*

c. **Click "Browse" to select the appropriate file to upload. After selecting the appropriate file, click "Open."**



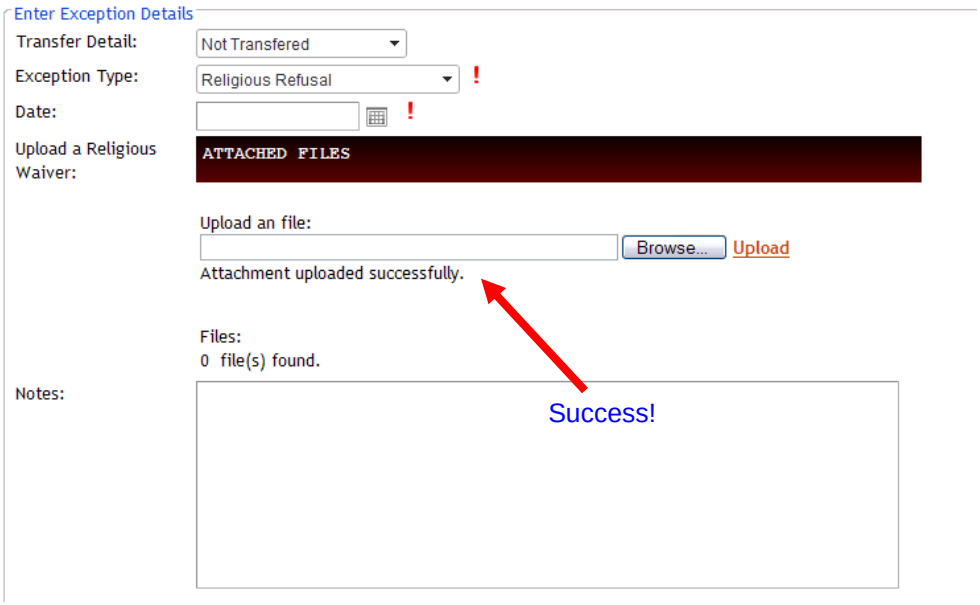


d. **Click "Upload" to upload the scanned Religious Waiver for this child.**



e. **The screen will refresh and say, "Attachment uploaded successfully."** Repeat these steps if you need to attach additional files for this child. When you have uploaded all files, go to step 3.

<u>NOTE:</u> ***Once you upload a file, you must <u>save</u> the exception in order for INSTEP to display the names of the file(s) you have uploaded.***



g. **Discharged HOME without pulse oximetry screen** (code 7)

This exception code is for children who did not receive a valid pulse oximetry screen before he/she was discharged home. This does **NOT** include children who are discharged from your facility to be transferred to another birthing facility (e.g., to be transferred to the NICU at a nearby hospital).

If you select this exception code, enter the date that the child was discharged home in the "Date" box.

NOTE: Any child who is discharged HOME from your facility without receiving a valid pulse oximetry screen *must be immediately reported by phone to the INSTEP Director* (317-233-9260)!

h. Prenatally/postnatally diagnosed with CCHD (code 8)

This exception code is for children who will not receive pulse oximetry screening because they were prenatally or postnatally (prior to 24 hours of age) diagnosed with critical congenital heart disease (CCHD, also called critical congenital heart defects). These are infants who were prenatally/postnatally diagnosed with at least one of the following heart defects:

- Hypoplastic left heart syndrome (HLHS)
- Pulmonary atresia
- Tetralogy of Fallot (TOF)
- Total anomalous pulmonary venous return (TAPVR)
- Transposition of the great arteries (TGA)
- Tricuspid atresia
- Truncus arteriosus

i. Did not pass pulse oximetry screen – referred for additional follow-up (code 9)

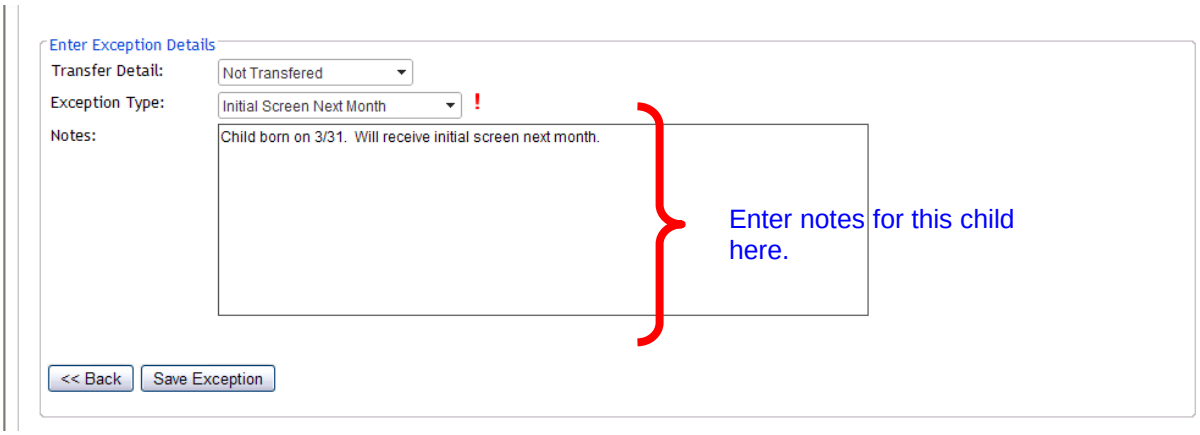
This exception code is for children who do not pass the pulse oximetry screen (as defined in Indiana's pulse oximetry screening protocols) &, therefore, need to be referred to a pediatric cardiologist for additional follow-up. ***Do NOT report these children with the "Transferred Out" transfer code. Transfer codes are only for children who left your facility without receiving a valid pulse oximetry screen.***

Please verify these children's pulse oximetry results before you enter him/her on your MSR. Children who do not pass the pulse oximetry screen should have one of the following types of results:

- Child had three (3) consecutive pulse oximetry screens where his/her readings were < 95% in BOTH the right hand & foot
- Child had three (3) consecutive pulse oximetry screens where his/her readings showed a difference of > 3% between the right hand & foot
- Child had one (1) pulse oximetry reading that was < 90% saturation (in either hand or foot)

If you select this option, enter the name of the facility to which this child was referred for additional follow-up (including echocardiogram) in the "Where will this child receive his/her follow-up care?" box.

3. **<u>Notes</u>** – This section will allow you to enter detailed comments pertaining to this child's exception(s). Examples: "Called child's PCP on 3/1/11 to alert office that this child still needs a pulse oximetry screen. PCP stated that child has appointment tomorrow; PCP will screen at this appointment."



When you have completed all sections, click "Save Exception" to save this child's information and return to the MSR screen. If your exception was saved, you will see the child's name appear in the "Current Exceptions" section. You will also see the blue "success" banner at the top of your INSTEP screen. Repeat the steps above for all children on this month's MSR.

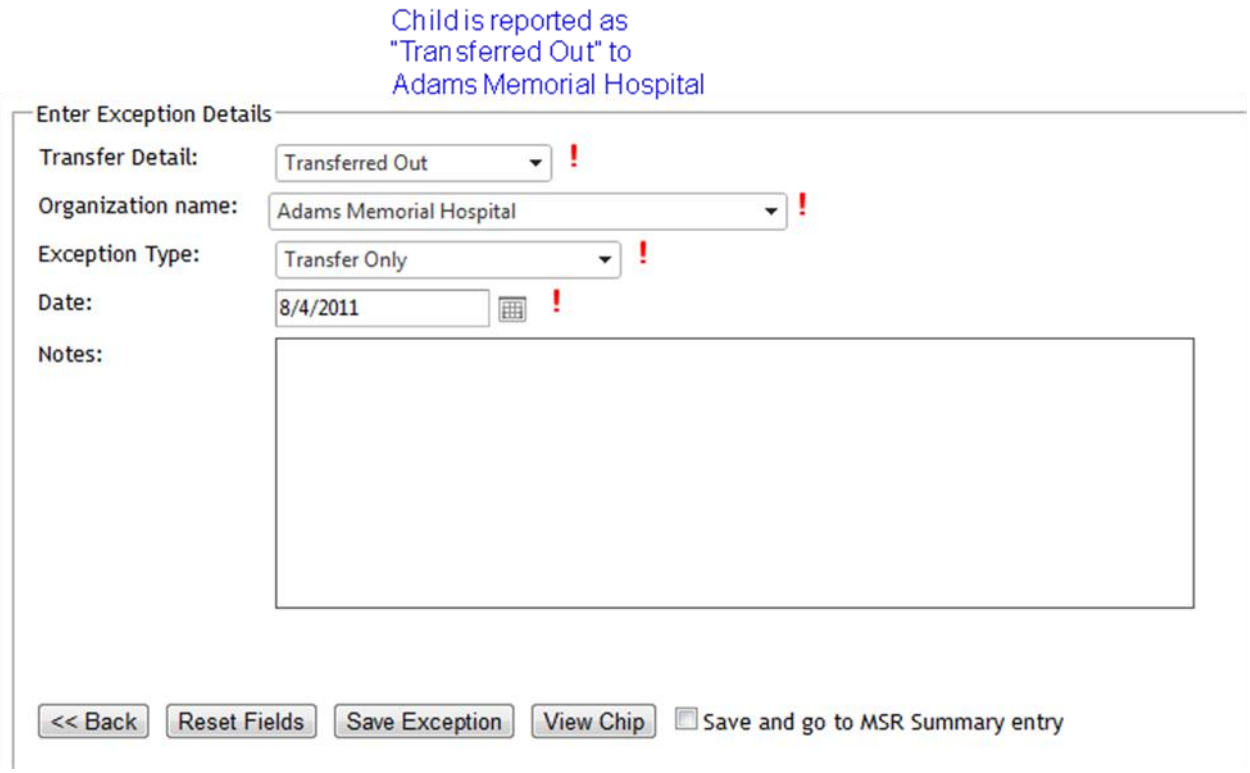
Automatic Population of Transfer Information

INSTEP has the capability to "pre-populate" or "automatically" populate transfer information for birthing facilities who receive children who are transferred from another facility.

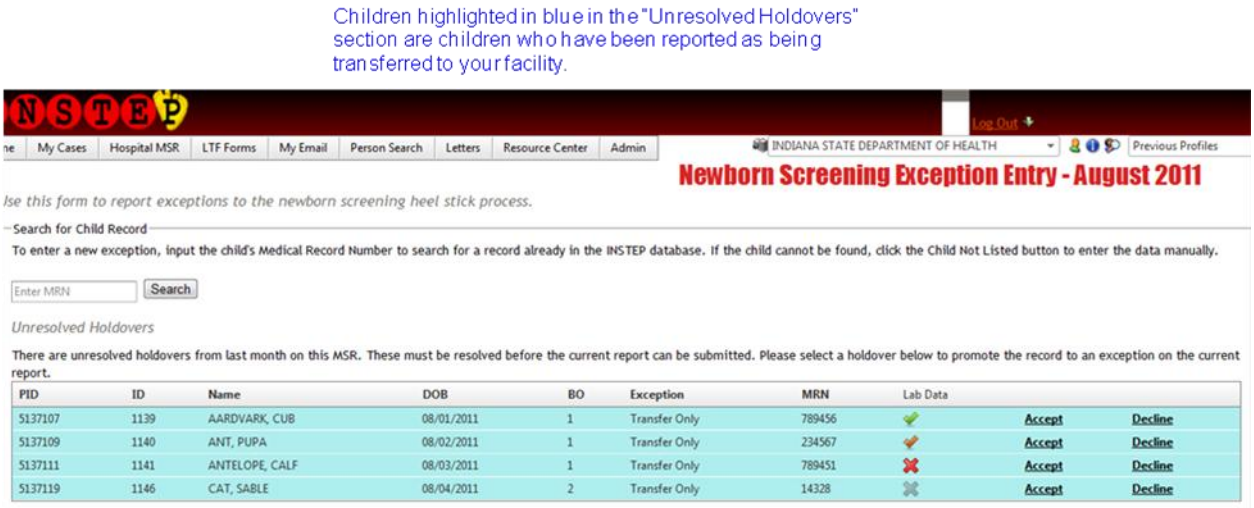
NOTE: All MSR users ***must*** use INSTEP throughout the month in order for this feature to work. If all users submit their MSRs on the 14th of the following month, this feature will not function correctly—users at the receiving facilities will not have any transfers pre-populated. ***As a reminder, please report all exceptions within 5 days of the child's birth or within 5 days of the exception.***

Example:

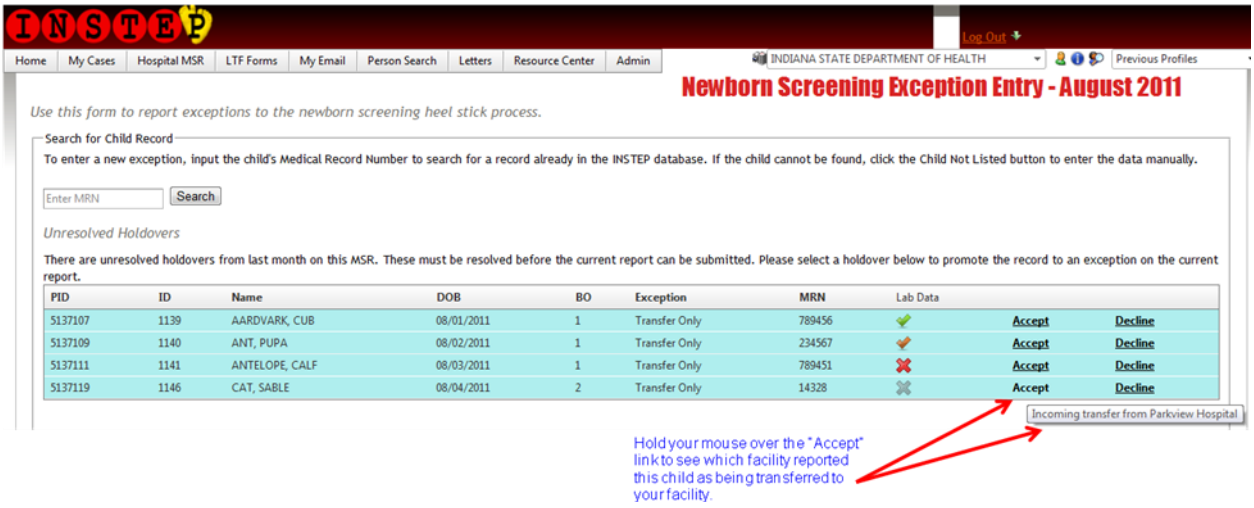
1. Parkview Hospital reports a child as being transferred to Adams Memorial Hospital on the August 2011 MSR.



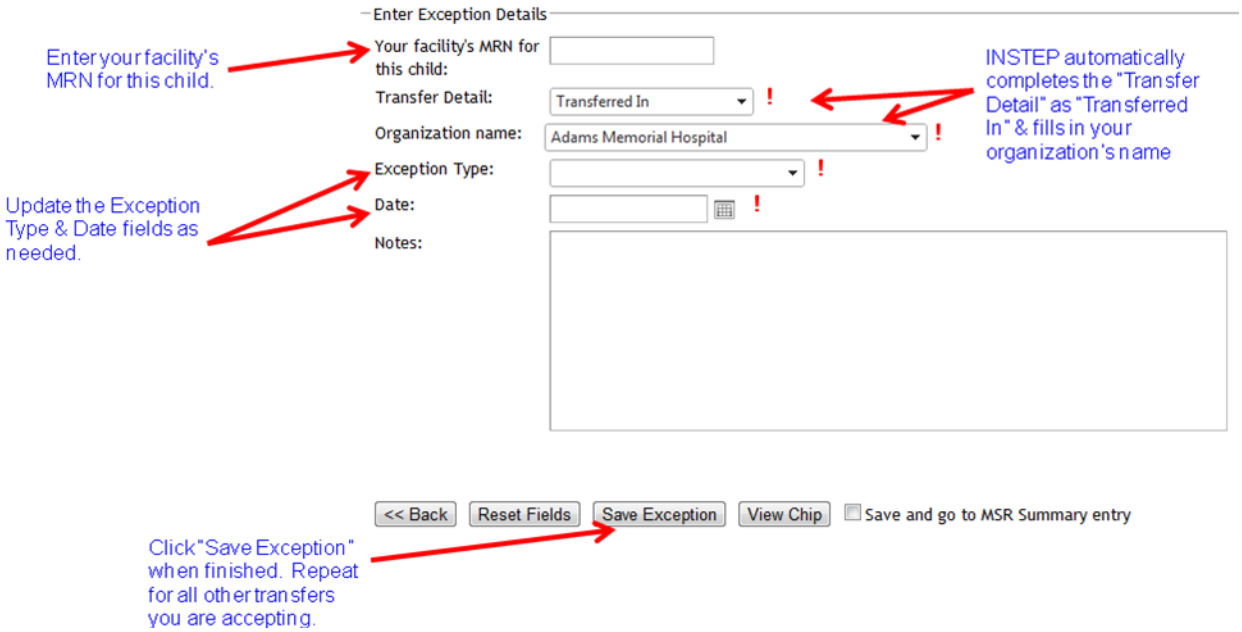
2. Adams Memorial's MSR user logs into INSTEP to complete his/her August 2011 MSR. INSTEP will "pre-populate" the MSR with any children who have been reported as transferred to that facility. ***Children who are reported as transferred to your facility will be highlighted in blue on your MSR. These children will appear in the "Unresolved Holdovers" section of your Exception Entry list.***



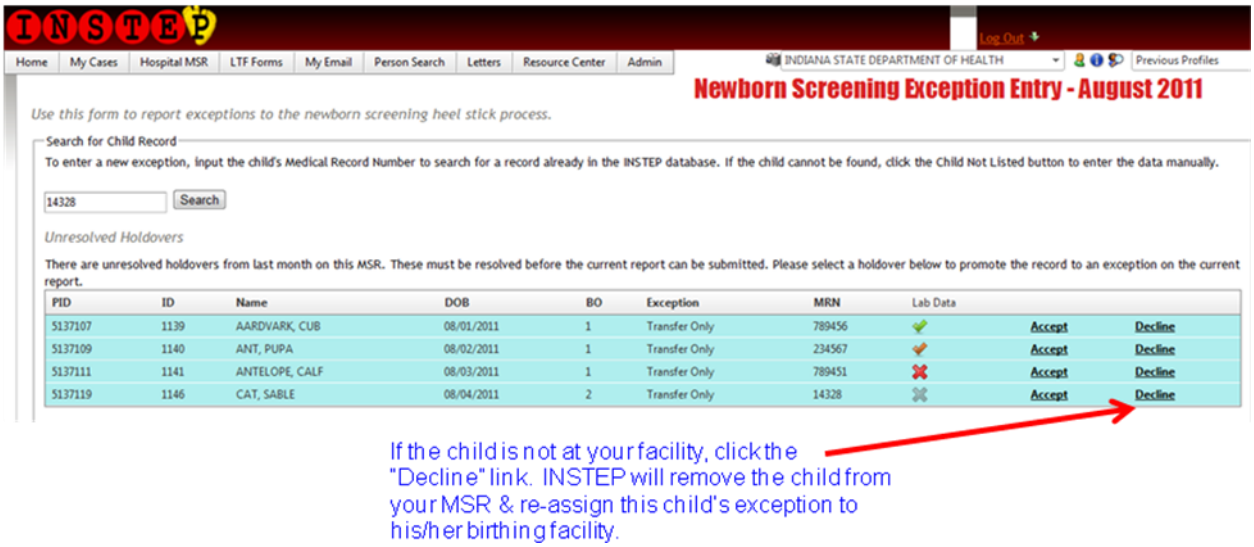
3. If you hover over the "Accept" link, INSTEP will display a small pop-up that will tell you which facility reported the child as being transferred to your facility.



4. <u>Users have two options:</u>
   a. **<u>Accept:</u>** If the child has been transferred to your facility, click "Accept." INSTEP will take you to the Exception Entry screen.
      i. INSTEP will pre-populate the transfer code as "Transferred In" & automatically complete the "Organization Name" field with your facility's name.
      ii. Enter your facility's MRN for the child.
      iii. Update the "Exception Type" as needed. For example, if the child has received his/her pulse oximetry screen, you will select "Finally Screened."
      iv. Enter a date (e.g., date of pulse oximetry screen) if applicable.
      v. Click "Save Exception" when finished.
      vi. Repeat these steps for any additional transfers you are accepting.



b. **Decline:** If the child is not at your facility, click "Decline." INSTEP will remove the child from your MSR & re-assign this child's exception to his/her birthing facility. ***See "Editing a Declined Transfer" section for more information.***

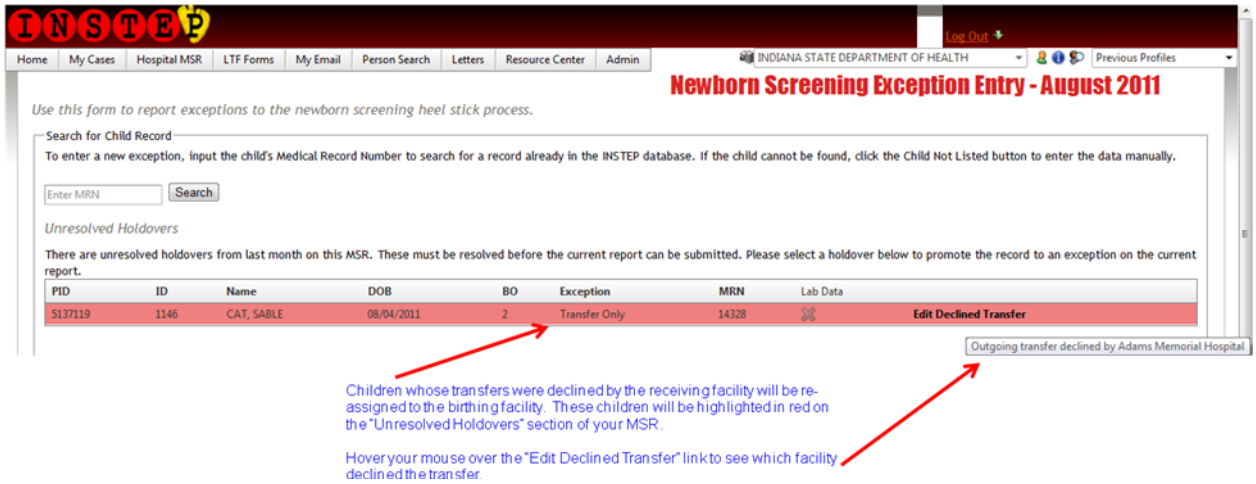


NOTE: ***You must accept or decline all transfers before you can close your MSR.***

Editing a Declined Transfer

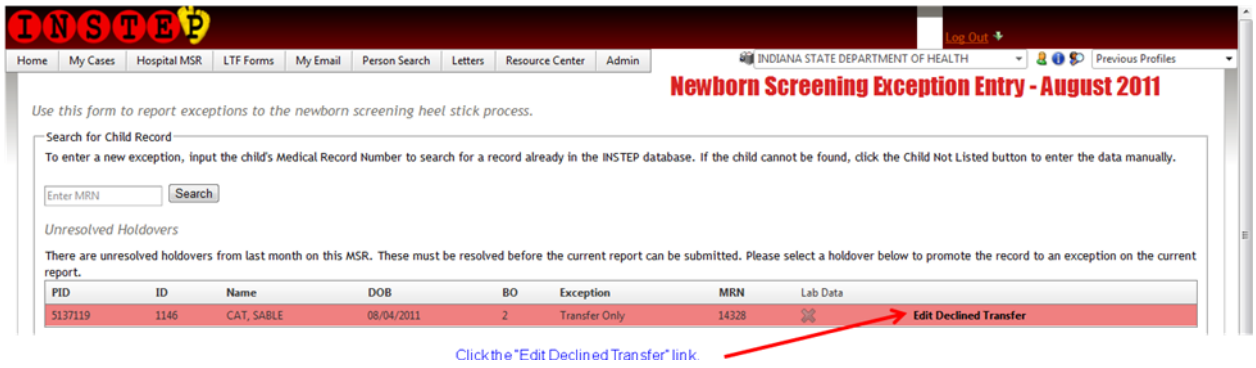
When a birthing facility declines a transfer, INSTEP re-assigns that child's exception to his/her birthing facility. ***Children whose transfers are declined will be highlighted in red on your MSR. These children will appear in the "Unresolved Holdovers" section of your Exception Entry list. You must correct all declined transfers before you can close your MSR.***

Hover your mouse over the "Edit Declined Transfer" link to see which facility declined the transfer.

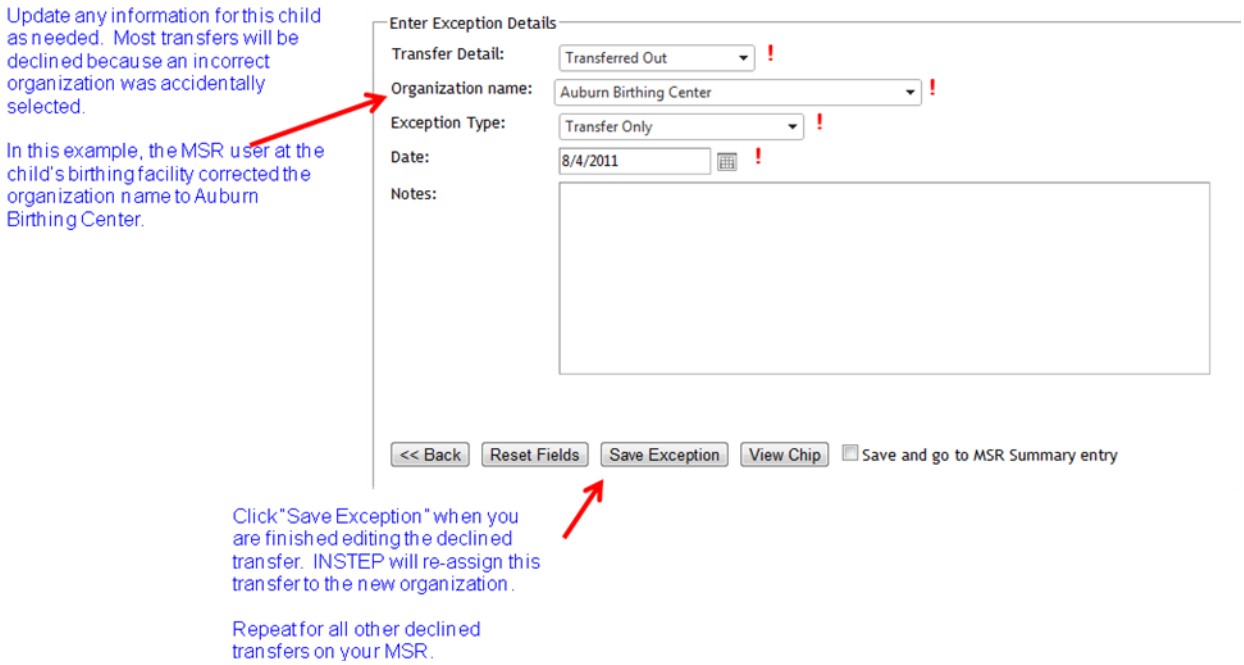


<u>In order to correct the declined transfer:</u>

1. Click the "Edit Declined Transfer" link. INSTEP will take you to the Exception Entry screen for this child.



2. You can correct any information necessary. ***Most of the time, the transfer will be declined because an MSR user accidentally selected the wrong facility name within "Organization Name."***
    a. For example, if an MSR user accidentally selected "Adams Memorial Hospital" instead of "Auburn Birthing Center," Adams Memorial would decline the transfer.
    b. The exception would be re-assigned to the child's birthing facility, which would edit the declined transfer so that the organization name correctly read "Auburn Birthing Center."
3. Click "Save Exception" when you are finished editing the declined transfer.
    a. INSTEP will re-assign the transfer to the new organization.
4. Repeat for all other declined transfers on your MSR.

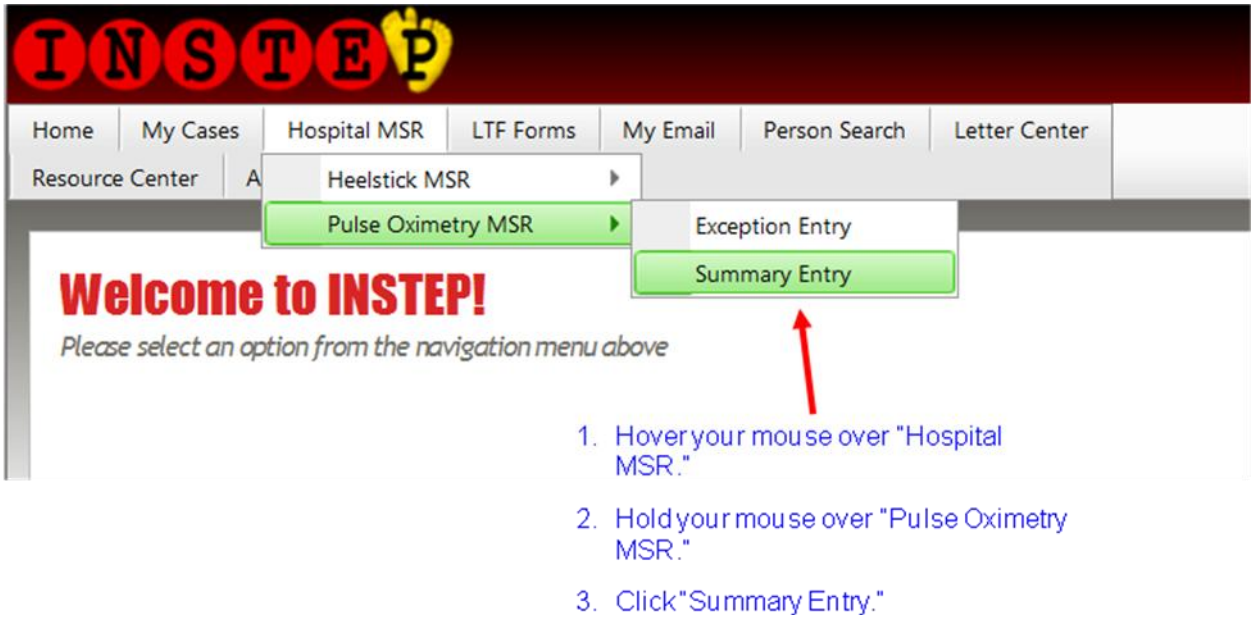


NOTE: Remember, all MSR users ***must*** use INSTEP throughout the month in order for this feature to work. If all users submit their MSRs on the 14th of the following month, this feature will not function correctly—users at the receiving facilities will not have any transfers pre-populated. ***As a reminder, please report all exceptions within 5 days of the child's birth or within 5 days of the exception.***

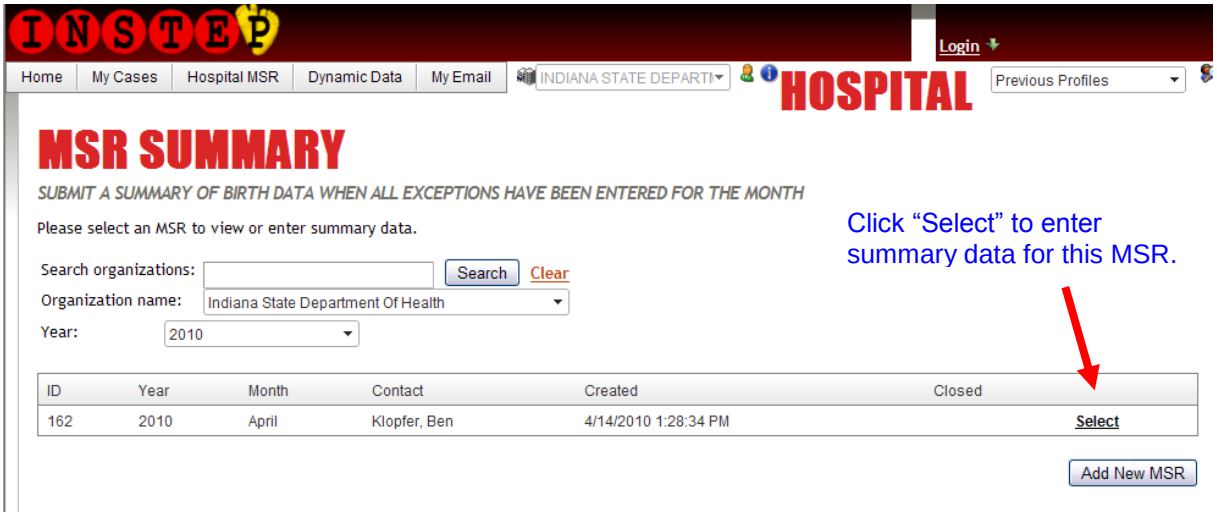
NOTE: ***You must edit all declined transfers before you can close your MSR.*** However, if a facility declines a transfer from your facility *after* your MSR is closed, INSTEP will assign the child's transfer to the INSTEP Director for follow-up.

Entering MSR Summary Data ("Summary Entry")

After you have entered all exceptions for this month's MSR and are ready to enter your MSR Summary data, **hover your mouse over the "Hospital MSR" tab at the top of the INSTEP screen. A drop-down list will appear. Click on "Summary Entry."**



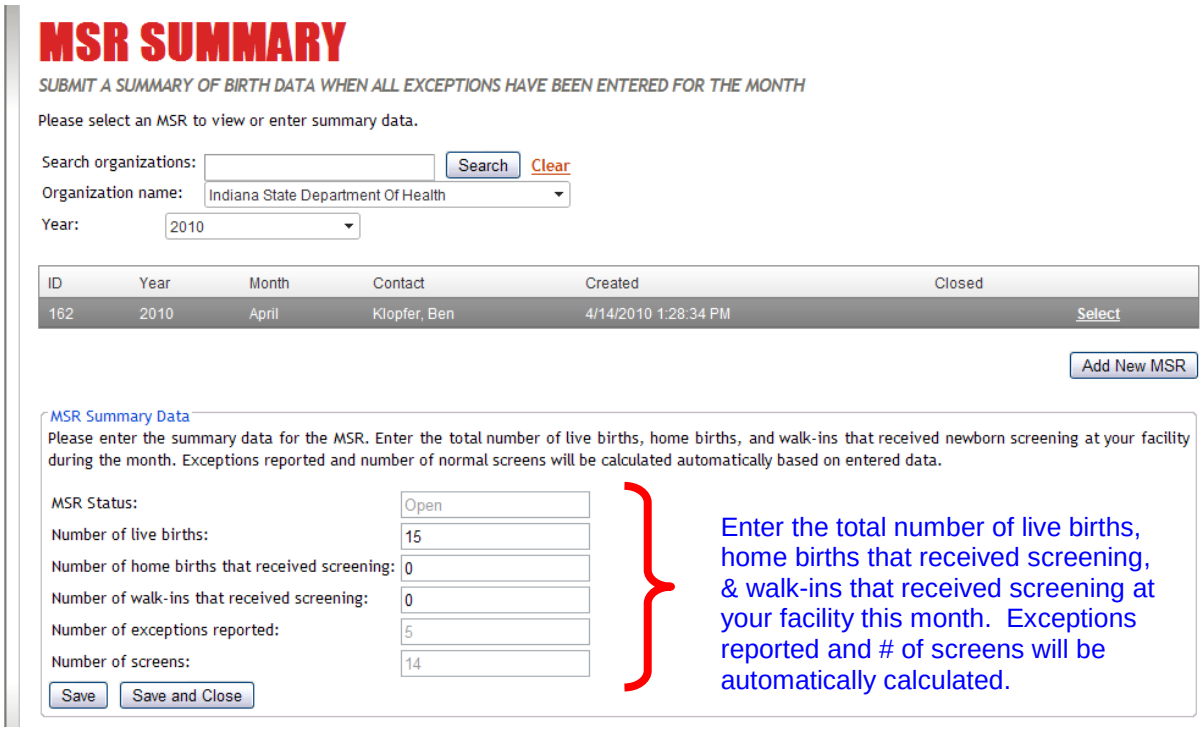
The screen will refresh with a list of open MSRs for your organization. Select the appropriate MSR to enter summary data.



1. The screen will refresh and display the MSR Summary Data form. **<u>Enter the following information:</u>**
    a. **Total number of live births at your facility this month**
    b. **Total number of home births that received a pulse oximetry screen at your facility this month**
    c. **Total number of walk-in patients who received a pulse oximetry screen at your facility this month**

2. The number of exceptions reported and the number of screens will be *<u>automatically calculated</u>* based on the data that you provide.

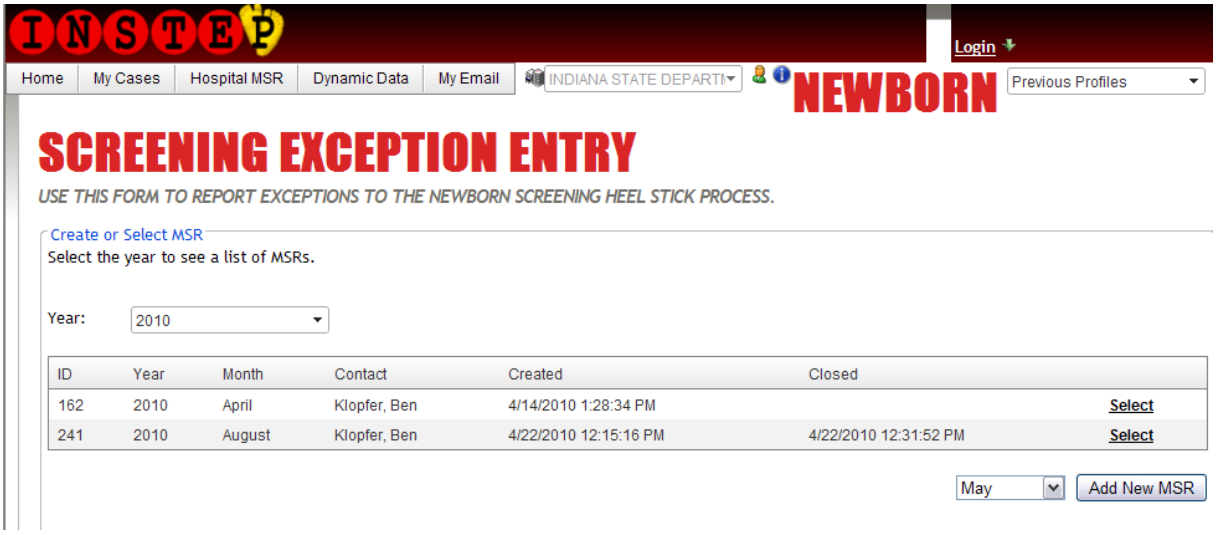
<u>NOTE:</u> To move between the summary data fields, click your mouse on each box **OR** use the "Tab" key on your keyboard. INSTEP will not calculate the number of screens performed each month until you have entered all required summary data.



<u>NOTE:</u> **If you need to come back later to complete entering summary data** for this MSR, click "Save." This MSR will be saved within the INSTEP MSR Summary Entry section until you come back.

Submitting Your MSR

When you have correctly entered all information and are ready to complete this MSR, click "Save and Close." The screen will refresh and show you the date and time that you submitted the MSR.



Do NOT submit your MSR until you are completely finished!

Once you click "Save and Close," your MSR has been submitted to ISDH, and you cannot update or change it. If you wish to return to your MSR at a later date, please click "Save" – do NOT click "Save and Close" until you are ready to submit to ISDH!!

MSRs are due to ISDH by 5 pm on the first business day after the 14th of the month.

Typically, the due date will be the 15th of the month.

If the 15th falls on a weekend, MSRs are due to ISDH by 5 pm the following Monday.

Printing Your MSR

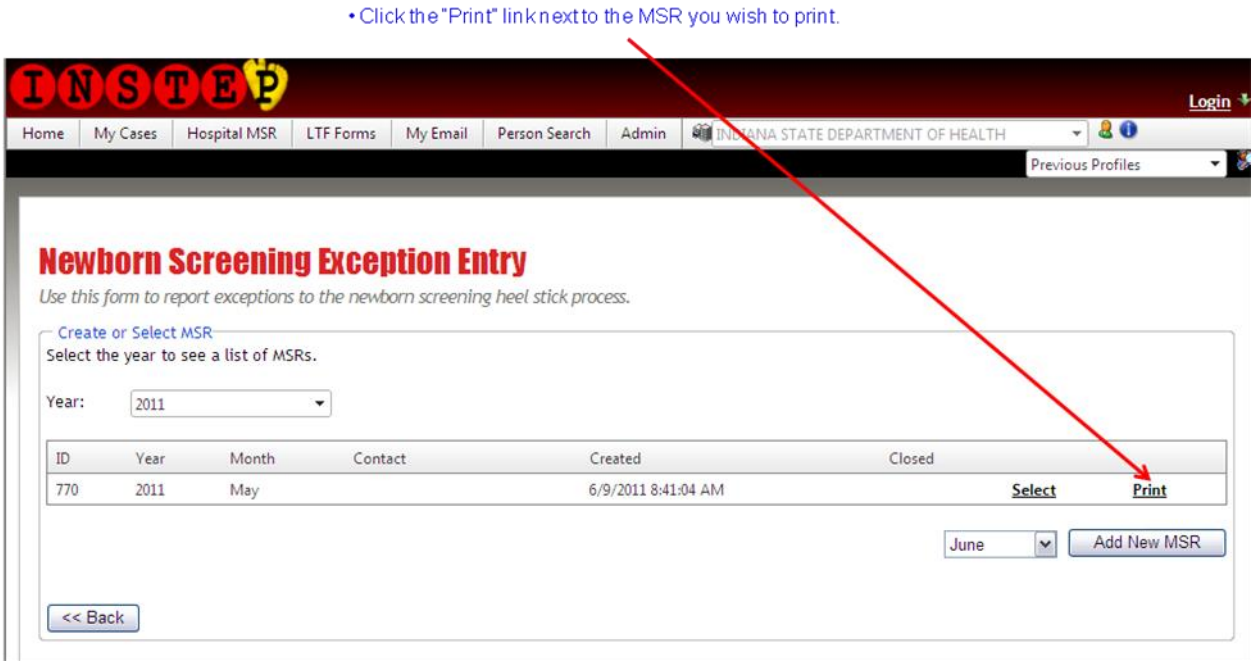
INSTEP allows you to print a copy of each month's MSR for your facility's records. **NOTE:** ***MSRs print in a read-only PDF format. INSTEP users are not able to alter the MSR or printout in any fashion.***

You can print an MSR from the MSR Monthly Exception Report screen or from the Exception Entry screen. **NOTE:** ***For information on printing an MSR from the MSR Monthly Exception Report screen, please see the "MSR Reports" section of this User Guide.***

To print an MSR from the Exception Entry screen:

1. Log into INSTEP and go to the Exception Entry screen by hovering your mouse over the "Hospital MSR" menu and clicking "Exception Entry."

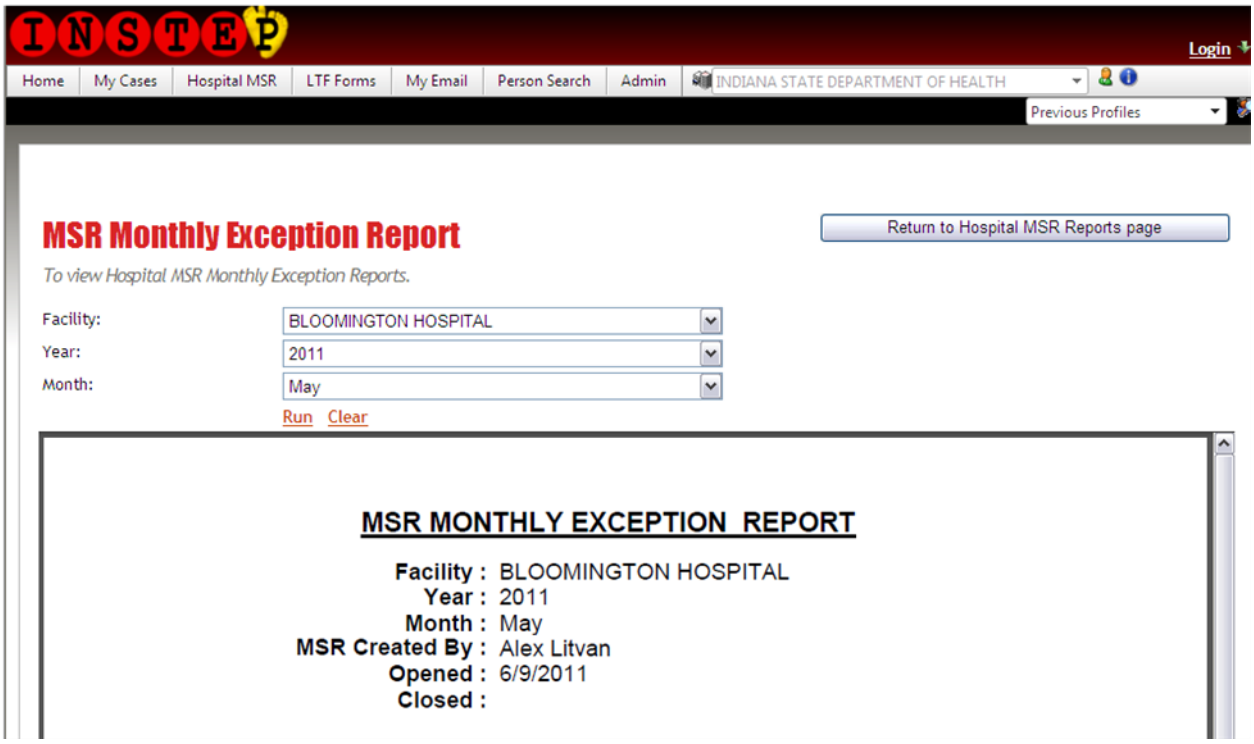
2. **Click on the "Print" link next to the name of the MSR you want to print.**



3. **INSTEP will automatically take you to the MSR Monthly Exception Report screen and display the selected MSR** (with the correct month and year). The MSR will be displayed in the bottom half of your screen.

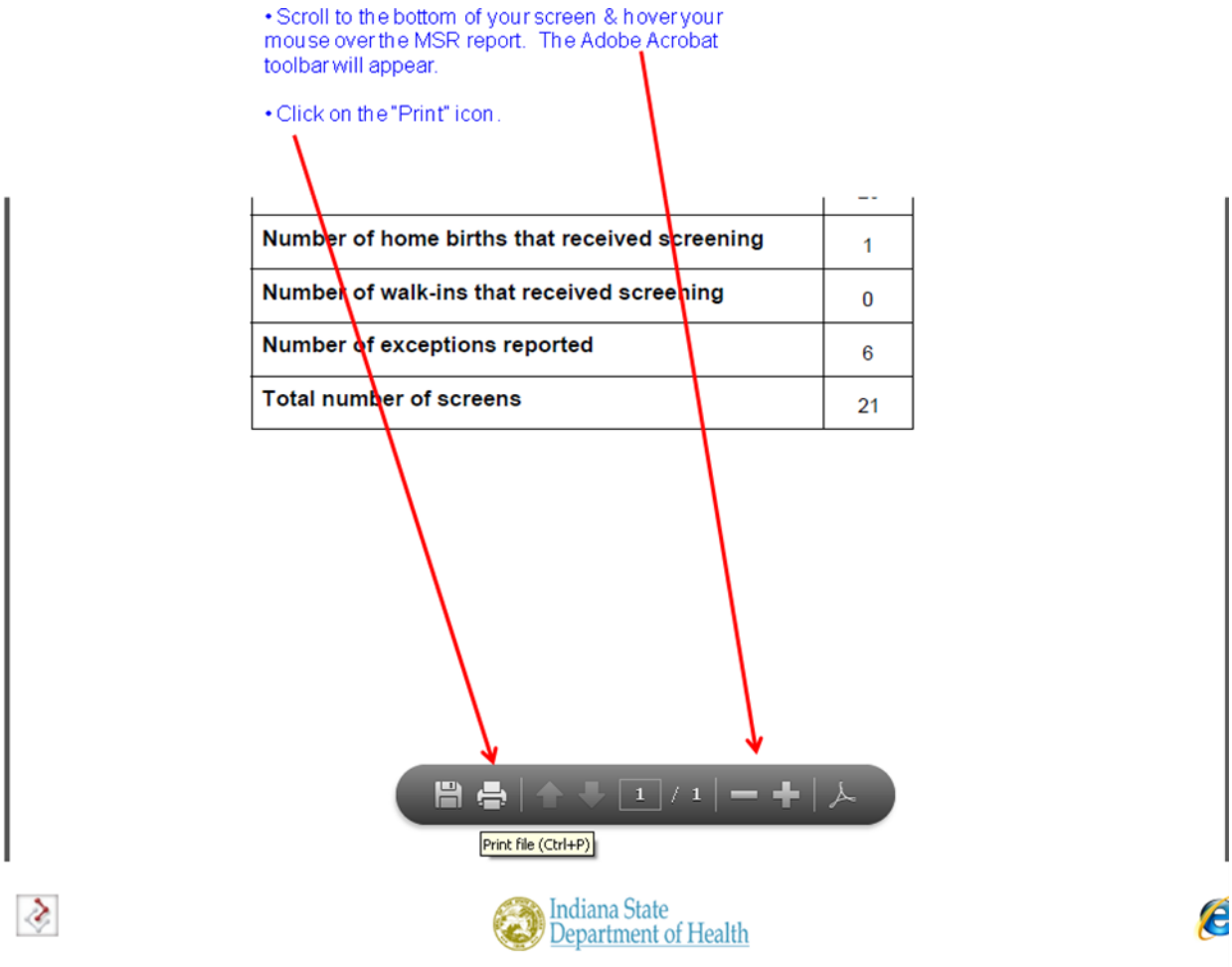
• INSTEP will automatically take you to the MSR Monthly Exception Report.

• The MSR you selected will automatically be displayed in the lower half of the screen.



4. **To print a hard (paper) copy of the MSR, scroll to the bottom of the screen and hover your mouse over the MSR report.** You should see the Adobe Acrobat toolbar appear.

5. **Click on the printer icon** to print the report.

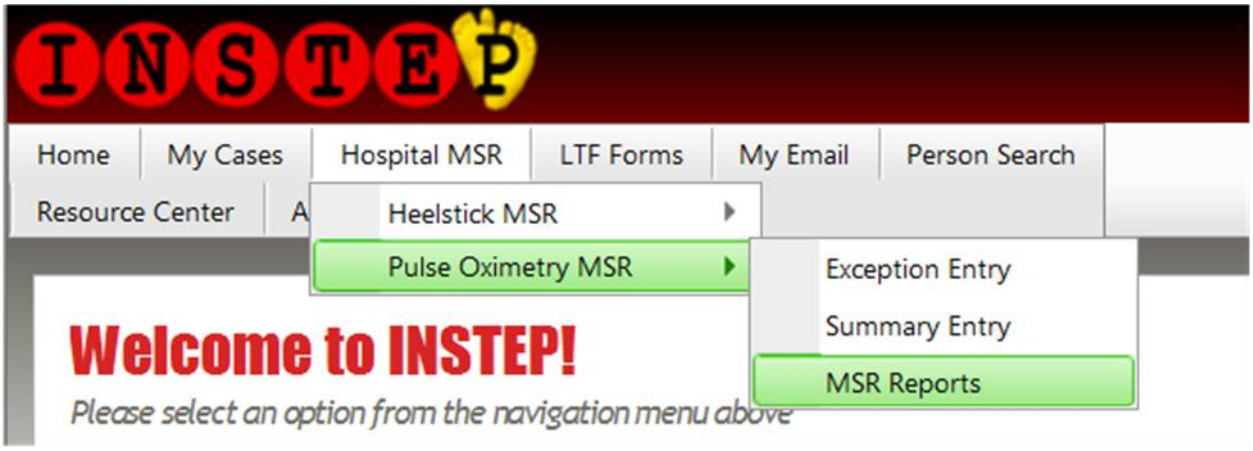


6. To print another MSR, change the date fields (month and year) at the top of the MSR Monthly Exception Report screen, then click "Run." Repeat this step as needed to print additional reports.

MSR Reports

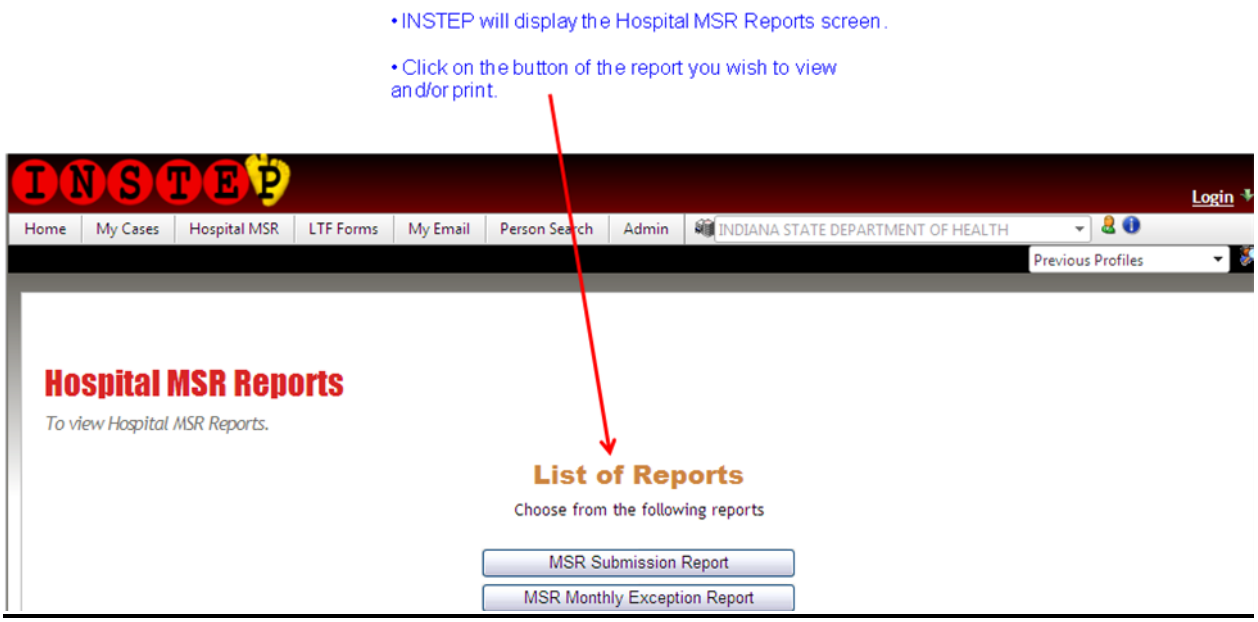
INSTEP allows users to run specific reports so that each facility can track its progress and performance. To access the INSTEP MSR Reports:

1. **Hover your mouse over the "Hospital MSR" menu.**
2. **Hover your mouse over the "Pulse Oximetry MSR" menu.**
3. **Click "MSR Reports"** from the menu.

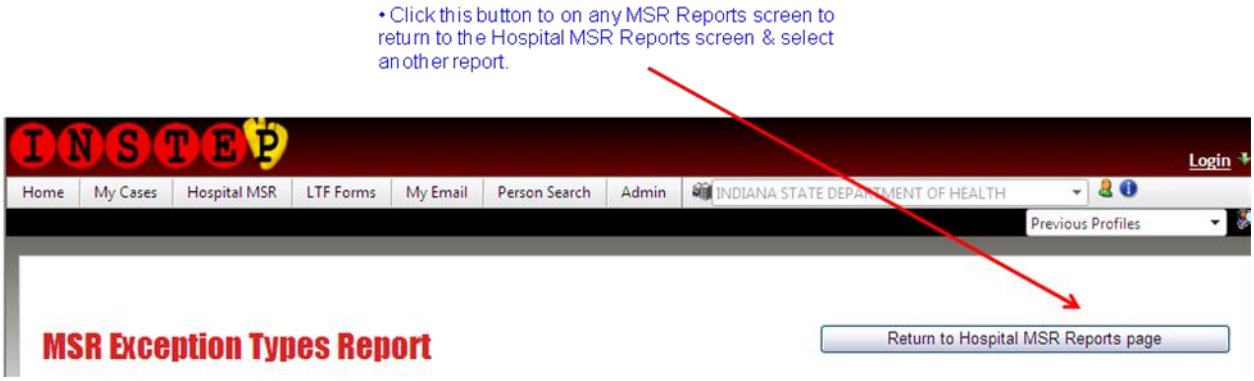


1. Hover your mouse over the "Hospital MSR" menu.
2. Hover your mouse over the "Pulse Oximetry MSR" menu.
3. Click on "MSR Reports."

4. INSTEP will display the Pulse Oximetry MSR Reports page.



NOTE: Each MSR Report page contains a button in the upper-right corner that reads, "Return to Hospital MSR Reports page." You can click this button from any of the MSR Reports screens to return to the Hospital MSR Reports page and select another MSR report.



5. **Select one of the following reports** to run:
    a. ***MSR Submission Report:*** Includes the following items:
        i. A grid that lists:
            1. Name of facility
            2. Selected year
            3. Name of person who created each MSR within the selected year
            4. Date each MSR was created
            5. Date each MSR was closed
            6. Status of all MSRs for a selected year (e.g., whether each MSR was submitted on time/late or is missing/open)
        ii. A grid that summarizes the status (e.g., how many MSRs within the selected year were submitted on time? How many MSRs were late?)

See page 46 for an example of an MSR Submission Report.

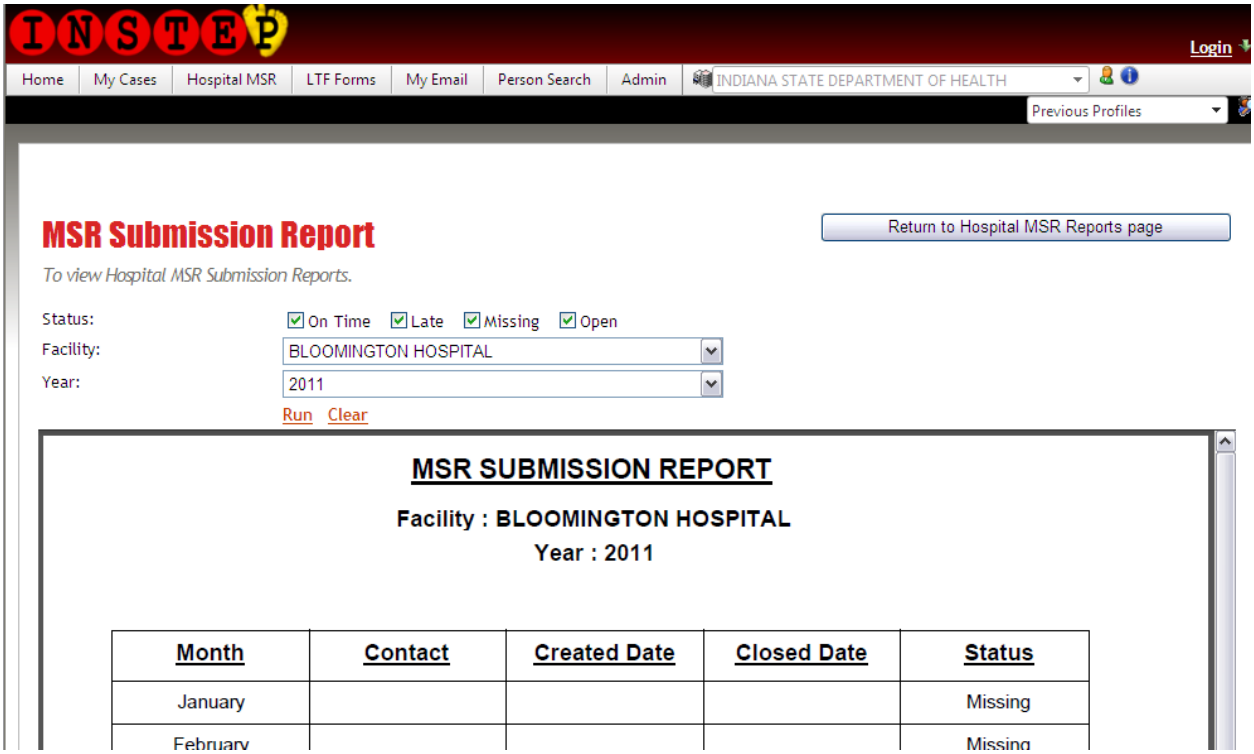
    b. ***MSR Monthly Exception Report:*** Includes the following items:
        i. Facility name
        ii. Month/year of MSR
        iii. Name of person who created MSR
        iv. Date MSR was opened in INSTEP
        v. Date MSR was closed in INSTEP
        vi. List of individual exceptions reported for that month. For each exception, this report displays:
            1. PID (person unique identifier)
            2. Infant's name
            3. Infant's date of birth
            4. Exception code assigned to that infant
            5. Infant's Medical Record Number (MRN)
        vii. List of summary data submitted for that month (as submitted by your facility)

See page 49 for an example of an MSR Monthly Exception Report.

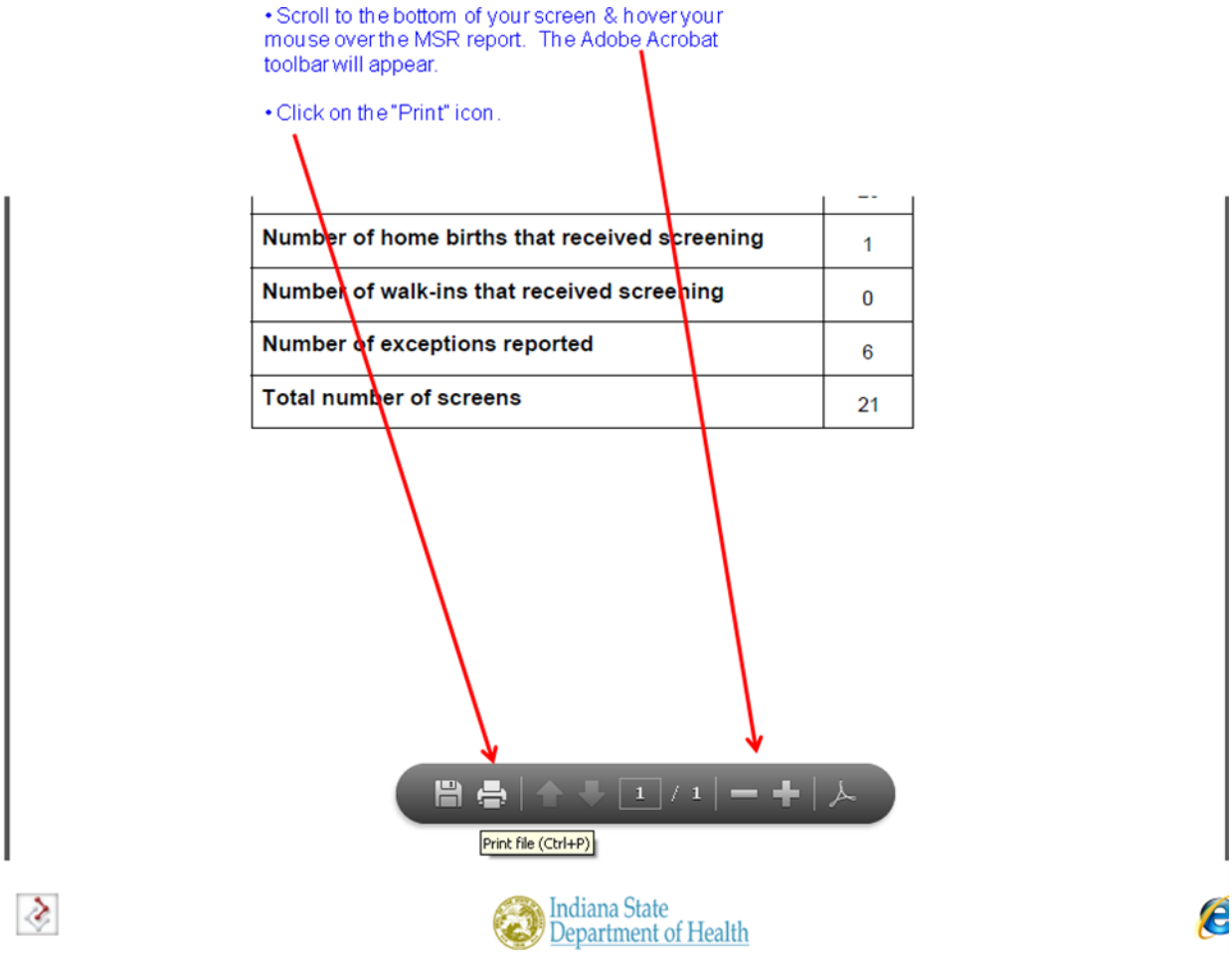
MSR Submission Report

To view and/or print an MSR Submission Report:

1. **Click the "MSR Submission Report" button** on the Pulse Oximetry MSR Reports page of INSTEP.
2. On the "MSR Submission Report" page, **check the boxes of the status(es) you wish to view** on this report.
    a. INSTEP defaults to include all four statuses (on time, late, missing, and open) on each MSR Submission Report.
    b. If you do not wish to view one or more of these statuses, uncheck the box next to the status you wish to remove.
3. **Select the year** of the MSR you wish to view and/or print from the drop-down menu labeled "Year."
4. **Click "Run."**
5. INSTEP will refresh & display the selected MSR Submission Report in the lower half of the screen.



6. **To print a hard (paper) copy of the report, scroll to the bottom of the screen and hover your mouse over the report.** You should see the Adobe Acrobat toolbar appear.
7. **Click on the printer icon** to print the report.



Example of MSR Submission Report

MSR SUBMISSION REPORT

Facility :

Year : 2011

Month	Contact	Created Date	Closed Date	Status
January				Missing
February				Missing
March				Missing
April				Missing
May	Bridwell, Tonya	6/9/2011		Open
June	n/a	n/a	n/a	n/a
July	n/a	n/a	n/a	n/a
August	n/a	n/a	n/a	n/a
September	n/a	n/a	n/a	n/a
October	n/a	n/a	n/a	n/a
November	n/a	n/a	n/a	n/a
December	n/a	n/a	n/a	n/a

STATUS SUMMARY

Status	Total
Submitted	0
On Time	0
Late	0
Unsubmitted	5
Missing	4
Open	1
Total	5

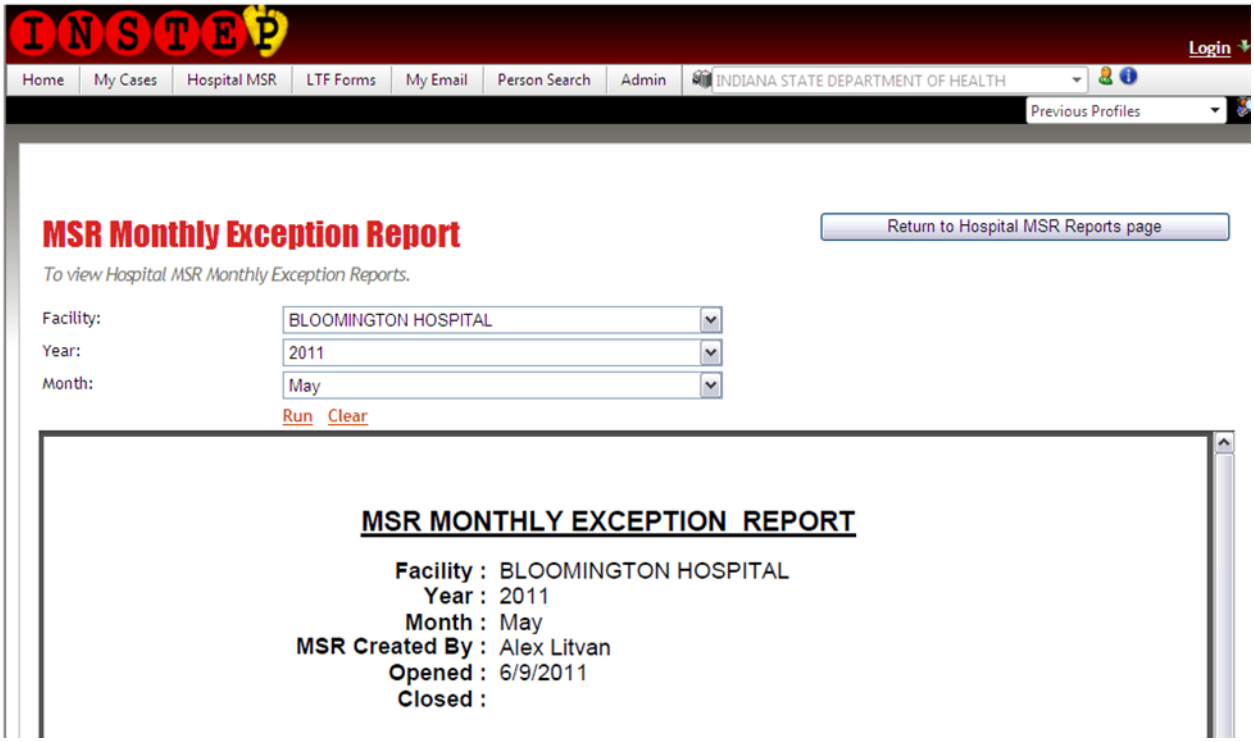
MSR Monthly Exception Report

To view and/or print an MSR Monthly Exception Report:

1. **Click the "MSR Monthly Exception Report" button** on the Pulse Oximetry MSR Reports page of INSTEP.
2. **Select the year and month** of the MSR you wish to view and/or print from the drop-down menus labeled "Year" and "Month."
3. **Click "Run."**
4. **INSTEP will refresh and display the selected MSR Monthly Exception Report in the bottom half of your screen.**

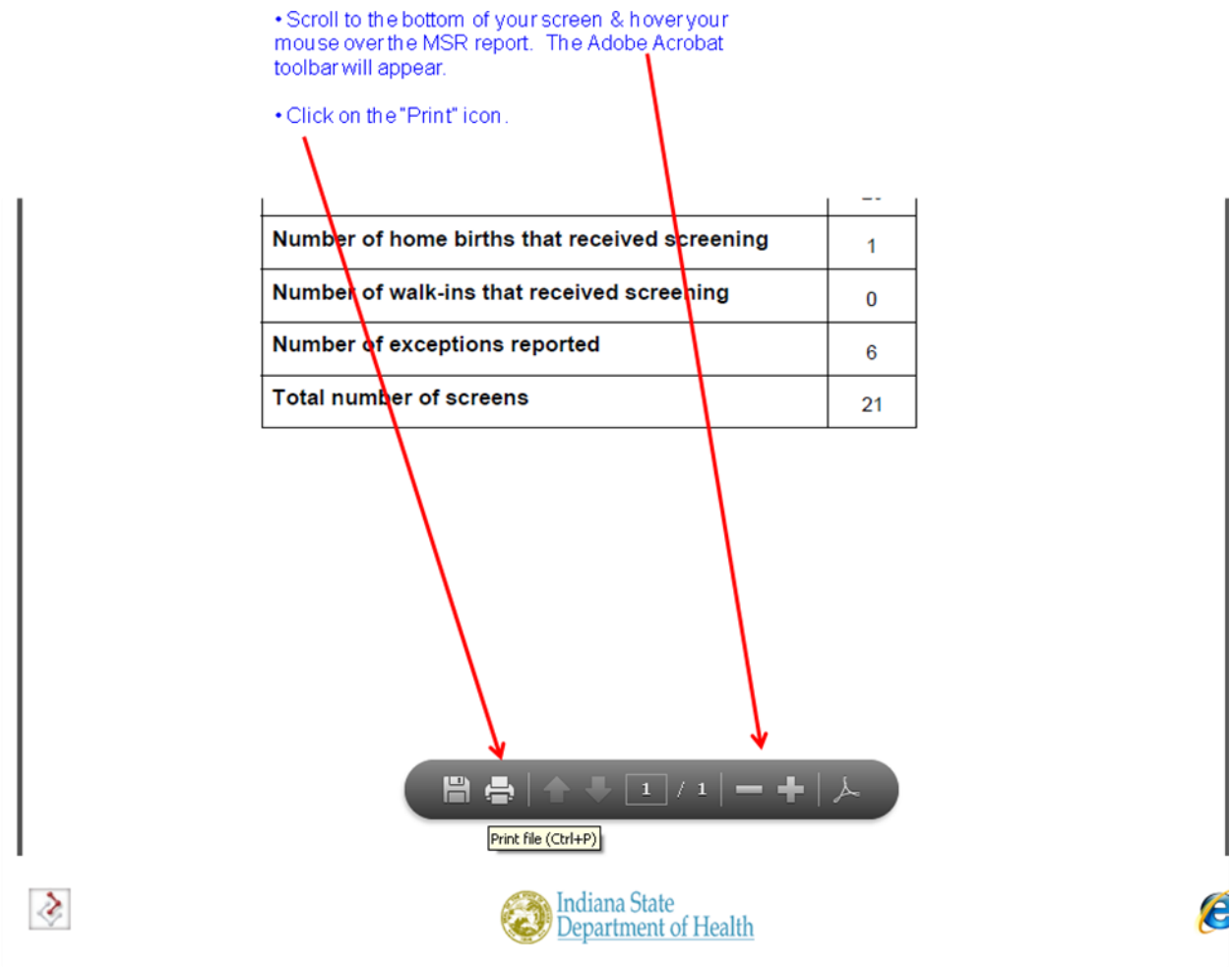
• INSTEP will automatically take you to the MSR Monthly Exception Report.

• The MSR you selected will automatically be displayed in the lower half of the screen.



5. **To print a hard (paper) copy of the report, scroll to the bottom of the screen and hover your mouse over the report.** You should see the Adobe Acrobat toolbar appear.

6. **Click on the printer icon** to print the report.



7. To print another MSR Monthly Exception report, change the date fields (month and year) at the top of the MSR Monthly Exception Report screen, then click "Run."

8. Follow steps 5 – 7 above to print additional reports.

Example of MSR Monthly Exception Report

MSR MONTHLY EXCEPTION REPORT

Facility :
Year : 2011
Month : May
MSR Created By :
Opened : 6/9/2011
Closed :

PID	Name	DOB	Exception Code	MRN
5136338	WORKING, WORK	05/17/2011	Transfer Only	1
5136340	SECOND, TEST	05/02/2011	Transfer Only	2
5136349	HORSE, NELLY	05/24/2011	NICU	123456
5136354	A, B	05/10/2011	NICU	3
5136356	E, F	05/02/2011	Initial Screen Next Month	4
5136358	G, H	05/09/2011	Religious Refusal	5

SUMMARY DATA

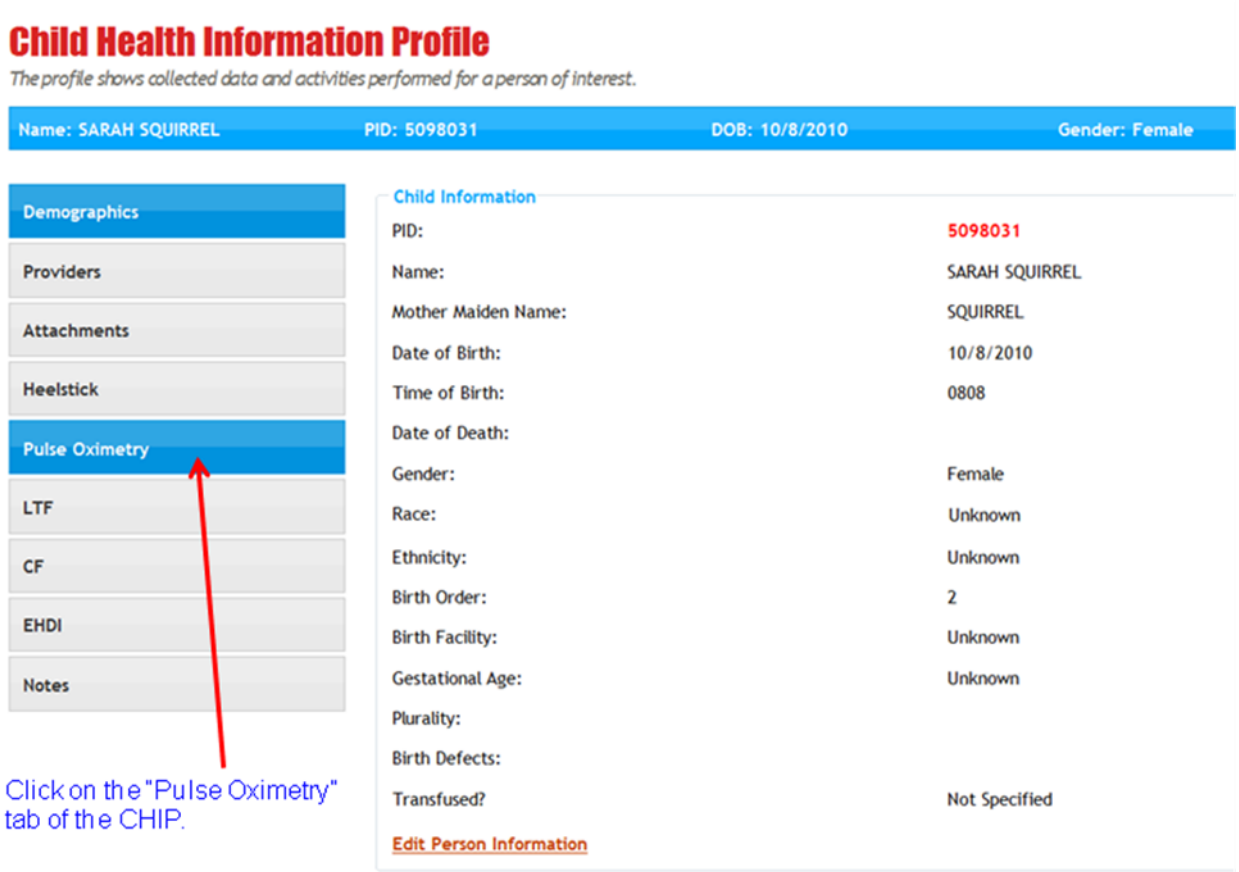
Number of live births	23
Number of home births that received screening	1
Number of walk-ins that received screening	0
Number of exceptions reported	6
Total number of screens	21

Sending a Secure E-mail through INSTEP

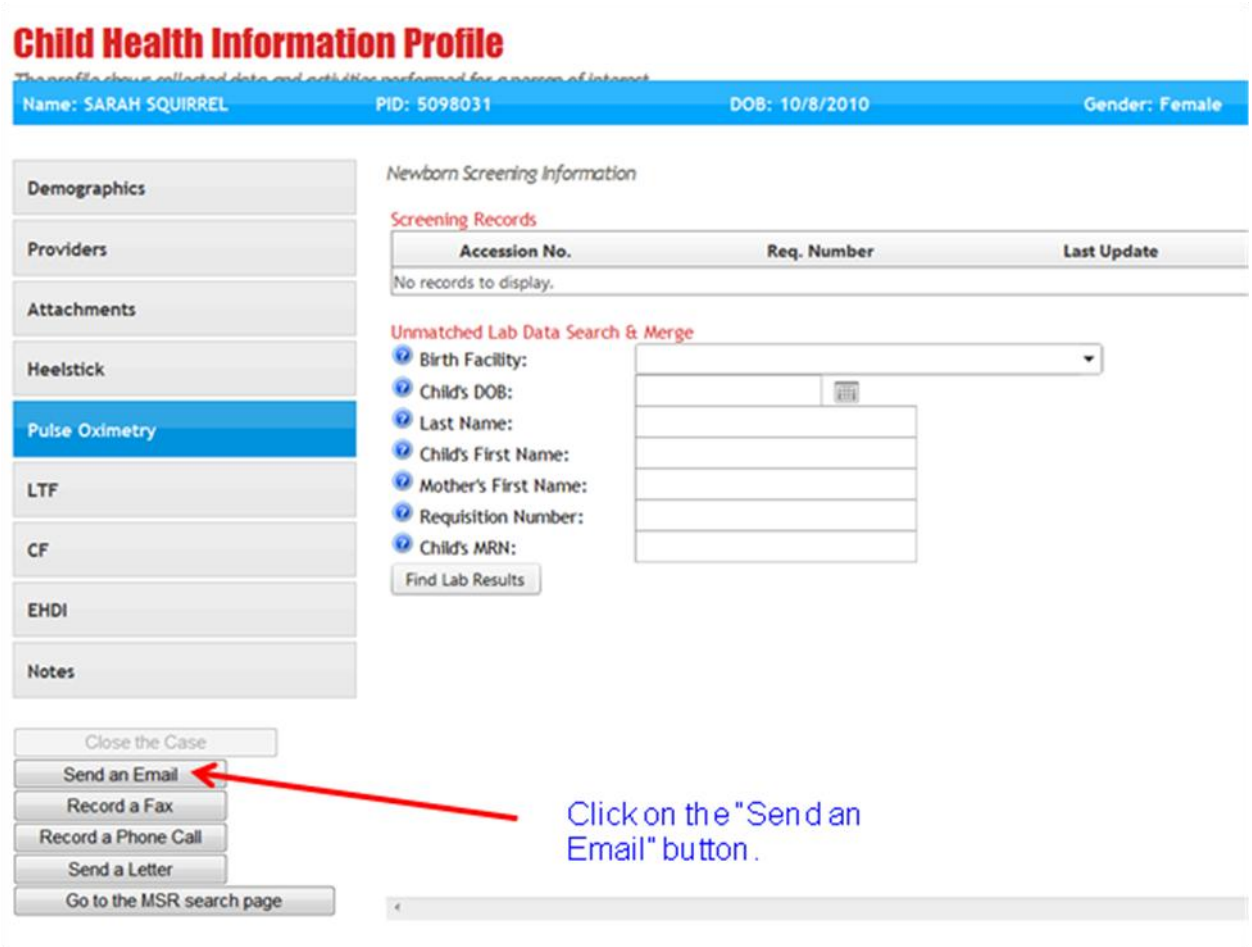
INSTEP has a secure e-mail feature that allows INSTEP users to send and receive messages that contain protected health information (PHI) – or any detailed information about a specific child – safely and securely, without worrying about violating any HIPAA security or privacy rules.

To compose a secure message within INSTEP:

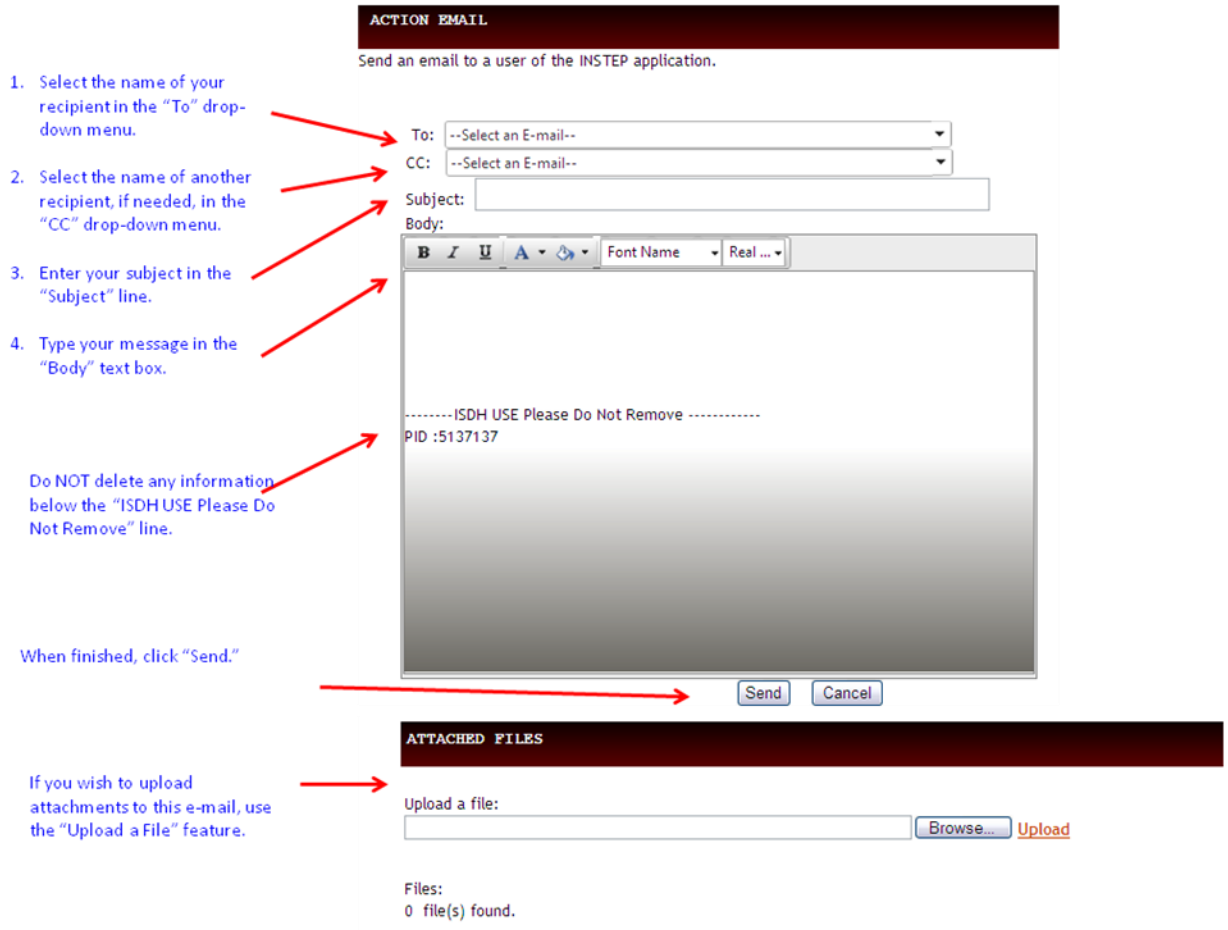
1. Start by accessing the Child Health Information Profile (CHIP) of the specific child about whom you are writing a message. You can access the CHIP by:
    a. Clicking on "Person Search" at the top of your INSTEP screen & completing the required fields (marked by a yellow triangle)
    OR
    b. Clicking the "View the CHIP" link or button on your Exception Entry screen.
2. Click on the "Pulse Oximetry" tab on the left-hand side of the CHIP.



3. Click on the “Send an Email” button in the lower left corner of the “Pulse Oximetry” tab.



4. INSTEP will display the Secure E-mail page.
    a. Select the name of the recipient by clicking on the "To" drop-down menu and picking the person's name.
    b. Select the name of another recipient by clicking on the "CC" drop-down menu and picking the person's name.
    c. Type the e-mail's subject in the "Subject" line.
    d. Type your message in the "Body" text box. ***Do not delete any text under the line marked "ISDH USE."***
    e. If you wish to add any attachments to your message, use the "Upload a file" feature at the bottom of the screen. *See the "Religious Waiver" exception section of this User Guide for step-by-step instructions for uploading files.*
    f. When you are finished with your message, click "Send."



5. INSTEP will send & store your e-mail message securely.
    a. ***Your actual message will stay within INSTEP—no PHI will be released outside of INSTEP.***
    b. Instead of seeing your actual message (containing the PHI about the child) in his/her e-mail inbox, your recipient(s) will receive notification that a secure e-mail is awaiting them in INSTEP.
    c. The recipient(s) can click on the link in this message to log into INSTEP and access their "My E-mail" page to see your message.

ISDH INSTEP Email Notice

ceddy@isdh.in.gov

This message was sent with High importance.

Sent: Tue 8/16/2011 10:38 AM
To: Eddy, Courtney

Courtney Eddy has sent you a secured email.

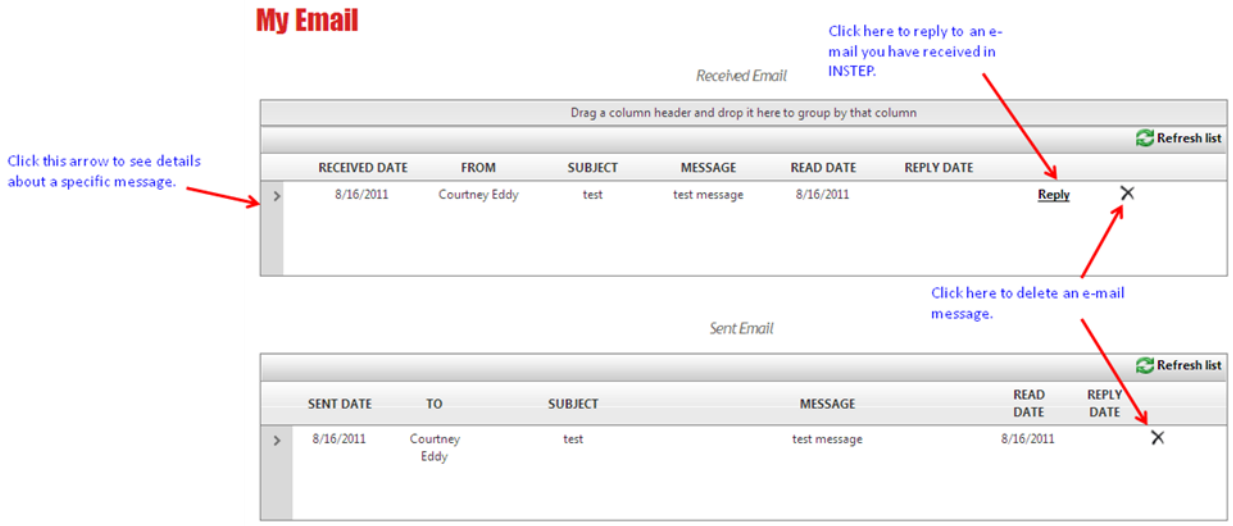
To Access your message, simply follow these steps:

1. Click here to login and view the contents of this secured email.
2. Enter your user name and password when prompted.
3. Access your inbox to view the message.

If your email software does not support the 'Click Here' link above, copy the URL below and paste it into the address bar on your web browser.

https://gatewaydev.isdh.in.gov/GatewayTst/SignIn.aspx?appid=71&redirectTo=INSTEP/MyEmail.aspx

6. Your “My E-mail” page in INSTEP will display all e-mail messages you have sent or received through INSTEP.
    a. For details of an individual message, click the arrow to the left of the message.
    b. To reply to a message, click the “Reply” link.
    c. To delete a message in your Received or Sent e-mails, click the “X” icon. You will be asked for confirmation that you wish to delete the message.
    d. You can also sort your messages by clicking on any of the column headers within the My E-mail page (such as “From,” “Reply Date,” etc.).



Frequently Asked Questions (FAQs)

Why can't I log into the Gateway?

You must register for an account within the Gateway before you can log into the Gateway. In order to register for a Gateway account, make sure you've obtained the Gateway security code from ISDH. For more information about registering for a Gateway account, see pages 4 – 6 of this User Guide.

Why don't I see INSTEP as a tab on my Gateway home page?

You must request and be granted access to INSTEP before you will see an "INSTEP" tab on your Gateway home page. If you are a current Gateway user, you will need to request access to INSTEP through the Gateway home page. For more information, see pages 8 – 11 of this User Guide.

How do I add a child to an MSR if I can't find him/her by MRN?

If you **search for a child by medical record number (MRN) and no matches are found** within the INSTEP database, you will be automatically sent to the Exception Entry screen, where you will be able to enter demographic information for the child, his/her mother, and his/her primary care provider, as well as the exception information.

If you **search for a child by MRN and cannot find the child in the list of potential matches** that are found within the INSTEP database, click the "Child Not Listed" button to manually enter the child's information.

For more information about entering demographic information within INSTEP, please see pages 20 – 23 of this User Guide.

Why can't I create a new MSR?

INSTEP will not allow you to open a new MSR if the previous month's MSR has not been completed & submitted. INSTEP works like this so all "holdovers" are addressed appropriately the next month.

How do I add an MSR *if I only need to enter summary data*?

Users who need to enter an MSR with no exceptions can click on "Summary Entry" in the Hospital MSR menu. On the Summary Entry screen, make sure that you have selected the correct month & year of MSR, then click the "Add New MSR" button. INSTEP will refresh & display your new MSR in the list of MSRs for the current calendar year. Enter summary data as usual.

Why are children from last month's MSR automatically appearing on my MSR for this month?

These children are "holdovers" from the previous month. Certain exception codes ("Discharged without Pulse Oximetry Screen," "NICU," "Initial Screen Next Month," etc.) will require you to **promote**, or update, the child's status on the next month's MSR.

Example: If a child was listed with the "NICU" exception code and received his/her pulse oximetry screen the following month, this child can be promoted / updated to "Finally Screened." The child will not appear on the next MSR.

Should I enter time in 12-hour or 24-hour format?

Please enter times in INSTEP in a 24-hour (military) format (e.g., 11:15 PM = 2315). Be sure that you enter a "leading zero" for all times before 10 AM (e.g., 5:20 AM = 0520). Do not use a colon (e.g., 10:00 AM = 1000).

What if I don't know the baby's first name?

INSTEP contains a checkbox labeled "Child's first name is unknown." You should ***not*** enter a child's first name as "Baby," "Baby Boy/Girl," or "Infant." If you don't know the infant's first name, or if the infant does not yet have a first name, please check this box and leave the "First Name" text box blank.

How should I report a baby if his/her name has changed?

Report the child with his/her ***current legal name***.

- If the child's previous last name is the same as the mother's maiden name, report that name in the "Maiden Name" box.
- Do NOT report a child's name as "Smith (Jones)" or "Smith PREV Jones." INSTEP will not be able to match this child's record with his/her birth certificate & NBS lab results!
- Remember that you can always update a child's name in INSTEP **until you close your MSR for the month.** Once an MSR is closed, information can no longer be updated for that child's record.

How should I assign birth order for twins, triplets, etc.?

Birth order should be matched to the assigned order from the babies' birth facility. If a set of twins is transferred to your facility, infant B (2) at your facility should have been infant B (2) at the birth facility. Incorrect information can lead to duplicated or incorrectly merged records within the ISDH Repository.

What children should be reported as transfers in/out of my facility?

The new MSR form requires you to tell us about all children who enter or leave your hospital ***before having a pulse oximetry screen***. You should report ALL of the following:

- *Transferred in to your facility:* Every baby who was born at another facility, but comes to your facility ***without having a valid pulse oximetry screen***
- *Transferred to another facility:* Every baby who leaves your facility ***without having had a valid pulse oximetry screening***

NOTE: You do **NOT** need to report children who are transferred in/out ***AFTER receiving a valid pulse oximetry screen***.

How should I report a child who was transferred into my facility and received a valid pulse oximetry screen before I submitted my MSR?

- The *transfer code* for this child should be "Transferred into your facility."
- The *exception code* for this child should be "***Finally Screened.***"
  - Do **NOT** this child with the "Transfer Only" exception code.
  - Be sure to include the date the child received his/her pulse oximetry screen!

If a child was transferred in/out multiple times during the same month, how do I report that?

List the transfer code for whatever action happened LAST. For example, if a child was transferred out of your facility, back to your facility, and then out to another facility, that child would be reported on your MSR as "Transferred to another facility."

What if a child was transferred to a hospital outside Indiana before having a valid pulse oximetry screen?

These children should be reported with the "Transfer Out" transfer code. Enter the date that the child was transferred to the out-of-state facility.

NOTE: You should be able to select the out-of-state organization's name within the "Organization" drop-down menu for your transfer. If you can't locate a facility in INSTEP, please contact ISDH with the hospital's name and address so the facility can be added to INSTEP.

How should I report a child who does not pass his/her pulse oximetry screen?

These children should be reported with the following codes:

- Transfer code = ***Not Transferred***
- Exception code = ***Did Not Pass Pulse Oximetry Screen***

Be sure to include the date of the child's pulse oximetry screen & the name of the facility where the child will be receiving his/her pediatric cardiology follow-up services.

NOTE: Do ***NOT*** report these children with the "Transferred Out" transfer code. This transfer code is only used for children who leave a birthing facility without having a valid pulse oximetry screen.

How should I report NICU babies?

What happened with this baby?	Your transfer code should be…	Your exception code should be…
Baby transferred to a NICU at another facility	**Transferred to another facility**	**TRANSFER ONLY**
Baby transferred to your hospital's NICU, screened in same calendar month	**Transferred to your facility**	**FINALLY SCREENED (provide date of pulse oximetry screen)**
Baby transferred to your hospital's NICU, but did NOT receive pulse oximetry screen in same calendar month	**Transferred to your facility**	**NICU (no date required)** ****This child will be a holdover on next month's MSR****

Do I need to report babies born at the end of a calendar month as "Initial Screen Next Month" exceptions?

ONLY if that child has not received his/her pulse oximetry screen by the time you submit your MSR. Children who are born at the end of a calendar month, but receive the pulse oximetry screen *before you submit your MSR* are considered **normal** screens and don't need to be reported.

How do I tally my exceptions each month?

ANY child that you report as an exception on your MSR counts as an exception, regardless of the transfer or exception codes. This includes any children who are "Transfer Only" exceptions or were promoted to "Finally Screened." INSTEP will calculate your exceptions and total number of initial screens for you.

We realize that the number of initial screens reported in INSTEP may not match the number of initial screens recorded in your NBS log at your facility. This is okay! ISDH is no longer focusing on matching numbers—our follow-up is focused on ensuring that every child born in Indiana receives a valid, complete initial NBS (including pulse oximetry screen).

Can I print my MSR?

Yes, you can! See the section "Printing Your MSR" within this User Guide for more information.

Is INSTEP compatible with Macintosh computers?

Currently, INSTEP is not fully compatible with Mac computers. Mac users may have reduced functionality of some components of INSTEP.

What types of files can I upload to INSTEP?

Currently, INSTEP will accept the following types of files: pdf, tiff, bmp, gif, png, doc, xls, docx, xlsx, xps, jpg, jpeg.

ISDH Contact Information

Person to Contact	Issue/Question
Eileen White *Chief Nurse Consultant* *(317) 233 – 1379* *(317) 234 – 2995 (fax)* *EWhite1@isdh.IN.gov*	• Patient-specific questions • Questions about NBS follow-up • Submitting signed Religious Waiver or other NBS follow-up information **via fax (paper copies)**
Courtney Eddy *INSTEP Director* *(317) 233 – 9260* *(317) 234 – 2995 (fax)* *CEddy@isdh.IN.gov*	• Questions about using INSTEP • Requesting Gateway/INSTEP security codes • Questions about the NBS law and/or legal rules • All other NBS questions/issues