



Newborn Screening News

Special Edition

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VOICE RESPONSE SYSTEM

What is the Voice Response System (VRS)?

The purpose of the Voice Response System (VRS) is to provide 24-hour access to newborn screening laboratory information on all patients screened at the Texas Department of State Health Services (DSHS) Laboratory.

What are the requirements to use the VRS?

To use the VRS you must have a Licensed Texas Newborn Screening number and Personal Identification Number (PIN).

How do I meet these requirements?

If you are presently a DSHS Submitter, you were assigned a Texas Newborn Screening (NBS) Number. If you plan to become a DSHS Laboratory Submitter, i.e., you will be collecting newborn screening blood specimens, you should call the DSHS Laboratory at (512) 458-7111 extension 2421 or 1-888-963-7111 extension 2421 and request a Texas Newborn Screening number.

To request the Personal Identification Number (PIN), call (512) 458-7111 extension 6988 or 1-888-963-7111 extension 6988 or email labappsupport@dshs.state.tx.us. A written confirmation with your PIN will be forwarded to you.

What else do I need?

When you are ready to access the VRS, you will need the NBS number and PIN along with:

- Newborn Screening form serial number or social security number of the infant's mother (TIP: Retain the yellow copy of the blood collection form)
- Touch-tone telephone

How do I use the VRS?

Call (512) 458-7300 or 1-888-963-7111 extension 7300

Instructions for use of the system are presented in logical order during the call. Interaction with the system is by means of the telephone keypad. Keys are identified as follows:

Number.....1-9 and 0
Pound.....#
Star.....*

What information will I receive?

Form serial number (from specimen form)
Last name (spelled)
Sex (male, female, unknown)
Date of birth
Test results
Interpretation

A message may be repeated at any time by pressing the pound (#) key.

May I speak with the Newborn Screening Staff?

After hearing results for an infant, you will be given the opportunity to speak with a member of the Newborn Screening staff. Then, or at any time thereafter, during normal business hours (8:00-5:00), you may press the star (*) key to have your call transferred to a staff member.

May I receive a hard copy of the screen?

Yes. An add-on feature to the VRS allows results to be sent via FAX to a physician. To obtain a FAX, follow the instructions provided during the call to the VRS.

How current is the VRS?

The VRS is automatically updated each evening with all Newborn Screening data entries made that day.

TEXAS NEWBORN SCREENING PROGRAM Voice Response System (VRS)

Telephone (512) 458-7300
or
1-888-963-7111 extension 7300

Purpose: To provide 24-hour access to newborn screening laboratory information on all patients screened at the Texas Department of State Health Services (DSHS) Laboratory.

Requirements:

- (1) Licensed Texas Newborn Screening Number
- (2) Personal Identification Number (PIN)
- (3) Newborn screening form serial number or social security number of infant's mother
- (4) Touch tone telephone

Instructions for use of the system are presented in logical order during the call. Interaction with the system is by means of the telephone key pay. Keys are identified as follows:

Numbers.....1-9 and 0
Pound.....#
Star.....*

Information about the infant is presented as:

Form serial number (from specimen form)
Last name (spelled)
Sex (male, female, unknown)
Date of birth
Test results
Interpretation

A message may be repeated at any time by pressing the pound (#) key.

After hearing results for an infant, you will be given the opportunity to speak with a member of the newborn screening staff. Then, or at any time thereafter during normal business hours (8:00-5:00), you may press the star (*) key to have your call transferred to a staff member.

