Outpatient Dialysis Clinic

NHSN Enrollment Steps 1 – 5

Illustrated Guide

This guide does not contain complete enrollment instructions; it is to be used in addition to the Facility Administrator Enrollment Guide.

- The Facility Administrator Enrollment Guide is available here:

This document is for NHSN enrollment for one dialysis clinic (or the first of several) only. Please refer to instructions for enrolling multiple dialysis clinics if enrolling more than one dialysis clinic.

- Instructions for Enrolling Multiple Dialysis Clinics are available here:
  http://www.cdc.gov/nhsn/PDFs/slides/EnrollingMultipleDialysisFacilities.pdf
NHSN Enrollment for Dialysis Facilities

**Step 1: Training and Preparation**
Print and follow detailed checklist to ensure successful and efficient enrollment. Complete required training and Outpatient Dialysis Center Practices Survey. Check trusted websites and spam blockers.

**Step 2: Register**
Agree to Rules of Behavior and register facility using CMS Certification Number (CCN).

| Immediately after registration, receive an NHSN email, subject "Welcome to NHSN!" |

**Step 3a: Request Digital Certificate**
Use the password provided in the "Welcome to NHSN!" email to enroll in the Secure Data Network (SDN) and request the 'NHSN Enrollment' activity. Successful enrollment in SDN will automatically generate a request for your digital certificate.

*Tip: Make a copy of your challenge phrase (password).*

| Immediately receive NHSN email, subject "NHSN Digital Certificate Confirmation" |

**Step 3b: Install Digital Certificate**
Within 3 business days receive PHINTech email, "Action Required" and install digital certificate using instructions provided. Save a copy of your digital certificate.

**Step 4: Submit Forms Electronically**
Log in to SDN using your challenge phrase (password) and select NHSN Enrollment. Submit required forms. Facility type must be 'AMB-HEMO - Hemodialysis Center'.

| Immediately after submitting forms, receive NHSN email "NHSN facility enrollment submitted" |

**Step 5: Sign and Send Consent**
While in NHSN, add monthly Reporting Plans for all months during which you will submit data.

*Tip: Set-up is a good time to add other users to assist with reporting.*

**Set-up**
Log in to SDN using your challenge phrase (password) and select 'NHSN Reporting.' Add the 'outpatient hemodialysis clinic' location, choosing your own code and label. Note: bed size is equal to the number of dialysis stations. While in NHSN, add Reporting Plans for all months during which you will submit data.

*Tip: Set-up is a good time to add other users to assist with reporting.*

**Report**
Refer to the Dialysis Event Protocol to ensure accurate reporting. Once all preceding steps are completed, you are ready to complete monthly forms.
1. Training and Preparation

- Required training is listed under “Training” on the NHSN Dialysis Event website: [http://www.cdc.gov/nhsn/psc_da_de.html](http://www.cdc.gov/nhsn/psc_da_de.html)
- In addition to required training, users are required to read the Protocol and review the Dialysis Event data collection forms
- Check trusted websites and spam blockers

2. Register

Where do I start?

- Start enrollment at [http://nhsn.cdc.gov/RegistrationForm/index.jsp](http://nhsn.cdc.gov/RegistrationForm/index.jsp)
2. Register

If you have successfully registered, you will immediately receive an email from NHSN (CDC), with the subject line ‘NHSN Registration’

- Use an email address that you check often (preferably a business email address) and verify that it is correct
- Use the same email address for all steps of enrollment

Error message: “Invalid CMS ID entered. Check value and retry.”
- If you have verified and correctly entered the CMS number, but still get this message, contact the NHSN Helpdesk at nhsn@cdc.gov; you may be assigned a registration/enrollment number to use throughout the enrollment process. If assigned, this enrollment number will also be used in Step 4.

What are the ‘required enrollment trainings’?
- Go to http://www.cdc.gov/nhsn/psc_da_de.html for required training

I did not immediately receive an email from NHSN (CDC), with the subject line ‘NHSN Registration’:
- Contact NHSN Helpdesk at nhsn@cdc.gov
3a. Request a Digital Certificate

**Notes**

- If you successfully apply for a digital certificate, you will immediately receive an email from NHSN (CDC), with the subject line ‘NHSN Digital Certificate Request Confirmation’
- It takes 2-3 business days for your digital certificate request to be approved

**Help!**

- Make a copy of your challenge phrase for future reference
- Use the same email address as in Step 2 to request your digital certificate

**How do I apply for a digital certificate?**

- Go to the email from NHSN (CDC), with the subject line ‘NHSN Registration’, sent immediately following successful registration (Step 2) for instructions

I am receiving emails from NHSN (CDC), subject line ‘Digital Certificate Request for NHSN – Action Required’, indicating my request for a digital certificate will be denied:

- Contact the NHSN Helpdesk at nhsn@cdc.gov

It has been 4 or more business days and I have not received an email from PHIN Helpdesk (CDC) with digital certificate downloading/installation instructions:

- Contact the NHSN Helpdesk at nhsn@cdc.gov
3b. Install Digital Certificate

Instructions for digital certificate downloading/installation are in the email from PHIN Helpdesk (CDC), subject line ‘Action Required – Your Digital Certificate is Ready to Install’

- You create your challenge phrase when you apply for a digital certificate
- If you go to https://sdn.cdc.gov (Step 4) and cannot access the website, your digital certificate is not properly installed

Your challenge phrase is case sensitive

- Click ‘Save’ in the File Download box. Do not click ‘Open’.
- It is strongly recommended to involve your IT department in the process of downloading/installing your digital certificate. If the IT department has any difficulty, or if you have any questions regarding the digital certificate, contact CDC SDN Support at phintech@cdc.gov or at 1-800-532-9929

Problems with digital certificate installation:

- Get your IT department involved
- Contact CDC SDN Support: phintech@cdc.gov or 1-800-532-9929
4. Submit Forms Electronically
   - Complete Facility Contact Information
   - Complete Outpatient Dialysis Center Practices Survey

You created a challenge phrase when you applied for your digital certificate

Your challenge phrase is case sensitive

SDN error message: “Access Denied: You have not provided proper credentials to view the requested resource. If this continues please contact your SDN program representative”
   - Try your challenge phrase again (it is case sensitive)
   - Contact SDN at 1-800-532-9929 or phintech@cdc.gov

Internet Explorer error message:

There is a problem with this website’s security certificate.
   - Choose ‘Continue to this website (not recommended).’
4. Submit Forms Electronically (continued)

The ‘NHSN Enrollment’ link is not visible
- Contact the NHSN Helpdesk at nhsn@cdc.gov
4. Submit Forms Electronically (continued)

Facility Enrollment Forms

<table>
<thead>
<tr>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Hospital applicants, print these:</td>
<td>Any facility type, print these:</td>
<td>Any facility type, print these:</td>
</tr>
<tr>
<td>Facility Contact Information</td>
<td>Facility Contact Information</td>
<td>Facility Contact Information</td>
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<tr>
<td>Facility Survey</td>
<td>Facility Survey</td>
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</tr>
<tr>
<td>Outpatient Dialysis Center, print these:</td>
<td>Outpatient Dialysis Center Practices Survey</td>
<td></td>
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<tr>
<td>Facility Contact Information</td>
<td>Facility Contact Information</td>
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<tr>
<td>Outpatient Dialysis Center Practices Survey</td>
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</tr>
</tbody>
</table>

Notes

You will enter Facility Enrollment Forms online during Step 4

Print and complete ‘Facility Contact Information’ and ‘Outpatient Dialysis Center Practices Survey’ forms before going to the ‘Enroll a facility’ link
4. Submit Forms Electronically (continued)

You must complete the rest of enrollment step 4 in one session.
4. Submit Forms Electronically (continued)

You must complete the rest of enrollment step 4 in one session

Error message:
“The CMS ID could not be validated. Please supply a verifiable value or select that it is 'Not Applicable.'”
- If you have verified your CMS number is correct, but still get this message, contact the NHSN Helpdesk at nhsn@cdc.gov for an enrollment number

Error message:
- Fields with red asterisks (*) are required to proceed, check that all required fields are complete

My facility does not have an AHA code or VA station code:
- If these are not applicable to your facility, choose the ‘Not Applicable’ option
4. Submit Forms Electronically (continued)

When you select both ‘AMB-HEMO – Hemodialysis Clinic’ and check ‘Patient Safety Component’, the required ‘Outpatient Dialysis Center Practices Survey’ appears at the bottom of the screen

- Facility Administrator’s email address must be identical to the one provided for his or her digital certificate
- Completing the survey online is required to finish enrollment
- You must complete the rest of enrollment step 4 in one session
4. Submit Forms Electronically (continued)

• You cannot save work in progress: you must complete the rest of enrollment Step 4 in one session
• ‘Save’ the survey, then ‘Submit’ both contact information and survey to complete Step 4

Help!
Error message when I press “Save”:
• Fields with red asterisks (*) are required to proceed, check that all required fields are complete
• If problem continues, contact NHSN Helpdesk at nhsn@cdc.gov

The wrong survey opened:
• Go back and select ‘AMB-HEMO – Hemodialysis Clinic’ and check ‘Patient Safety Component’
4. Submit Forms Electronically (continued)

- The survey is a required part of NHSN Enrollment
- You must press ‘Submit’ button to complete Step 4

Help!

Who do I list as the NHSN Facility Administrator?
- List the person who is enrolling the facility in NHSN

Error message when I press “Submit”:
- Fields with red asterisks (*) are required to proceed, check that all required fields are complete

4. Submit Forms Electronically (continued)
5. Print, sign & return consent form

An email from NHSN (CDC) with the subject line ‘NHSN facility enrollment submitted’ is sent immediately following successful completion of Step 4.

- The link to the consent form must be accessed within 30 days
- Once the consent form link is accessed, CDC must receive the signed consent form within 60 days

The email from NHSN (CDC), subject line ‘NHSN facility enrollment submitted’, is not received immediately following Step 4:
- Contact the NHSN Helpdesk at nhsn@cdc.gov

The link does not take you to the consent form:
- Login to SDN at https://sdn.cdc.gov and copy and paste the link to the consent form provided in the email into the browser window

A consent form deadline is missed:
- Contact the NHSN Helpdesk at nhsn@cdc.gov
5. Print, sign & return consent form (continued)

NHSN requires the highest level administrator from your dialysis facility to consent to participation: if your facility does not have a C-level executive (e.g., CEO, CFO, COO), the highest level administrator for the facility should sign (e.g., the Medical Director).

Signatures for Healthcare Personnel Safety or Biovigilance Primary Contacts are not required if participating only in Dialysis Event module (Patient Safety Component).

Help! I have a question about the consent form:
- Contact NHSN Helpdesk at nhsn@cdc.gov
5. Print, sign & return consent form
   • Upon receipt, NHSN activates facility & sends confirmation email

Help!
It has been 4 or more business days and I have not received email notification that my facility has been activated:
   • Contact the NHSN Helpdesk at nhsn@cdc.gov

Notes
• Normal activation time for a newly enrolled facility is 2-3 business days from the day that CDC receives the properly signed consent form
Enrollment Complete: Access NHSN Reporting for Set-up

Notes
- You created your challenge phrase when you applied for your digital certificate
- Your challenge phrase is case sensitive

Help!
- SDN error message “Access Denied: You have not provided proper credentials to view the requested resource. If this continues please contact your SDN program representative”
  - Try your challenge phrase again (it is case sensitive)
  - Contact SDN at 1-800-532-9929 or phintech@cdc.gov

Internet Explorer error message:
- There is a problem with this website's security certificate.
  - Choose ‘Continue to this website (not recommended).’
Enrollment Complete: Access NHSN Reporting for Set-up

‘NHSN Reporting’ link is not visible
- Request “NHSN Reporting” using the “Request Additional Activities” link on the Public Health Partners page
- Your request will be approved within one business day
Enrollment Complete: Access NHSN Reporting for Set-up

Next steps: Set-up NHSN for your dialysis clinic
- Add the ‘Outpatient Hemodialysis Clinic’ location
- Add other NHSN users for your facility (each user will need to apply for his/her own digital certificate)
- Add monthly reporting plans

Once set-up is complete, begin reporting surveillance data

Help!
All of the dropdown menus are grayed-out and not accessible
- No selections are necessary, just click ‘Submit’ to continue

Help!
I still have a question about NHSN enrollment
- Contact the NHSN Helpdesk at nhsn@cdc.gov