

2022 Immunization Program Statewide Training FAQ's

General	
<p>Help Desk Information: Phone Number: (833) 882-6454 Monday-Friday 8:00am-5:00pm Closed for Lunch 12:00-1:00pm</p>	<ul style="list-style-type: none"> • Immunization Record Requests • Exemption Inquiries • VFC Inquiries • Inventory Issues Inquires • Reconciliation Issues/Inquiries • Vaccine Return Issues/Inquiries • Data Logger Issue/Inquiries • Data Exchange Inquiries • NMSIIS Training Inquiries • CHILE Training/Certification • Password Resets • Duplicate Record Issues • New Location/Provider Inquiries • User/ Provider Updates
<p>NMSIIS.Access@state.nm.us</p>	NMSIIS user and access inquiries, password resets, merging duplicate accounts, removing duplicate vaccines
<p>COVID-19.Vaccines@state.nm.us</p>	COVID-19 orders, COVID-19 returns, COVID-19 reconciliations, COVID-19 staffing, and all other COVID-19 related questions or concerns
<p>When you call the Help Desk, is someone going to answer, or you need to leave a message?</p>	Help Desk operators are available during operating hours to answer calls as they are received. Auto feature on the Help Desk line, after 20 minutes, caller will automatically be transferred to voicemail. There is a live person checking voicemails throughout the day to ensure a call back in a timely manner.
<p>Does this training count toward recertification or any type of credit?</p>	<p>The 2022 Statewide Training does not count toward any recertification or for NMSIIS Access.</p> <p>-VFC requires CHILE Training to be taken annually from original training date.</p> <p>-NMSIIS Access requires NMSIIS Training and pass with an 80% or higher and Certificate of Completion will be sent with further documents to be completed and submitted to NMSIIS email.</p>
<p>For new employees that complete the basic skills training and CHILE training, and they get their log in information, are we needing to also add them to Clinic Staff on NMSIIS?</p>	No. When the new users submit Training Certificate and User Agreement, the Clinic ID listed on their Agreement will associate and designate that user to that Clinic and they will be added to that locations staff. If there is a change in staff for that location, then that's when that module in NMSIIS will be used. If a change in location for that user needs to be updated in NMSIIS, a new User Agreement will need to be submitted and processed.
<p>FYI: CHILE Training is currently being updated and will be posted when complete. If you require re-certification, take the most current CHILE Training from 2021 that is posted in NMSIIS.</p>	
Data Quality/ Reports	
<p>As a nurse I don't have permission to create a record for a patient. There are times I do not have a clerk and I need to create a record. How can I get that permission?</p>	Data Exchange location and users do not have permission to add new patients to the registry. These new patients should be entered into your EHR (electronic health records) system and come through the Data Exchange feed when an <u>administered</u> vaccine is given to the patient. If you are a manual entry location without a Data Exchange feed. You will need to make sure you took the appropriate training (90 minute) course to have the access needed to enter new patients into the registry after a best practice lookup for the patient has been done.

<p>Our EHR system is a data exchange but when the patient has an address change or phone number change, we are not able to change it on NMSIIS.</p>	<p>If an update to a patient record needs to occur without a vaccine being <u>administered</u> on the day of the patients visit. The patient address or phone update will only occur through your EHR if the patient is receiving an administered vaccine at the provider location. If the patient is not being seen or a records review is being done NMSIIS vs EHR information review the request will need to be called into the NMSIIS Helpdesk for the update to occur.</p>
<p>How do you correct incorrect name spellings that are not allowing for a match in Epic?</p>	<p>The information would need to be updated in the (Epic-EHR system) and the next administered vaccine would come across through the Data Exchange feed and update the record if it can associate the record to a matching record in NMSIIS. If it does not find a matching record or MRN between the 2 systems, it would create a duplicate record that would need to be flagged and merged. If the change needs to occur because the patient does not have a scheduled appointment for an extended period, then a call will need to be made to the NMSIIS Helpdesk to make the update to the patient record in NMSIIS.</p>
<p>If a person needs to update their information, how would the go about that?</p>	<p>If it is a patient, they can contact the NMSIIS Helpdesk number to have information in the NMSIIS file updated.</p>
<p>What do we do, when we have a patient that has two or more separate NMSIIS accounts?</p>	<p>How do we get them merged into one? There is a flagging option for those users that have the appropriate permissions-Standard user, Inventory Manager will be allowed to flag the duplicate records. Users with Reports Only access will need to call the HD to get the records merged. (QR step by step guide in Reports section labeled <u>Duplicate Identification process</u>)</p>
<p>Does the patient have to request to get them merged or are we able to merge them in NMSIIS?</p>	<p>The user who identifies the duplicate can use the flagging option in NMSIIS if they have the appropriate permission. Users with Reports Only access will need to call the HD to get the records merged. (QR step by step guide in Reports section labeled <u>Duplicate Identification process</u>)</p>
<p>If a patient is deceased, how do you update that record in NMSIIS? Who has access to do that?</p>	<p>Contact the NMSIIS Helpdesk and the NMSIIS staff will make the change. Please capture the date of death. This information also comes across from a Vital Records feed to NMSIIS on a weekly basis.</p>
<p>Our office does manual entry, are we able to update name change or correct incorrect spelling?</p>	<p>with the right access in NMSII, demographic information can be updated, but ensure to verify with gov issued ID, Driver's License, Passport, etc... —the information will need to be updated through the EHR of the facility, and the next administered vaccine would come across through the data exchange feed and update the record in NMSIIS. If it does not come across, the Help Desk will need to be contacted to make the update in NMSIIS.</p>
<p>So, for duplicates either call the help desk or email, correct?</p>	<p>Yes, contact the NMSIIS Help Desk, or submit request to NMSIIS.Access@state.nm.us</p>
<p>When should we be using the Duplicate option on NMSIIS?</p>	<p>—If you are certain of the duplicate: Use the Flagging option in NMSIIS can be used. This notifies NMSIIS staff there is a duplicate and the records will be merged. —If there is question whether it is a duplicate: Submit a request in a secure email to the NMSIIS.Access@state.nm.us email.</p>

VaxView NM

Does NMSIIS only have 2 options for gender?	There are four options for the gender field in NMSIIS: male, female, transgender, unknown
What was the app for the verification of vaccine? I am trying to download the smart health card it is asking me scan vaccination card; we did not get cards?	QR Code-SMART Health Card Verifier Smart Health Card Verifier App can be downloaded from apple store or google play store and works in tandem with the Smart Health card that comes from QR Code- scan with your phone camera—Only digital copies have QR Code, not actual COVID-19 Card from CDC does not include QR Code.
We did not get COVID-19 cards when we got our COVID-19 vaccine.	Contact the Help Desk and request COVID-19 Card, or email can be submitted to COVID-19.vaccines@state.nm.us
Is VaxView in other languages or only in English	Currently, only English
If someone identifies as transgender another gender, what type of documentation is needed to request a change to their NMSIIS record?	Typically, if a patient asks for a name change- verification is reviewed, and name will be updated, if a gender change is requested, change will be made.
Our facility does not allow patient sensitive information to be sent via email. Is that also a restriction for NMSIIS?	Secure email can be sent... request from NMSIIS Staff to send a secure email for provider to respond to. If email is impossible for facility to utilize, phone call to Help Desk is best option

VFC

After an excursion, are manufactures contacted before reporting to VFC?	Complete Trouble-shooting record, contact Manufacture, and contact Regional Coordinator
Where can we find the TSR's and the list of vaccines in case of temp excursion?	NMSIIS Reports (CTRL+F, and then begin to type description of report) -After every excursion make sure you write the amount of time it was out of range on the vaccine box or logger as it does accumulate.
How many back-up coordinators are allowed for each site?	One Physician signing the agreement, One Primary Coordinator, as many Back-ups as needed.

Adult 317/ASP/ COVID-19 Vaccines

When is it appropriate to use ASP?	ASP is designed for adult individuals with insurance. <i>Example: Adult with Medicaid Insurance</i>
Do we need approval for transfer of COVID-19 vaccines if getting from hub clinics?	Yes, if you are receiving from HUB Clinic, approval is necessary... Once vaccines are received a Transfer log will then be completed.
Do you have to report internal transfers?	No, only from one outside organization to another.
What if we are sending COVID-19 vaccines to an outreach clinic then receiving them back, do we need to fill out transfer forms?	Yes, they are highly recommended, or your outreach tracking form needs to be updated.

FYI:

-Temp Logs- for COVID-19 storage units need to be uploaded weekly

-Vaccine Finder and NMSIIS are separate entities—Vaccine Finder needs to be updated daily and Wastage and Doses administered need to be updated in NMSIIS.

How many back up coordinators are allowed for each site?

One Primary Coordinator, as many Back-ups as needed.

We had a COVID-19 testing POD and inadvertently used our portable vaccine cooler to store specimens. If it was properly cleaned, could we use it for vaccines, or do you recommend we not?

Yes, the cooler can be used for transporting vaccines as long as it has been disinfected very well with the approved disinfectant and appropriate PPE has been worn.

Data Loggers

Our COVID-19 storage is our regular VFC storage, will uploading the data loggers weekly mess anything up?

No, should not interfere with COVID-19

How often should we upload back up data loggers?

1st day of month

My data loggers seem to need to be recalibrated in order to restart them, this would give me 4 separate reports each month. How would that work?

Upload immediately for each time

Do we just keep it saved or do we upload to NMSIIS as well?

Upload to NMSIIS

After unassigning a thermometer, does this thermometer drop out of the assets screen?

It does not, can make thermometer “inactive” but it will always be in your assets.

What version of the software should we be using?

3.1.11 or better

When saving the data logs for the 3 years, do we keep both the initial download from control solutions or the CVS file...or both?

Both, csv file usually has less data, pdf is readily available, but saving both is beneficial

For the backup thermometers, we upload these once a month along with the primary thermometers, are they uploaded in the same way or under "manage assets"?

Back-up thermometers can be added in NMSIIS and upload data to NMSIIS along with data that is kept for three years.

Are we supposed to use our back up data loggers when getting the others calibrated?

Ideally back-up data loggers will have a different calibration date than the data loggers that you have, so you can use them while others are getting calibrated but should also have a back-up data logger at all times.

Are we able to download our back-up data loggers if they have no data recorded, they were not used during that month?	If there is no data on data logger, and it is still on the “Ready” state, nothing will download. If they are not in a freezer or refrigerator, you do not have to download into NMSIIS.
For the paper temp log, do we record the actual temp in the box or just an X?	Log the actual temperature on the Temp Log... Make sure to keep paper logs for three years.
If we store the COVID-19 vax in the same refrigerator/freezer as the VFC vax, can we just have one paper temp log?	Yes, as long as all required information is listed and is labelled correctly on the paper temp log.

Note: Save data loggers file in a special folder in the event it doesn't upload correctly in NMSIIS, attempt to re-upload can be taken from folder.

Reconciliations

Do inventory adjustments need to be completed before the reconciliation needs to be opened?	<ul style="list-style-type: none"> -Yes, you want to be sure to adjust for any necessary inventory prior to opening your reconciliation. -You will also need to make sure that the adjustments are dated, and time stamped within your reconciliation time frame. <p>Forgetting to this will result in your reconciliation producing errors</p>
Why do we have to enter ending numbers to inventory we no longer have?	<ul style="list-style-type: none"> -The reason why the reconciliation asks you to place an ending number and in most cases zeros to your Physical Count column is because you are confirming that you for sure no longer have any inventory. -In some cases, we have seen inventory discrepancies occur that one would have to document that they actually had inventory left versus the “zero” on hand that NMSIIS implies that you should have.
Data exchange and transfer of data not completed. Can I still complete a reconciliation?	<ul style="list-style-type: none"> -Data exchange currently does not affect your inventory. So, if data did not transfer you can still complete your reconciliation. -If there is a system communication error that is something for NMSIIS Data exchange coordinator, Vendor and Staff member to try and resolve. -You can still work on your reconciliation and complete the work. -There are many options to obtain information for your aggregate doses administered column. -Asking your vendor for administered counts. -Checking reports provided in your EMR
Can we Reconcile daily for COVID-19 Vaccines?	Yes, if that is preferred to make sure on hand matches what is in NMSIIS... COVID-19 Reconcile is required weekly.
Can I count my COVID-19 with my VFC RECON? or is it separate	Separate, many inventory locations, separate COVID-19 inventory location and separate VFC inventory location results in two different reconciliations to complete.
Can you explain how to waste unused COVID-19 vaccine? <i>Example: only a few doses used from vial.</i>	Inventory and Wastage guide on NMSIIS Reports, Forms and Documents section, outlines step by step instructions on how to process the wastage. If you have a specific question pertaining to your Clinic or inventory, please reach out by phone to the Help Desk or email and we are available to assist.

<p>Regional Coordinators:</p>	<p>NE Region</p> <ul style="list-style-type: none"> Scarlett Swanson Scarlett.Swanson@state.nm.us <p>Metro Region</p> <ul style="list-style-type: none"> Erica Flores Erica.Flores@state.nm.us Crystal Trujillo Crystal.Trujillo@state.nm.us Melissa Padilla Melissa.Padilla@state.nm.us 	<p>NW Region</p> <ul style="list-style-type: none"> Amarilys Martinez-Medina Amarilys.Martinez-M@state.nm.us <p>SE Region</p> <ul style="list-style-type: none"> Kelly Bassett Kelly.Bassett@state.nm.us <p>SW Region</p> <ul style="list-style-type: none"> Ceci Sanchez Cecilia.Sanchez@state.nm.us Laurie Garcia Laura.Garcia2@state.nm.us
<p>Immunization Program Contact Information:</p>	<p>Andrea Romero-Immunization Program Manager Andrea.Romero@state.nm.us</p> <p>NMSIIS Program:</p> <ul style="list-style-type: none"> Katie Cruz- NMSIIS Manager Kathryn.Cruz@state.nm.us Elizabeth Cisneros- Data Exchange Coordinator Elizabeth.Cisneros@state.nm.us Felicia Martinez- Data Quality Analyst Felicia.Martinez2@state.nm.us Marissa Valenzuela- Marissa.Valenzuela@state.nm.us Lyndsey Delgado- Training Coordinator Lyndsey.Delgado@state.nm.us 	<p>VFC Program:</p> <ul style="list-style-type: none"> Lynne Padilla- VFC Program Manager Lynne.Padilla-Truji@state.nm.us Samantha Sanchez- VFC Health Educator Samantha.Sanchez@state.nm.us Marlene Pena- Marlene.Pena@state.nm.us Carl Schoepke- VFC Clerk Carl.Schoepke@state.nm.us <p>Adult/COVID-19</p> <ul style="list-style-type: none"> Joelle Jacobs- Vaccine and Outreach Manager Joelle.Jacobs@state.nm.us
<p>Guidance on Consent Forms:</p>	<p>Consent forms have all been updated and reflect the most current version as of January 2022 in NMSIIS Forms and Documents.</p> <ul style="list-style-type: none"> Minor that is pregnant – Signs Pediatric Consent form Minor that is a parent – Signs Pediatric Consent form for child and self Minor that is emancipated – Signs Pediatric Consent form for self <p>VFC vaccines are administered through age 18 and beginning at age 19, they begin to receive adult vaccine.</p>	