



FREQUENTLY ASKED QUESTIONS

NORTH DAKOTA IMMUNIZATION INFORMATION SYSTEM (NDIIS)

North Dakota Department of Health

How to Use Today's Presentation

- First, a question commonly asked of the Immunization Program about the NDIIS will be presented
- Next, answer choices will be shown
- A poll will appear on the right side of your screen
 - Discuss the question amongst your group and choose an answer
 - All participants will have 1 minute to answer
- The correct answer and the results will be shown after 1 minute
 - Percentages will be shown, not individual responses

FAQ #15

Do I still have to report chickenpox and MMRV vaccine lot numbers to the NDDoH to be entered into my NDIIS inventory?

Choose the Correct Answer

Do I still have to report chickenpox and MMRV vaccine lot number to the NDDoH to be entered into my NDIIS inventory?

- a) Yes, continue to notify the NDDoH of all chickenpox and MMRV lots received
- b) No, you no longer need to report these to the NDDoH to be entered into your NDIIS inventory

Correct Answer

Do I still have to report chickenpox and MMRV vaccine lot number to the NDDoH to be entered into my NDIIS inventory?

Yes, continue to notify the NDDoH of all chickenpox and MMRV lots received

- b) **No, you no longer need to report these to the NDDoH to be entered into your NDIIS inventory**

Chickenpox and MMRV lots

- In February 2013, the NDDoH began using the shipping file from CDC's VTrckS system to enter state vaccine into provider inventory. This shipping file now includes all direct ship vaccines.
- Providers only need to report lots missing from their inventory
 - The shipping file is loaded into the NDIIS daily although not always at the same time each day
 - Report lots missing from your inventory only after your shipment has been received

FAQ #14

When do I use the "OTHER STATE ELIGIBLE" VFC status?

Choose the Correct Answer

When do I use the "OTHER STATE ELIGIBLE" VFC status?

- a) Un-insured and Under-insured adults being given state-supplied vaccine should be marked as OTHER STATE ELIGIBLE
- b) Insured kids being immunized at universal local public health units should be marked as OTHER STATE ELIGIBLE
- c) Insured infants being given their birth dose of hepatitis B using state-supplied vaccine should be marked as OTHER STATE ELIGIBLE
- d) All of the above

Correct Answer

When do I use the "OTHER STATE ELIGIBLE" VFC status?

be marked as OTHER STATE ELIGIBLE

- a) **All of the above**

OTHER STATE ELIGIBLE

- The state supplies Hepatitis B vaccine for the infant birth dose to all North Dakota birthing hospitals and infants with private health insurance should be marked as OTHER STATE ELIGIBLE
 - Marking them as NOT ELIGIBLE will result in the dose being tracked as a borrow
- When a child with private health insurance receives a vaccination at a universal local public health unit, that child should be marked as OTHER STATE ELIGIBLE
 - Marking them as NOT ELIGIBLE will result in the dose being tracked as a borrow
- Adults (19 and older) who receive state-supplied HPV, Td, Tdap, MCV4, PPV23 or MMR vaccine should be marked as OTHER STATE ELIGIBLE
 - Marking them as NOT ELIGIBLE will result in the dose being tracked as a borrow
 - NOT ELIGIBLE will default as the VFC status for all other doses of vaccine entered into adult records

FAQ #13

When do I mark a patient as MOGE or Lost To Follow-up?

Choose the Correct Answer

When do I mark a patient as MOGE or Lost To Follow-up?

- a) I know that a patient should no longer be associated with my facility
- b) I want to raise my immunization rates
- c) The patient or their parent/guardian refuses a vaccine
- d) Providers should never mark a patient as MOGE or Lost To Follow-up

Correct Answer

When do I mark a patient as MOGE or Lost To Follow-up?

- a) **I know that a patient should no longer be associated with my facility**

MOGE and Lost To Follow-Up

- To be considered Moved or Gone Elsewhere (MOGE), the provider must have:
 - documentation that the patient has moved out of North Dakota
 - The patient's address should be updated.
 - documentation of a forwarding address out of the immediate area (i.e. city, county)
 - The patient's address should be updated.
 - documentation that the client has moved, but no forwarding address was provided
 - received notification or a request for records indicating that the patient has transferred to another provider.

MOGE and Lost To Follow-Up

- To be considered Lost To Follow-Up, the following criteria must be met:
 - An individual who has not responded or has not provided adequate contact information in response to three documented attempts at contact.
 - Information regarding the contact attempts should be included in the comment box when the patient's MOGE status is updated.

MOGE and Lost To Follow-Up

- A patient's MOGE status can only be changed if your provider is their last provider visited excluding influenza vaccine
 - If the MOGE status field is grayed out and cannot be edited, that means this patient is no longer associated with your provider
 - Local public health unit users are able to change the MOGE status for any patient, regardless of the last provider visited
- If a patient's MOGE status has been set to either MOGE or Lost To Follow-up and a new immunization is entered in their record, the status is automatically set back to Current Client and the patient now belongs to the provider who entered the immunization

MOGE and Lost To Follow-Up

MOGE Status can be found on a patient's Maintenance page

The screenshot shows a patient record for 'TEST, SCOTT R'. The 'MOGE Status' dropdown menu is open, showing options: 'Current Client', 'Lost to Follow-Up', and 'Merged or Gone Elsewhere'. A callout box points to the 'Merged or Gone Elsewhere' option with the text: 'This option must be selected first'. Below the dropdown, a 'Reason:' field is visible with a list of reasons including 'Received documentation that the client moved out of North Dakota', 'Received documentation of a forwarding address out of the immediate area', 'Received documentation that the client has moved and no forwarding address was provided', and 'Received notification or request for records indicating the child has transferred to another provider'.

MOGE and Lost To Follow-Up

MOGE Status can be found on a patient's Maintenance page

This close-up shows the 'MOGE Status' dropdown menu set to 'Lost to Follow-Up'. A callout box explains: 'It is required that some information is entered in this field. Info is being checked in this field.' Below the dropdown, the definition for 'Lost To Follow up' is provided: 'Lost To Follow up definition is "An individual who has not responded or has not provided adequate contact information in response to three documented attempts at contact."'.

FAQ #12

How do I enter my privately purchased lot numbers into my NDIIS inventory?

Choose the Correct Answer

How do I enter my privately purchased lot numbers into my NDIIS inventory?

- a) I need to add my own private lots using the NDIIS Lot Management function
- b) My private lots are automatically entered into my inventory through the shipping file loaded by the NDDoH and BCBS
- c) Call the NDDoH immunization program to have them entered
- d) I need to add my own private lots in my NDIIS provider lot distribution

Correct Answer

How do I enter my privately purchased lot numbers into my NDIIS inventory?

- a) **I need to add my private lots using the NDIIS Lot Management function**

Managing Private Lot Inventory

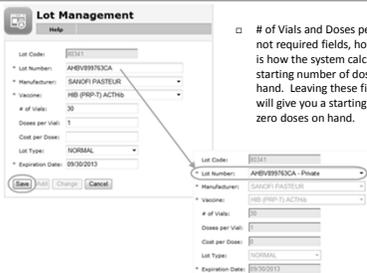
Adding a new private lot or changing existing private lot information, is done through NDIIS Lot Management (accessed from your NDIIS home screen)



- In Lot Management:
 1. Click **Add**
 2. Fill in all required fields
 - The system will automatically assign a Lot Code to the new lot being added and this field cannot be edited
 - All required fields are marked with a *

Managing Private Lot Inventory

Adding a new private lot or changing existing private lot information, is done through NDIIS Lot Management (accessed from your NDIIS home screen)



□ # of Vials and Doses per Vial are not required fields, however this is how the system calculates the starting number of doses on hand. Leaving these fields blank will give you a starting balance of zero doses on hand.

Managing Private Lot Inventory

Adding a new private lot or changing existing private lot information, is done through NDIIS Lot Management (accessed from your NDIIS home screen)

- To change information about a private lot, select the lot from the list of lot numbers and click **Change**
 - Adjustments to inventory, if doses on hand in the NDIIS do not match actual doses on hand, must be done in **Provider Lot Distribution**
 - Users are only able to change private lots in their provider's inventory. State lots cannot be changed in Lot Management



FAQ #11

TRUE or FALSE: A historical dose is a recently administered immunization given by a provider?

Choose the Correct Answer

TRUE or FALSE: A historical dose is a recently administered immunization given by a provider?

- a) True
- b) False

Correct Answer

TRUE or FALSE: A historical dose is a recently administered immunization given by a provider?

- b) **False**

Historical Doses

- The historical dose question will only appear when a “dummy dose” (a.k.a. vaccine abbreviation) is selected for the lot number when a new doses is added to a patient record
 - When an actual lot number is selected the system assumes this was an administered dose and the Historical Dose field defaults to “No”
- If the dose is being added to the patient’s record from another provider/state’s paper record, it would be considered a historical dose
- Doses recently administered by your provider are not historical doses

FAQ #10

What do I do if I find a duplicate in the NDIIS?

Choose the Correct Answer

What do I do if I find a duplicate in the NDIIS?

- a) Make sure all doses are entered into both records so users have the option of picking either record
- b) Delete the patient’s name and type “DUPLICATE” in its place
- c) Type “DUPLICATE” in the first line of the address field, including any necessary explanations
- d) Do nothing; these are being taken care of automatically by the NDDoH

Correct Answer

What do I do if I find a duplicate in the NDIIS?

- a) Delete the patient's name and type "DUPLICATE" in the address field

- c) **Type "DUPLICATE" in the first line of the address field, including any necessary explanations**

- d) Do nothing; these are being taken care of automatically by the NDDoH

Duplicates in the NDIIS

- Typing "DUPLICATE" in a patient's record does not mean the record will automatically be combined
- Providers may also contact the NDDoH to report complex duplicates
 - NDDoH will need name and date of birth for both records
- Make sure to verify that records are indeed duplicates before marking them as such—records that are marked as duplicates are deleted after being combined with its matching record

FAQ #9

Why can't I type anything into the ordering grid in the VTrckS Ordering application?

Choose the Correct Answer

Why can't I type anything into the ordering grid in the VTrckS Ordering application?

- a) VTrckS is broken, I need to report this to the immunization program
- b) It doesn't matter because I can still submit paper orders
- c) I am not allowed to order that type of vaccine if I can't type anything in the ordering fields
- d) I need to click the "Edit" button in the far left column to be able to enter the ordering information

Correct Answer

Why can't I type anything into the ordering grid in the VTrckS Ordering application?

- d) I need to click the "Edit" button in the far left column to be able to enter the ordering information

VTrckS Ordering

- The ordering grid in VTrckS is read-only until you click on the "Edit" link
 - ▣ This will open all the fields required for ordering a particular vaccine



FAQ #8

What does it mean if I get an email saying that my vaccine order was returned?

Choose the Correct Answer

What does it mean if I get an email saying that my vaccine order was returned?

- a) I have vaccine being returned to McKesson
- b) My recent vaccine order is being shipped back to McKesson
- c) My order was reviewed by the immunization program but could not be approved
- d) CDC rejected my vaccine order and I need to submit a new one

Choose the Correct Answer

What does it mean if I get an email saying that my vaccine order was returned?

- c) **My order was reviewed by the immunization program but could not be approved**

VTckS Ordering

- The immunization program staff reviews and approves all orders before they are submitted to CDC's VTckS system
- If the submitted order cannot be approved by the immunization program the order will be returned to the ordering provider with a comment indicating what is needed before it can be approved
 - Reasons for returning an order can include:
 - Not having temperature logs submitted from the ordering provider
 - Needing clarification about the reason why certain quantities are being ordered

VTckS Ordering

- A returned order email will be sent to both the primary and back-up contacts from the Provider Information in VTckS
 - The email will state the following:
 "Your recent vaccine order has been returned to you by the ND Department of Health. Please make the requested changes and re-submit your order. If you have questions regarding the returned order, please contact the ND Immunization Program at 800.472.2180."

VTckS Ordering

- If you receive a returned order email, log into VTckS and you will be able to review the order and read any comments entered by the immunization program as to why the order was returned to you.
- Once the required changes have been made or the requested information has been given, the order can be submitted again.

NDIIS VTckS Ordering System
Help

Provider Information | Provider Order

Order History

Prov ID: 9999

Order ID	Order Date	Status	Return comment
423	04/05/2013	Return to Prov	need to submit temperature logs to the NDOH before order can be approved
424	04/04/2013	Return to Prov	testing testing testing testing
425	04/03/2013	Submitted to CDC	
426	04/01/2013	Submitted to CDC	
427	03/31/2013	Submitted to CDC	
428	03/28/2013	Submitted to CDC	
429	01/30/2013	Submitted to CDC	
430	11/06/2012	Submitted to CDC	
431	11/06/2012	Submitted to CDC	

FAQ #7

Why don't my inventory adjustments show up in VTrckS until the next day?

Choose the Correct Answer

Why don't my inventory adjustments show up in VTrckS until the next day?

- a) The ordering application data only refreshes once a day
- b) The inventory in VTrckS isn't really populated from my NDIIS inventory
- c) The system is broken and I need to report the issue to the immunization program
- d) It doesn't matter because I can still submit paper orders

Correct Answer

Why don't my inventory adjustments show up in VTrckS until the next day?

- a) **The ordering application data only refreshes once a day**

VTrckS Ordering

- In order for the VTrckS application to run doses administered for each provider and be able to display the information, the system was set to refresh all doses administered and NDIIIS inventory only once per day
- The data is refreshed in the middle of the night when there are very few, if any, users making changes in the NDIIIS so that the information can be as accurate as possible
- Any changes made to NDIIIS inventory will be reflected in VTrckS the following day

◦ REMINDER – the doses administered in VTrckS is for the previous calendar month

FAQ #6

Do I need to enter my inventory on hand for all the vaccines in my ordering grid when placing a new vaccine order in VTrckS?

Choose the Correct Answer

Do I need to enter my inventory on hand for all the vaccines in my ordering grid when placing a new vaccine order in VTrckS?

- a) Yes, the immunization program needs to see your entire inventory before approving your vaccine order
- b) No, the immunization program only needs to see the inventory on hand for the vaccines you are ordering

Choose the Correct Answer

Do I need to enter my inventory on hand for all the vaccines in my ordering grid when placing a new vaccine order in VTrckS?

- b) **No, the immunization program only needs to see the inventory on hand for the vaccines you are ordering**

VTrckS Ordering

- The "Inventory On Hand" field of the vaccine order only needs to be filled in if you are ordering that particular vaccine
 - This will keep the order much shorter
 - It is easier for the immunization program to approve your order as there are fewer lines to review during the order approval process

FAQ #5

Which report should I use to identify my patients who are coming due or who are past due for immunizations?

Choose the Correct Answer

Which report should I use to identify my patients who are coming due or who are past due for immunizations?

- a) Non-compliance Survey Report
- b) Client Immunization Record Report
- c) Reminder/Recall Report
- d) The NDIIS doesn't have a report that will identify these patients for me

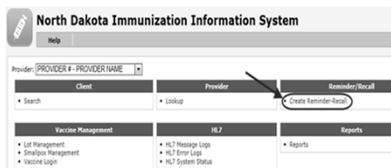
Correct Answer

Which report should I use to identify my patients who are coming due or who are past due for immunizations?

- c) **Reminder/Recall Report**

Reminder/Recall

- The NDIIS reminder/recall report is generated based on the immunization forecaster
 - Patients will show up on your reminder/recall report if you are their last provider visited
 - Local public health units are able to run reminder/recall for their district, provider or county



Reminder/Recall

A Reminder is communication that patient is due now or on a future date for immunization(s)

A Recall is communication that a patient is past due for immunization(s)

❑ One single report can be run to include both reminders and recall or just one or the other

Include Patients Due for Vaccinations (Reminders) Yes No
Maximum number of days until due date to include: (If Yes is Selected)

NDIS recommends running reminders for between 14 and 28 days

Include Patients Overdue for Vaccinations (Recall) Yes No
Minimum number of days past due to include: (If Yes is Selected)

NDIS recommends running recalls for vaccines 30 days past due

❑ Complete step-by-step instructions on the reminder/recall report can be found on the immunization program website at: <http://www.ndhealth.gov/immunize/NDIS/Training.htm>

FAQ #4

How can I make sure that a patient who has requested to be excluded from reminder and recall no longer receives reminder/recall notices?

Choose the Correct Answer

How can I make sure that a patient who has requested to be excluded from reminder and recall no longer receives reminder/recall notices?

- a) Check the RR Exclusion checkbox on the patient's demographic page
- b) Have the patient fill out the online reminder/recall exclusion form
- c) Email a member of the immunization program
- d) Do nothing and continue sending reminder/recall notices

Correct Answer

How can I make sure that a patient who has requested to be excluded from reminder and recall no longer receives reminder/recall notices?

- a) **Check the RR Exclusion checkbox on the patient's demographic page**
- b) **Have the patient fill out the online reminder/recall exclusion form**

Reminder/Recall Exclusion

- The reminder/recall exclusion form on the immunization program website was created for the adolescent recall project.
- Individuals who no longer wish to receive reminder/recall notices or who received a recall notice in error can be directed to the website to fill out the short form
 - Providers can also fill this out on the patient's behalf
 - All recall notices that were made in error are followed up by the immunization program

Reminder/Recall Exclusion



Immunization Program Website:
www.ndhealth.gov/immunize

Reminder/Recall Exclusion

For patients who are behind on their immunizations but are requesting to no longer receive reminder/recall notices, providers can mark them as excluded on the Client Demographic page

TESTER, ADDISON M Prev: 0001 User: Mary Wolaniewicz (nduh-333)

Demographics | Immunizations | Comments | Birth Record | Maintenance

Patient Information Last Updated 05/20/2013

Last Name: TESTER Address: 95 LIND LN Apt:
 First Name: ADDISON
 Middle Name: M Air Force Base
 Suffix: City: HARWOOD
 Race: WHITE State: NORTH DAKOTA
 Ethnicity: NOT HISPANIC OR LATINO Zip: 58042
 Birth Date: 03/24/2010 County: CASS
 Is Multiple Birth (twins, triplets, etc) Birth State/Country: NORTH DAKOTA
 SSN: Primary Phone: 701-219-4426 Ext:
 Gender: FEMALE Work Phone: Email Address:
 Allergies: Patient Aut #: Exclude client from reminder/recall

FAQ #3

Why does my NDIS inventory on hand always seem to be off from what I actually have on hand?

Choose the Correct Answer

Why does my NDIS inventory on hand always seem to be off from what I actually have on hand?

- a) "Dummy doses" were entered instead of the actual lot number
- b) Data entry corrections do not put doses back into my inventory
- c) Both a and b
- d) None of the above

Correct Answer

Why does my NDIIIS inventory on hand always seem to be off from what I actually have on hand?

- c) **Both a and b**

NDIIS Inventory

- Each time a lot number is selected during the dose entry process, a dose is decremented from that lot in the provider's inventory
 - This can cause negative balances if the starting number of doses on hand was not correct
- If a dose is deleted from a patient's NDIIIS record, the dose is not added back to the lot inventory
- If a dose is changed and a new lot is selected the dose is not added back to the original lot but is decremented from the new lot
- If a "dummy dose" is entered instead of the actual lot number, nothing is decremented from the provider's inventory

FAQ #2

How can I exclude kids receiving immunizations on the Air Force Base from my rate reports?

Choose the Correct Answer

How can I exclude kids receiving immunizations on the Air Force Base from my rate reports?

- a) These kids cannot be excluded from my rates
- b) Contact Mary with the number of kids on the base to have rates re-run without those kids
- c) Contact a member of the immunization program to have those kids deleted from the NDIIS
- d) Mark them as an Air Force Base client in the NDIIS

Correct Answer

How can I exclude kids receiving immunizations on the Air Force Base from my rate reports?

- d) **Mark them as an Air Force Base client in the NDIIS**

Air Force Base Clients

- There are two air force bases in North Dakota, one near Grand Forks and one near Minot
- Clinics administering immunizations on the base are not required to enter those doses into the immunization registry
 - Air force bases fall under federal regulation and are not required to follow the state century code requiring immunization entry in the NDIIS
- Rate reports, such as the compliance survey report and reminder/recall, can be marked to exclude NDIIS air force base clients
 - Reports can only exclude the air force base clients if they are marked as such in their NDIIS demographics

Air Force Base Clients

Clients living on the air force base or receiving their immunizations on the base can be marked as "Air Force Base" on their demographics page allowing them to be excluded from rate reports and reminder/recall

TESTER, ADDISON M Prov: 0001 User: Mary Hironaka MD-443-333

Demographics | Immunizations | Comments | Birth Record | Maintenance Last updated 05/20/2013

Patient Information

* Last Name: TESTER	* Address: 95 LIND LN	* Age:
* First Name: ADDISON		
* Middle Name: M		<input type="checkbox"/> Air Force Base
* Suffix:	* City: HARWOOD	
* Race: WHITE	* State: NORTH DAKOTA	
* Ethnicity: NOT HISPANIC OR LATINO	* Zip: 58042	
* Birth Date: 02/04/2010	* Country: CANA	
<input type="checkbox"/> Is Multiple Birth (twins, triplets, etc)	* Birth State/Country: NORTH DAKOTA	
SSN: _____	* Primary Phone: 701-219-4426	
* Gender: FEMALE	Work Phone: _____ Ext: _____	
Alias: _____	Email Address: _____	
Patient Acct #: _____	<input type="checkbox"/> Exclude client from reminder/recall	

FAQ #1

How do I borrow and return vaccine in the upgraded NDIIS?

Choose the Correct Answer

How do I borrow and return vaccine in the upgraded NDIIS?

- a) Enter a state lot for a not eligible child/enter a private lot for a VFC or other state eligible child
- b) Manually borrow and return between my state and private supply in my provider lot distribution
- c) Get the immunization program to transfer state lots into my NDIIS inventory when I need to borrow or return
- d) I don't have to track borrow and return activity in the NDIIS

Correct Answer

How do I borrow and return vaccine in the upgraded NDIIS?

- a) **Enter a state lot for a VFC eligible child/enter a private lot for a not eligible child**

Borrow and Return

- The upgraded NDIIS keeps a running tally of how many doses have been borrowed from and returned to both state supplied and privately purchased vaccine
 - Providers no longer have the option to manually borrow or return doses in their inventory
- All borrow/return activity should still be tracked using the immunization program VFC Vaccine Borrow/Return Report form
- Any borrowed doses of state-supplied vaccine must be returned within 4 weeks

Borrow and Return

If borrowing from state supply to private, enter a state lot number and select the "NOT ELIGIBLE" VFC status in the patient's NDIIS record

If borrowing from private stock to state, enter a private lot number and select an eligible VFC status

Dose Management

*Provider: 4321 - MW TRAINING PROVIDER
 *Dose Date: 05/01/2013
 *Lot #: STATE - State
 Vaccine: MMR
 Reaction: NONE
 *VFC: NOT ELIGIBLE

Dose Management

*Provider: 4321 - MW TRAINING PROVIDER
 *Dose Date: 05/01/2013
 *Lot #: PRIVATE - Private
 Vaccine: IPV-4
 Reaction: NONE
 *VFC: MEDICAID

Evaluation and Post-test

□ Evaluation

- Following today's presentation, please complete the brief survey
- We use your feedback to improve future Lunch & Learn sessions!

□ Post-test

- Nurses interested in continuing education credit, visit www.ndhealth.gov/immunize/posttest/
- Successfully complete the five-question post-test to receive your certificate
- **Credit for this session is only available until July 24th, 2013**
