MIIC Webinar 1 Transcript: Introduction to MIIC

OCTOBER 3, 2023

Hello everyone. We appreciate you being here today as we begin the MIIC webinar series for this fall starting today. We will conduct four separate sessions on Tuesdays from 11 a.m. to 12 p.m. Next slide please.

I'm just gonna go over some housekeeping. Everyone except the presenter will be muted. Please put your questions in the chat at any time. And then we will have in pauses throughout the session to answer all the questions that you have. We'll e also have some time at the end of the webinar to take more questions and during the webinar. And we will be and we will be sending the links out the links and also that this webinar will be recorded and will be posted on MDH MIIC website [MIIC User Guidance and Training Resources (www.health.state.mn.us/people/immunize/miic/train/index.html)](http://www.health.state.mn.us/people/immunize/miic/train/index.html) so you can go back and rewatch it if you need to. And if you have a questions that we didn't get to today, please e-mail us at health.miichelp@state.mn.us and if you have a technical issues, please log out and log back in. Next slide please.

So, and will be posting all your questions on this feature and then I, we will take the all your questions and answer them real life. Thank you. And next slide please.

For continuing education link and so there will be links for continue education service at the end of the webinar after completing you will receive a certificate to claim credits. Each attendee is responsible for determining whether this activity is and will meet the requirements for an acceptable for continuing education. Next slide please.

So, like I said earlier, we will have four different sessions for this webinar series. Today, we will be doing the first one, our topic for before today will be learning about and participating, learning about participating and logging into MIIC, changing passwords and managing, managing clients. And then we will have another webinar on October 10, another one 24 and then our last and final one will be on November 7 and the links will be there to join for all of those webinars and we will be sending weekly reminders for every week so you guys can join us. Next slide please.

For resources. Yeah about MIIC training materials and you can access them on this link [MIIC User Guidance and Training Resources (www.health.state.mn.us/people/immunize/miic/train/index.html)](http://www.health.state.mn.us/people/immunize/miic/train/index.html) by going there. We have a lot of materials that you can, you know, you can go and review them and resources are updated in line with the MIIC changes every time we make change also we make sure that the website and the materials are also updated and we will post an email that will send the that will send the links to user guide for on webinar specific content. Next slide please.

So, the topics that we will cover for today's are what's MIIC and getting an org or org facility set up in MIIC logging in slash, changing password switch and organizations and new user set up client search entering new client AKA Log track records, reviewing demographics data from MIIC and vaccination records and printing a MIIC record entering new clients and we will have a question and answer session at the end. Next slide please.

Now I'm gonna hand over to my colleague, Jenevera to tell us whats MIIC, take over Jenevera.

Thank you, Mohammed. Hi. My name is Jenevera Wolfe. I'm with MIIC operations. I'm gonna go over what MIIC is. Next slide please.

So, MIIC is MIIC or the Minnesota Immunization Information Connection. It's an IIS that was created in 2002. So, it is 21 years old now, able to drink in the state. It is a statewide confidential system that it stores electronic immunization records for clients. It combines a person's record into a single, one single record for vaccines that were given by several different organizations in Minnesota. And it also supports immunization practice and monitoring and improvement for organizations in the state of Minnesota. The next slide.

MIIC is very much into protecting the privacy of individuals, so there are some data, there's a data use agreement that all organizations need to sign, and the data is classified as private and protected by the immunization data sharing law. You can read more about that on this link that's provided on this screen [Office of the Revisor of Statutes: 2022 Minnesota Statutes (www.revisor.mn.gov/statutes/cite/144.3351)](www.revisor.mn.gov/statutes/cite/144.3351). Like I said, organizations are required to participate in make by sign, that are participating MIIC are required to sign that data use agreement and agree to all the terms by the authorized user. Next slide.

So, MIIC gets data from several data connections. We get it from vital records, refugee health and Department of Human Services. We also do share some data with some border states. So Wisconsin, Iowa and North Dakota do provide data to MIIC for residents that are on the border of those states. Next slide.

The user groups for MIIC are, you can see on the side I'm not gonna go over all of them, but primary care clinics, hospitals, pharmacies, the VA is now on board with us, urgent care clinics. There's a lot of user groups that participate in MIIC and then send us and get data from us. Next slide.

Now I'm going to go over setting up an organization MIIC. So, you can go to the next slide.

Like I said before, the appropriate provider participation information is on this screen. You guys can read through that if you go to the website, there's links on there. Next slide.

When you do need to participate in MIIC, if you don't think your organization is set up in MIIC or you're not sure, you can go ahead and send an email to that help desk inbox that Mohammed showed earlier health.miichelp@state.mn.us and we'll show again later. If you don't know for sure, you can always email us there and we'll let you know if you your organization does participate. If they do not currently participate, we will request that you sign up, we'll direct you to this page called [Participating in MIIC (www.health.state.mn.us/people/immunize/miic/participate/index.html)](www.health.state.mn.us/people/immunize/miic/participate/index.html). All organizations like I said must have a data use agreement before anyone can get have access to MIIC. That data use agreement is renewed every three years and then everyone that signs that data use agreement has to abide by the regulations in the data use agreement. Next slide.

So, once you go to that enroll drop down and you get to filling out the survey, it's called the Red CAP survey, but it's data use agreement. The authorized user must review and agree to all the terms. You can print a PDF copy if the terms for you to review before you complete the survey. Just go ahead and note what your record number is, and you'll have to answer some questions about your organization next slide.

Depending on the type of organization, they'll be up to four contacts. You all need an authorized user or authorized representative rather and you'll need a MIIC administrator. I'll note here that administrator is responsible for setting up and maintaining users for the organizations and all organizations must identify administrator. It is the organization's responsibility to make sure anyone accessing MIIC under their organization is doing so appropriately. The other two contacts here are depending on the type of organization. The MIIC immunization record contact would be the person if there's any questions regarding a immunization that was entered into the database and then the technical contact has more to do with data exchange and information like that. So not everyone will have those last two. Next slide.

Some organizations, the larger ones so, like for instance CVS or Regions Hospital or HealthPartners have what's called a parent child organizational structure. So, they'll have one parent or admin site and then they'll have several child sites underneath them ranging from one child site to, you know 50 or 60 of them. If you do have that parent child set up, you'll need to download this participating in, this facilities participating in MIIC Spreadsheet. You'll need to complete that and then email it to the help desk with the contact information and then each organization will get its own organization code and I'll you'll be required to make sure you have someone set up as an administrator at each site. Next slide.

So once the authorized user or authorized representative rather has signed it electronically, you can complete you've completed your data use agreement, you can download a copy. You'll get an email confirmation that it's going to be in process, and we will try to process it. We usually process it before the five business days. Sometimes it's a little bit after depending on how many we get at once. I'll tell you right now we're getting a ton of them. So, we might be a little slower, but typically it's in a few days. Just go ahead and write that record ID number that the confirmation sends to you if you aren't hearing back from us within a week. Next slide.

Once that data use agreement is complete the MIIC help desk is gonna send out two emails for the administrator. It's going to send one with the organization code, the username, and then it's going to send you resources and links to help you get set up, and then the second will be an encrypted e-mail with a temporary password. Next slide.

Now you have your organization set up. We can go ahead and log into MIIC. So, I'm going to share my screen. So, once you've gotten that email from the MIIC helpdesk, this is the screen you're going to see. There'll be a link to this to the login page on that email. You can also always just Google search MIIC or Minnesota Immunization Information Connection and it'll bring you to this page. I am going to log in as a fake user here. I even forget my own password. So, I'm going to log in as what's called the typical user. So, the I'm using the typical user because it is the most common role in MIIC. And before we go any further, I'm just gonna direct you to this yellow ribbon at the top of the screen this tells me what organization I am logged into MIIC as, it tells me what user I should know what users logging in because it should be me. So, it's telling me the user that's logged in and it'll tell me that my role is typical user in MIIC. Most of you will see either typical user or their read only role, some will see administrator, some will see administrators. There's a bunch of other roles available, but typical user is the most common. Above this yellow ribbon, you'll see this home button. This will actually just take you back to the screen we're looking at depending on where you are in the application, then you'll see this manage my account option here. Once you've logged in, you can go ahead and edit any information so you can change your password here, which you should do if you've gotten a password from the help desk, a temporary one you can change it here. You can edit your personal information. So, say your last name changed or you don't want to have your full first name in there, you can edit that here. You can change your password like I said here the password requirements are listed so you know what you need to follow. And then you can manage your security questions here. So, this is where if you do that reset password option on the login screen which I can go back to, this is where those questions are coming from. So, you want to make sure you know the answers, believe me, sometimes I forget the answers too. So, it's good to go in and check everyone once in a while. On that, above the yellow ribbon, there's a logout option and then I do wanna direct you to this link right here. So, if you click on the help desk, this will actually generate an email to the MIIC help desk with the correct email address. So, if you ever have questions and you just can't find the answer, you can click on that help desk and it should populate an email for you all and I'll close that for now. And then the other thing I wanna show you is this little light bulb. This will direct you to our user guidance and training resource page. Mohammed mentioned it earlier, this is actually where all the webinars will get saved eventually on this screen. But this also has a lot of helpful guidance it'll it goes through things step by step without me yammering at you. So, if you click these drop downs, it'll give you. a lot of information. I'm going to go back to the screen and click home and then I did just want to show you that login screen. If you have tried to log in and you just can't get in, you can click this forgot password and then you'll have to provide your organization code, your username and the email address associated with your user account in MIIC, MIIC will then generate an email within I want to say 5-10 minutes and it'll ask you those security questions. If you have never logged into MIIC before that isn't going to work for you, so you'll need to contact your MIIC administrator and if you are the administrator, you'll need to contact the help desk. I will pause real. I quick here for any questions.

We don't have any questions at the moment, Jenevera.

OK, alright. Well, I will just move forward then. I did mention we were going through the data use agreement slides that organizational structure with the parent-child structure. Like I said, it'll be a parent or administrator site and then it'll have child sites underneath this. It's not super common, but we do get a lot of questions on the help desk. So, I'm just going to show you where real quick, what that looks like and what the super user or recall it, health system user screen looks like. So, I'm going to log in. I don't know why it auto populates. As Jane Jetson here. So again, if we look at that yellow ribbon, now I'm logged in under the test clinic organization. The user is Jane Jetson, and my role is health system user. So, you'll notice on the screen on the left side navigation bar, it looks there's a lot more stuff on the side here. Depending on your role, this section is gonna change over here, but we wanna look at is this switch organization feature. So, this feature is available to health system users and then school and childcare admin users depending on if they have a parent-child structure. So, that is specific to if that role has a parent-child structure if I'm can just go ahead and e-mail the help desk if you have any questions about that. So, it is a health system user role. We do typically only want, you know, a handful of people logging in under the parent org. It is specific to a super user or float staff, so if you have a pharmacy where people float from location to location you can log in under the parent org. But you do need to actively switch to the site you're providing care from. So, normally we just want a couple of users depending on the size of the organization under the parent site here.

I'll just show you real quick. Under this, under the Test Clinic Org, which is the parent, if I go to maintenance and click on manage users, it's gonna show me all of the users that have ever had access to this organization ever. Right now, Jane Jetson is the only active user, and she is the health system user for this organization, which means she is the only one that has access to the child's sites. That said I'm going to click home again and then I'm going to click on this organizations, this switch organizations feature. So, when I click on here, if you do have a parent-child setup, you'll have that option and then it'll list all of the organizations that you have access to. Again, this can range from 1 to 50 or 60, I don't honestly know how many we have but a lot of organizations have a lot of a lot of access. So, to do that, I'm going to click on the test org here. So, I'm going to click on the second one. It does show up as a hyperlink and you'll see the screen change at the top, so that's why I pointed out that yellow ribbon. I've now switched to test org. I am the same user and I'm my role has stayed the same. But from here if I click on the manage users' option, you'll see that the users have changed. So, this means I just want to read it, this means that now you are logged into MIIC as this test organization Org. So, you're working in the application as just this organization, not the parent organization. Say Fuzzy Dragon, I want Fuzzy Dragon here to be the administrator for this test org. I can go ahead and click on the last name here, mark the person is active and then I can change their role to administrator. Click save and it'll tell me up on the right side that the user has been updated. If I go back to manage users, you'll see that now the account is active and unlocked. At this point I can let Fuzzy know that their account is active and unlocked, and if they can log in, go ahead, and try. If they don't remember their password, because we all have thousands of passwords, you would click on this underlined R and then put in a new password here. You'd have to follow these requirements and then let Fuzzy know what the new password is and instruct them to change their password once they've logged in. So, I'm going to cancel out of here and then I will go ahead and log out and log back in as the regular user here. Sorry, I have to find my logins here.

So, I'm going to show you what an administrator role looks like just because it's slightly different. I'm login is Wonder Woman. So again, I'll just direct you to the top of the screen, the yellow ribbon shows that I'm in MIIC testing my role, my user is Wonder Woman, and my role is administrator. If you look on the left side of the screen, that switch organization feature is now gone. But I do have access to the manage users feature. So, if I click on manage users, same thing as before, this will show me everyone that is being able to log in. Say I want to reactivate Shira here, so I'll click on her last name and then I can activate her here and click save and then go back to manage users and now you'll see that Shira is now active. And I can do the same thing and reset her password if needed. So now I will go ahead and log in as a typical user cause again that is the most common role. We'll go back to Grogu here. OK, so now we're logged in as Grogu again and now what we're gonna do is look up a client. I will mention here that when we say client and MIIC, you'll get this a lot on the help desk if you talk to us on the help desk, when we say client, we mean anybody that the organization is providing care on behalf of. So, for schools, that would obviously be students, for clinics, it'll be a patient. But for MIIC, we call it a client just to make sure we're we're getting everybody there. So, when I say client, it does mean the person that you are providing services or care on behalf of.

So, to look up a client. You do need a minimum of two fields with the exception of, if I click on manage client here if your organization does put chart numbers into MIIC, you can search by chart number if you know that isn't there. The other option is to search by the MIIC ID number again on the MIIC help desk will ask for MIIC ID numbers over any PHI data if you're sending emails back and forth. So, we do reference this MIIC ID number quite a bit. If you don't know that information and you just want to search by the clients Information that you have, you'll need a minimum of two fields that are a combination of three characters of the last name, two characters of the first name, and or the date of birth. It also does depend on how common or uncommon the name is I'm going to look up a fake client here. So, I' going to look up Mr. Lone Star and I know his date of birth. And I wanna look this client up to show everyone what an AKA looks like. So, I'm gonna look up Star and then his birth date and click find and you'll see on the screen that it appears there's two clients in MIIC for Lone Star but actually this is one client. So, this check mark over here under AKA which means also known as, means that this is actually one client. So, if I click on Star, his last name, you'll see that the MIIC ID number is on the top right side here, it ends in 538. If I go back and click on this bottom one, you'll see that this is in fact the same ID number, and it is the same client and that second one will show you the AKA. If I go back, I'm gonna click on this top one and I'll show you how an AKA is created just to let you know it is only created if someone has changed the last name, first name or birth date of a client. Sometimes this birth date field is not changeable. That does mean that we have received the information from vital records, so it's coming off of a birth certificate. So, you can't change it, you would have to contact the MIIC Help Desk if you have any questions about that. Otherwise, typical users and above can change the client’s demo or personal information and demographics. So, for Lone Star here we know that he was actually, he found out that he was a Prince, I can spell Prince. So, we found out that he's a Prince, so I'm just gonna put Prince Lone Star in here and click save. It's going to tell me that I'm about to change Lone Star to Prince Lone Star. We put this pop up because a lot of times people accidentally type over information. So, this does try to give you one more point to say no, just kidding, I don't want to do this. But right now, I do want to change it, so I'll click OK, and it'll tell you that the client has been updated. If I go back to home and click manage client and put in his information again, click find, it’ll look like there's three records now, but again it is just one client. It is the same MIIC ID number, so depending on how many times Lone Star changes his name or you know what information changes, they'll be several different records there. We can all know that we can remove an AKA. It is a little bit harder to do when we do want to make sure we should remove an AKA, so you can always email the helpdesk with that MIIC ID number up here, if you don't think that any AKA is accurate. If we do remove an AKA none of the information, none the immunizations on the record will, it doesn't separate clients, it just takes that AKA off. So, there's no separation of clients.

And now I am going to look up a locked record. I want to show you this because a locked record will, you'll see this happening more and more because after the pandemic, a lot of people realize that they had, that MIIC was a thing, even though they usually get information provided to them, but a lot of people have started locking their records. So, you're going to run into this sometimes. Let me put in his birthdate. So, Donald Duck or Ducky here has an AKA in his record, but it looks like it's the same client, so I'm going to click on the last name, and you'll see that it says access restricted. It is locked to this organization. So unfortunately, Mr. Donald Duck has passed. So, if you see who it's locked to and say you have Donald Duck sitting in your office and he is in fact alive, you can email them at help desk or call us as probably better just to go over this. It doesn't happen a ton. Usually, they're locked to deceased because we do have a death certificate, or someone has marked them as deceased and that doesn't happen typically on accident. So, the other option would be that this record would be locked to just MIIC help desk and that's when clients go on and don't want anyone but that MIIC to be able to see the record or it will be locked to a specific provider. So, say I wanted my child's record locked to just their provider, I would ask that be locked to the HealthPartners where I live. So, depending on what it's locked to, you'll see this screen. It should give you an address, a contact name, and a phone number on this screen, so you'd have to talk to your client one make sure they don't want the record locked, and then go ahead and contact the number on here and unlock the record if that's what they want done .

I will show you real quick how to lock it record. So, I'm going to look up Mr. Hanz Gruber. So, I'm going to find Hanz Gruber and I think if you've all seen the movie, we know that he has passed. I'll go over this more in depth a little bit. here, but on this bottom section under the demographics there's this client tab. This Allow Sharing of Immunization Data question is what locks the record. So, if I change this to no, a pop-up will tell you that now you're changing this and it's going to be locked to the organization that you're logged in as. So, if I were to hit OK, I can still see this record, but nobody else can. So only MIIC testing can now see Hanz Gruber's record. So, he is now locked. Let me now and then to unlock him obviously, you can just hit Yes, and then Save. And he's been updated. It'll tell you client updated here. So now everyone has access Hanz's record.

And now I'm going to look up what duplicate clients look like. So, I'm gonna look up little Miss Rainbow Bright here. So, I looked up Rainbow Bright, you'll notice there's no AKA over here on the right. So, there are, in fact, two clients here. What you wanna do is click on the last name, look at the screen, it looks like it's Rainbow Bright. This is her birth date; this is her middle name and there's not a whole lot of other information available. So, what you should do is grab this MIIC ID number and click on this handy little help desk icon, put the ID number in there, and then we'll hit back. Click on the second one and you'll notice this record has significantly more information. That is not always true, but you do want to make sure they are the same client. To me, I'm confident that these are the same client probably because she is made-up. But I want the MIIC help desk to merge this, so I'm going to copy that other e-mail or I'm sorry, ID number, I'm gonna put it in e-mail and let the help guests know that this is the correct information. So, I'll just put please merge. So, and then you would send this to the MIIC help desk. You can hit send and then we'll go ahead and merge it and send you back a new ID number. Again, please make sure that if you're requesting re-merger record, you are confident they are the same client. You cannot unmerge a client once they have been merged it's not a thing that can happen. So, make sure they're the correct client, because once they're merged, all those immunizations go onto one record, and you cannot separate them. That said, now we're going to go ahead and look at the demographics here. So, pretend that we already merged this record and not going to do it live for you guys. So, we looked up Rainbow Bright, she has a lot of information here, last name, first name and birthdate are the only required information to have a record in MIIC. If you have a middle name, please put it in there, if you have mother’s maiden, last name, mother's first name please also put that in there, especially if you have a super common name. If you have address, we'd like that information, phone number as well. If you have an email address and the client is OK with you putting it in there, please also do that.

I'll scroll down to the bottom here and go over the client tab. So, this is where that chart number I mentioned before is. Again, not all organizations have that. It is specific to your organization. So, if I was logged in as Regions Hospital, this number would be different or not exist. This status over here is where you would change it to inactive for your organization and if Rainbow Bright has passed, you can change it to deceased. We're not gonna do that. The Allow Reminder and Recall again specific to your organization. If you change this to no, that means you can't do the reminder and recall information or you won't rather, you can always change it. And then again that Allow Sharing of Immunization Data, this will change it, so the client would lock to your, be locked to your organization. This address tab here, not all, not all clients have any have information in here. Some have none, some have a ton of stuff. So, this is just historical information we may or may not have in this case, Rainbow Bright we have her father, He-Man in here and some old addressed. And the client comments tab is where you would see any refusals or titers or medical exemptions. So, if Rainbow Bright came in and said that she had a chicken pox as a kid, you would see that here, you can always add a comment by hitting new. It'll clear out these boxes and you have a bunch of stuff to pick from. So, let’s just say I don't. Let's just pick one. We'll say that she's got an exemption from, or she refused anthrax, and we’ll pick today. So, you can pick today and then hit next and you'll see that now that option has been entered that she's refused anthrax. So, that's just briefly how you put in titers.

And then real quick, I will go to her immunization screen. We are gonna go over in webinar two this whole screen will go over everything. So, we won't go into great detail here, but this is kind of a summary at the top of what was on that previous screen. So, it's got her full name, birth date, gender if we have that, chart number, that MIIC ID numbers up here on the right, address, if we have it. Client comments will sometimes be in here, depending on your browser but again you can go back to that previous screen and look at the comments. The second section is all the information that we have provided to us by organizations. So, this is everything we have for Rainbow Bright and then this bottom box is the MIIC forecaster. To print an immunization, you can go ahead and go to, you can hit print here, it's not very pretty. So, the prettier version is if you go to reports and then you wanna click this MIIC Immunization Report and it'll give you a PDF version of what we were looking at on the screen. So, it gives you everything that we have and then it also has the forecaster and the comments in there. So, it has all those titers and refusals and whatnot.

So, I'll go ahead and close that and then I'm going to click home and show you if you have exhausted all of your searches, so, say you tried to look up the client and they just don't show up in MIIC, you, if you have the typical user role and above, you can certainly add a new client. So, to do that I'm going to hit enter new client and again all I need is last name, first name and birthdate. We want this mother's name; last name and first name is highlighted because we really want that information. But it will create a record if you don't have it. So, I'm gonna put Papa Smurf in here. I'll pick his gender and then I'll click save and it'll say please put more information in, but I don't have it. So, I'm gonna say OK and now it'll show you that Papa Smurf is in MIIC as a new client. There is no other information available. If I click immunize, Papa Smurf record will be blank. But you have created a new client and you can certainly enter more information if you have it. So, from here, I'll just go ahead and pause for questions.

Awesome. Great. We have few questions. First one, sometimes my org code username/ password will clear out and not log in. What should I do when this happens?

That's usually a browser issue, so if it happens just if you go to this screen just clear out the box again and try again. It has something to do with the browser on your end. It's not, I will admit sometimes make has some teenage moments and you'll just give it a minute or two, but typically it has something to do with the browser on your end so unfortunately.

Awesome. Thank you. Next question, can you remind me what I can relay to my MIIC administrator when and how to find out who is my administrator is?

To find out who your administrator is that correct? OK. Yeah. So typically, if the MIIC Help Desk gets an email from a user that says I can't log in, here's my organization code that MIIC Help Desk is gonna look up the organization. So, if I as the MIIC Help Desk, I would look up the organization and look at the users and tell you who your administrator is if they are active, if you don't have an administrator, we will then ask you to provide an administrator. But if you absolutely don't know who your administrator is Just email the help desk with your organization code. We'll look it up and let you know. And like I said, usually we copy the administrator if the account is active. So, I was just going to show. So yeah, we would, as MIIC, we have access to all of the organizations and we can look up all of the users, but we will for sure direct you to your administrator, so we basically log in, switch to your site, and look up who your administrator. So, in this case say Grogu is emailing us and saying I don't know who my administrator is, we would look them up. We would find the administrator right here. And then obviously this is me because I'm Wonder Woman. We would copy this email and reply to you and copy Wonder Woman and say please reset your users account or something to that effect. I think that answered the question.

Yeah. Thank you. OK, next question. Can we delete all users who do not work at our organization anymore?

No. You can inactivate users. You cannot delete users. So that is just because it's historical information to see who has ever had access to your organization. Obviously, this is the fake organization. So, if you look at this screen, there's a lot of fake users, but it is for historical data. And we do want to know who has had access to MIIC under your organization. These are organized by active users alphabetically by last name and then inactive alphabetically by last name. And if you have a large organization and hundreds of users, you can use these search fields to look for someone. So, you can type in Sheera here. And it'll narrow it down to just the one you're looking for. If that's helpful. So, there's ways to look for it. You can also look up by, say I wanna. I know this person's last name is Cheese. It'll narrow it down to Chet Cheese here. So short answer is no, you cannot delete any users.

Next question, this person wants to know how can I search a child who has a comma in their name.

A comma in their names that what you said?

Correct.

So, commas trying to remember, I know you put dashes and names you usually want to try searching by part of the first name or part of the last name and the birth date. So, if you've got a client that has a comma and their first name or an apostrophe in their first name, if you have the full last name and the date of birth, try searching. That way you just have to try searching a few different ways.

So, thank you. Next question. I found a child care I am I required to enter all of my children as clients.

Child cares actually cannot enter any clients, so that's something I mentioned before. Typical user is the most common role, child cares and most schools have read only access, so you can only view what actually exist and MIIC, you cannot enter clients if you have clients records like you've gotten clients or children that are in your childcare that you have physical records for, and the parents do in fact want the records put into MIIC. You do have to make sure that's. OK on your end. You can email the help desk and we'll just email the help desk and say you have records and then we'll work with you to get MIIC updated, but child cares and most schools don't have access s to actually enter in new clients or edit clients.

Thank you. Will entering data into any of the AKAs populate all data AKA's?

Can you, do you mean if you search a client, will all the AKAs appear?

Will automatically populate. So yeah.

So, if you search like I searched Lone Star there if you search Lone Star it's gonna show you any AKA that has ever existed for to Lone Star. So obviously I put his full name in there, but it'll show you the AKA. So, if Lone Star has AKA's, it'll be in there. So, if I put Star, I’ve already forgotten his birthday. Because he's not real 6/24. So, it'll show you that there's an AKA on there for Prince Lone Star. I'm not sure if I understood the question correctly, but

So, this one is also for a case and it's there asking why don't AKAs get combined?

It really depends on the name so if I went into Lone Star here and put Lone in again for duplicated it, it's not gonna create a new AKA it created a new one because I put Prince Lone Star in there so If you have questions about AKAs or why they're on their record it is kind of specific to the client, so you'd want to email the help desk with that ID number right there at the top.

Does the reminder recall allow contacts field in make apply just to test to my organization or all other organizations to which a client is associated?

This box right here. This allow a reminder and recall is specific to your organization. I feel like we should have Sudha on. I don't know if under the parent child organizational structure if that affects how that works, but I to my knowledge it's specific to the organization that you're logged in as

Jenevera I can just. I can add some clarification here. This is Lizz, also from the MIIC team. That allow reminder and recall contact field does apply. It is specific to the client record regardless of which organization. So, if the client says we do not want to be contacted when I'm due for my next immunization and you change that field to no that would impact not just your organization but any organization that client participates in in MIIC.

Thank you, Lizz. The opposite of what I said.

Next, thank you. Next question, if a patient refuses us like seen at a clinic visit does that come across to MIIC?

Only if you provide that information to us. So, if you enter it in here and they refuse something it'll come to MIIC. For data exchange. Lizz, you might want to jump in. I think that there are ways to send refusals via data exchange. You can through this spreadsheet as well.

Yeah, if you're sending client comments through your established HL7 interface, then that information is received in an updated on the client's record.

Thank you both. And next question. Is it easy for patients to lock their to lock their record without realizing to remember in it?

I guess you could say it's easy. They do have to fill out a form so. Let me do. It's under data privacy I think, so maybe right here. So, it's under data privacy here. I guess I would say yes, it's easy, no don't always know that they're locking the record. I'm not sure that's very helpful. They have to fill out a red cap form and then our we have another team that actually fulfills those requests. They can, they can lock the record, they can lock in purge the record. They can also go to the data privacy page and unlock their record if they choose. But they can also request you as their provider to unlock it if it is locked to your organization. Or you can contact the org that it is locked to. So, I guess it's kind of easy, but I don't know that people know exactly what they're doing when they lock it so.

Jenevera I'll just add here to so yes, clients can ask their provider to lock their record to that provider location and the provider can do that either through the MIIC user interface like Jenevera had demonstrated earlier for us, but providers can also update MIIC by sending that information to us electronically. So again, if your organization is set up for electronic data exchange with MIIC and you are collecting you know the privacy information or your receiving information from the client that they'd like to opt out, or not share their data with other organizations. Your organization sends that information on to MIIC and on the back end, the clients record would get locked to your provider organization. So, if you're noticing within your organization that this seems to be happening quite a lot and you're getting these questions from patients or from clients saying I never asked for this to be happening it might be a sign that the system is sending over information to lock records in incorrectly or there there's an issue with the mapping on the back end, so it would be good to connect with your technical team within your organization and to reach out to the MIIC Help Desk and we can help do some troubleshooting and looking into what is happening there.

Thank you, Lizz.

That's all the questions we have at the moment we'll probably have a couple more at the end.

Alright, I will just go back over again I can't stress enough that you can click on this little light bulb here and it'll take you to our user guidance and training resources. I believe the links are being put in the chat as well, but this page actually really helps you with a lot of our user guidance. So, this getting started button it'll you drop that down and it'll show you know more everything that I showed you probably more in depth, but you don't have to listen to me talk the whole time. The entering information. Same thing depending on your if your organization can do that show you enter new clients add in realizations, we are gonna go over this information on the webinars as well. But these are always available so like if I click on this one there's actually a PDF available here that does walk you through all of this and so you're not watching a video, you can go step-by-step through the PDF. Same thing and there is a short video as well so if I go back though, there's a lot of information on this page and we do try to keep it as updated as possible. So, if I click on this PDF, same thing it'll give you the step-by-step instructions. Yeah, and then this is that participating in MIIC page that we kind of flashed earlier on the beginning of the webinar. So does it if your organization doesn't currently participate or you want to renew your data use agreement you can learn about MIIC here under this drop down and this is where that enroll drop down is and the data use agreement is here. So, and there is plenty of guidance on here and how to complete it. You can also email the Help Desk and we'll let you know what to look at I will just show this allowable uses of MIIC paragraph here just because I feel like it's important. So just make sure that you're only using MIIC to look up clients that you're providing services or care for on behalf of so. Nobody should be logging into MIIC to look up employee records for employment purposes or any other you know, reason besides providing care on behalf of a client. I will also note that sometimes when you log in to MIIC you'll see like a yellow or red ribbon at the top here I believe it's under the yellow ribbon, but that'll tell you if there's any downtime that MIICs gonna have if there's current events coming up sometimes, we'll have those listed here, the user guidance and training resources are also linked here. And then if I log out again the MIIC Help Desk option is right here. If you don't use that little tab, I showed you before and this forgot password option is here, I don't think. I mentioned at the top of the call that if you have a brand-new user account when you first log in, you're going to have to read through a personal data use agreement and agree to that before you can move any further within the application. That's a little hard to show on a webinar though so. Were there any other questions?

Yeah. Someone wants to know if I am asking if I am at school and I receive a student immunization record and there are more immunization on it than what in MIIC than what's on MIIC. How can I update the information into MIC?

Yep. So, if you get a record from you know, say you have a kid that comes in from another state or just doesn't have records and MIIC. If you have those paper records or even if you just have some information that isn't in MIIC, you can go ahead and contact them. MIIC Help Desk and we'll give you instructions on how to send us the information. Typically, we wanna either faxed or sent in an encrypted email. When you do that, we ask that because we get a lot of these and it's only a couple people updating the records. We do ask that you make sure one that you have clients last name, first name, and date of birth, that it is illegible and that you indicate which shots are missing We do get a lot of records faxed to us or sent an encrypted email, which just has like a kids first name and last name and no birth date and then a slew of immunizations. And we don't know what immunization you're trying to add to the record, so to help us and get the record updated as quickly as possible, again, just make sure in an encrypted email if your email emailing it or sent in some other secure way like US mail or fax, we do need last name, first name, birth date and then the immunizations indicated that you specifically want added to the record. And I'm just stressing that because we get so many and if we get one that has, you know, ten pages of Information and we're trying to decipher it. That record is not gonna get updated very quickly, so just make sure to help us narrow it down for us if you would. But again, if you have any questions about updating records, go ahead and email the MIIC Help Desk where you know don't send PHI data in an unsecure email, but you can always ask us the question and then we'll give you instructions from there.

I have one more quick question. Someone wants to know what if MIIC does not let me change client’s data birth?

The only way. You can't change a client's date of birth is if you have the read only role or like I said before, if we receive that birth date from vital records, you're not gonna be able to see, you're not gonna be able to change that date. It'll be grayed out, so you won't see that option. Let me just look. I don't have a. Oops. I don't have a client , but I'll just show you. So, if I look up I guess I don't wanna look up a real client, so I'll just look up Rainbow Bright, the Help Desk merged her two accounts, Rainbow Bright only has one record here, but if this birth date field is grayed out and not changeable, you're not going to be able to change it because we got the information from vital records if you were confident that date is incorrect, that isn't changeable, you have to email the Help Desk with this ID number, and then we'll have to do some investigating from there. It does happen sometimes with the people that have common names, or I don't think it happens with refugee health because those are all entered through refugee health, but it does happen sometimes. And yes, we did go over entering a new client.

Yeah, that was the last question that we have.

Yeah, to enter a new client, I'll just real quick, you just go so say you've exhausted all efforts to find a client, there's an enter new client option here. And again, all that's required s last name, first name and birth date We want more information to avoid duplicating records, but that's literally all you need to create a record and then we're gonna go over and next webinars how to update immunizations and all of that as well and again, if you go to that little light bulb all of that information is in here. So, if you click this entering information, there's a full PDF on how to enter new clients as well. So, If that's helpful.

Another question, should we be verifying the clients MIIC record MIIC record against against against the record the provider has in the EHR?

So I might have to have let's jump in here, but if they have any EHR and they talk, that organization talks to MIIC in real time everything they're EHR, EHR has should be what exists in MIIC because that is where we get we get the information from providers so the only time we're actually updating records and MIIC is if it's provided to us from a client, from school or child care, or someone that doesn't have direct access to MIIC. But if it's a provider in the state of Minnesota, they should have access to edit a clients record and should be doing so in theory theory, EHR should look just like MIIC, but yes you can compare them. Lizz, go ahead.

I'll just add on to here, so there as we alluded to earlier, there are some situations where a client might not have complete immunization record within MIIC and so you may be getting records from another source. It's a good practice to compare that to what is in MIIC. If you are receiving that information from outside of MIIC and it's an acceptable proof of immunization, like an official paper or electronic document from a health care provider, and it includes the full vaccination information like the day, month, year, and the product of vaccination or if you're receiving that information through like an official CDC card or the US Department of States vaccination documentation form. Those are all acceptable proof of immunization sources, and so you can assume that is accurate information. If that information is not in MIIC you can report that information on to MIIC as historical immunizations. We're going to touch on how to report data into MIIC in a future webinar, so invite you to come on back and learn about that. But yes, if you are receiving information from an acceptable proof of vaccination outside of MIIC is it is still OK to assume that record is appropriate and we do have a resource guide a link in the Q&A there or in the chat for you guys that kind of walks through capturing immunizations not currently a MIIC, what we would be, what we would consider acceptable proof of immunizations.

OK, I think. There we go.

Awesome. Thank you so much. I just wanna remind everyone that you can continue education links and can be accessed on the links that we have provided. Yep. So, the so these are the links that you can get your continuing education links and also wanna say that if you have any questions that we didn't get to it today or it may come up to you sometime later today, please feel free to send them to Help Desk and then they will be able to help you and go over each and every question that you have and just remember that you include your work code when you send those emails. So, you know, which organization is that you would be referring to. And that should conclude our webinar. Thank you for joining us again today and we are looking forward to having you guys once again a week from today October the 10. Thank you and have a good rest of your day. And we'll meet in a week from today. Bye.

Minnesota Department of Health
Minnesota Immunization Information (MIIC)
health.miichelp@state.mn.us
www.health.state.mn.us/miic

10/03/2023

To obtain this information in a different format, call: 651-201-5414.