

## Immunization Quality Improvement Tools

*This document includes answers to questions asked during the IIS Immunization Quality Improvement Tools webinar.*

### **Question 1: How can we find out who the warnings and errors reports are sent to in our organization?**

Typically the people designated to receive this report are clinical informatics/EHR leads for the organization. If your organization or clinic sends data electronically from your EHR to the IIS and you would like to know who receives this report, you can email [IISDataExchange@doh.wa.gov](mailto:IISDataExchange@doh.wa.gov).

### **Question 2: If a clinic marks a patient as inactive and then six months later the patient comes in for appointment, what happens to their patient status? What is the ramification of marking a patient as inactive?**

If a clinic inactivates a patient and the patient returns to the clinic for a vaccination, the patient will become owned and active again with that clinic once the vaccination is documented. Inactive patients will not show up on reports run for active patients only in the IIS, which may also mean no organizations are routinely checking the patient's vaccination status. We recommend that organizations carefully consider when it is appropriate to inactivate patients and share this policy with any staff who conduct quality improvement work or who are responsible for patient inactivation.

For more information view the [reference guide](#) and short videos on patient active/inactive status for [owning](#) and [non-owning](#) organizations.

### **Question 3: Who should providers/staff email if they would like one on one training with IIS?**

Contact [IIS.Training@doh.wa.gov](mailto:IIS.Training@doh.wa.gov) if you would like to schedule one-on-one training with the IIS Training and Outreach Team.

### **Question 4: Can anyone have the manage reminder/recall permission added to their IIS user account?**

This permission is for staff who are implementing quality improvement processes and need expanded access to Reminder/Recall. The Manage Reminder/Recall permission allows the user to create and monitor patient cohorts and create Reminder/Recall templates. This permission can be requested from your organization or clinic's IIS system administrator (e.g. the



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IIS Webinar Series

IMMUNIZATION QUALITY IMPROVEMENT TOOLS

JANUARY 30, 2019

FREQUENTLY ASKED QUESTIONS

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person/people who can set up and make changes to IIS user accounts). If you are unsure whether you have a system administrator, please contact the IIS Help Desk at 1-800-325-5599 or [WAISHelpDesk@doh.wa.gov](mailto:WAISHelpDesk@doh.wa.gov). If you are a system administrator and need assistance with managing user accounts please contact the IIS Training Team at [IIS.Training@doh.wa.gov](mailto:IIS.Training@doh.wa.gov) or refer to the following [guide](#) and [short video](#).