MIIS

Massachusetts Immunization Information System

MDPH Top Strategies for Increasing Immunization Coverage Rates: Managing Patient Records

Accurate immunization records are essential for forecasts, reminder-recall reports, and coverage reports. To ensure complete and accurate records practices must manage their patient population within the MIIS. This document guides you through the 5 main actions to effective patient management.

Step 1: Report Immunizations

Reporting complete patient records ensures all information is available to make accurate assessments. This includes administered vaccines from your practice and historical information for immunizations administered outside your practice.

One way to ensure messages are transmitting successfully from your electronic health record to the MIIS is to sign up to receive a *MIIS Weekly HL7 Summary Email*. This email displays how many messages your practice has sent and if there were any message failures. (See below for sample.)

To receive this email, call the MIIS Helpdesk 617-983-4335.

Site PIN	Provider Name	Message Type	HL7 Messages	Success	Success With Warnings	Errors	Percent of Errors	Avg Processing Time(ms)	Avg weekly count	Percent change	Last Message Received
1XX84	MIIS Pediatrics	VXU	34	32	1	1	0.0	2	33	103.0	07/06/2018 5:01 PM

Step 2: Manage Patients Active/Inactive Status

Confirm your patient population is up to date to prevent over representation on coverage reports which may lead to lower immunization rates for your practice. Patient status in the MIIS is either 'Active' or 'Inactive.' 'Inactive' patients will <u>not</u> be included when determining your coverage rates.

Login to the MIIS:
* *Go to https://sso.hhs.state.ma.us*
* *Enter username and password.*
* *Click the link for the **Massachusetts Immunization Information System**.*
   If necessary, select the provider site you are logging into from the drop down menu.
* *From the MIIS home page, hover over **PATIENTS,** then select **Search Patients.***
* *From the Patient Search screen enter the birth date and last name of the patient, then click **search**.*
* *The results of your search will be displayed in the Search Results Table. Click on the **patient name** to open patient record.*

Update Patient Status:
* *Click on the **Provider** tab and select the appropriate option for this patient from the **Status at provider** field.*
* *Click **Save** to save your selection.*
* *Then click **Close** to exit out of the patient record.*
* *Repeat this step for each patient status you need to update.*

Step 3: Correct Data Errors

Look at your data. If it looks wrong, fix it. Quarterly data quality checks are vital to ensuring high quality data. The MIIS offers a data quality tool for you to use to assist with your data review. It can be found on the ContactMIIS Resource Center www.contactmiis.info or by clicking here: Data Quality Tool

After completing the data review if you find issues please contact the MIIS Helpdesk 617-983-4335.

Using the MIIS and looking at your patient records is the best way to monitor and proactively fix small issues before they become significantly impactful to many more patient records.

Your practice's vaccine coordinator can also be a valuable tool to help identify data entry issues. Vaccine coordinators are in the MIIS often and utilize tools such as the Inventory decrementing tool that will quickly identify incorrect information being sent over by your practice.

Step 4: 📄❗ Add Clinical Comments when necessary

When appropriate enter clinical comments in the MIIS. Patients who have a documented contraindication or immunity in the MIIS will not be counted as incomplete when determining your coverage rates as these patients will not be identified by the MIIS forecasting module as requiring vaccination.

To add clinical comments (contraindications, immunities or religious exemptions):
* *Open patient record in the MIIS (see Step 2 for how to search for a patient in the MIIS).*
* *Click on the **Immunizations** tab.*
* *Click the expandable menu option, **Clinical Comments.***
* *Click the **Add** button and a pop-up screen will be displayed.*
* *Make the appropriate selections for the clinical comments fields displayed.*
* *Click **Save**.*
* *Click **Add** to add to add another clinical comment, or **Edit** under the action column to make changes to an existing clinical comment, or **Close** to exit out of patient record.*

Step 5: 👥🔍 Manage Duplication Queues

The MIIS contains a sophisticated de-duplication algorithm that analyzes each patient record that is received into the system and looks for potential matching characteristics between records. If the algorithm can determine that two records belong to the same individual the records will automatically merge creating one consolidated patient record. However, if the patient records are not an exact match, the system will place them into a queue to be reviewed to determine if the patients are the same or different. By reviewing your practice's patient de-duplication queue and merging records that you know are for the same patient, you will ensure that patient records are complete, You must be sure that the records are for the same person before merging them, as there is no "unmerge" functionality.

Removing Duplicate Patient Records:
* *Go to the ContactMIIS Resource Center www.contactmiis.info.*
* *Click on **Training Center** tab at the top of the page.*
* *Click on **Guides and Resources**.*
    * *Click on the MIIS Mini Guide titled **Managing Duplicate Patient Records** for further written instructions.*

For additional information about the MIIS or further training tools, please visit the ContactMIIS Resource Center, www.contactmiis.info