

How to Trouble-Shoot Missing Data in the MIIS

The MIIS Helpdesk is committed to providing high-quality customer service. In order for us to help you and improve the data within the MIIS, please review and complete this tool if you are missing data in the MIIS.

Please begin at **Step 1** and continue through the document until you feel you have identified the issue. If you get all the way to the end of this document and no resolution has been identified, please contact the **MIIS Helpdesk** at 617-983-4335 for further assistance.

DO NOT EMAIL THIS DOCUMENT. MIIS Helpdesk email is not secure for transmitting confidential information.

Step 1: Provide examples of missing shots or patients that are not appearing in the MIIS.

Check all that apply: Patient(s) are missing Immunization(s) are missing

Name:	Name:
DOB:	DOB:
MRN:	MRN:
Immunizations Missing:	Immunizations Missing:

Name:	Name:
DOB:	DOB:
MRN:	MRN:
Immunizations Missing:	Immunizations Missing:

Name:	Name:
DOB:	DOB:
MRN:	MRN:
Immunizations Missing:	Immunizations Missing:

Step 2: Confirm that the patient record(s) or immunization(s) is still in your EHR.

Are the patient record and/or immunization still visible in your EHR? Yes No

POSSIBLE RESOLUTION: IF YOU ANSWERED “NO”, THEN THE INFORMATION WAS DELETED IN THE EHR AND SUBSEQUENTLY ALSO DELETED IN THE MIIS.

Step 3: Immunizations

Is the missing immunization data administered by your practice or marked as historical (i.e. administered by an outside facility)? Administered Historical

POSSIBLE RESOLUTION: IF YOU ANSWERED “HISTORICAL” IT MAY BE POSSIBLE THAT YOUR EHR DOES NOT SEND HISTORICAL DATA TO THE MIIS. Please CHECK what data has been sent to the MIIS from your sites MIIS clinical champion or EHR vendor.

If immunizations are missing from a patient record is there a different vaccine in the MIIS patient record with the same administration date that also does not align with what is displayed in your EHR for the patient?

Yes

No

- If you answer Yes, what is the immunization(s) shown in the MIIS? _____

POSSIBLE RESOLUTION: IF YOU ANSWERED “YES” THERE IS LIKELY A MIS-MAPPING OF VACCINES CODES FROM YOUR EHR. PLEASE CONTACT YOUR EHR VENDOR IMMEDIATELY.

Step 4: Understanding your Electronic Health Record

Some EHRs do not send data in real time or require additional clinical intervention for data to trigger to the MIIS. Please answer the questions below regarding your EHR. Please contact your EHR vendor if you are unable to answer any of the questions below.

Does your EHR send real-time messages?

Yes

No

- If no, how long is the delay? _____

POSSIBLE RESOLUTION: IF YOU ANSWERED “YES” THEN WHEN WAS THE SHOT ADMINISTERED? IF IT WAS AFTER THE LAST BATCH OF MESSAGES WAS SENT TO THE MIIS, PLEASE CHECK THE MIIS AGAIN AFTER THE TIME DELAY HAS PASSED AND THE NEXT BATCH OF MESSAGES HAS BEEN SENT.

Does your EHR send data through a data warehouse or repository?

Yes

No

POSSIBLE RESOLUTION: IF YOU ANSWERED “YES” THEN THERE MAY BE AN ISSUE WITH MESSAGES BEING SENT TO THE DATA WAREHOUSE OR REPOSITORY; CONFIRM WITH YOUR VENDOR THAT MESSAGES ARE BEING SUCCESSFULLY SENT AND RECEIVED.

Does your EHR contain any variation of “consent to IIS” or “opt-in/opt-out” indicator to be selected when entering immunization information?

Yes

No

POSSIBLE RESOLUTION: IF YOU ANSWERED “YES” THEN THERE MAY BE AN ISSUE WITH MESSAGES NOT BEING SENT TO THE MIIS BECAUSE STAFF ARE NOT SELECTING THE CORRECT OPTION IN THIS FIELD. CHECK THE PATIENT RECORD IN YOUR EHR OF A MISSING SHOT TO CONFIRM THIS FIELD IS BEING SELECTED CORRECTLY BY STAFF.

Does your EHR require that patient records be approved by a physician before they send to the MIIS?

Yes

No

POSSIBLE RESOLUTION: IF YOU ANSWERED “YES” THEN THERE MAY BE A DELAY TO THE MIIS BECAUSE RECORDS HAVE NOT BEEN APPROVED BY THE PHYSICIAN. CHECK THE PATIENT RECORD IN YOUR EHR TO CONFIRM IF IT HAS BEEN SIGNED OFF OR APPROVED BY THE PHYSICIAN.

Does your organization consist of multiple sites (locations)?

Yes

No

- If you answered yes to the previous question, Is your EHR able to subdivide your messages by location?

Yes

No

POSSIBLE RESOLUTION: IF YOU ANSWERED “YES” TO THE LAST 3 QUESTIONS IT MAY BE POSSIBLE THAT YOUR EHR IS SET UP IN SUCH A WAY THAT WHEN A PHYSICIAN APPROVES ONE OF YOUR PATIENT RECORD’S AT ANOTHER LOCATION THE MESSAGE IS SENT AS BELONGING TO THE OTHER SITE AND THEREFORE THE PATIENT MAY NOT SHOW UP ON YOUR SITES REPORTS (COVERAGE, REMINDER RECALL ETC...)

Step 5: Does your EHR have an alert system?

From time to time, the connection from your EHR to the MIIS may be disrupted. Your EHR should be able to monitor when messages (data) do not get sent to the MIIS and alert your practice of this disruption to help ensure your practice continues to comply with state law.

Does your EHR have a user dashboard? Yes No

Does your EHR alert your practice if data stops being sent to the MIIS? Yes No

Does your EHR have the ability to re-send messages (data) that failed or did not send? Yes No

POSSIBLE RESOLUTION: IF YOU ANSWERED “YES” TO ANY OF THE LAST 3 QUESTIONS, CHECK YOUR DASHBOARD MESSAGE STATUSES THAT ARE BEING SENT FROM YOUR EHR TO THE MIIS AND CONFIRM IF ANY MESSAGES HAVE FAILED TO BE SENT. IF YOU SEE AN ISSUE, CONTACT YOUR VENDOR IMMEDIATELY.

Step 6: Check the MIIS HL7 Admin Console to confirm message counts.

A message consists of patient data including immunization data. A message count is when you compare the amount of messages the MIIS has received from your EHR to the amount of messages your EHR has sent. To access the HL7 Admin Console, log in to the MIIS then on the home screen click the HL7 Admin Console module. If you do not see the HL7 Admin Console on the MIIS Home screen, please contact the MIIS Helpdesk for assistance 617-983-4335. A weekly summary email is also available, please ask the MIIS Helpdesk to turn on this feature for your practice.

The HL7 Summary is the default view, and will provide you with a summary of how many messages were received as well as how many messages errored in the last 7 days. If you know when the missing information was entered into your EHR please update the start date. To obtain message counts from your EHR, contact your Vendor or IT dept.

Does the message count match with what your EHR vendor has sent? Yes No

POSSIBLE RESOLUTION: IF YOU ANSWERED “NO” THEN THERE MAY BE AN ISSUE WITH THE MESSAGES NOT BEING SENT BY YOUR VENDOR. SEE STEPS 4 AND 5 FOR FURTHER TROUBLESHOOTING.

Are there any counts in the “error” column of the MIIS HL7 Summary? Yes No

POSSIBLE RESOLUTION: IF YOU ANSWERED “YES” THEN THERE IS AN ISSUE WITH THE WAY THE MESSAGES ARE BEING SENT BY YOUR VENDOR. CONTACT YOUR VENDOR IMMEDIATELY.

Step 7: Follow up

Once you have completed this tool, please review it to determine why data may be missing in the MIIS. Your EHR vendor or IT department should be notified of the missing data if it is due to a technical issue, and you can share this tool with them to assist with further troubleshooting. Finally, call the MIIS Helpdesk at 617-983-4335 if the issue is determined to be technical in nature (e.g. not related to data entry). Please report the issue and resolution and have this completed sheet available when you call.