

## 1. Is reporting to TennIIS mandatory? Do all immunizing providers in Tennessee report to TennIIS?

It is mandatory for all health departments and all providers participating in the Vaccines for Children (VFC) program to report administered vaccinations to TennIIS. Other healthcare providers are strongly encouraged to report vaccinations to TennIIS, but it is not mandatory.

The Tennessee Department of Health relies on providers reporting vaccinations to TennIIS – the system is most helpful when as many providers as possible choose to report vaccinations to TennIIS. If more vaccinations are in TennIIS, then outbreaks can be responded to more efficiently, vaccination status can be determined for more students, and the public health sector can determine where vaccination efforts need to be concentrated.

## 2. Is TennIIS a registry for childhood vaccines only?

No, TennIIS is a lifelong registry! Its purpose is to be a record for all vaccines across the age spectrum. All vaccinations (childhood, adolescent, adult, travel, etc.) should be entered into TennIIS. This allows patients of all ages to have consolidated vaccination records which can be accessed for reasons such as school attendance, employment, volunteering, or travel.

## 3. Who can register to use TennIIS?

Any immunizing provider organization (e.g. healthcare provider or pharmacy) can register to use TennIIS. School districts, childcare facilities, and governmental agencies who need to review immunization records may also register to use TennIIS.

Within each organization, a point of contact determines which employees may gain access to TennIIS.

TennIIS is **not** for patients and parents to access their own immunization records.

## 4. Can I share a TennIIS user account?

## TennIIS Frequently Asked Questions

Sharing user accounts is prohibited in TennIIS. Everyone who accesses TennIIS must have their own username and password. Within each organization, a point of contact determines which employees may gain access to TennIIS. To request a username, please have the organization point of contact email [TennIIS.Registration@tn.gov](mailto:TennIIS.Registration@tn.gov) with the organization/facility name, user's full name, email address, and phone number.

### **5. How can I change the organization/facility my user profile is assigned to?**

If you are not assigned under the correct facility, have moved to a different facility, or changes need to be made to the organization/facility structure, please contact [TennIIS.Registration@tn.gov](mailto:TennIIS.Registration@tn.gov). This is important as vaccine/patient information is linked to the user's facility at the time of entry.

### **6. What is the difference between active and inactive patients?**

View/edit users can add vaccinations and edit demographic data for all patients, regardless of the patient's active status.

Patients will show up as "active" or "inactive" on their demographic screens in TennIIS. Patients that are "active" with an organization or facility will appear in patient-level reports and reminder/recall lists. Providers can choose to inactivate patients who are no longer affiliated with their organization/facility.

For certain types (health departments, pharmacies, and schools), all patients will show as "inactive." These types of users will not be able to run patient-level reports or reminder/recall lists, but they are able to add vaccinations and edit demographic data on all patients, regardless of the patient's active status.

### **7. What is the proper procedure for updating an adopted child's immunization record?**

Contact the TennIIS Help Desk by **phone** at 800-342-1813 and follow the instructions given. Patient information should not be sent via email.

It is important for adopted patients to go through this procedure to remove the pre-adoption patient information. Failure to correctly go through this procedure can have important legal and personal privacy consequences.

### **8. What should I do if I notice errors in an immunization record or immunization certificate?**

Contact the TennIIS Help Desk by **phone** at 800-342-1813 and report the error. Patient information should not be sent via email.

### **9. What should I do if I believe the TennIIS forecast is incorrect?**

Contact the TennIIS Help Desk by **phone** at 800-342-1813 and report the error. Patient information should not be sent via email.

### **10. Who should I contact if I am having trouble with vaccines transferring from my electronic health record system to TennIIS?**

First, reach out to your electronic health record system vendor (for health departments, the EHR is PTBMIS and the vendor would be your regional system administrator). The TennIIS team is unable to access your EHR system and troubleshoot any issues arising from that side, which is why it's important to reach out to your EHR vendor first.

After the EHR vendor has been notified, if they are unable to identify the problem, email the TennIIS Interoperability team at [TennIIS.MU@tn.gov](mailto:TennIIS.MU@tn.gov).