

Bringing Home Vaccine



Stewardship
Accountability
Inventory Management

What is Vaccine Stewardship?



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Oregon
Health
Authority

What is Vaccine Stewardship?



The Law



- Inventory management in ALERT IIS
- Staff training
- Reconcile inventory prior to ordering
- Report all immunizations to ALERT within 14 days

What is Vaccine Stewardship?

The Law

- **Inventory management in ALERT IIS**

- Put it* in ALERT IIS

- Keep it honest in ALERT IIS

* State-Supplied and Privately Purchased Vaccine

Vaccine Inventory Management Means...

- **Adding both state-supplied & locally owned stock to ALERT IIS inventory.**
- **≥ 95% of doses accounted for in ALERT IIS.**
 - Valid VFC eligibility code for each immunization given.
 - Dose on immunization record deducts from inventory with a matching vaccine lot number.
 - Reconcile doses that were not given to patients.
- **Accepting electronic order transfers** in ALERT when vaccine arrives in the clinic.
- **Borrowing** is a rare occurrence (not flu)

What is Vaccine Stewardship?

The Law

- **Staff training**

Every Other Year Training
required by Oregon Law (2 staff)

Annual Training Required by
VAP Agreement (Coordinator
and back-up coordinator)



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The Law

- **Staff training**

<https://www.oregon.gov/oha/PH/PreventionWellness/VaccinesImmunization/ImmunizationProviderResources/vfc/Pages/Required-VFC-Training.aspx>

Required every one **1** year

Your program coordinator and back-up coordinator must take the VFC/VAP program overview training every year. Completion is required to receive vaccines from the Oregon Immunization Program and for VFC/VAP recertification.

Oregon VFC/VAP Overview and Self-Assessment

Course time: 35 minutes

Overview: Participation in the VFC or VAP program requires commitment and hard work. This training module covers program requirements and lets you assess your clinic's overall compliance. [Start module](#)



Required every two **2** years

At least two immunization staff must take training that covers **preparing vaccine, administering vaccine, and storing vaccine**. The Oregon Course contains all three modules. Or staff can take the two linked CDC courses below that cover all three areas.

Certificates of completion of the trainings will be requested at your next VFC/VAP site visit. The CDC trainings are eligible for continuing education credits (CEs).

Oregon Trainings:



What is Vaccine Stewardship?

The Law

- **Reconcile inventory prior to ordering**



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Reasons to Modify Inventory...

Reason for Modifying	Explanation/When to Use
Receipt of Inventory	Doses of vaccine that were received from the Oregon Immunization Program or distributor and added to your inventory. (Transfers will be automatically added to inventory when using Manage Transfers from within the IIS.)
Error Correction	Inventory quantity was entered incorrectly; the correction could be adding or subtracting from quantity on hand. (To change an error in the lot #, dose, or other non-quantity data, click on the vaccine name hyperlink from the Show Inventory screen and edit details as needed.)
Doses Returned	Doses of vaccine that were returned to you; this should not be used routinely because any doses you transfer should be done using the Manage Transfers feature and rejected or returned doses will be automatically added back to your inventory.
Doses Transferred	Doses of vaccine that were transferred to another site; this is used when the doses WERE NOT transferred using the Manage Transfers feature in the IIS. (Transfers are automatically deducted from inventory when using Manage Transfers in ALERT.)
Doses Recalled	Doses of vaccine recalled by the manufacturer.
Doses Administered	Doses of vaccine that were administered but were not automatically deducted from your inventory by the IIS (for example, because you reported them by electronic data exchange or did not have the "From ALERT IIS Inventory" box checked in the Enter New Immunizations screen).
Borrowed In	Doses of vaccine added to inventory to pay back vaccine that was given to a patient with a mismatch between vaccine eligibility code and vaccine lot funding source
Borrowed Out	Doses of vaccine subtracted from inventory when you have given an immunization from a lot whose funding source does not match the patient's vaccine eligibility code; only use this as a manual adjustment when you did not take the immunization from inventory at the time of vaccination
Spoilage reported by Provider	Doses of vaccine that were spoiled due to causes other than fridge malfunction or failure to store properly upon receipt; an example would be a vial of vaccine left out of the fridge overnight.
Lost or damaged in transit to Provider	Doses of vaccine that never arrived or that were unusable when they did arrive (temp excursion, broken vials, etc).
Failure to store properly upon receipt by Provider	Doses of vaccine that were accepted by the provider but not stored properly and so were spoiled.
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Lost or unaccounted for in Provider inventory	Doses of vaccine that can't be accounted for after being received and entered into inventory (you can't find the vaccine).
Other – Not Usable, reported by Provider	Use to reconcile inventory when vaccine was wasted or damaged (e.g., broken vial in box or patient refused vaccine after drawing it up) and nothing else is appropriate.

What is Vaccine Stewardship?

The Law

- Report all immunizations to ALERT within 14 days

February						
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

Reporting to the Immunization Information System (IIS)

(1) Any provider who participates in the IIS and who administers immunizations shall report such immunization to the IIS within 14 calendar days of such immunization, or for COVID-19 immunizations, in accordance with OAR 333-047-1000.

(2) Any pharmacist who immunizes must report all immunizations administered to the IIS in accordance with OAR 855-019-0290, or for COVID-19 immunizations, in accordance with OAR 333-047-1000.

(3) Reports shall be submitted to the IIS in a manner as required by the program.

(4) Any authorized user may report immunizations, and other such information, permitted under ORS 433.090(3) and (5), as prescribed by the program, to the IIS without the consent of the client or the parent or guardian of the client.

Reporting this information without the consent mentioned above shall not subject a person to liability or civil action.

(5) Any authorized user who administers state-supplied vaccine must [...]:

(a) The name, address, phone number, gender, and date of birth of a client;

(b) The date of administration of the vaccine;

(c) The CPT, CVX, or NDC code of the vaccine administered;

(d) The dose-level vaccine eligibility code;

(e) The organizational identifier of the administering or reporting clinic or site;

(f) The lot number of the vaccine;

(g) The dose amount and manufacturer of the vaccine, when available; and

(h) Other data elements as specified by the Public Health Division.

(6) Any authorized user who administers state-supplied vaccine shall utilize, in accordance with OAR 333-047-0050 and 333-047-1000:

(a) The ordering module for ordering state-supplied vaccines; and

(b) The inventory module for tracking public or public and private vaccine supply.



Vaccine Accountability

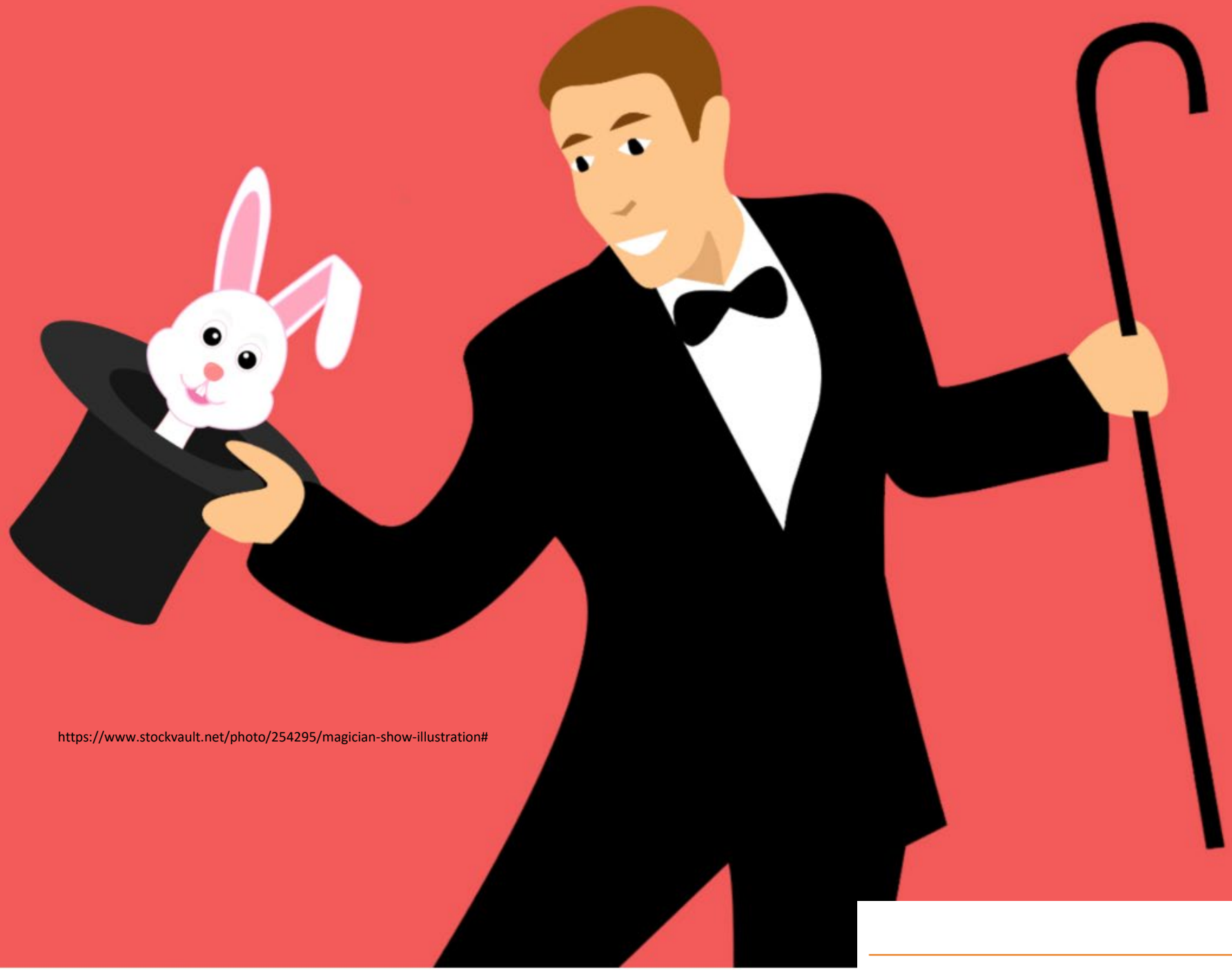
Where did it go?

333-047-0040

Accounting for Vaccine

(1) Any entity receiving state supplied vaccine shall account for all vaccines the clinic administers (state-supplied and privately purchased) through data submission and inventory management via the Authority's Immunization Registry, as outlined in OAR 333-049-0010 through 333-049-0040 and for COVID-19 vaccine, as outlined in OAR 333-047-1000.

(2) An entity receiving state supplied vaccine may only transfer or redistribute vaccine to another Authority enrolled provider.



<https://www.stockvault.net/photo/254295/magician-show-illustration#>

What is Vaccine Accountability?



What is Vaccine Accountability?

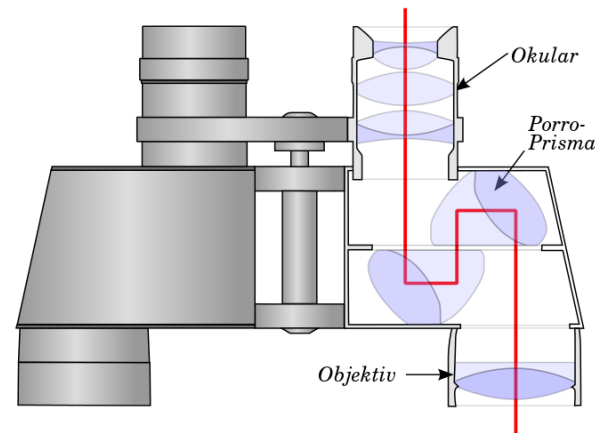
1. You know where the vaccine went



What is Vaccine Accountability?

1. You know where the vaccine went

2. Someone else can tell where the vaccine went



What is Vaccine Accountability?

1. You know where the vaccine went
2. Someone else can tell where the vaccine went
3. Where the vaccine went was not:

Where the vaccine went was
not:

Waste, expiration, spoilage



Where the vaccine went was not:

The wrong patients



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Where the vaccine went:

Oregon Immunization Program		Vaccine Accountability Report - Lionadh-Nylen Pediatrics										Oregon Vaccines for Children			
Report timeframe: Month 7, 2016 - Month 8, 2016		Org Code: KL1234				VFC PIN: P1234				Report date: 09/16/2016				Funding Source: Both	
<i>This report only reflects data reported to ALERT IIS during the report timeframe and does not include influenza vaccine.</i>															
Detailed Accountability Data by Vaccine Group and Lot															
Vaccine Group	Lot Number	+ Starting Inventory	+ Doses Received	- Doses Reported	- Doses Expired	- Doses Spoiled	- Doses Wasted	- Doses Transferred Out	+ Ending Inventory	Accounted for Doses	Accounted for %				
Rotavirus	ALL	1	28	-2	0	0	0	0	27	29	100.00%				
Td/Tdap	2729X	0	10	0	0	0	0	0	8	8	80.00%				
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Td/Tdap	C9902AA	0	19	-1	0	0	0	0	12	13	68.42%				
Td/Tdap	M06537	0	20	0	0	0	0	0	10	10	50.00%				
Td/Tdap	ALL	0	71	-1	0	0	-5	0	45	51	71.83%				
Varicella	K021933	3	0	0	0	0	0	0	0	0	0.00%				
Varicella	L024252	4	0	-1	0	0	0	-3	0	4	100.00%				
Varicella	L032396	0	20	-2	0	0	-2	0	14	18	90.00%				
Varicella	M006157	0	20	0	0	0	0	0	20	20	100.00%				
Varicella	ALL	7	40	-3	0	0	-2	-3	34	42	89.36%				
ALL	ALL	101	485	-52	-2	-3	-22	-19	415	513	87.54%				

ALERT IIS SuperUsers can run this report

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Other – Not Usable, reported by Provider	Use to reconcile inventory when vaccine was wasted or damaged (e.g., broken vial in box or patient refused vaccine after drawing it up) and nothing else is appropriate.

Not on
Accountability
Report

Not
necessarily
bad use of
vaccine, just
poor data
continuity

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Not good
uses of
vaccine

Others can tell where the vaccine went

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What Lowers Accountability...

REMEMBER:

The goal is to have a transparent audit trail. Manually modifying inventory does not allow that.

- **Manually modifying large amount of inventory.**
 - Frequent use of “Doses Administered” lowers accountability.
 - This means that immunizations on the patient record did not deduct from inventory.
 - Use Ad Hoc List report to identify problems.
- **Eligibility code issues.**
 - No eligibility code sent to ALERT.
 - Coding adults as “M” or Medicaid Eligible.
 - ALERT IIS will reject the eligibility code for adults coded as “M”.
 - Should be coded as “B” for Billable or “L” for Locally-Owned.

What Lowers Accountability...

- **Doses not deducting from Inventory.**
 - Use Ad Hoc List report to troubleshoot common problems:
 - Typos in lot number from EHR
 - Use the lot number on the outer packaging.
 - Not all vaccines have the same lot number on all the components.
 - Ex: Pentacel and Menveo.
 - Entering a lot number with the letter "O" instead of the number "0".
 - If entering directly in ALERT, don't forget to check the "From ALERT IIS Inventory" checkbox:

What is Vaccine Accountability?

3. Where the vaccine went was not
 - a. Waste, expiration, spoilage, or
 - b. The wrong patients

What is Vaccine Accountability?

3. Where the vaccine went was not
 - a. Waste, expiration, spoilage

What Lowers Accountability...

- Wasted
- Expired
- Spoiled



What Lowers Accountability...

- Wasted
- Expired
- Spoiled



What Lowers Accountability...

- **Wasted**
- **Expired**
- **Spoiled**

MarkBuckawicki, CC0, via Wikimedia Commons



What Lowers Accountability...

- **Wasted**
- **Expired**
- **Spoiled**



What is Vaccine Accountability?

3. Where the vaccine went was not

a. Waste, expiration, spoilage, or

b. The wrong patients

The wrong patients:

Eligibility Coding – Know patient's eligibility status and the eligibility rules

Borrowing – only give state-supplied vaccine to those whose eligibility qualifies them



The wrong patients



ELIGIBILITY CODING

Eligibility codes must be documented in patient medical records for every dose of vaccine administered.

Patient Age	Patient Population	Eligibility Code	Vaccine Stock
0 through 18	No Insurance	N	State
	OHP/Medicaid (children only)	M	
	American Indian/Alaskan Native	A	
	Underinsured (in FQHC/RHC only)	F	
19 or older	Other State-supplied, 317 (uninsured, under-insured, <u>and</u> special exceptions*)	O	
All ages	Billable (Privately insured patients and adults on OHP/Medicaid)	B	
	Special Projects	S	
	Locally Owned (privately purchased vaccine)	L	Private

*For eligibility code **O**, see [317 eligibility chart](http://bit.ly/317eligibilitychart) for details <http://bit.ly/317eligibilitychart>

Public clinic coding chart

Age	Definition	Eligibility codes	Vaccine stock
0 through 18	OHP or Medicaid	M	State
	No insurance	N	State
	American Indian or Alaska Native	A	State
	Underinsured	F (FQHC or RHC only)	State
19 +	Other state-supplied. See 317 chart for eligibility requirements.	O	State
All ages	Privately insured children or adults on OHP or other insurance	B	State
	Locally owned (privately purchased vaccine, including seasonal flu vaccine for privately insured children and all adults)	L	Private
	OIP special projects (rarely used)	S	Special project

VFC Eligible

NOT VFC Eligible

Locally Owned now includes Varivax (and MMRV and Pfizer COVID if used) in addition to Flu. These vaccines cannot be given from state supplied vaccine as Billable.

Flu View

PUBLIC CLINIC ELIGIBILITY CODING

Eligibility codes must be documented in patient medical records for every dose of vaccine administered.

Patient Age	Patient Population	Eligibility Code	Vaccine Stock
0 through 18	No Insurance	N	State
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	American Indian/Alaskan Native	A	
	Underinsured (in FQHC/RHC only)	F	
19 or older	Other State-supplied, 317 (uninsured, under-insured, <u>and</u> special exceptions*)	O	← <u>NO</u> Flu
All ages	Billable (Privately insured patients and adults on OHP/Medicaid)	B	← <u>NO</u> Flu
	Special Projects	S	
	Locally Owned (privately purchased vaccine)	L	Private

State-Supplied Flu →

Vulnerable Population Flu →

Private Flu →

*For eligibility code O, see [317 eligibility chart](http://bit.ly/317eligibilitychart) for details <http://bit.ly/317eligibilitychart>

Non-Billable Vaccines View

PUBLIC CLINIC ELIGIBILITY CODING

Eligibility codes must be documented in patient medical records for every dose of vaccine administered.

Patient Age	Patient Population	Eligibility Code	Vaccine Stock
0 through 18	No Insurance	N	State
	OHP/Medicaid (children only)	M	
	American Indian/Alaskan Native	A	
	Underinsured (in FQHC/RHC only)	F	
19 or older	Other State-supplied, 317 (uninsured, under-insured, <u>and</u> special exceptions*)	O	← NO Flu
All ages	Billable (Privately insured patients and adults on OHP/Medicaid)	B	NO Flu; Varicella, MMRV, Pfizer covid
	Special Projects	S	
	Locally Owned (privately purchased vaccine)	L	Private

State-Supplied Flu; Varicella, MMRV, Pfizer Covid →

Vulnerable Population Flu →

Private Flu; Varicella, MMRV, Pfizer Covid

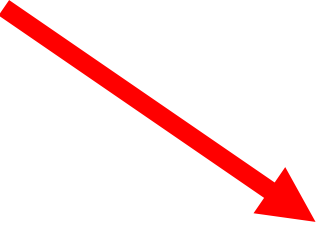
*For eligibility code O, see [317 eligibility chart](http://bit.ly/317eligibilitychart) for details <http://bit.ly/317eligibilitychart>





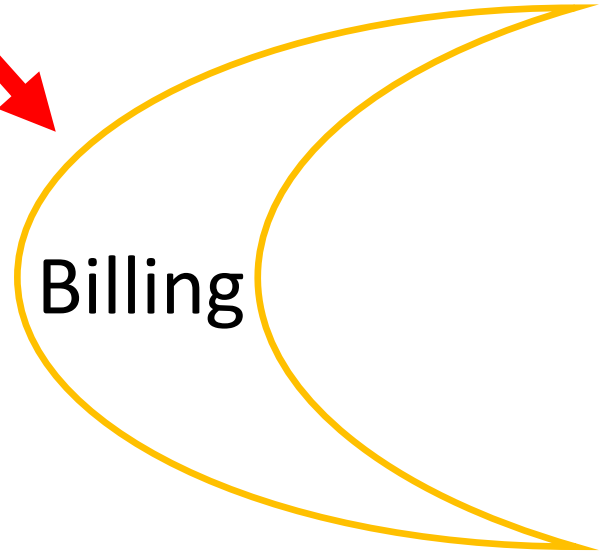
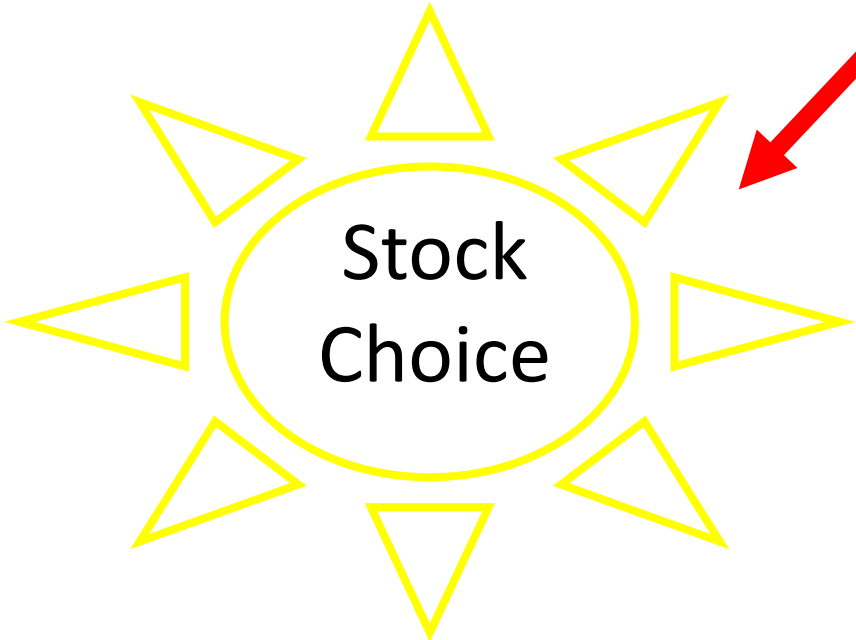
Age, Insurance Status

Eligibility Coding



Stock
Choice

Billing






Borrowing

“Neither a Borrower nor a Lender Be”

-Polonius

Hamlet, Act 1, scene ii



What is Borrowing??

- Using Vaccine from one funding source for a patient who is not eligible for vaccine from that funding source.
- A person eligible for vaccine through Vaccines For Children, Bridge Access Program and 317, or Vulnerable populations flu should receive it from state supply.
- A person not eligible through any of those programs for a specific vaccine should receive privately purchased vaccine.
- If a person receives vaccine from the wrong supply, that dose of vaccine was “borrowed” and must be paid back.

ALERT

Inventory

- manage inventory
- manage orders
- manage transfers

Manage Inventory

Show Inventory for Sites....

Show Inventory

Show Transactions for Sites....

Show Transactions

Update inventory Alerts....

Update Alert Prefs

Return to the Previous Screen....

Cancel

Date Entered [From]: 01/01/2023

To: 09/24/2023

Date shot was given [From]:



To:



User Name: All User Names

Transaction Type: All Transaction Types

Site Name: All Sites with Inventory

Trade Name/Lot Number/Funding Source: All Lot Numbers

Display Last 9999

Records

View

Cancel

Borrowing on the Transactions Report...

Vaccine Transactions for Organization: Erin's Test Clinic - ORGB - 001002						Record Count: 6
Site Name	Trans Date	Lot \ Funding Source \ Trade Name	Type	Qty	Patient Name	DOB
Erin's Test Clinic	08/28/2017	UI89231 \ Private \ Fluzone Quad PF 0.5mL	REC	100		
Erin's Test Clinic	08/28/2017	UI76209 \ State \ Fluzone Quad PF 0.5mL	REC	50		
Erin's Test Clinic	08/28/2017	UI89231 \ Private \ Fluzone Quad PF 0.5mL	Borrowed	-1	BROWN, LIZ	01/27/1968
Erin's Test Clinic	08/28/2017	UI76209 \ State \ Fluzone Quad PF 0.5mL	Immunize	-1	BROWN, LYDIA	01/27/2007
Erin's Test Clinic	08/28/2017	H015749 \ State \ Pneumovax 23	REC	40		
Erin's Test Clinic	08/28/2017	H015749 \ State \ Pneumovax 23	Immunize	-1	BROWN, LIZ	01/27/1968

Borrowing on the Transactions Report...

Vaccine Transactions for Organization: Erin's Test Clinic - ORGB - 001002						Record Count:
Site Name	Trans Date	Lot \ Funding Source \ Trade Name	Type	Qty	Patient Name	DOB
Erin's Test Clinic	08/28/2017	UI89231 \ Private \ Fluzone Quad PF 0.5mL	REC	100		
Erin's Test Clinic	08/28/2017	UI76289 \ State \ Fluzone Quad PF 0.5mL	REC	50		
Erin's Test Clinic	08/28/2017	UI89231 \ Private \ Fluzone Quad PF 0.5mL	Borrowed	-1	BROWN, LIZ	01/27/1968
Erin's Test Clinic	08/28/2017	UI76289 \ State \ Fluzone Quad PF 0.5mL	Immunize	-1	BROWN, LYDIA	01/27/2007
Erin's Test Clinic	08/28/2017	H015749 \ State \ Pneumovax 23	REC	40		
Erin's Test Clinic	08/28/2017	H015749 \ State \ Pneumovax 23	Immunize	-1	BROWN, LIZ	01/27/1968

Finding borrowing another way...

Ad Hoc List Report!

Patients

- manage patient
- enter new patient
- merge patients
- upload list
- check roster status
- manage roster list

Immunizations

- manage immunizations

Reports

- reminder / recall
- check reminder status
- check reminder list
- manage custom letters
- cocasa extract
- check request status
- the afix product
- vaccine eligibility
- check vaccine elig status
- group patients
- check group status
- assessment report
- check assessment
- benchmark report
- check benchmark
- ad hoc list report
- ad hoc count report
- ad hoc report status
- billing report request
- check billing report
- provider report
- check provider status



Create a Customized List Report

What items would you like to display on the report?

Most Common Items

- Birth Date
- Patient First Name
- Patient Last Name
- Vaccination Date
- Vaccine
- Vaccine Eligibility
- Vaccine Lot
- Historical Immunization

Add >

< Remove

< Remove All

How would you like the report to be sorted?

Item to sort on (not sorted) ▼

Order First-to-Last Last-to-First

A report takes longer to run if you want it to be sorted.

How would you like to filter the data?

Item to filter on Owned Immunization ▼

Comparison EQUALS ▼

Value to compare to Yes ▼

and ▼



Add/Save Edit

Selected Filters

Active Status EQUALS Yes
AND
Owned Immunization EQUALS Yes

Edit

Remove

Finding borrowing another way... Ad Hoc List Report!

Create a Customized List Report

What items would you like to display on the report?

Most Common Items

- Immunization Items**
- Borrowed Inventory
- CVX Code
- From Inventory
- Immunization Submitted Date
- Inventory Funding Source
- NDC
- Owning Organization

Most Common Items

- Birth Date
- Patient First Name
- Patient Last Name
- Vaccination Date
- Vaccine
- Vaccine Eligibility
- Vaccine Lot
- Historical Immunization

Source of last update

The screenshot shows a web-based interface for creating a customized list report. It features two columns of 'Most Common Items' and a central control panel. The left column lists 'Immunization Items' (circled in red), 'Borrowed Inventory', 'CVX Code', 'From Inventory', 'Immunization Submitted Date', 'Inventory Funding Source', 'NDC', and 'Owning Organization'. The right column lists 'Birth Date', 'Patient First Name', 'Patient Last Name', 'Vaccination Date', 'Vaccine', 'Vaccine Eligibility', 'Vaccine Lot', and 'Historical Immunization'. The central panel contains three buttons: 'Add >', '< Remove', and '< Remove All'. Three orange arrows point from the left column to the 'Add >' button: one from 'Immunization Items', one from 'Immunization Submitted Date', and one from 'Source of last update' (which is circled in red and located below the interface).

Ad Hoc Report

Standard User

Super User

Can be tailored for a variety of uses including: managing your clinic's list of active patients, determining amounts of vaccine to order, tracking down data entry mistakes made when entering an immunization on a patient's record that prevented immunizations from deducting vaccine inventory in ALERT IIS.

Recommended for providers interested in improving their patient population immunization rates, Clinics participating in the VFC and AFIX programs, Coordinated Care Organizations (CCOs) and health system administrators wanting to meet performance measures by raising immunization coverage levels and reducing missed opportunities to vaccinate.

Inventory Deduction Training (Training Portal)

Troubleshooting electronic inventory deduction

Inventory Borrowing Training (Training Portal)

Troubleshooting electronic inventory borrowing

<https://www.oregon.gov/oha/PH/PREVENTIONWELLNESS/VACCINES/IMMUNIZATION/ALERT/Pages/Training.aspx>

Ad Hoc Report Overview (PDF)

This tipsheet gives a quick overview of the items, factors and filters used to set up a custom report.

Ad Hoc Count Report (PDF)

Instructions for creating the Ad-Hoc Count Report. Intended for use as a reference for flu season. Intended for clinics participating in the VFC program.

Ad Hoc List Report (PDF)

Instructions for managing your clinic's list of active patients. *(A necessary step in conducting an effective reminder/recall immunization project.)*



List Report & Borrowing

Birth Date	Patient first Name	Patient Last Name	Vaccination Date	Vaccine	Vaccine Eligibility	Vaccine Lot	Historical Immunization	Borrowed Inventory	From Inventory
10/17/2016	Carmen	Miranda	11/5/2018	Flu quadrivalent injectable	M	UI982AB	No	No	Yes
10/17/2016	Carmen	Miranda	11/5/2018	HepA-Ped 2 Dose	M	R013858	No	No	Yes
10/25/2017	Davey	Crockett	11/6/2018	Varicella	B	R018141	No	(null)	No
9/16/1999	Indira	Gandhi	11/5/2018	Meningococcal B, OMV	B	T6A301	No	(null)	No
10/17/2016	Nadia	Comănesci	11/5/2018	Hib-PRP-T	M	UI944AAB	No	No	Yes
5/25/2008	Walt	Whitman	11/6/2018	Flu quadrivalent injectable	M	UI982AA	No	Yes	Yes

Ad Hoc List Report & Borrowing Detail

ent	Number	Styles	Cells			
E	F	G	H	I	J	K
Vaccine	Eligibility	Lot	Historical	Borrowed	From Inventory	
MMR	M	M040558	No	No	Yes	
MMR	L	M040558	No	Yes	Yes	
HepB-Peds	M	5DL22	No	(null)	No	

- Only doses that deduct inventory will show “Borrowed” Yes/No
- If doses do not deduct inventory, “Borrowed” will show (null)

Correcting Borrowing




- Most of the time, it is a coding problem.

WRONG	RIGHT
State-supplied vaccine coded L	VFC coded M, N, A or F, kids only! Other state-supplied O (uninsured) or B (insured)
Adult with Medicaid/OHP coded M	Insured adults must be coded B EXCEPT FLU, Varivax, MMRV and Pfizer COVID: code as L

- *Correct the coding = fix the problem*
- No need to delete or resend immunization if all other information is correct

Correct in EHR and ALERT

- ALERT will not take code updates via data exchange – to fix in ALERT:

Vaccine Group	Date Admin	Series	Vaccine [Trade Name]	Dose	Owned?	Reaction	Hist?	Edit
HepB	08/25/2015	1 of 3	HepB-Adult [Recombivax-Adult ®]	Full				
Influenza-seasnl	08/28/2017		Flu quadrivalent injectable pfree [Fluzone Quad PF 0.5mL ®]	Full				
PneumoPoly 23	08/28/2017	1 of 2	Pneumococcal 23 [Pneumovax 23 ®]	Full				

- Only track on paper Borrowing Log if truly borrowed



Paying Back Borrowing – THREE STEPS

If the wrong vaccine was used, it is a truly borrowed dose

- Must be paid back and tracked on Borrowing Log
- Move vaccine in fridge
- Update in ALERT Inventory



HOURS of OPERATION:

Mon-Fri , 9-4

OREGON IMMUNIZATION PROGRAM HELP DESK

800-980-9431

ALERT IIS Help Desk
alertiis@dhsoha.state.or.us

- Reset passwords
- Set up new user account
- Report duplicate patient records
- Functionality questions

Provider Services Team Help Desk
VFC.help@dhsoha.state.or.us

- Vaccine ordering
- Temperature excursions
- VFC compliance
- VFC certification



QUESTIONS?

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