Citywide Immunization Registry

We help you call the shots!
www.nyc.gov/health/cir

New York City Department of Health and Mental Hygiene
Thomas Farley, M.D., M.P.H.,
Commissioner
nyc.gov/health

NYC Health

Phone: (347) 396-2400
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FACT SHEET

Information for NYC Pharmacists who are Registered and Certified to Immunize

What is the Citywide Immunization Registry (CIR)?

The CIR is a computerized filing system that since 1996 has been keeping immunization records of people vaccinated in New York City (NYC). The CIR can help ensure that NYC residents receive all required immunizations and are protected from vaccine-preventable diseases. The CIR makes immunization records available to individuals, parents, legal guardians and custodians, health care providers, health plans, the Women, Infants, and Children (WIC) program, schools, and other agencies concerned with health.

Immunization reporting requirements timeline:

1997: NYC Health Code amendment goes into effect, requiring health care providers to report immunizations given to all children under 8 years of age to the CIR.

2005: The NYC Health Code requires providers to report immunizations given to all people under 19 years of age, and allows for reporting of immunizations given to people 19 years of age and over with written consent from the patient.

2006: New York State (NYS) Public Health Law 2168 is enacted, requiring providers in NYS to report immunizations given to people under 19 years of age. Under this law, NYC providers continue reporting to the CIR, even if the patient lives outside of NYC. Providers with offices outside of NYC report to the NYS Immunization Information System (IIS). The CIR and the NYS IIS will exchange information regularly on shared patients.

2013: New York State (NYS) Public Health Law 2168 is amended, removing the requirement for written consent for reporting immunizations given to people 19 years of age and over. Providers now have the option of documenting either verbal or written consent.

How can the CIR help you?

Health Care Providers serving adults:

- Report vaccinations given to individuals 19 years of age and older.
- Quickly look up patients in the Web-based Online Registry to see which immunizations were given in the past and which immunizations are due now. This helps to reduce "missed opportunities" to immunize and avoid unnecessary immunizations.
- Generate an official, printed immunization record to give to a patient.
- Generate Reminder/Recall lists of patients due for immunizations.

Individuals and parents, legal guardians, or custodians:

- Get a free copy of your own or your child's immunization record from the NYC Department of Health and Mental Hygiene by calling the CIR at (347)396-2400 and completing a short application. This application is available online at www.nyc.gov/health/cir. The CIR record may be presented to a health care provider, school, day care, camp, WIC, or employer as official documentation of immunization history.

In accordance with New York State Public Health Law 2168 and the NYC Health Code 11.11(d), information in the CIR is kept confidential and may not be disclosed except to protect the health of the individual or the health of others.

Visit Us Online! nyc.gov/health/cir

The Citywide Immunization Registry
42-09 28th Street, 5th Fl., CN 21, L.I.C, NY 11101-4132
(347) 396-2400   fax (347) 396-2559   cir@health.nyc.gov

Retail Pharmacy Forms 2013 December

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Site Security Administrator Username / Password Request Form for Pharmacies

To access the Online Registry, the pharmacy needs to designate a **Site Security Administrator** (User Manager). CIR staff will assign a username to the Site Security Administrator, who can then set up additional accounts for additional pharmacy staff members. Pharmacies with multiple locations must complete forms for each site. If the Security Administrator is not a pharmacist, he/she needs to be authorized under a NYS licensed supervising pharmacist.

1. Print name of Security Administrator.
2. Print name of pharmacy and your facility code, which is the code you were given for reporting purposes. It contains four numbers, a letter and an extension of two numbers. (If you do not have a code or if you have forgotten your code please visit www.nyc.gov/health/cir and click on the link "register." You may also contact us by email at cir@health.nyc.gov, or call (347) 396-2400 for instructions.
3. Print your site address.
4. Print your phone number, fax and email address.
5. Fill in the name and NYS pharmacist license number of the supervising pharmacist authorizing the Site Security Administrator. The signature of the supervising pharmacist is required.
6. Once you have completed this form:
   ▪ Mail or fax it to the CIR at the address below along with the attached signed *Security Administrator Confidentiality Statement for Online Access.*
   ▪ Upon receipt of these forms, CIR staff will assign a username and will call the site to provide the Security Administrator with this information.

PLEASE PRINT:

1. Name of designated Site Security Administrator:

_____

2. (a) Name of Pharmacy: (b) Facility Code:

_____

3. (a) Address: (b) City :   (c) Zip:

_____

4. (a) Phone: (ext.)   (b) Fax: (c) Email:

_____

Security Administrators MUST be authorized by a supervising NYS licensed Pharmacist, registered and certified to give immunizations

5. (a) Name of authorizing pharmacist (If different from above):   (b) License#:

_____

(c) Signature of Pharmacist:

_____

If you don't know your CIR facility code leave blank.

FOR OFFICIAL USE:
Security Administrator user name:_____   Password:_____

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Security Administrator Confidentiality Statement for Access to the Online Registry

Please read this statement carefully. Make sure that you ask your Department of Health and Mental Hygiene Immunization Registry Security Administrator for clarification about anything you don't understand, then sign the Agreement. Refusal to sign the Agreement will result in immediate denial of access to Department of Health and Mental Hygiene records.

Everyone who has access to Department medical and personal records is required by law to safeguard the confidentiality of personal health and other information contained in these records (the "Confidential Information"). Unauthorized disclosure of Confidential Information is a violation of New York City Health Code Section 11.07 and state law, subject to civil and/or criminal prosecution, penalties, forfeitures and legal action. See Section 558(e) of the City Charter and Section 3.12 of the New York City Health Code. Former employees of the facility or of the health care provider must continue to comply with confidentiality requirements after leaving employment.

In the course of accessing an immunization or lead test record, or adding an immunization to the Online Registry, an authorized user MAY NOT:

1. Examine or read any document or computer record from the Online Registry containing confidential information, except on a "Need to Know" basis; that is, if required to do so in the course of official duties.
2. Remove from a job site or copy any document or computer record containing confidential information unless authorized to do so, and if required in the course of official duties.
3. Discuss the content of documents containing confidential information examined with any person unless both persons have authorization to do so.
4. Discriminate, abuse or take any adverse action with respect to a person to whom the confidential information pertains.
5. Create and distribute usernames and passwords for unauthorized users.
6. Reveal or share individual personal computer access identification or passwords with other persons, even if such persons are also authorized to have computer access.
7. Compile any aggregate data or statistics from the program database except as authorized by the director of the Immunization Registry and/or Lead Poisoning Prevention Program.
8. Contact a person who is the subject of any Department record except on official business, in the course of official duties.

The above restrictions apply both to screen displays and to printed data. Any printed patient record shall be treated as confidential medical data.

Agreement

I have read and understand the above statement and the attached protocol. I agree to keep strictly confidential all Confidential Information I receive from the records of the Department of Health and Mental Hygiene Online Registry in the course of my employment at_____. I understand fully the consequences to me if I disclose Confidential Information without necessary authorization. I have discussed, and will continue to discuss, with the Department of Health and Mental Hygiene Online Registry Security Administrator any questions I have about what is confidential or to whom I may reveal Confidential Information.

DATED: _____

Mail or Fax to:
Citywide Immunization Registry
42-09 28th Street, 5th Fl., CN 21
Long Island City, NY 11101-4132
(347) 396-2400/ Fax (347) 396-2559

SIGNATURE: _____

PRINT NAME:_____

PHARMACY NAME: _____

ADDRESS: _____

PHONE (ext.):_____FAX:_____

EMAIL:_____

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ONLINE REGISTRY ACCEPTABLE USE PROTOCOL

This Acceptable Use Protocol (AUP) is for use of the Online Registry (OR).

Access to the OR is provided by the Immunization Registry solely for the purpose of obtaining immunization information and adding immunization records to the registry, and obtaining lead test information. The registry should not be used in connection with any personal or non-Registry matters.

All users of the OR have the responsibility of using their access in a professional manner. Compliance with this AUP is mandatory.

Use of the OR for activities that are unacceptable under this AUP will result in removal of the user's access to the OR. The Citywide Immunization Registry and/or Lead Poisoning Prevention Program reserve the right to review violations on a case by case basis.

System Security Measures to be followed by all Security Administrators of the OR:

1. The security of the Online Registry is of the highest priority. System security is essential for the effective and efficient operation of the system. It is the responsibility of the Security Administrator (and authorized users) to maintain the highest possible degree of system security. If a security problem is discovered, it should be reported by telephone to the Department of Health and Mental Hygiene Online Registry Security Administrator immediately.

2. Passwords:

Choose passwords that are not easy to guess or to find using a password decoding program. A combination of 8 or more characters with at least one number and one upper case letter should be selected.

3. Keep the password confidential; do not write it down.

4. Change passwords regularly (every 90 days is suggested).

5. If a password has been lost, stolen, or has been otherwise obtained by another person, or if a user has any reason to believe that someone has obtained unauthorized access to the OR, it is the responsibility of the Security Administrator to immediately notify the Department of Health and Mental Hygiene Online Registry Security Administrator.

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Getting Connected

- **Account set-up:** Upon completing the required Online Registry Access forms and providing a valid email address, you will receive an email from cir-reset@health.nyc.gov with password set up instructions and a time-sensitive link.

- **Log-in:** Go to www.nyc.gov/health/cir (Hint: For quick and easy access, bookmark this as a favorite.) Click on the Online Registry button (shown above left). Enter your User Name and Password in the Log On screen. Click on [I Consent →] to get started. Follow the instructions marked with 🟡, and tips, marked with ➲

- Look for the navigation bar, shown below. Look at the available tabs under each page.

MyList contains every record your facility has looked up and found. Click on an individual's name to quickly and easily find the record.

- **Search MyList:**
  - ➲ Search within MyList using the first few letters of the name.

- **View MyList:**
  - ➲ Choose the number of patients to view per page, number of days last accessed, or jump to the Last Name by alphabet.
  - ➲ MyList can be sorted by First Name, Last Name, Gender, Date of Birth (DOB), Date Last Accessed, and color-coded Status (🟢= up-to-date; 🔴= past due 🟠=due soon).
  - ➲ **To update a patient's status as "Active" or "Inactive"** [a.k.a**. Moved or Gone Elsewhere – (MOGE)** status*] to let CIR know if the patient is no longer being seen at the practice. This feature is located in the **Active** column of **MyList**.
    - ➲ Under this column, clicking Yes/No, will bring up the **Update Patient Info** screen where you may:
      - Update address, phone
      - Update patient status by choosing one of the options:
        - ○ Yes, patient is currently in my practice
        - ○ No, not in my practice (gone elsewhere)
        - ○ No, not in NYC (moved)
        - ○ No, patient deceased
  - ➲ **To remove patients** from MyList **and** its association with the practice, you must do **two** things:
    1) First, update the **Active** status to "No" in the **Update Patient Info** screen.
    2) Second, remove the record from **MyList** by checking the box to the left of the patient's name in the [Remove] column, and then click the [Remove] icon at the top of the column.
  - ➲ Note: If step 1 is not completed and if only step 2 is done, the record is only removed from your view in MyList and remains associated with your practice.

*For guidance on MOGE, please visit: www.nyc.gov/health/cir

Refresh MyList use this feature to refresh (update) MyList.

o Add patients you have immunized in the past who are in the CIR, but may not already be on MyList.

o Add patients you have looked up but may not have immunized yet at your practice. Please note MyList is shared by all users at your practice.

   ⮕ Click on "Who's in MyList" to view details of the current MyList: when and who updated the list last in your practice and criteria chosen.

Search allows you to search the CIR for an individual's immunization record. If you cannot find an individual, and believe the individual was born in NYC after 1995, please call the CIR for assistance, at (347) 396-2400. You may add a patient online if the individual was born before 1996 or was born outside of NYC and you cannot find the patient. Participation in the CIR for people 19 years of age and older is voluntary and requires consent. A sample consent form is found in the Add Current Immunization screen and Help section.

- **Search**
  ⮕ Fill in all four fields (first name, last name, date of birth and gender). Click "continue."
  If you are unable to find an individual's record with this option, use the Advanced Search option.

- **Advanced Search**
  ⮕ Choose by clicking on one of the advanced search combinations in the ⮌Tip box to improve your chances of finding an individual's record. Type the requested additional information. Click "continue."
  If you are still unable to find the individual's record, call the CIR at **(347) 396-2400**.

- **Add New Patient**
  ⮕ Enter as much information as possible to add a new patient to help prevent duplicate records.
  If you have trouble adding, call the CIR at **(347) 396-2400**.

Add Events allows you to add all of the immunizations you administer, as well as historical immunizations administered by you or other providers, to an individual's record in the Citywide Immunization Registry (CIR). The first step is to look up the individual (see **Search**).

- **Current Immunizations** allows you to add all immunizations given to a patient at a single visit.
  - ⮕ Check off the immunizations administered; specify the type of vaccine.
  - ⮕ Choose or type the administration date, indicate patient's VFC eligibility or coverage under CHPlusB.
  - ⮕ Click "continue" and add lot and manufacturer information.
  - ⮕ Review your additions. Click "confirm."
  For your convenience, a sample adult voluntary consent form to have immunizations recorded in the CIR can be found on this screen.

- **Add History** shows you all previously reported immunizations for an individual and allows you to add any that were not reported to the CIR.
  - ⮕ Enter the missing immunization event(s), including date and vaccine type.
  - ⮕ Choose whether the immunization was administered by your practice or documented on a hand-held immunization record as administered by a different provider.
  - ⮕ Click "continue," then "confirm."

- **Modify History** gives you the opportunity to make changes to a patient's immunization information.
  - Choose the immunization event(s) you want to modify or delete.
  - Choose modify or delete.
  - Click "continue" and make your changes. Click "confirm."

  Once you submit this information, the immunizations you reported previously will be automatically updated, while other requests will be reviewed by CIR staff who will update the child's record.

- **Add Lead Test** allows you to add current and historical lead tests, to an individual's record in the Online Registry. The first step is to look up the individual (see **Search**).
  - **To report lead tests**, use the Add/Edit feature.
    - Select Add Lead Test tab.
    - Add laboratory and provider information, then click the "Continue" button at the bottom of the page.
    - Enter/update information about the patient, then click the "Continue" button at the bottom of the page.
    - Enter information about the blood lead test result, then click the "Continue" button at the bottom of the page.
    - Check for accuracy, then click the "Confirm" or "Change" button at the bottom of the page. (Click "Cancel" to return to the patient record.)

- **Disease Immunity** allows you to report and review history of varicella disease. You may also report and review disease immunity confirmed by titer or serology for Hepatitis A, Hepatitis B, Measles, Mumps, Rubella and Varicella.
  - **To report disease immunity**, you need to report the IGg test date. For varicella, you may report the disease date. Scroll down to view patient history.

Reports

- **View Record** When a search is successful, the individual's immunization record, and lead test history are displayed. Vaccine series are located in the left column. Vaccines administered are listed from left to right, and organized by date. The Next Due column to the right tells you if a series is complete or indicates the date the next vaccine in the series is due. Orange bubbles indicate that the reported dose is invalid. Click on the orange bubble for additional details. Clear bubbles indicate a note – they do not indicate that the dose is invalid.
  - Click on the printer friendly format icon to print out a copy of the record in the "grid" format.

    - **Printing Reports:**
- **Provider Reports** You may choose the filtered report to print only valid immunizations or the unfiltered report to print all immunizations reported with recommendations and comments. The Lead Test History is automatically printed unless unchecked.

- **Public Report** This official report may be given to parents and legal guardians or custodians for school, the Women, Infants, and Children (WIC) program, camp, or day care. Only valid shots will be displayed. Recommendations and comments will not be displayed.

- **Request Fax**
  - Fill in the name and fax number (NYC area only) of the person to whom you are faxing the report, and click "submit." The person will receive the report in approximately 10 minutes.
- **Pre-Completed Forms**
  - Click on a form. The patient's immunizations and basic identifying information, along with the provider's contact information, will be automatically filled in, eliminating the need to transcribe this information manually. You may type onto the forms in areas highlighted in yellow, then print out the completed form.
    - **Forms currently available:**
      - o Child & Adolescent Health Examination Form (CH205)
      - o WIC Medical Referral Form for Infants and Children
      - o Early Intervention Program Referral Form (EIP-16)
- **Update Patient Info**
  - Update the address and phone number of the patient if your practice has not recently done so. Add information, such as Medicaid ID, medical record number, and/or mother's maiden name, so that you can use this information in the future to search for and find this patient.
  - Indicate patients as "Active" or "No longer active" (patient left practice). Also known as Moved or Gone Elsewhere (MOGE) status.

Adverse Event allows you to use the Online Registry to transmit a pre-populated report on an adverse event to the CDC's Vaccine Adverse Event Report System (VAERS). Follow the instruction guide found in the Help section of the Online Registry. You may print a copy for your records.

Recall /Reminder allows you to identify patients who may be due immunizations. This feature allows you to print letters and address labels, or a list of addresses and phone numbers. You may produce a recall / reminder list based on MyList or customized options. View the online *Coverage/Reminder/Recall Guide* for details.

Vaccine for Children (VFC) Program

Use this section to order VFC vaccines, order influenza vaccine, track orders, generate doses administered reports (DARs), VFC Eligibility Reports, print copies of VFC forms, and re-enroll online. (Note to retail pharmacists not participating in VFC: Skip this section and go to Doses Administered report section only.)

- **Order VFC Vaccine**
  - View the online *Online Registry Vaccine Management: Ordering and Reporting* guide for details.
- **Order Influenza Vaccine**
  - View the online *Online Registry VFC Vaccine Ordering Tool* guide for details.
- **Track Orders**
  - View the online *Online Registry VFC Vaccine Ordering Tool* guide for details.
- **VFC Forms** Use this page to download forms commonly used by the VFC program.
  - **Currently available VFC forms:**
    - o Provider Enrollment & Information Update Form,
    - o Eligibility Screening,
    - o Provider Vaccine Order Form,
    - o Flu Vaccine Order Form,
    - o Program Expired/Spoiled Vaccines Return Form.

- **Doses Administered Report**
  - Choose either the summary or detailed report (shows breakdown of age range) and enter a date range.
    Click "continue" to generate your report.
    The report includes all immunizations reported and VFC or CHPlusB eligibility.
  - To see only VFC Eligible doses or CHPlusB doses, click the toggle "eligible."
    In the detailed report option, choose eligibility types, date range, and age ranges.
- **VFC Eligibility Report**
  - Choose the age categories or leave the default to "all ages."
    This report shows the number of patients by age and eligibility status reported by your practice over the past year.
- **VFC Re-enrollment**
  - Fill out this online form to re-enroll in the VFC program as required as part of the VFC participation requirements.

Adult **quick add screen** is for the quick entry of influenza and meningococcal immunizations given to adults over 19 years of age, with verbal or written voluntary consent from the patient. For a sample consent form, visit www.nyc.gov/health/cir and view the Frequently Asked Questions, or visit the Help section in the Online Registry.

  - Enter all required fields on the form: name, gender, date of birth, address, vaccine administered and vaccination date.
  - You may enter additional vaccinations using the Add/Edit screen.

Tools contain materials and features useful for your practice.

- **Immunization Schedule**
- **Lead References**
- **Coverage Report** Use this page to find out which patients are up to date and optionally create a Recall List for patients who need immunizations. Consider using Refresh MyList before running a coverage report. Print letters and address labels based on a list of patients who are not Up-to-Date. View the online *Coverage/Reminder/Recall Guide* for details.

Set Up contains set up features useful for the user or the practice.

- **Default Settings**
  - ➡ You may choose settings to always start with a Simple or Advanced Search.
    Choose settings for MyList to view between 10 and "all" patients.
    You may choose how you want your list sorted, such as by Last Name.

- **Manage Vaccine Lots** Your Lot List is a customized list of the vaccine lot numbers you enter when reporting vaccinations. Each time you report an immunization event, you are asked to enter a vaccine lot number and a manufacturer, and to indicate the child's VFC eligibility status. Adding the vaccine manufacturer, lot and VFC information will make reporting faster, easier and your VFC reports more complete and accurate. The lots you add will automatically appear in the Add Immunization pick lists. By entering your vaccine lots, you can keep track of your vaccines and see when they will expire. Follow the step-by-step online instructions.

- **Change Password**
  - ➡ For security reasons, we ask that you change your password every 90 days. You must enter a valid email address. A password must be at least 8 characters long, and must be a combination from each of the three following categories:
    1. Uppercase alphabet characters (A-Z)
    2. Lowercase alphabet characters (a-z)
    3. Arabic numerals (0-9).
       Example: reG1stry

How to request to Reset your Password

- ➡ If you forget your password and/or are locked out, you need to contact your Site Security Administrator (SSA). Your SSA will be able to view your account and send you a link via email to reset your password. Be sure your SSA has your valid email address. The email reset email will come from cir-reset@health.nyc.gov and will expire after 4 days.
- ➡ Site Security Administrators need to contact: cir-reset@health.nyc.gov.

- **Manage User** Available to Security Administrators only: use this function to create, modify and inactivate User ID's and reset passwords for each user at your site.
  - o **Add New User**
  - ➡ To add a new user, click the "continue" button under "Add a New User."
  - ➡ Fill out the information. You must enter a valid e-mail address for the user.
  - ➡ For Security Group, Select "**Normal**" if you want your user to **Add/Edit** immunizations. Select, "**Read Only**," if your user will only be viewing patient immunization records and printing reports.
  - ➡ If the provider information needs to be updated, please contact the CIR at (347) 396-2400. Click "continue" and the new user is added to the list with the ID listed to the left of the user's name.
  - ➡ Click "Continue" and the following note in green will appear at the top of the page:
    User ID xxx was created. Please have the user check his/her email to set the password for his/her new Online Registry account. Please be aware: (a) that there may be a delay of up to an hour for receipt of the email; and, (b) that the email will expire after **4 days**, whereupon the account will need to be set up again.
  - ➡ The e-mail your user needs to look for will be sent from: cir-reset@health.nyc.gov.
    Link will expire in **4 days** – please notify new user to check email promptly.

- Please instruct users that passwords must contain characters from each of the three categories listed below, and must be at least 8 characters long:
    a. Uppercase alphabet characters (A-Z)
    b. Lowercase alphabet characters (a-z)
    c. Arabic numerals (0-9)

  Passwords must not be shared! *Each individual in a facility is required to have a separate password. Before assigning an ID to a new user, make sure he or she completes and signs a User Confidentiality Statement which you must keep on file. Do not send a copy to the CIR. (Go to www.nyc.gov/health/cir, click "For Providers," then click "Online Registry Access & Reporting" for a copy of this statement.)*

  o **Modify User, Reset Password**
      - In the Manage users tab, scroll down. Click on a User ID or Name to be modified.
      - Edit contact information and/or use the reset password link. Be sure the email address is valid.
      - Click "Continue" and a note in green will appear at the top of the page.
  o **Inactivate User**
      - In the Manage users tab, scroll down. Click on a User ID or Name to be inactivated.
      - Next to the question: "Active User?" choose "No"
      - Click "Continue" and a note in green will appear at the top of the page:

- **Change My Contact Info**
  - Use this form to update changes in your contact information.

?Help is designed to assist you in using the Online Registry. Please refer to it if you have any questions, or call **(347) 396-2400**, Monday through Friday, 9 am to 5 pm to request additional support.

LogOut

- Click on the LogOut button when you are not using the system. For security reasons, the system will automatically log you out if idle for more than 30 minutes.

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