MIIC Webinar 1 Transcript: Introduction to MIIC

APRIL 23, 2024

Good morning. Thank you for joining us for our biannual MIIC, Immunization Information Connection, four-part webinar series. My name is Heather Rieck. I'm a health program representative here at MIIC, and I'll be your facilitator for this webinar. Next slide please.

Moving on to some housekeeping details, all attendees will be muted, but you will have the opportunity to ask questions throughout the presentation, which we will discuss in the next slide. Please keep an eye on the Q and A chat for links to websites discussed during the presentation. This webinar will be recording, and the recording and its transcript will be posted on the MIIC user guidance and training resources MDH website in the days following the session [MIIC User Guidance and Training Resources](). If you have questions that do not get answered during the session, please reach out to us at the MIIC help desk at health.miichelp@state.mn.us. If you come across any technical issues, the easiest way to fix them is to simply log out of the session and then log back in. Next slide please.

To post questions and comments, please select the Q and A cannel in the upper right banner of your screen. Next slide please.

Following this webinar, you will have the opportunity to complete a continuing education survey to receive a certificate for Continuing Education credits. Next slide please.

Please join us next Tuesday, April 30, for the second session of our four-art Webinar series where we will discuss ways to review client immunization histories. Two more sessions will be held on May 14 and May 21. Please watch your email for further information and updates. Slide.

Please see our MIC, user guides and training website for an in-depth step-by-step guides to help you navigate the MIIC program MIIC User Guidance and Training Resources (www.health.state.mn.us/people/immunize/miic/train/index.html). Slide please.

In today's session, we will be covering the basics of MIIC. We will cover what is MIIC, who can participate, DUA, usage and facility spreadsheets, logging in for what we would expect for typical and read only users, password setup and managing accounts, searching for clients, entering new clients, akas, and locked records, printing a MIIC record, duplicate records, and then we will end with a Q and A. Next slide please.

Now let's move on to the contents. Please welcome my colleague, Jenevera Wolf.

Thank you, Heather. Hi. My name is Jeneneva Wolf. I'm with MIIC operations. I'm just going to go ahead and go through just how to participate in MIIC and getting set up. So go ahead and go to the next slide.

So, MIIC, if anybody doesn't know, MIIC stands for the Minnesota Immunization Information Connection. It's a statewide information system that was created in 2002. It's confidential and it stores records for clients on one individual record, even if they're record or their immunizations were given at multiple locations throughout the state. MIIC also supports immunization practice monitoring and improvement in the state of Minnesota. Go ahead next side.

We want you all to know that MIIC does take privacy very seriously, so we do protect the health of the individuals. The MIIC data privacy law or the privacy law, data sharing law is linked on this page Office of the Revisor of Statutes: Sec. 144.3351 MN Statutes (www.revisor.mn.gov/statutes/cite/144.3351). We can go ahead and send that out link that link out to you can also find it on our website. Everyone should know that when an organization does sign up to participate in MIIC, they agree to these privacy policies and data sharing law. So, that means that every user that is under their organization has legally agreed to make sure that they are ensuring the privacy of the data as well. Next slide.

Just some information about where the data connections are to MIIC. We have information connected through Refugee Health Program, Department of Human Services, vital records, and then we also share data with Wisconsin, Iowa, and North Dakota. Go ahead and go to the next slide.

These are just some of the user groups that actually have access to the application. I'm not gonna go through all of them, but these are these would entail anything from hospitals to clinics to a long-term care facilities, higher education, child care, schools, local public health, local public health. So, these are all of the organizations that participate and what that means is they can either view the information, make some of them can edit the information, some of them send information some of them receive only receive information. There's a lot of different kinds of users, but this is kind of generally who has access to the application. Next slide.

So, real quick, if you don't participate in MIIC already we'll just go through how you can. So go ahead and go to the next slide.

This is some legal jargon you guys can all look it up if you need to. It's the immunization data sharing law if you wanna just go on our website again, it'll be on that appropriate per provider participation MIIC Data Privacy. It's all part of the data use agreement. So, you will need to read that when you're filling that out, but you can certainly look up all of these, the legalities, if you would like on the our website. So go to the next slide.

So, getting started, we'll show this participating in MIIC screen later on in the webinar as well, but just to familiarize you can go to this page and then step one on the screen will show you how you can learn about MIIC and that will give you all the information in the back story and then step two is on how to enroll Participating in MIIC (www.health.state.mn.us/people/immunize/miic/participate/index.html). So, when you click on that drop down, it's actually going to take you to a RedCAP survey. So, when you go to that survey, you're gonna want somebody within your organization that's gonna read the information and make sure that they're agreeing to all the terms. So, you don't want individual users filling this out. This is specifically like the organizational level person filling this out. Go to the next slide.

So, once you click on that Step 2 to enroll, it'll take you to this RedCAP survey. It looks kind of like the screen over here on the right MIIC DUA Attestation (https://redcap.health.state.mn.us/redcap/surveys/?s=47EYXHNHLRHX7YER). We'll need an authorized user to review and agree to all the terms. Once you're finished with that, you can get a PDF, or you can actually get a PDF of it before you're finished and then you're gonna have to fill out some questions about your organizations. So, go to the next slide.

When you do fill out the data use agreement, there's up to four contacts. Not everyone has four contacts. Depends on the type of organization. They'll all need an authorized representative, and they will all need a MIIC administrator. It's important to note that MIIC administrator that is identified is the person that is responsible for making sure that all users are set up in MIIC. They're the ones that are responsible for resetting passwords if you need user reset, pass passwords, reset they should set up new users, they should deactivate old users, they showed assist users with any kind of account information, and really that administrator should sort of walk people through how to use the application when they first get started. After that administrator role, there's an immunization record contact. This really is only for organizations that administer vaccine or immunizations, and then there's a MIIC technical contact and that's really for like data exchange and people that would assist with getting information to and from MIIC. Next slide.

So, the facility spreadsheet this is specific to organizations that are set up with a parent-child org structure. So, that would be for example the larger ones like Health Partners or Alina. So, they have a parent org and then they have a bunch of child organizations. There are some schools that also have this structure, there are some child cares that also have this structure. That is dependent on the specific school and or child care. And there's some other there's, you know, the hospitals often have it long term cares. It really depends on who's filling out the data use agreement and the organization's decision on if they want to keep it and the single facility, or if they want to do multiple facilities. If you do wanna do multiple facilities, you do need to fill out the multiple facility data use agreement, you need to download and complete this facility spreadsheet. It does have three tabs. We can you can look at. It has three tabs with instructions, the facilities and then some other information. And then each facility on this spreadsheet is actually assigned their own organization code. So, you shouldn't be logging in under one primary org if you have a parent child organizational structure and if you have any questions, you can always email the help desk about that health.miichelp@state.mn.us. Go ahead and go to the next slide.

Once you've completed this, the data use agreement. The authorized representative is going to have to sign it, they can download a completed copy and then they'll get an email confirmation from, I believe it's RedCap that you get that from, and then there'll be a record ID number on there for you. So, if you look on the screen it says very tiny letters data use agreement form ID 4802 up over there. And then the MIIC staff, we try to process these within five business days. Sometimes it's within a few hours of you filling it out. Sometimes it's four to five days and if we have questions or we're going back and forth on some issues, sometimes it takes a little longer, but it's usually within that five business days. Next slide.

Once that we have that data use agreement completed, we'll go ahead and send the confirmation email to the authorized user. Sometimes the authorized user is also the MIIC administrator, so in that case the authorized user would get email telling them that the data use agreement is completed and then getting an informational email with their organization code in their username and then they'll get a second email with an encrypted password. That first email does have links to our user guidance page. It has more information on how to, just general information on how to use the application and then that second email is again an encrypted email with a password. So, that administrator has information on how they're supposed to manage user accounts. Next slide.

So, now that we've gone over that, once you've gotten your login from MIIC, we can go ahead and log in. So, I'm gonna go ahead and share my screen. To the right place. So, I'll note before we go any further, this is the MIIC test environment. None of this information is real, but it should behave and act just like make production. So, just so everyone knows, none of this information is real data for real people.

So, this is your login screen. I'll note here that there is a forgot password link the MIIC help desk gets a lot of emails for people that don't remember their password. It's completely understandable. We all have thousands of passwords, but there is a link on here and if you click on this link, MIIC will ask you for your organization code, your username, and then the email address that you believe is associated with your account. Once you fill that out, you'll hit submit and then MIIC will send an email to that address or the address that MIIC has for you, and then within that email there's a hyperlink that asks you to reset your password and it asks you for security question answers. Again, because we all have thousand logins, if you don't remember your security questions, that's also understandable, you can always email the MIIC help desk here health.miichelp@state.mn.us, and then we'll identify your MIIC administrator if you don't know who that is. That said, if you do know who your administrator is, you should contact them first and ask them to do this for you. The MIIC help desk will also tell you to do that first, so that's just information about this login screen.

Now I'm going to, at this point, log in as a typical user. I'm doing this because it is my, it is the most common role within the application. So, the screens will look a little different for different users. So, you'll need your organization code, your username, and your password and then you'll click log in. If you're a new user or you haven't signed this user agreement recently, you'll get. Sorry. I'm going to move this over. You'll go ahead. You'll get this user guidance or user agreement that you must like read through and review and sign. So, you can scroll down if you don't, if you see a blank screen on here it means your browser is blocking all this and you'll want to use a different browser, but most people will see this PDF that they can scroll down, and then you can hit accept. In theory you have read all of that. And then it'll ask you is this your username or is this you as a user, is this your username and is this your address? And you'll say yes. And then here's where you're going to set up passwords. I'm just going to put in some fake information here. So, we have a list of questions that you can go through. Hopefully I'm typing the correct thing every time. OK. So now that I've done that, it's recorded my security questions.

Since I'm on the screen, I'll go ahead and show you guys if you've immediately forgotten what you just typed in, you can always go to manage my account. You can change your personal information here. So, say your last name changed, or your first name changed, or you didn't like how it was, there was a space, you can change that here, you can change your email address if that changes and your phone number. I'm not gonna do any of that now. You can actually change your own password, so you'll want to do this when you get that email from MIIC that says your password is about to expire. This is where you go to do that, so it's under manage my account. So, say you've changed your password on a bunch of other applications and you kind of want to make them match. You can do that here. And then here is where you do those security questions. So, I have immediately forgotten what I typed in on here, but if that happens to, you can go ahead and fix it here. So that's where you change those and then I'm going to go back to home.

Just show everybody that this is the main home screen page this page will have any announcements without new releases. This is again all fake information, so these aren't real announcements, but they'll be dates and information and hyperlinks here. If I go back up to the top, obviously you can log out here and then if you click this little button right here, it should generate an email to the MIIC help desk. So, this should give you the email for the MIIC help desk if you ever have questions. I will say it is helpful if you provide your organization code IN every e-mail that you send Just because it's easier for us to look you up that way. I don't want to save this. And then this little light bulb here that is a light bulb, if you click on this will navigate you to our MIIC user guidance and training page. So, this page is really helpful. It's got dropdowns that'll go through a lot of stuff for you and it's actually where the webinars once they're recorded will be saved MIIC User Guidance and Training Resources (www.health.state.mn.us/people/immunize/miic/train/index.html0. So, you can always go back to this webinar if you need it. So, just remember that little light bulb.

Before I go any further. Again, I'll show you that this is the organization as a testing org, this is the user and then this is my role up here. So, sometimes we ask you what your role is this is typical user, again, that's the most common role. The other most common role is read only, and I'll show that screen once we go through some stuff here. So, this is typical user and I'm showing you this because the typical user has a few more options on this left side navigation bar. So, this blue navigation bar has slightly more options for a typical user and those basically the differences are that typical users can basically edit information within the application, whereas read only cannot do that.

So, I'm going to log out real quick and just show you what are read only screen looks like. So, this is a read only screen, again mostly looks the same, but you'll notice on the left side navigation bar that the options are slightly different. And again, that's mostly just because it's very limited to just being able to view the information in MIIC rather than editing anything. But it still has the same features as far as managing account and everything like that. So, at this point I'm going to pause real quick to see if there's any questions about logging and setting up your account. Doesn't sound like there's any questions. Anyone want to give me a thumbs up?

That's correct. No questions yet.

OK. So, I will just keep moving forward. The basic thing to do, in MIIC is to look up the client and when I say client, that means a person that you are providing care on behalf of. So, if Jane Doe goes into your office and needs to get an immunization, that is your client. If you're a school or a child care, or if you have someone enrolled in your organization, that is also your client. So, that's what the word client means. It does confuse some people. So, I just wanted to make sure everyone understands. Again, when I looked at that read only role, just so you know, manage client is what typical user says, but it's both under routine functions under read only, I believe it is find client. So, just look for routine functions and you wanna do find client or manage client. And in this case, I'm going to do manage client. It'll take me to the search criteria screen. So, looking for a client requires a minimum of two fields to search by, just a minimum. The exception to that is if you have a MIIC ID number. So, if you know a MIIC ID number, you can put it in there. If you have the typical user role and above, this chart number option also appears, that's chart number is specific to your organization, and you actually have to make sure it is in MIIC for you to be able to search by that number. So, just because your EHR has a chart number doesn't mean it's actually been put into MIIC. So, those are the two other options. But most people search by last name, first name, date of birth or some combination of those. When you do search, it does depend on how a common or uncommon the name is. So, like for example, if I were to search me because my first name is unique enough, I could put in my first name and my birth date, or my first name and part of my last name and it would find me. But if you have a super common name, you want as much information as you can.

So, let's look up a fake client here and the first client I'm going to show you has an AKA or an, also known as known, also known as on their record, and I wanna show this just because it does confuse people. Some people think it's two clients, but it's one client. So, an AKA just means that this person was at one point known by something else or put into the system by something else. So, I'm going to look up Lone Star here, but I'm going to use just his last name. Have the tendency to spell things incorrectly when I'm on webinar. So, and when you put in the birth date you do not have to put in the slashes just so everyone knows, like it's a little confusing. So, I'm gonna put last name and his birth date. I'm going to click find.

And it gave me two possible matches here. If there was only one Lone Star, there would only be, it would just navigate me directly to the record, but because there's two pieces of information that have been put into MIIC with this person's name, you'll see that it looks like two clients. So, when you first see this, it does look like two clients, but over here on the right there's an AKA check mark. What this means is when I click on this top one where I searched the Lone Star because that's how I know my client, it'll take me to the right record, but it'll show me that this person's name is now Prince Lone Star, because we all know he became a prince or found out he was. And then it'll show you that the AKA was at one point just Lone Star. And then if you note the MIIC ID number on here ends in 863, if I go back and click onto the one that doesn't have an AKA, I'll click on that and you see the AKA disappears up here, but the ID number is actually the same number. So, it is in fact the same client.

If I go back to manage client and put in Lone and Star, it just navigates me directly to it. So, it depends on how you search, but just know that AKA is it's someone actively changing or record and the only way to change a record is by changing the last name, the first name, or the birth date of a client. So, if I went to try to change this birth date to the 25 and hit save, MIIC is gonna tell me you're about to change this person's record with this birth date to this person, to this record with the new birth date. I'm not going to do that because it will create another AKA. So, it'll look like three current clients. But just so everyone knows, that is the only way that an AKA is ever created is when somebody actively changed his last name, first name, or birth date. So, I'm gonna hit cancel and it'll go back to that. So that's just looking up a record that has an AKA on it. Side note here, if you feel that an AKA is incorrect, you do wanna one make sure that you have looked at both the record both of the records, looked at anything on there and made sure with your client that their, the AKA is incorrect. You can always email the MIIC help desk with this ID number and tell us that you think that the AKA is incorrect. We will then research it and then if we think it needs to be taken off, we'll take that off and send you a new and updated information or updated information email we do like to keep AKA's because like in my own personal case when I got married my last name changed and I had an AKA on my record because I my maiden name was in there and I wanted my new name, but one organization knew me by one name and the other organization knew me by the other. So, we want to keep AKA as if they are in fact accurate. But you can always email the help desk if you have questions health.miichelp@state.mn.us.

So, now I'm going to go back to manage client and I'm going to look up a locked record and I'm doing this because locked records are coming slightly, becoming slightly more common. So, people might see them a little more often. Donald. So, I've put in his last name and first name and Donald Duck is a pretty common name and test just because we use this poor guy as a test client a lot. So, I did put in a birth date too. I'll click find and this is the screen you'll get when a record is locked to a sorry, specific organization. If the record is locked to this organization and it should not be locked, or your client thinks it should not be locked, or you do, you need to check with your client to see if they did in fact lock it to this organization. If they don't want it locked to this organization, then you can contact the organization that's on this screen. This isn't a real organization, obviously, but so say it's locked to, you know, some CVS. We'll have the CVS information here and a phone number and you'll need to have your client contact them to have them unlock the record. It is the organization that locks the records responsibility to unlock it if the client wants it done that way. And then if you run into issues from there again, you can always email the help desk and let us know. Because the record is locked, you won't get an ID number, so sometimes it's just better to call the help desk if you have a locked record. So that's a locked record.

I'm going to go back to manage client here and then we're gonna look up there are cases of duplicate records and that does sometimes happen. So, I'm just gonna look up Rainbow here. So, I'm going to look up Rainbow Bright just by her last name and birth date. So, now if you notice, there's no AKA check mark over on the right here. These are in fact two different clients. If I click on the last name, you'll see this ID number ending in 864. If I go back, and then this is a different ID number. So, these are two uniquely different client ID numbers. If you look at the record, so say I think one of these is pretty blank. So, if I click on this one and I go to immunize to view the record, you'll see that this client doesn't have anything. So, if I go back to manage client and put in her birthdate. and I go to the second one, I look at this information and there's obviously more info in the street address. If I click immunize, it'll take me to a record that's pretty full. So, you know, in my mind this is probably the same client. If you do feel like it is the same client, all you have to do is click on that ID number or that last name, grab the ID numbers, you'll just want to copy it and from here you can click on this help desk thing, put in the ID numbers, copy it and then in my case, of course I didn't copy correctly. So, in my case, I'm going to say that this record because I looked at the actual record, is the most accurate, I'm just gonna say. And then you just want to put something in here to the help desk that says please merge. Sorry, the formatting is not great on here guys.

Now when you send this, you can put merge client on here. When you send this to the help desk what they'll do is review it and make sure it does look accurate. If we have any questions and think that something needs to be double checked, we'll email you back and go through that, but otherwise we're just gonna reply back to you that we have merged these two records. I'm not gonna send this because it's fake so, I'm not going to send this. Otherwise, I would send it and we would go ahead and merge it and send back a new ID number. So, that is merging a client.

And then, real quick, we'll go back to what, we can go to Rainbow Bright's record actually. Just wanted to show you. We'll go to her full record. So, when you've looked at a client and you found the one you want if you get to that screen, this is the personal information screen again, that MIIC ID number. The information we have is on this screen, it's put in by organizations that have entered this client into MIIC. Sometimes we update them if clients ask us to. A lot of times the street address and phone number will be blank if you have that information and you have the ability, the typical user role and above, please put that into MIIC. We do want as much up-to-date information as possible. From here, if you want to actually view the record, you'll click immunize. And this is that actual immunization record. So, this will kind of summarize what was on that previous screen and then it'll have the actual immunization record with the vaccine group, date administered, trade name, all of that. We're going to go through this information on another webinar. And then all the way down, it'll have our MIIC forecaster. Again, we'll go more in depth on the forecaster, and I think it's webinar number two.

And then to print a record, you're going to want to hit print. And that'll take you to one that's not that pretty, but it is usable. So, you can print this from here or if you want an actual pretty one, you can click reports and then click this MIIC immunization report and this is a nice pretty PDF that you can print. It has all of the same information. How am I doing that time OK. Real quick, I wanted to. It does open a new browser. I'm gonna log out and show you what it looks like for read only users. I forgotten the fake users I've put in. Sorry everyone.

So, if you're in MIIC and you're a read only user, you can't obviously, can't edit anything, but I'm gonna hit find client and I'll look up, we'll do a Lone Star. Of course, I put the last name in wrong. OK. So, we're going to look at Lone Star's record here. So, say this is his record, you'll notice there because there's only one Lone Star, navigating me directly to the record. And then if you're read only, you'll really only have this option. So, you can click on that button, and it gives you that PDF. So, it is a little bit different for read only users. So, I just wanted to show that real quick. And then again, if you click this light bulb it'll take you to this user guidance and training page here where we have a lot of information MIIC User Guidance and Training Resources (www.health.state.mn.us/people/immunize/miic/train/index.html).

I will also show you that this find my immunization record page, it's really for clients. It is helpful for you to know that it exists because this is where clients can actually find their record or ask for updates. If you are an immunizing provider and you have the ability to update a record, you should be doing that though for them and you should be providing them with their record if they ask. They shouldn't necessarily have to go here because you have access to it to, to MIIC, sorry. But you can always tell users that this is on here should they wanna go and find it themselves. So, you just really have to Google find my immunizations MN and it takes you straight to this page here Find My Immunization Record (www.health.state.mn.us/people/immunize/miic/records.html). This will have a lot of information about frequently asked questions, some there's some information in different languages. It gives you information about Docket, how to submit a record request to MIIC. Again, if you're in immunizing provider, you should be providing them their record for them. And then it also has an update a MIIC record update request. if they want to update their records themselves and then there's also an FAQ down here. So, that's all I had for now if there are questions.

Yes, Jenevera, we do have some questions. So, first is for when is there an AKA record? Excuse me, when there is an AKA record, does it matter which one you pick to look at the immunizations?

No, if you. So, I'll show you real quick again if I can find my mouse. OK, I will share again, sorry. My screen. So, I'm still in here as read only but I'll look up Mr. Prince Lone Star again. So, I'll click find. Really, it's because I put in slashes. OK. So again, this is that record that's got an AKA. If I click on the top one, it's just I think my client is just Lone Star, I don't know as I'm as a prince. I'm gonna click on that one because that's the one I think is him. You'll notice it still takes me to Prince Lone Star and the AKA is up here. So, I searched by the AKA, but this is how the client actually is in MIIC. So, this is what the record was changed to, if that makes sense and if I go back and say Prince Lone star told me he was a prince, so this top one can't possibly be him. If I click on this one, it'll take me to Prince Lone Star, but it's still the same ID number. So, because it's the same ID number, you're looking literally looking at the same client. It just looks a little different telling you that one point Prince Lone Star didn't know he was a Prince, so he went to Alina and said I was Lone Star. So, I know I'm being silly here, but his name changed at some point. So, I hope that answered the question.

Thank you, Jenevera. Second question, why would a client want a locked record?

That's kind of a personal decision. It's really a lot of people, I believe this is it's an assumption, a lot of people believe that MIIC holds more information than just immunize, you know, first name, last name, address, and immunization data. So, it's really about people having concerns about their data privacy. A lot of parent's lock records to specific organizations, so just their pediatrician can see it. A lot of people just don't want their information to be seen on MIIC and that'll lock them to a record that's called opt out. So, we will never be able to unlock that record they have to do it, but it really is just is the personal choice and about data privacy.

Thank you. All right. We have a few more questions. Moving on, how do you know if you have full access or read only?

So, when you're logged into the application, that's that yellow ribbon at the top of the screen, so it tells you your organization name, and then that you are the user. Just a side note, there should not be any shared user accounts, so this should say your name not an Eagle Montoya and it'll tell you what your role is. So, this one’s read only. If I log in and log in as a log out and log in as Grogu here, you'll see that Mister Grogu. So Grogu has a different role over here, so this is typical user. So, if you're an administrator of an organization, if you're an administrator of a school and or child care, yours is going to say read only admin and your screen over on the left is gonna look a little bit different and that's just the managing user’s option.

Jenevera, I don't believe you're sharing your screen.

That would be helpful. I apologize. Let me start over so Grogu here is a typical user. So, this yellow ribbon at the top of the screen tells you what the organization is and who the user is. In this case, it's Grogu Mandalorian and then his role is typical user. If I log out and go to Inigo Montoya. So, if I go to of course. OK, I don't know what's happening here.

OK, so if I log in as Inigo, you'll see then the yellow ribbon, it tells me the org, the username and the read only role, and again shared user accounts aren't allowed. So, this should say your information, shouldn't be anybody else or a shared account. But this is where you see what your role is. If you're an administrator for a school or child care, this will say read only with admin, so those are the differences. Just look at your role on the top here in the yellow ribbon.

Thank you, Jenevera. Next question, do you recommend us looking patients up under managed clients or manage immunizations?

So, that's a different role. That's typical, I think that's typical user and above. Manage, the only difference is manage immunizations takes you directly to a record rather than the demographics page, so. And read only doesn't have that option. So, if you, let me go to. So, manage client takes you to their demographics page when you look them up. It takes me straight to his, you know, the information where it's got his name, address, and phone number and all that and these tabs which we're gonna go over all this on another webinar. If I go to manage immunizations and look them up, it jumps straight to the actual record. So, that's really the only difference. If there's only one client in MIIC and you're not poking around just looking for someone that has a common name, you can certainly use manage immunizations, and that is easier so.

All right, we're on to our last question here. I'm sorry, we have two more. Do all child care center representatives have read only roles?

Yes, they do. So, child cares are only allowed read only access. The only difference is they have an admin, so that admin an manage their users. But yes, they cannot edit information in the application at all and most schools are the same way, the vast majority of schools. And that's largely, I mean, child cares don't immunize but if you have, I guess I'm gonna just interject if you have records that are not in MIIC and the parents want the records in MIIC, you can always email the help desk and with if you have a MIIC ID number, you can ask us what the process is to add immunizations to MIIC.

Thank you. We've had a few more questions come in. How do you find a name with a hyphen?

It's better to just search by part of it. So, I, of course didn't have any examples. So, you're you'd wanna search by like three characters of the last name, two characters of the first and the birth date. If you have a birth date, that's really helpful to narrow it down. There is just kind of a lot of testing how to search. If you, if the client's in there and there's a hyphen in there, you can certainly type the hyphen. If it's a long name, it's really just easier to type in part of the last name or part of the first name and the birth date, that kind of thing. It's a lot of, I don't know, futzing is the right word but yeah, you gotta just kind of keep trying.

Awesome. Next question, what if you cannot find a client but they are certain they're in MIIC? How do you know when to start a new record for them?

That's kind of a hard one. You can, if you've exhausted all options like even I when I was showing you this demo, I was struggling sometimes to make sure that Lone Star was in there even though I knew Lone Star was in there. So, if you have exhausted all efforts and you have this typical user role status, let me side step and say that not all clients are in MIIC, so some people think they are and some people think that MIIC has records from other countries and across the country, that is not always true. So that said, if you have exhausted all efforts and you have this typical user role, you can certainly enter a new client and they'll bring you to this blank screen. So, if I try to put and to create a new client, you only need last name, first name and birth date. So, if I put Lone Star in here. Oops. It's going to say please put in a middle name and mother's maiden name, it helps with the deduplication. MIIC tries to tell you to stop it or make sure you're doing it correctly. I'm gonna hit OK. And MIIC is gonna tell me, hey, guys, I think we got this one in here. Please don't create another one and I'm going to say Nah and create new client and hit OK. And now there's just this one Lone Star in here.

So now I'm going to go back to manage client. And look it up. Of course, it didn't show it. I did create it right? Did I go too fast? So, if I look up just the last name and the first or the birth date, the one that I just created is right here. And if I click on this one, this ID number is different. If I click on this one, you'll see that the ID number is different. So, if you do that, we strongly urge you not to do that unless you are for sure for sure, but you find out later that you created duplicate client, then you can just email the help desk and we'll merge them for you. But MIIC does try to tell you, it stresses as much as possible that we think we have a client that is your client in here so hopefully that answered it. If you have questions again, you can always email the help desk and or call if you're desperate enough. But MIIC will usually try to stop you if it's got something similar in there. Do we have any more questions?

I'm just gonna go to this user guidance and training page too, just while we're waiting if there's more questions [MIIC User Guidance and Training Resources (www.health.state.mn.us/people/immunize/miic/train/index.html)](www.health.state.mn.us/people/immunize/miic/train/index.html). This user guidance and training page, we do send this link out a lot on the help desk. The getting started will give you the information we kind of went over here, but with some more info about browser compatibility and it'll show you client search and printing records, how to look at an immunization record, there's also an FAQ, if you have that typical user role and above you can click on this drop down. Again, we're gonna go over this information and then the upcoming webinars. But if you click on these, it gives you a user guidance and there's even some PowerPoints and I think it's a PowerPoint. Anyway, there's some PowerPoints in there, but there's also like a PDF that you can scroll through, and these are really helpful, you know, you're not sitting on the phone with someone trying to do it correctly or having people watch you on a webinar, do it. So, these are really helpful. The rest of these, anything after getting started, if you it's really just typical user and above. So, you kind of wanna go down through the options. If you have read only, you're very limited to this getting started and then if you have read only admin, you have this user management option too. And again, this is just a PDF, but this page also like I said in the beginning, once this webinar is recorded and hopefully cut to where the I wasn't showing my screen the webinar will be, the webinars will be posted here. And there's a bunch of other user guidance too.

We have some more questions, moving on, this one is the what is the best way to search if a client has two last names that are not hyphenated searched by the first or second last name?

So that's funny, because some people, I don't think it's the clients themselves that put the record in to MIIC, some name, they'll have the names like switched. So, if they have kept their first name and it's not, you know, John, you can search by first name and date of birth. If they have last names that are and hopefully that I'll pull up you know, John date birth because you've narrowed it down by date of birth and any multiple last name options that are available. You can search by part of one of the last names, you can try searching by both last names, but it might that probably get tedious. So, if they say, you know, the last name is like you know Hanson Johnson and you don't know if it's in there as Johnson Hanson or the other way around, you can put in like Johnson or John and then the birth date and the first name or Hanson or Han birth date, first name. So, again it's a lot of like poking around and trying to search with as much or as minimum information as possible. We have to do it here too when we do records updates and requests so.

Thanks to Jenevera. Right. How do I know when I need to renew our DUA. So, the data use agreement is valid for three years. When you do fill one out, we send you an e-mail that tells you it's valid for three years. The hope is that someone is keeping track of that, but we do have a team that does send out emails. I wanna say it's like a month before it expires, I could be wrong, it's it gives you some padding before the DUA expires. A lot of times we have organizations that have not renewed the DUA in a long time. It's just because they don't use the application and then someone new comes in and then we on the MIIC team find that they haven't had it DUA in five years. So, we'll tell you, if you know your organization code you can always email the help desk and we'll look it up and tell you if the DUA is going to expire or who is in charge of it. So, just the all else fails is email to help desk with your org code and then we'll search it for you.

Great. Right, everybody, thank you so much for your questions. We're moving on to our last question right now. Right, somebody wrote, I tried to log in, but it says my information is wrong. What do I do?

So, your first choice would be that forgot password option here. So, when you click on that if you know your organization code, username, and your email address you'll want to put that information in there. So, if I do. Should I do And I think it's. If I do that, it's gonna tell me that a password reset link has been sent. It does take a couple minutes depending on your organization and their security and all of that to send it to you, and then it's gonna send you, let me see if I should have pulled this up somewhere else. It's not. It's gonna take a while to. It'll send you an email with a link embedded within the email and then it's gonna ask you for those security questions. If you don't know those, the answers to those security questions, because again, we all have one thousand passwords and security questions, you can go ahead and email the help desk with your organization code. If you do know who your administrator is, the administrator is supposed to communicate with all the users who they are. We know that doesn't always happen, but they are supposed to when they become the administrator or have been told they are the administrator. They're supposed to tell all the users they need to contact them directly, so when you email the help desk, we're gonna tell you to go to that person first. But after that, if you if your administrator has retired or left the organization or isn't there, they are on maternity leave, or just on really long vacation, give us the organization code, we'll look up the account, and we'll take it from there.

Great. Thank you so much for all that really wonderful information Jenevera. That concludes our Q and A session. Alright, so we now can move on to the fun stuff of getting your CEU. We have the link here Spring 2024 MIIC Webinar 1 Evaluation (https://survey.vovici.com/se/56206EE3153DC111). It will be posted in the chat and also it will be emailed out to you when it's available. So, when we have the transcript, when we have the recording and the CEUs available, they will be put on our training and user guide websites MIIC User Guidance and Training Resources (www.health.state.mn.us/people/immunize/miic/train/index.html).

If you do email us, please be sure to include your user or use me your organization code and if possible, you're username just to help us look you up a little bit faster health.miichelp@state.mn.us. Next slide please.

Right. Thank you all so much for coming and we look forward to seeing you hopefully next week at our second session. It will be in April 30 from 11:00 a.m. to noon also a Tuesday and it will be for understanding client immunization records. Please stand by for an email either today or tomorrow that will be with the most updated link for coming to that webinar and that's all for today. Next slide.

We have our resources available here. All of these are also available on our trading guide or user guide and training site Participating in MIIC (www.health.state.mn.us/people/immunize/miic/participate/index.html). Next slide.

Right. Thank you all and have a wonderful afternoon. Goodbye.

Minnesota Department of Health
Minnesota Immunization Information Connection (MIIC)
health.miichelp@state.mn.us
www.health.state.mn.us/miic

4/23/24

To obtain this information in a different format, call: 651-201-5414.