



CT Onboarding: Starting All Over Again After a Migration

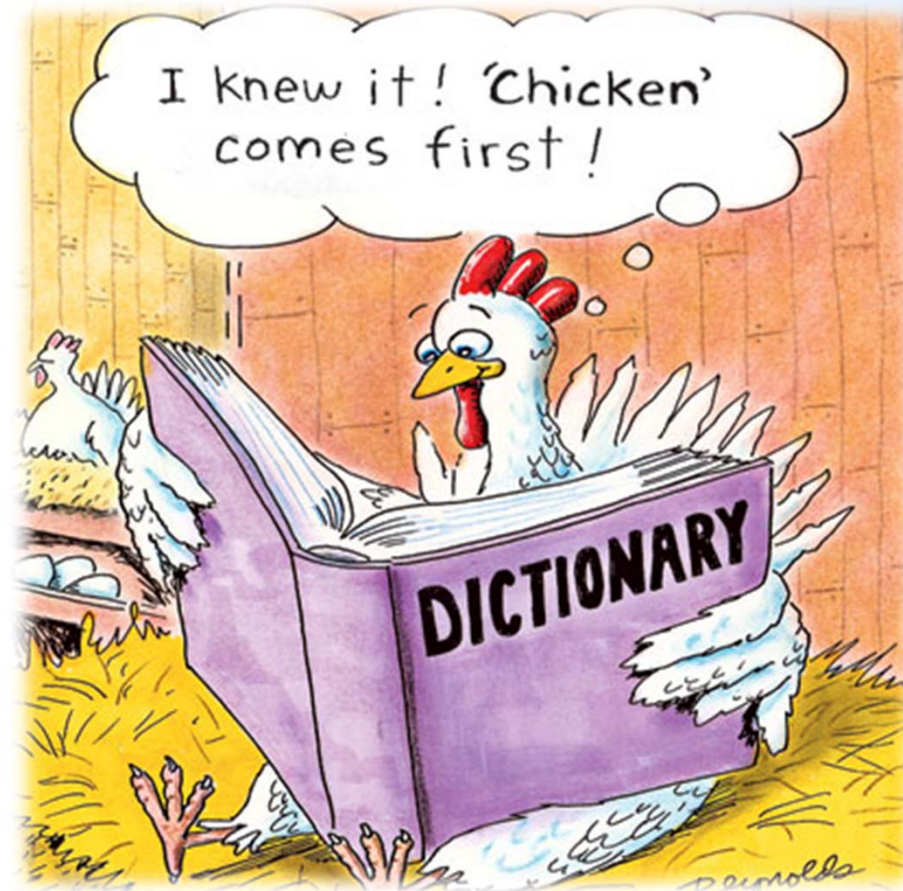
Presented by:

Nancy Sharova, MPH, CTDPH Health Program Supervisor CT WiZ

Alejandra Arias, CTDPH, IT Analyst CT WiZ

Our Presentation

- Ground Zero
- Discovery/Planning
- Standard Operating Procedures
- Communication
- Registration Phase
- Testing Phase
- Production Approval
- Managing the Queue
- Monitoring
- Challenges
- Support



Ground Zero...

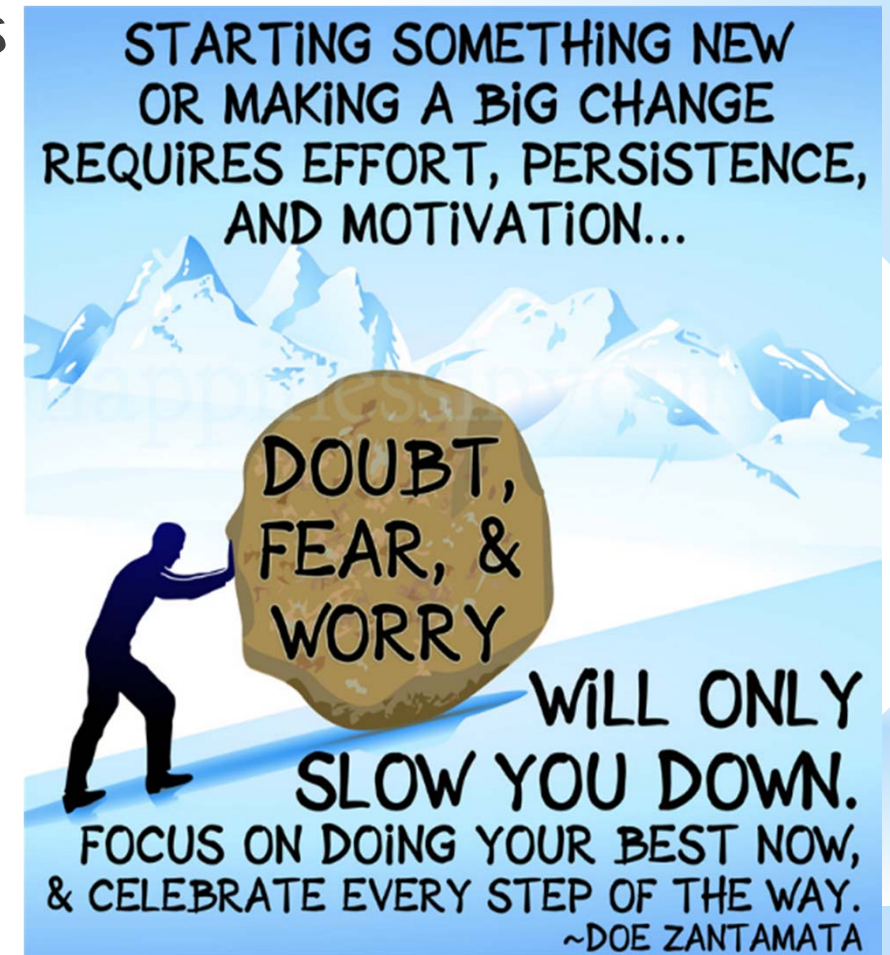
CT WiZ went live September 17, 2018!

- Migrated: 873,111 patients and 14,400,475 records
- Re-onboarding: ALL providers from scratch!
- Replaced: 'CIRTS' with 'WebIZ'
- 716: CT Vaccine Program (CVP) Clinics loaded

Progress 11 months later...

Phase 1 Goal by June 30, 2020 (20%)

- 123: Onboarding Queue (17%)
- 30: Testing Phase
- 9: Production
- 54: Usernames ordering CVP vaccines in CT WiZ



Onboarding Prep

In November 2018, AIRA released the [Onboarding Consensus-Based Recommendations](#) guide to improve and standardize the onboarding process.

CT DPH shares the following priorities:

- Streamline onboarding activities
- Apply support tools and technologies
- Maximize limited staffing resources
- Increase number of interfaces in production



Workflow

Following the AIRA Onboarding Consensus Based Recommendations:



STEP 1:
DISCOVERY
& PLANNING



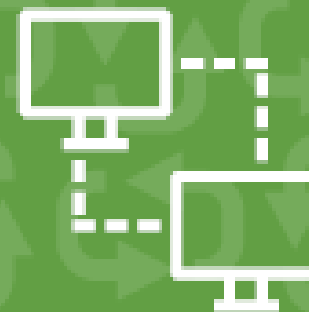
STEP 2:
DEVELOPMENT
AND TESTING



STEP 3:
PRODUCTION
APPROVAL



STEP 4:
ONGOING
MONITORING



SPECIAL:
QUERY/
RESPONSE

Discovery/Planning

Assessed Each Onboarding Phase, Created Standard Documentation, and Posted step-by-step process on our Website:

- 1) VXU Reporting
- 2) Query/Response

Assessed Implementation Needs:

- Communication!
- Establishing Expectations/Roles & Responsibilities
- Managing Queue/Leveraging Onboarding Tools
- Developing Data Quality
- Training Materials and Help Desk on our website



Standard Operating Procedures (SOPs)

- Document and detail each step of the onboarding process
- Guide the training of onboarding staff and contractors
- Ensure all staff can uniformly facilitate the entire onboarding process

Connecticut Department of Health HL7 Onboarding Process Standard Operating Procedure (SOP)

Separate documents should be drafted for **policies** (rules) and **procedures** (the means to follow/meet the policies). One policy or one procedure should be drafted within a document with the exception of topics that make sense to group together within a policy or procedure document (e.g., vaccine ordering and reconciliation).

Should this SOP template be used to describe a procedure, then the associated policy should be indicated in 'References' (#7) below. Alternatively, if this SOP template is being used to describe a policy, the associated procedures should be referenced in section #7 below.

SOP Title*	PR.HL7 Onboarding Process.2019.04.11		
Topic Area	HL7		
SOP # (auto generated for future use)	<#>	Version # (to track revisions)	1.0
Effective Date	09/01/2018	Last Reviewed Date	09/27/2018
		Last Modified Date	4/11/2019
SOP Owner	Loretta Rivera	Author	Beth Gamble
Document Location	W:\Public Health Initiatives\Immunizations\IRS Replacement 2017\SOPs		
Revision History	Beth Gamble	Brief Description of Change	Updated with Danielle's comments, added workflow

*Standard SOP nomenclature will enable staff to readily determine the last update date for either policies or procedures as listed in the Inventory Log.

Policy: 'P.SOP Name.YYYY.MM.DD'
Procedure: 'PR.SOP Name.YYYY.MM.DD'

1. Purpose and Background

Provide guidance on how to establish an interface between a Clinic/EHR Vendor and the CT WIZ application for bi-directional electronic data exchange.

2. Scope

The intended audience for this procedure is specific DPH Immunization Program staff and DPH IT staff who work with the clinics and EHR vendors to set up uni-directional or bi-directional interfaces from the point of enrollment through the ongoing, production submission of HL7 messages to CT WIZ.

This SOP will be updated if/when the CT WIZ Onboarding Module is developed to reflect new procedures.

CT DPH <SOP #> PR.HL7 Onboarding.2019.04.11 1

Version 1.0; 04/11/19

Connecticut Department of Health Standard Operating Procedure (SOP)

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SOP Title*	PR.Data Quality – Incoming (HL7) Data		
Topic Area	CT WIZ – Data Quality		
SOP # (auto generated for future use)	<#>	Version # (to track revisions)	1.2
Effective Date	01/14/2019	Last Reviewed Date	01/14/2019
		Last Modified Date	04/23/2019
SOP Owner	Loretta Rivera	Author	Loretta Rivera / HLIN Consulting
Document Location	<W:\Public Health Initiatives\Immunizations\IRS Replacement 2017\SOPs>		
Revision History	Alejandra Arias	Brief Description of Change	Updates in 4 and 5C steps.

*Standard SOP nomenclature will enable staff to readily determine the last update date for either policies or procedures as listed in the Inventory Log.

Policy: 'P.Vaccine Ordering.YYYY.MM.DD'
Procedure: 'PR.Vaccine Ordering.YYYY.MM.DD'

1. Purpose and Background

The purpose of this SOP is to provide guidance for testing incoming (HL7) messages from clinics and other providers that submit immunization data electronically to CT WIZ. This SOP is a companion document to the HL7 Onboarding Process SOP. It covers the period of time from when the provider enters the testing phase through the initial two-week monitoring period after the interface goes live in production.

2. Scope

This SOP is intended for use by CT DPH staff members who are responsible for HL7 technical and programmatic testing with clinics and EHR vendors.

CT DPH PR.Data Quality – Incoming (HL7) Data 1

1.2; 4/23/19

Connecticut Department of Health Standard Operating Procedure (SOP)

Separate documents should be drafted for **policies** (rules) and **procedures** (the means to follow/meet the policies). One policy or one procedure should be drafted within a document with the exception of topics that make sense to group together within a policy or procedure document (e.g., vaccine ordering and reconciliation).

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SOP Title*	PR.How create/set-up HL7 facility codes in CT WIZ		
Topic Area	CT WIZ – HL7 Facility Codes Set-Up Support Document		
SOP # (auto generated for future use)	<#>	Version # (to track revisions)	1.0
Effective Date	04/15/2019	Last Reviewed Date	04/15/2019
		Last Modified Date	04/15/2019
SOP Owner	Alejandra Arias	Author	Sri Praveen Koganti
Document Location	<W:\Public Health Initiatives\Immunizations\IRS Replacement 2017\SOPs>		

*Standard SOP nomenclature will enable staff to readily determine the last update date for either policies or procedures as listed in the Inventory Log.

Policy: 'P.SOP Name.2019.04.15'
Procedure: 'PR.SOP Name.2019.04.15'

1. Purpose and Background

It is to create the HL7 facility codes and user names to establish the connection by EHR.

2. Scope

The scope of the document is provide guidance how set up the HL7 facility codes and username credentials in CT WIZ QA and production to establish the EHR interface with the clinics.

Communication

Kick-off Call and Go-Live Call:

- What to expect while onboarding
- How to receive a passing grade
- Support Resources
- Next Steps After Go-Live

Promotion/Recruitment:

- Roles and Responsibilities
 - (before, during, after onboarding)
- Webinars, Newsletters, Advisory Meetings, Website



Registration Phase

- Getting Started – Transport and NIST
- Onboarding Readiness Checklist
- CT WiZ HL7 Application Form
- Help Desk

1. Getting Started

Before you start your application, review the following documents.

[Onboarding Terms & Acronyms](#) describes common terms that will be used throughout the onboarding process.

The [HL7 Instructions Document](#) walks you through the entire onboarding process. It describes:

- The onboarding application and NIST reports
- Waiting for testing to begin
- Meetings throughout the process
- The configuration and connection of your EHR to CT WiZ
- The testing and validation of HL7 messages
- Data quality review of HL7 messages
- Going Live in Production

The [Transport Layer Protocol Recommendation Formal Specification](#) provides guidance on connectivity and transport. CT WiZ only accepts submission through SOAP Web Services using the CDC WSDL.

The [CT WiZ Local Implementation Guide for HL7 2.5.1 Immunization Messaging Release 1.5](#) and the following documents define what fields and segments the Immunization Information System will and will not accept in an HL7 message.

- [CT WiZ HL7 Segments VXU](#)
- [Quick Reference to Fix VXU Errors](#)
- [CVP Patient Eligibility Screening](#)
- [Vaccines Supplied by CVP](#) (Jan 2019)

The [NIST Cases Validation Instructions](#) provides guidance on performing the necessary testing and validation of messages in the NIST Tool in order to demonstrate that your EHR System complies with the requirements of HL7 Version 2.5.1 for Immunization Messaging, Release 1.5.

2. Complete the Application

Ready to apply? Remember, you must successfully complete the NIST tests and save the reports.

Review the [Onboarding Readiness Checklist](#) to ensure you are ready to apply.

Complete the [CT WiZ HL7 Application Form](#). Review the 1st tab and complete the other 4 tabs in the spreadsheet.

Email the Application Form and the NIST Reports to Helpdesk.dph@ct.gov. In the email's subject line, please type "Intent to submit data electronically to CT WiZ".

Testing Phase

Formalized Kick-off Call and Presentation

- Defined Roles and Responsibilities of all stakeholders (Before, During and After Onboarding)
- Legacy Data process

4. Testing Phase

When you are ready, "live" patient immunization data (Production) will be submitted in real-time from your EHR system to the CT WiZ QA (Test) environment to test the interface connection and message data quality. Acknowledgement (ACK) message will be returned to your EHR system in response.

The organization (or their designee) should monitor the ACKs and take actions to correct submissions as needed until errors no longer occur.

Phase 1: Confirm that CT WiZ can accept a test message from your EHR System.

Phase 2: Validate messages from your EHR to confirm that required fields are populated with proper codes.

Phase 3: Assess data quality of message content to ensure accurate patient data has been sent.

There must be 2 weeks of error and warning free messages before moving into the Production environment.



Production Approval

Formalized Go-Live Kick Off Call & Checklist


- Roles and Responsibilities Review
- Production Support Contacts



5. In Production

When the EHR interface goes into Production, and the clinic is actively exchanging data with CT WiZ, the clinic (or their designee) must continue to review the ACK messages to ensure ongoing submission and data quality. Failed submissions or error messages should be corrected and resubmitted to CT WiZ.

Review the [Roles & Responsibilities](#)  for who should be handling which tasks.

Follow and complete the [Onboarding Go-Live Checklist](#)  in order to successfully enter and remain in the CT WiZ Production environment for HL7 messaging.

Managing the Queue

- Integrated 'Traceability Spreadsheet' and 'Track-It' application to manage statuses and phases: Registration, Testing and Implementation

Main NPI	Practice Name	NPI	CVP (CT Vaccine Program) PIN	Name
1710098645	Allergy & Asthma Care of Fairfield	1.71E+09	1367	Allergy & Asthma Care
1710098645	Allergy & Asthma Care of Fairfield	1.71E+09	1373	Allergy & Asthma Care
Yale New Hav Yale New Haven Hospital			1231	Barnard Environmental
1093762114	Child and Family Agency of SECT	1.76E+09	3518	Bennie Dover Jackson
Yale New Hav Yale New Haven Hospital			1025	Branford High SBHC
Yale New Hav Yale New Haven Hospital			1014	Brgpt Hosp Prim Care
1548642283	Bridgeport Family Medicine	1.549E+09	1712	Bridgeport Family Med
Yale New Hav Yale New Haven Hospital			1661	Bridgeport Hospital/Ti
1427135698	Bridgeport-Monroe Pediatric Gro	1.427E+09	1017	Bridgeport Pediatric
1780918045	The Greater Danbury Community	1.781E+09	5188	Broadview Middle Sch
1528077286	CANTERBURY PEDIATRICS, PC	1.528E+09	1195	Canterbury Pediatrics
1093762114	Child and Family Agency of SECT	1.882E+09	3529	Catherine Kolnaski Ele
Yale New Hav Yale New Haven Hospital			5599	Chapel Pediatrics/Har
1215120431	CHILDCARE ASSOCIATES	1.215E+09	5012	Child Care Associates
Yale New Hav Yale New Haven Hospital			5190	CHINCHILLA, JEANNETT
1356318091	Community Health & Wellness C	1.356E+09	5194	CHWC Torrington
1093762114	Child and Family Agency of SECT	1.418E+09	3107	Claude Chester Eleme
Community H Community Health Services		1.73E+09	4742	Community Health Ser
Community H Community Health Services		1.73E+09	4054	Community Health Ser
1134271661	Connecticut Childrens Medical C	1.134E+09		Connecticut Childrens
1134271661	Connecticut Childrens Medical C	1.134E+09	4767	Connecticut Childrens
1134271661	Connecticut Childrens Medical C	1.134E+09	4767	Connecticut Childrens
1134271661	Connecticut Childrens Medical C	1.134E+09		Connecticut Childrens
1134271661	Connecticut Childrens Medical C	1.134E+09	4767	Connecticut Childrens
1134271661	Connecticut Childrens Medical C	1.134E+09		Connecticut Childrens
1093762114	Child and Family Agency of SECT	1.963E+09	3526	Cutler Middle School
1780918045	The Greater Danbury Community	1.781E+09	5123	Danbury High School -
Yale New Hav Yale New Haven Hospital			5643	East Haven High SBHC
Yale New Hav Yale New Haven Hospital			5648	EAST HAVEN MIDDLE S
1417919358	Ellington Pediatrics	1.418E+09	4025	Ellington Pediatrics
Yale New Hav Yale New Haven Hospital			1032	Fair Haven Com Hlth C
Yale New Hav Yale New Haven Hospital			5639	Fair Haven Com Hlth C
Yale New Hav Yale New Haven Hospital			5634	Fair Haven Com Hlth C
Yale New Hav Yale New Haven Hospital			3540	Fam Prac Assoc/Guilfo
1023281797	Firefly After Hours Pediatrics	1.023E+09	1710	Firefly After Hours Ped
1093762114	Child and Family Agency of SECT	1.467E+09	3525	Fitch Senior High Scho
1093762114	Child and Family Agency of SECT	1.519E+09	3522	Friendship School
Yale New Hav Yale New Haven Hospital			3021	Gales Ferry Pedi
Yale New Hav Yale New Haven Hospital			3219	Gales Ferry Pedi/Old S
1780918045	The Greater Danbury Community	1.781E+09	5127	Greater Danbury Comn
Yale New Hav Yale New Haven Hospital			1239	Greenwich Hospital O
Yale New Hav Yale New Haven Hospital			1196	Grnwch Hosp Amb Ped
1780918045	The Greater Danbury Community	1.781E+09	5611	Henry Abbott Technica
Yale New Hav Yale New Haven Hospital			1180	Hillhouse High SBHC
1093762114	Child and Family Agency of SECT	1.771E+09	3520	Jennings Elementary S
Yale New Hav Yale New Haven Hospital			3204	L&M Phys Associates/I
Yale New Hav Yale New Haven Hospital			3533	L&M Physicians Associ
Yale New Hav Yale New Haven Hospital			3511	L&M Physicians Associ
Yale New Hav Yale New Haven Hospital			3083	L&M Physicians Associ





Date: Thursday, July 25, 2019

To: Testing
156 Kings Hwy North, Suite 3
Westport, CT 06880

From: CT Department of Public Health
Immunization Program
410 Capitol Avenue, MS # 11 MUN
Hartford, CT 06134

SUBJECT: Electronic Data Submission/Exchange for Immunization Reporting Registration Confirmation

This letter is an official notice from the Connecticut (CT) Department of Public Health to notify your practice has been placed in a queue waiting for an invitation to begin onboarding for electronic data exchange with the CT Immunization Information System (CT WIZ). During this time in queue, providers are strongly encouraged to read through the instructions to prepare for electronic data submission; information and resources are located at <https://portal.ct.gov/DPH/immunizations/Electronic-Health-Record-Electronic-Exchange-With-CT-WIZ>.

The following practice locations were submitted as part of this registration:

NPI	Name
012345679	Testing Clinic

The following primary Contact is below:
Mickey Mouse

Please retain this notification for your records.

If your office is attesting to Meaningful Use for the public health reporting objective for immunizations please use this letter for your evidence.

Thanks.

CT Department of Public Health
Immunization Program
410 Capitol Avenue, MS # 11 MUN Hartford, CT 06134
CT WIZ website: <https://portal.ct.gov/DPH/immunizations/CONNECTICUT-IMMUNIZATION--PROGRAM>
MU: <https://portal.ct.gov/DPH/Planning/Health-Information-Technology-and-Exchange/Meaningful-Use>

	Status	Registration Date	Queue Notification date	Testing Notification
ration	4.Registration Queue	09/05/2018	07/16/2019	07/09/2
ration	4.Registration Queue	09/05/2018	07/16/2019	07/09/2
ig	5.Testing Invite	07/19/2018	09/17/2018	06/12/2
ration	4.Registration Queue	10/26/2018	12/11/2018	
ig	5.Testing Invite	07/19/2018	09/17/2018	06/12/2
ig	5.Testing Invite	07/19/2018	09/17/2018	06/12/2
ration	1.Incomplete	02/20/2019		
ig	5.Testing Invite	07/19/2018	09/17/2018	06/12/2
ig	5.Testing Invite	09/04/2018	09/26/2018	10/09/2
ig	6.Testing Queue	12/10/2018	12/13/2018	12/17/2
ration	1.Incomplete	09/18/2018		
ration	4.Registration Queue	10/26/2018	12/11/2018	
ig	5.Testing Invite	07/19/2018	09/17/2018	06/12/2
mentation	10.In Production	08/17/2018	10/09/2018	10/09/2
ig	5.Testing Invite	07/19/2018	09/17/2018	06/12/2
ig	5.Testing Invite	01/07/2019	01/09/2019	01/09/2
ration	4.Registration Queue	10/26/2018	12/11/2018	
mentation	10.In Production	09/10/2018	05/23/2019	10/17/2
mentation	10.In Production	09/10/2018	05/23/2019	10/17/2
ig	5.Testing Invite	03/01/2019	07/09/2019	07/10/2
ig	5.Testing Invite	03/01/2019	07/09/2019	07/10/2
ig	5.Testing Invite	03/01/2019	07/09/2019	07/10/2
ig	5.Testing Invite	03/01/2019	07/09/2019	07/10/2
ig	5.Testing Invite	03/01/2019	07/09/2019	07/10/2
ig	5.Testing Invite	03/01/2019	07/09/2019	07/10/2
ration	4.Registration Queue	10/26/2018	12/11/2018	
ig	6.Testing Queue	12/10/2018	12/13/2018	12/17/2
ig	5.Testing Invite	07/19/2018	09/17/2018	06/12/2
ig	5.Testing Invite	07/19/2018	09/17/2018	06/12/2
ig	7.In Testing	09/14/2018	10/09/2018	06/27/2
ig	5.Testing Invite	07/19/2018	09/17/2018	06/12/2
ig	5.Testing Invite	07/19/2018	09/17/2018	06/12/2
ig	5.Testing Invite	07/19/2018	09/17/2018	06/12/2
ig	5.Testing Invite	07/19/2018	09/17/2018	06/12/2
ration	1.Incomplete	10/24/2018		
ration	4.Registration Queue	10/26/2018	12/11/2018	
ration	4.Registration Queue	10/26/2018	12/11/2018	
ig	5.Testing Invite	07/19/2018	09/17/2018	06/12/2
ig	5.Testing Invite	07/19/2018	09/17/2018	06/12/2
ig	6.Testing Queue	12/10/2018	12/13/2018	12/17/2
ig	5.Testing Invite	07/19/2018	09/17/2018	06/12/2
ig	5.Testing Invite	07/19/2018	09/17/2018	06/12/2
ig	6.Testing Queue	12/10/2018	12/13/2018	12/17/2
ig	5.Testing Invite	07/19/2018	09/17/2018	06/12/2
ration	4.Registration Queue	10/26/2018	12/11/2018	
ig	5.Testing Invite	07/19/2018	09/17/2018	06/12/2
ig	5.Testing Invite	07/19/2018	09/17/2018	06/12/2
ig	5.Testing Invite	07/19/2018	09/17/2018	06/12/2
ig	5.Testing Invite	07/19/2018	09/17/2018	06/12/2

WIZ User Interface
Generate_Notific ...

Monitoring

- 2-week probationary monitoring period in Production
- Expectation for provider self-monitoring using CT WiZ reports
- SOPs for Production and Data at Rest:
 - Interface performance (counts and errors)
 - Review of prioritized data quality elements



hl7_facility_cd	hl7_fa	vend	Softw	HL7_A	sever	Segm	field	Field	iz_usg	Error_Code	constraints	user_message	Total	MRN	Action	comments	Start_Per	End_Per
CT0040	WHEELER	NextGen	NextGen	AE	W	PID	PID.11.7	PatientA	RE	Required observation mis	The first repetition in an incon	PID-11 (PatientAddress[1]): Has a conditionally required element [AddressType]. Expectation: value in XAD-7 (Address Type) is required when XAD is populated.	174	3E+07	Vendor/Clinics need	Needs to be in correct format and type of address always should be sending, CT WiZ will updated the address according with the type of address with below values: BR=Loaded as the Patient's Physical address C=Loaded as the Patient's Mailing address H=Loaded as the Patient's Physical address L=Loaded as the Patient's Mailing address M=Loaded as the Patient's Mailing address P=Loaded as the Patient's Physical address BDL=Birth Delivery Location - City and State portions will be loaded into the Birth City and Birth State fields N=Birth (nee) - City and State portions will be loaded into the Birth City and Birth State fields	4/22/2019	5/15/2019
CT0040	WHEELER	NextGen	NextGen	AE	W	NK1	NK1.25.1	Religion	X	Required observation mis	WebIZ will not load this field	NK1-25 (Religion): Has a conditionall	61	3E+07	Leave this field blank		4/22/2019	5/15/2019
CT0040	WHEELER	NextGen	NextGen	AE	E	OBX	OBX.5.	Observat	R	Table value not found	This is the observation value a	OBX-5 (ObservationValue): Unrecogni	55	3E+07	Vendor/Clinics need	This field is required when reporting administered immunizations. CT WiZ only will allow the below values for the vaccine funding source HL7 Code PHC70^Private	4/22/2019	5/15/2019

Monitoring - Spreadsheet

CT WIZ HL7 ONBOARDING DQA FEEDBACK					
Generation Date:					
Start Date of Generation:					
End Date of Generation:					
Clinic Name:					
EHR Clinic Status					
General Comments					
Total Messages Received:					
Total Patients:					
Total Immunizations:					
Please verify that the counts match with the total of messages that your clinic sent in the selected period.					
Please verify that the counts match with the total of patients that your clinic sent in the selected period.					
Please verify that the counts match with the total of immunizations that your clinic sent in the selected period.					
Category	Description	Status	MRN Examples	DPH Comments	Vendor/Clinic Comments
Completeness	Measures how many required and expected fields have been received in CT WIZ. Completeness of the demographics - Required "R" Fields: Patients with MRN Patients with First Name Patients with Last Name Patients with DOB Patients with Gender Patients with Address 1 Patients with City Patients with Postal Code Patients with State				
Duplicate shots	Identifies the patients that have multiple vaccinations within the specified number of days within the same vaccine group that were sending by the EHR system.				
Lot Number with issues	Identifies patients that have one or more invalid lot numbers (same lot number for different brands).				
Revision of the VFC	Identifies patients that have: - One or more invalid vaccine funding source (invalid code or it is missing) - Vaccine funding program eligibility and Vaccine Funding source are populated. - Vaccine funding program eligibility and Vaccine Funding source are populated with the codes that CT WIZ allows to use. - The "V00" Vaccine funding program eligibility code is not used for the patients with less than 19 years old. - Vaccine funding program eligibility Code is not the same for all patients that were sent it.				
Shots before DOB	Identifies patients who have a vaccination before their DOB				

Timeliness	Measures the number of days between the date a record was created in CT WIZ and the administered given date of the vaccination indicated.
Historical Immunizations	Identifies that the EHR system is sending the historical immunizations that were created in the daily basis in the EHR System, for example if a patient arrives at your clinic, where he is given a vaccine that is entered into your system with all the information as current immunization, but also your staff identifies that other vaccines were applied to the patient in another clinic and your staff performs the creation of these vaccines in your EHR system, these vaccines should be sent to our system as historical vaccines.
Immunizations with updates and/or deletes	Identifies the immunizations that were updated or deleted in the EHR System, this information should be sent to CT WIZ to have both systems in sync, to determine the type of the update, the EHR system should use the "Action Code" element, located in the RXA segment position number 21. A=Add U=Update D=Delete
Completion Status of the immunization	Identifies how the immunization was administered to the patient, this information should be sent to CT WIZ to have both systems in sync, to determine the type of the administration, the EHR system should use the "Completion Status" element, located in the RXA segment position number 20. Acceptable values in the incoming message are: - CP for (Complete) Vaccine - PA for (Partially Administered) Vaccine - NA for (Not Administered) Vaccine - RE for Refused Vaccine
Misc.	Other clinic level issues.

Challenges

Legacy Loads

- Load into QA environment after working hours
- Run DQA report/Manual Clean-Up

Vendors charging for interfaces

- IIS following national standards for onboarding, promote benefits of IIS, option for manually reporting doses administered

Vendors not prioritizing onboarding

- Contact provider (the customer) with defined tracking process
- Conducted EHR Survey (targeting rollout by Vendor)
- Increase outreach/promotion/recruitment (statewide)

Training & Technical Support

Quick Links:

Training Materials

CT WiZ Training

This page consists of training materials for CT WiZ users. Some of these trainings are only for full access users. A full access user belongs to a clinic that orders CVP vaccines and administer doses in CT WiZ. These trainings are marked with an asterisk (*).

Quick Links [CT WiZ Technical Support](#) [HL7 Interface](#) [For Healthcare Providers](#)

CT WiZ

- [What is CT WiZ and what does it do?](#)
- [What happens when I log in for the first time?](#)
- [How do I reset my password?](#)
- [How do I navigate in CT WiZ?](#)
- [How do I update the VIS?](#)
- [How do I change information about my clinic \(update staff, email, clinic\)?](#)

Patient Record

- [How do I print an official immunization record?](#)
- [How do I search for, view, and modify a patient's record?](#)
- [How do I change a patient's name and/or date of birth?](#)
- [How do I add a patient to my clinic?](#)
- [How do I remove a patient from my clinic?](#)
- [How do I correct data entry errors?](#)
- [How do I report/correct duplicate patient records?](#)

Technical Support

CT WiZ Technical Support

How can we help you?

CT WiZ System

- [I can't log into CT WiZ \(existing user\)](#)
- [I need to reset my password](#)
- [CT WiZ is down](#)
- [CT WiZ is running slow](#)
- [I'm getting a system error](#)
- [I'm getting unstable behavior](#)

Data/ Patient Records

- [I have data errors I need to correct](#)
- [How do I report/correct duplicate patient records?](#)
- [How do I run reports related to Patients/Clinic/Data Quality?](#)

HL7 Interface

- [I'm having issues with my HL7 interface](#)

Vaccine Inventory and Ordering

- [I'm unable to place my CVP vaccine order](#)

Contact

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About CT WiZ Website:

<https://portal.ct.gov/DPH/Immunizations/ALL-ABOUT-CT-WiZ>

Quick Links

[Healthcare Provider Login](#)

[Training Materials](#)

[Technical Support](#)

[EHR Data Exchange](#)