

**Frequently Asked Questions from the Texas Vaccines for Children Lunch and Learn Series
August 24, 2012**

Question: We don't have a centralized email at our office. Can we get a place to have a second email on the **Provider Information** screen?

Answer: At this time EVI does not support having more than one contact per account. We have asked the vendor for the option to add a second contact but it will not be implemented until mid-2013.

Question: Why is it necessary to complete the **Tally and Physical Count Sheet** when we are still required to send in a **Monthly Biological Form**? After entering the tally count shouldn't we be able to print the **Monthly Biological Report** data-c-33 provided under reports and fax that to our local provider?

Answer: The Texas Vaccines for Children program requires you only submit a paper **Temperature Recording Log** each month and does not require you to complete any paper reports, i.e. C-33. However, to complete an accurate assessment of your account's contents your local TVFC representative may ask for additional documentation.

The **Tally and Physical Count Sheet** is intended to be used by those providers without an electronic medical record (EMR) system or a way to capture doses administered and/or inventory by specific brands, lots, etc. The form is pre-populated with all NDCs, vaccines, brands, lots you have entered in/received in EVI.

The **C-33 History Report** is a record of all activities you have recorded in EVI between a specific date range to include receiving, transfers (if applicable); wasted or expired (if applicable), doses administered and your latest physical count of all TVFC vaccines in your refrigerator/freezer. It is pre-populated based on the data you have entered in EVI under the various tabs.

Question: Is it possible that our local VFC Representative can stop by the clinic to review, answer, and provide improvements how to make it easier for counting and documenting on the right forms to enter EVI inventory?

Answer: This would be a question for your local Texas Vaccine for Children representative. Please contact them to see what assistance they can provide you and other staff members.

Question: Vaccine lot numbers that we no longer have in stock or have used how long does it take for them to drop off in the system? Or do they stay in there?

Answer: Vaccine lot numbers that have zero quantity recorded as your physical count on the **Inventory: Provider C-33** screen will appear on your screen and/or reports until the vendor installs the option to delete. They are working on this function and hopefully it will be implemented soon. I apologize because I know having them appear makes for very LONG screen contents and/or reports. We will send an email on the account to notify you when the deletion will take affect.

Question: When a screen requires a date, can we type date instead of using the calendar to select a date?

Answer: YES, you can type in XX (two-digit month) -XX (two-digit day) -XXXX (four-digit year) instead of using the calendar for entering/editing any date on any screen. However, when you enter the date you are at risk of inputting the incorrect data so please proof your information before hitting the **Save** button!

Question: If the main person handling TVFC inventory is out for an extended period of time or even if she were out for a short time how would someone else have access to EVI if she is the only contact person?

Answer: Your account has been assigned one **UserID** (six-digit PIN) and one **Password**. This information can be shared with numerous staff; however, if a contact is going to be out for an extended period of time, we recommend you change the contact and email on the **Provider Information** screen. When the staff returns, it can be changed back to him/her. This will prevent your facility from missing important announcements or information.

Question: Is [EVI] something that we have to do? Can our office just continue with the paper C-33 reports?

Answer: If you are a Texas Vaccines for Children provider, it is required that you use EVI from May 1, 2012 forward to:

1. Submit a paper **Temperature Recording Log (EC-106)**
2. Receive orders and/or transfers (as they occur)
3. Record any vaccine transfers (if applicable)
4. Record any vaccine expired or wasted (if applicable)
5. Record doses administered (monthly)
6. Record physical count of inventory (monthly)
7. Place order (as needed)

Question: What if I put in the wrong year for the flu? I updated earlier and not sure if I put 2012-2013 yr.? If I find out I did and if not correct, how do I fix it?

Answer: If you put in the wrong year for the flu, go to **Receiving** tab and click on the **AddLine** function and:

1. When the blank product page comes up, and choose the correct NDC for the 2012-2013 year
2. Fill in the lot, exp, quantity and received by before clicking **SAVE**
3. Open the **Inventory: Expired/Wasted** screen to see if the corrected flu is there
4. The next time you update your physical count using the **Inventory: Provider C-33** screen put a zero under the INCORRECT Flu and the correct quantity under the CORRECT Flu. EVI will show a **Math Error** on the incorrect vaccine, just put a zero under **Physical Count** column and chose the **Reason: Accounting Error**.

At this time, EVI does not delete vaccines with a zero quantity, but hopefully EVI allows this function soon! When it does the INCORRECT flu with the zero quantity will be deleted; however, until then the INCORRECT and CORRECT flu vaccines will be on all screens and/or reports. We recommend if you use the **Tally and Physical Count Sheet** to record your doses administered you MARK OUT the incorrect flu so someone does not accidentally choose the wrong one to record their doses.

Question: Our contact has told us that they do not want our provider temperature charts any longer. But we just heard you say something about faxing in temperature charts?!? Which one is it?

Answer: Providers are still required to submit a temperature charts to their local TVFC representative.

Question: Last year we received flu vaccines in multiple shipments. For example, we get 10 doses in September of the 50 doses ordered and 20 more doses in October. Do we wait until we receive all 50 doses before receiving the vaccine? If so, how will we report flu doses administered during September?

Answer: Receipt of flu vaccine should be based on ACTUAL quantity received WHEN it is received. For flu we ship out as we receive flu from the manufacturers so you could receive several partial shipments.

For flu orders you will need to use the **Add Line** function under the **Receiving** tab as:

1. When flu order arrives, verify NDC, brand, presentation, lot, expiration and quantity on packing slip with what is actually received. If any errors, write in correct information on the packing slip.
2. Once the vaccine is stored properly, log into EVI to enter what you have on the packing slip.
3. Go to **Receiving** tab and click on the **Add Line** button at the bottom (see 1st screen shot)
4. When the blank product page comes up, (see 2nd screen shot) choose the correct NDC for the 2012-2013 year (see 3rd screen shot).
5. Fill in the **Lot**, **Expiration Date**, **Quantity**, and **Received By** before clicking **Save**.
6. Open the **Inventory: Expired/Wasted** screen to verify the flu has been added.
7. After the flu is added, you are ready to record your doses against the appropriate brand, presentation, lot and expiration date.

1st screen shot:

The screenshot shows the EVI software interface. The navigation menu at the top includes 'Welcome', 'Provider Information', 'Receiving' (highlighted with a red circle), 'Doses', 'Inventory', 'Place Order', 'Reports', and 'Help'. Below the menu is the 'PROVIDER ORDER DETAIL RECEIVING' section. It contains a dropdown menu for 'Order' with the text '** Please Select **', an 'Order Date' field, and a table with columns: 'Accept', 'Vaccine', 'NDC', 'Requested Quantity', 'Ship Date', 'Lot', 'Expiration Date', 'Received Quantity', and 'Tracking Number'. Below the table are 'Save' and 'Add Line' buttons, and a 'Received By' field.

2nd screen shot:

The screenshot shows the 'Add Line' form. The 'NDC' field is populated with '49281-0012-50-P - FLUZONE .5 (FLU), PF syringe (Ped) 2012-2013'. The 'Lot', 'Expiration Date', 'Quantity', and 'Received By' fields are empty. There are 'Save' and 'Cancel' buttons at the bottom.

3rd screen shot:

The screenshot shows a list of NDC options. A red arrow points to the selected NDC: '49281-0012-50-P - FLUZONE .5 (FLU), PF syringe (Ped) 2012-2013'. The other options are: '49281-0112-25-P - FLUZONE .25 (FLU), PF syringe (Ped) 2012-2013', '49281-0390-15-P - FLUZONE .5 (FLU), multi-dose vial (Ped) 2012-2013', and '49281-0012-10-P - FLUZONE .5 (FLU), single dose vial (Ped) 2012-2013'.

Question: How did you get to the **AddLine** screen?

Answer: The **AddLine** function is used to add only vaccines:

1. Not listed on your **Tally and Physical Count Sheet**
2. Vaccine orders sent to you from DSHS Pharmacy
3. Flu orders

The **Add Line** button is located under the **Receiving** tab. (See screen shot below)

PROVIDER ORDER DETAIL RECEIVING

Order: **** Please Select ****

Order Date

TOP LEVEL

Accept	Vaccine	NDC	Requested Quantity	Ship Date	Lot	Expiration Date	Received Quantity	Tracking Number
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BOTTOM LEVEL

Save Received By Add Line

Question: Is there a way to start "fresh" if this has not been working well? Can I plug in what I have on hand at the end of month (EOM) and start from there?

Answer: In response – can you start fresh? There is not a way to delete or erase data in EVI so:

Recommend at the end of August 2012 and every month going forward to do the following in the order outlined below:

1. **Receiving tab/Orders and Transfer** – recommend you receive any outstanding orders and/or transfers (sent to you) by selecting the correct order number in the drop down list.
2. **Receiving tab/initial inventory** – recommend you print a new **Tally and Physical Count Sheet** and compare all your vaccines in your refrigerator/freezer does matches by NDC, brand - i.e. Boostrix, presentation – i.e. prefilled syringe or single dose vial, lot and expiration date what is on the **Tally and Physical Count Sheet**. If not all vaccines are listed, please use the **Receiving AddLine** function to add any vaccines.
3. **Inventory: Transfer and/or Inventory: WastedExpired** – recommend if you have transfers and/or wasted or expired vaccines to be recorded, (i.e. flu) you do that next.
4. **Doses Administered:** Enter your August 2012 doses – BE CAREFUL to make sure the date range shown on the screen is 08-01 thru the date you are attempting to record or if AFTER 08-31-12 it states 08-01-12 thru 08-31-12.
5. If you have mistakes on previous months' **Doses Administered** please use the **Doses Administered History** screen to pull up the appropriate month and make any necessary corrections.
6. **Inventory: Provider C-33** - *Please do NOT jump to this step WITHOUT doing steps 1-5 as it will create a question by your local TVFC rep and your order could be held up.* Conduct a physical inventory and record what you actually HAVE in your refrigerator/freezer. Initially you may have large math errors because of the issues/confusion earlier but this will start you fresh with an accurate count from this point on.

Question: How can I remove a vaccine with an error? For example I made a wrong entry for a vaccine as an adult but it should have been listed as a pediatric vaccine?

Answer: If you have entered a wrong vaccine, you can correct by using the **Receiving: Add Line** for the correct NDC Adult versus NDC Pedi. When you record your new updated physical count just make sure you enter the physical account under the correct NDC and a zero quantity for the incorrect NDC. When the system can delete all lot numbers with zero quantity, the incorrect NDC will be removed; however, until then both will appear on your EVI screens and/or reports. I understand having the vaccines with zero quantities makes for a LONG screen and reports!

Question: Sometimes I get the popup message box stating 'unreceived orders' for orders that I have not ordered or have already received previously. Is this a glitch?

Answer: If you are seeing orders and/or transfers you did not order and/or request, please notify your local TVFC representative immediately so they can look into why that order number is appearing under the **Receiving** tab in EVI.

Otherwise, if you did not receive your orders and/or transfers using the **Receiving** tab and **selecting an order from the drop down list** – EVI will continue to remind you that you have an order to receive. So if you used the **AddLine** function to receive your orders and/or transfers EVI does not recognize this function to receive orders from McKesson or Merck. You must go into the **Receiving** tab and select the order from the drop down list and receive in the actual quantities received. Please do not record zero quantities as this will appear you were shipped an order with no quantities associated with the order. Also, understand the next time you reconcile your inventory on the **Inventory: Provider C-33** screen, you will have one or more **Math Errors** related to the vaccines on the order. You must record the correct physical count and choose: **Accounting Error – Reason Unknown** to reconcile your inventory.

Question: What if when starting EVI at the end of the month, my numbers are not accurate from the previous EOM report? Do I correct them?

Answer: You do not have the ability to edit any previous entries of the **Inventory: Provider C-33** screen. If your numbers on the current **Inventory: Provider C-33** screen are off from your actual physical count, please confirm you have recorded all the following in EVI since the last time you updated your **Inventory: Provider C-33** screen:

1. Completed all receipts of orders and/or transfers (you received vaccine)
2. Recorded any transfers or vaccine you sent out of your inventory (if applicable)
3. Recorded all wasted and/or expired vaccine (if applicable)
4. Recorded all doses administered

If after completion of steps 1-4 you are still off, please contact your local TVFC representative to see if there is an order and/or transfer you might have overlooked. However, if there is no known reason why you are still off but the difference between the physical and automated total you may have miscounted your previous month. It is critical you record the correct physical count and start with correct data for the next month.