

Trouble Shooting Rapid Entry Error Messages

June 4, 2021



TEXAS
Health and Human
Services

Texas Department of State
Health Services

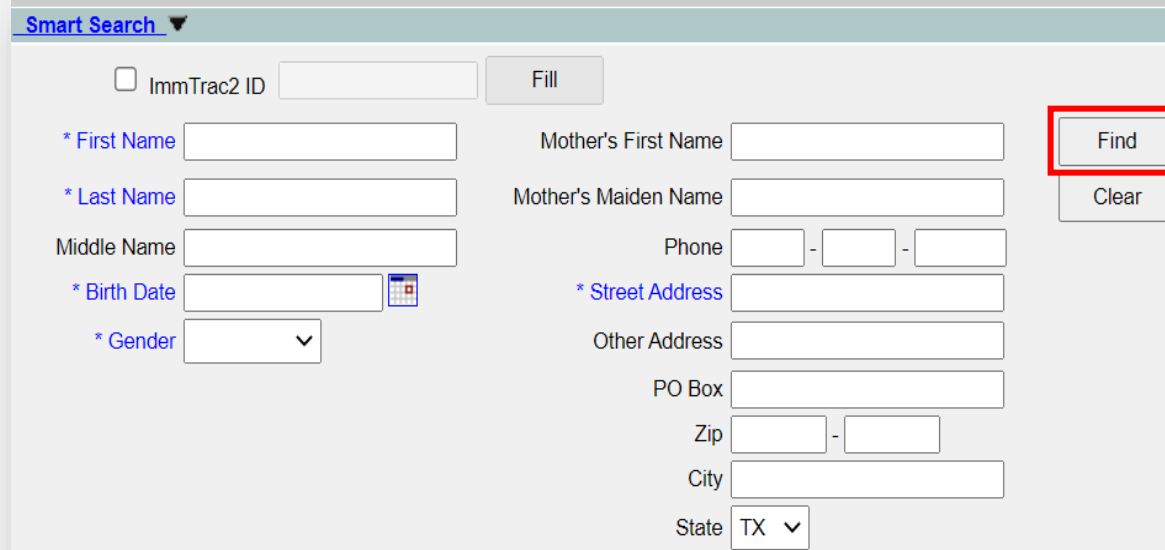
Enter a New Client

1. Select “enter new client” from the side panel of Rapid Entry.

The screenshot displays the Rapid Entry application interface. On the left is a dark blue side panel with the title "Training 4.16" in yellow. Below the title is a list of menu items under various categories: "Mass Vaccination" (covid-19 rapid entry, manage client roster, check upload status), "Clients" (manage client, enter new client, manage client status, criteria, merge clients, edit consent information), "Immunizations" (manage immunizations), "Schools" (manage list, find student, check school report), and "Inventory" (vis revisions, manage ndc). The "enter new client" item is highlighted with a red rectangular box. The main content area on the right has a light yellow header and contains two sections: "announcements" and "release notes:". The "announcements" section lists two items: "08/09/2018 ~ [Childhood Record for Adult Clients](#)" and "02/03/2017 ~ [Welcome to ImmTrac2](#)", both with a yellow "NEW" tag. The "release notes:" section lists "08/24/2018 ~ [Release Version 4.6.1](#) Release Version 4.6.1" with a yellow "NEW" tag, and a link for "[more release notes](#)". At the bottom of the main content area, there is a copyright notice: "Copyright © 1999 - 2021 State of Wisconsin. All rights reserved."

Enter a New Client

2. Enter all required information (first name, last name, DOB, gender, and street address).
3. Select **Find**.



Smart Search

ImmTrac2 ID

* First Name Mother's First Name

* Last Name Mother's Maiden Name

Middle Name

Phone - -

* Birth Date * Street Address

* Gender Other Address

PO Box

Zip -

City

State TX

Enter a New Client

4. The system will populate with an existing user.
5. Do not select an answer in the Yes/No section.
6. In the **Add Client** section, select “Without Signed Disaster-Related Consent”.
7. Select **Submit**.

Choose the correct disaster consent related to the patient

ImmTrac2 ID	Client Type	Client's Last Name	Client's First Name	Client's Middle Name	Client's Suffix	Sex	Client's Birth Date	Mother's First Name	Mother's Maiden Name	Client's Street Address	Client's City	Client's County	Client's SSN	Client's Medicaid ID
No clients were found for the requested search criteria.														
												Modify Search	New Search	Cancel

If your client does not appear on your search result Client List. Add the client by responding to the consent-related question below.

Do you have one of the following signed consent forms for your client?

Yes Add a client

No Request a Consent Form

* If you have also obtained consent to retain disaster-related information beyond the minimum retention period, you will have the opportunity to affirm this consent at the same time you affirm consent for ImmTrac2 participation.

DISASTER-RELATED INFORMATION

During a disaster or emergency event, all residents in the affected area who receive disaster-related vaccinations, antivirals, and/or medications will participate in ImmTrac2 regardless of age or consent status. **If you are ONLY adding a disaster-related client, ADD the client by selecting one of the options below:**

ADD CLIENT WITH Signed Disaster-Related Consent

WITHOUT Signed Disaster-Related Consent **6**

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Note: Enter a New Client

If you receive a pop-up reminding you about disaster-related clients (like below), select **OK**.

training-immtrac.dshs.texas.gov says

IMPORTANT! A disaster-related client MAY NOT be added to ImmTrac2 if the client HAS NOT received a disaster-related antiviral, immunization or medication (AIM). DO NOT continue with the client add process if the client has not received a disaster-related antiviral, immunization, or medication (AIM).

OK

Cancel

Enter a New Client

8. Enter the mandatory information in the **Personal Information, Client Information, and Address Information** sections.
9. Select **Continue Add**.

Be sure to complete both sections!



Personal Information

* First Name * Gender

* Last Name SSN - -

Middle Name Medicaid ID

Suffix Birth Order (for multiple births)

* Birth Date Birth Country UNITED STATES

Mother's Maiden Last Birth State

Mother's First Name Birth County

Client Type Client Identifier

ImmTrac2 Client ImmTrac2 ID

Disaster Client No

Consent Information ▼

Client AKA (0) ▼

Organization Information ▼

Client Information ▲

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* Race (select all that apply)

American Indian or Alaska Native Most Recent Provider

Asian Most Recent Provider Date

Native Hawaiian or Other Pacific Islander Birth Facility

Black or African-American

White

Other Race School

Recipient Refused Occupation

Continue Add **9**

Cancel

Enter a New Client

10. A client summary will populate in the next screen.

11. Double check the information and select **Continue**.

The screenshot shows a web form titled "Add Client Summary" with three main sections: "Add Client Summary", "Client Address Information", and "Confidential Client Information". The "Add Client Summary" section includes fields for Last Name, First Name, Middle Name, Suffix, Date of Birth, Sex, and Race. The "Client Address Information" section includes fields for Address, City, State, Zip, County, Country, Phone, and OK to Contact. The "Confidential Client Information" section includes fields for SSN and Medicaid Number. On the right side of the form, there are three buttons: "Edit Client Info", "Continue", and "Cancel". The "Continue" button is highlighted with a red rectangular border.

Add Client Summary	
Last Name	<input type="text"/>
First Name	<input type="text"/>
Middle Name	<input type="text"/>
Suffix	<input type="text"/>
Date of Birth	<input type="text"/>
Sex	<input type="text"/>
Race	<input type="text"/>

Client Address Information	
Address	<input type="text"/>
City	<input type="text"/>
State	<input type="text"/>
Zip	<input type="text"/>
County	<input type="text"/>
Country	<input type="text"/>
Phone	<input type="text"/>
OK to Contact	<input type="text"/>

Confidential Client Information	
SSN	<input type="text"/>
Medicaid Number	<input type="text"/>

Buttons: Edit Client Info, **Continue**, Cancel

Create New Client

12. It is likely the client listed in the **Personal Information** section will not be a match. If this is the case, select **Create New Client**.

View Client

If you determine the client listed below is a match, proceed by clicking the Edit Client button.
If you determine the client listed below is not a match, proceed by clicking the Create New Client button.

Personal Information

* First Name	<input type="text"/>	* Gender	MALE <input type="button" value="v"/>
* Last Name	<input type="text"/>	SSN	<input type="text"/> - <input type="text"/> - <input type="text"/>
Middle Name	<input type="text"/>	Medicaid ID	<input type="text"/>
Suffix	<input type="text"/> <input type="button" value="v"/>	Birth Order	<input type="text"/> <i>(for multiple births)</i>
* Birth Date	<input type="text"/> <input type="button" value="calendar"/>	Birth Country	UNITED STATES <input type="button" value="v"/>
Mother's Maiden Last	<input type="text"/>	Birth State	<input type="text"/> <input type="button" value="v"/>
Mother's First Name	<input type="text"/>	Birth County	<input type="text"/> <input type="button" value="v"/>
Client Type	IC - ImmTrac Child <input type="button" value="v"/>	Client Identifier	<input type="text"/>
ImmTrac2 Client	Yes	ImmTrac2 ID	<input type="text"/>
		Disaster Client	No

Cancel

Edit Client

Create New Client

Immunizations

Edit Consent

Reports

Delete Client

Create New Client

13. On the list of potential matches, verify the listed match **does not** match the client for whom you are searching.
14. Select **Create New Client**.

Potential Match List

1 additional matches have been found.

Create New Client

Cancel

The system has determined that the client record you are adding possibly already exists in ImmTrac2. The Potential Match List below shows clients listed on the Client Search Results along with those not previously listed but may be a match after client-information changes. Select an ImmTrac2 ID to view the client's information. If you do not find the matching client, proceed by clicking Create New Client. If one of the clients listed is the one you are looking for, click Cancel - this change must instead be entered using the Edit Client Consent option available to DSHS staff with the appropriate User Role permission.

Imm Trac2 ID	Client Type	Client's Last Name	Client's First Name	Client's Middle Name	Suffix	Sex	Birth Date	Mother's Maiden Name	Address	City	County	Guardian Last Name
	IC					M						

If you determine that the potential match clients listed above do not match the client for whom you are searching, proceed by clicking the Create New Client button above. The Cancel button will return you to the previous screen.

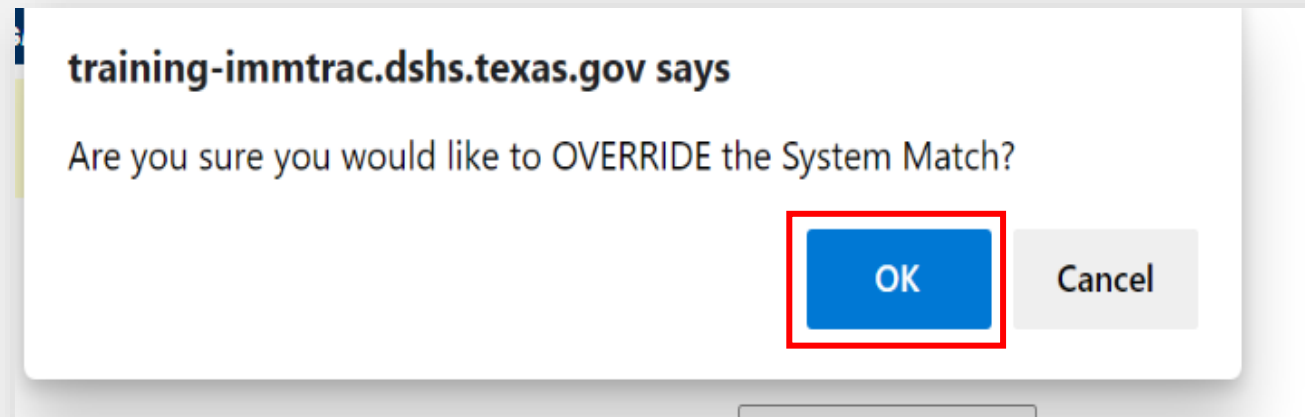
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Override the System Match

15. Select **OK** when prompted to override the system match.



Affirm Consent

16. Select the option from the **Consent Verification** screen that most closely describes your client.

17. Select **Affirm**.

Consent Verification

Affirm Consent For:

ImmTrac2 Adult (age 18 and older) *(Signed Adult Consent form on file)*

First Responder (age 18 and older)

Adult Family Member of a First Responder (age 18 and older)

With consent to retain disaster information beyond minimum time *(Signed Disaster Information Retention Consent form on file)*

OR During a disaster or emergency event, all residents in the affected area who receive disaster-related vaccinations, antivirals, and/or medications will participate in ImmTrac2 regardless of age or consent status. If you are ONLY adding a disaster-related client, ADD the client by selecting one of the options below:

Affirm Disaster-Only Client:

With consent to retain disaster information beyond minimum retention period *(Signed Disaster Information Retention Consent form on file)*

Without consent to retain disaster information beyond minimum retention period *(No consent forms on file)*

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