

**FAQ for FTP Data Exchange –
Registration of Intent Webinar
Given on Nov. 2 and 6, 2020**

Resources

- ImmTrac2 Forms & Documents Webpage:
<https://www.dshs.texas.gov/immunize/immtrac/forms.shtm>
- ImmTrac Training webpage:
<https://www.dshs.texas.gov/immunize/immtrac/User-Training/>
- ImmTrac2 website:
<https://immtrac.dshs.texas.gov/TXPRD/portalInfoManager.do>
- ImmTrac2 User, Access, Registration and Renewal Support:
ImmTrac2@dshs.texas.gov
- Data Exchange and Promoting Interoperability Support:
ImmTracMU@dshs.texas.gov

Questions

Q: Do orgs need to take a test to access Data Exchange?

A: There's no test that organizations need to take to access data exchange. Organizations do go through a testing phase during the onboarding process to ensure data submitted is of good data quality. For more information about establishing a data exchange connection and steps involved, refer to our Electronic Data Exchange Resource Guide, available on our DSHS [website](#), under Forms & Documents.

Q: Is there a quick guide for the ROI?

A: The Electronic Data Exchange Resource Guide, Stock # 11-15231, explains the steps on how to complete the ROI. The guide is available on our DSHS [website](#).

Q: Do organizations with multiple locations (i.e. a parent site with two subsites) need to submit one or three ROIs?

A: Registration of Intents (ROIs) are only submitted by stand-alone organizations (those with no subsites or parent) or parent organizations (those with subsites) on behalf of themselves and their subsites. The parent org submits one ROI for the entire parent-child organizations. Any subsite registered in ImmTrac2 will be covered under the parent organization in that ROI.

Q: Does an organization need to submit a new ROI if a subsite is added after submitting the ROI?

A: No. The original ROI covers the parent site and their subsite locations. Organizations do need to ensure the subsites are correctly added as subsites in ImmTrac2 and inform their EHR vendor of the TX IIS ID(s) of additional sites so they can configure their systems for reporting.

Q: What do organizations do if, when trying to submit an ROI, there is a message indicating the ROI has been previously submitted?

A: There is nothing left for your organization to do for unidirectional data exchange as your organization previously submitted the ROI. If your organization is trying to submit an ROI for bidirectional data exchange, this is separate. The ROI listed on ImmTrac2 is for unidirectional data exchange. Bidirectional data exchange ROI is not available online.

Q: Do schools or day care facilities, who use ImmTrac2 to look up student immunization history have to submit the ROI?

A: No, the ROI for unidirectional data exchange only needs to be submitted if an organization plans on sending immunization data to the registry.

Q: How do organizations request the FTP login information if their ROI was already submitted?

A: After the ROI is submitted, the registry processes the request and establishes the FTP account. The FTP login information is emailed directly to the point of contact (POC) for the parent or stand-alone organization. It is the responsibility of the POC to share the FTP login information with staff and EHR vendor support who will be responsible for data exchange. If the POC has lost or forgotten the information, they must email us at ImmTracMU@dshs.texas.gov to request a FTP reset. It is recommended that the POC provide us with the organization's TX IIS ID # so we can research the issue or inquiry further.

Q: How can the EHR vendor and the organization both have access to FTP?

A: The FTP account is an organizational account with one username and password which is provided to the Point of Contact (POC) listed in ImmTrac2 for the parent or stand-alone organization. The organization's POC is responsible for managing who has access to the FTP account username and password by dispersing this information to individuals, including EHR support, that need access to the FTP account.

Q: Prior to starting a unidirectional data exchange, do EHR vendors do most of the setup?

A: It is the organization's responsibility to ensure everything is up to date in ImmTrac2: site agreements, point of contact, all users, parent-subsite relationships, and data quality. To establish a connection and maintain the connection, it requires your EHR vendor.

Q: Does each single clinic enroll itself with ImmTrac2 or will the main clinic oversee enrolling sub clinics?

A: Organizations must register their own individual sites in ImmTrac2. If an organization is a subsite of a parent, the organization needs to coordinate with its parent site to see if individual sites or the parent site is responsible for ImmTrac2 enrollment.

Q: How long does it take to receive data quality reports after a file is uploaded?

A: Once a file is uploaded to the FTP account, it can take up to 3 days to be processed. Once processed, the data quality reports can take 1-2 days to be available in the receive and dqa-reports folders of the FTP account. If it has been more than 7 days since the file was uploaded and no data quality reports generated, then email us at ImmTracMU@dshs.texas.gov asking for assistance with receiving data quality reports.

Q: How long does it take to transmit data from an EHR to ImmTrac2?

A: This question is dependent on your EHR vendor. Most vendors upload their providers immunization data to the registry on a weekly basis. Bidirectional data exchange updates in real time.

Q: My EHR has options to select immunization consent status. Is the consent status in the EHR for ImmTrac2 registry consent?

A: The consent features in most EHR vendors is not the same that the Texas Immunization Registry requires. Texas has unique registry consent laws when it comes to the registry. Most EHR vendors use a consent feature in their systems to capture consent to care, which is different from registry consent, to store and update data in ImmTrac2. Contact ImmTracMU@dshs.texas.gov for more information on capturing registry consent via EHR and electronic data exchange.

Q: What is the FTP Website and what is it used for?

A: The Registry's FTP Website is used primarily for unidirectional data exchange to submit data exchange files to the registry and review returned data quality reports.

Q: Who do we contact for FTP login issues?

A: First verify the correct FTP account login credentials are used. If the correct information is used, contact the registry at ImmTracMU@dshs.texas.gov.

Q: Where can EHR Vendors get information about setting up a data exchange connection with ImmTrac2?

A: Our DSHS [website](#) has key resources that focus on the technical specifications needed for establishing a data exchange connection. If the information the EHR vendor is looking for cannot be located on the website, please email us at ImmTracMU@dshs.texas.gov.

Q: Does ImmTrac2 accept real time HL7 transactions? Is this still batch or unidirectional data exchange?

A: We accept real-time HL7 messages via bidirectional data exchange. This is not batch or unidirectional data exchange.

Q: How does an organization change the data exchange contacts listed with ImmTrac2?

A: To change or update the data exchange contacts for an organization, send an email to ImmTracMU@dshs.texas.gov and provide the TX IIS ID and Import Code with a summary of the changes to the data exchange contacts.

Q: What is SOAP?

A: Simple Object Access Protocol (SOAP) is a messaging method in which data is transferred in real-time. It allows one system to connect to another directly using technical specifications, and gives the ability to send data and retrieve data back from the registry instantly. This type of interface is used by EHR vendors when an organization submits to the registry via bidirectional data exchange.

Q: What version of HL7 does ImmTrac2 use for data exchange?

A: The Texas Immunization Registry uses HL7 Version 2.5.1 Implementation Guide for Immunization Messaging (Release 1.5).

Q: Our organization enters registry consent information in ImmTrac2, but does not enter immunizations administered as that is reported by our EHR vendor. When seeing returning patients none of their immunizations are uploaded. What should we do?

A: This may be an issue where the data isn't crossing from your EHR vendor into ImmTrac2, data quality issues are occurring, or data is not being reported as the right organization. Follow up with your EHR vendor to ensure your data exchange files are being uploaded correctly to ImmTrac2. Follow-up with ImmTracMU@dshs.texas.gov to research the issue further on your behalf.