

Bidirectional Webinar Frequently Asked Questions

When will Webinar Slides and Information be available?

The recorded webinar can be found on the ImmTrac2 [User Training webpage](#), and the Bidirectional Onboarding Guide Document can be found on the ImmTrac2 [Forms and Documents webpage](#).

Who Do GovDeliveries go out to?

They are sent to all ImmTrac2 users, as well as additional individuals, such as major EMR vendors and other DSHS stakeholders.

How is a bidirectional data exchange setup different from a unidirectional one? How can I switch from a unidirectional data exchange setup to a bidirectional data exchange setup?

- Unidirectional data exchange involves sending batched VXU files via an FTP server on a regular, usually weekly, basis. Bidirectional data exchange involves exchanging data with the registry in real time directly through an EHR via web services. Organizations currently participating in unidirectional data exchange can onboard for bidirectional data exchange through this module, but this is not required.
- Organizations wishing to onboard as unidirectional submit ROIs via ImmTrac2, and orgs wishing to onboard as bidirectional submit ROIs through the Syntropi Bidirectional Data Exchange Onboarding Module.

Can you explain the types of consent and when each is needed?

Texas is an opt-in state where an official ImmTrac2 consent form is required for every patient that wishes to retain their immunization records in the registry. There are three types of consent forms:

1. adult consent,
2. child consent, and,
3. disaster consent (used for immunizations administered during a disaster declaration, such as COVID19).

An **adult consent form** is required to retain immunizations administered to adult patients (over 18 years of age), a **child consent form** is required for immunizations administered to child patients (less than 18 years of age), and a **disaster consent** is required to retain disaster immunizations given during disaster-designated periods (All ages included). Please reference [Texas Immunization Registry - Consent Overview](#) for more information regarding consent.

How do you send consent to the registry?

- Consent can be sent to the registry either through affirmation flat files or via HL7 messages. You can ask your EHR vendor if they can support sending consent via HL7. When consent is sent in for a patient through either of these means, a patient record is created in the registry's database along with all of the accompanying demographic information.
- Please reference the following documents for assistance in understanding methods of affirming consent into ImmTrac2:
 - [Affirmation of Registry Consent via Health Level Seven](#)
 - [Electronic Standards for Affirmation of Registry Consent](#)

Is an EHR necessary to complete BiDX onboarding?

Yes. In general, an Electronic Health Records vendor will be necessary to complete this module and connect to the registry for data exchange. If you have questions regarding this, please email us at ImmTracMU@dshs.texas.gov

Can organizations using TWICES onboard for BiDX?

Due to our requirement for HL7 2.5.1 compliance, organizations using TWICES are not recommended for bidirectional onboarding.

Will EHR vendors have direct access to the module?

A GovDelivery email notice will be sent out to give notice when the EHR Vendor portion of the module will go live. This will allow Vendors to log in and assist providers in the onboarding process. Until then, we recommend that EHR vendors work closely with their facilities to assist providers with going through the module.

Are there different onboarding processes for different EHR vendors?

This self-guided onboarding process will be standardized for all organizations looking to participate in bidirectional data exchange. Please check with your EHR vendor to see if there will be any changes to their onboarding processes.

Is sending consent mandatory?

- Consent is strongly encouraged for Bidirectional data exchange – due to the rejection errors that are produced without consent during the testing phases. However, the type of consent you submit is up to your organization and EHR vendor. We offer 3 types:
 - HL7
 - Affirmation Files
 - Manually via Immtrac2
- We highly recommend sending Texas’s unique consent codes in PD1-12. However, we are happy to set up a meeting if your organization wants to pursue BIDX with the other consent types.

Is the ability to send patient consent via HL7 a requirement for bidirectional data exchange?

Organizations currently submitting consent via flat file or inputting consent manually are generally not recommended for bidirectional data exchange. If an organization wants to utilize either of these consent methods, this will require a follow-up meeting with Interoperability agents, please email ImmTracMU@dshs.texas.gov for further assistance.

Are organizations currently in the queue for BiDX onboarding still waiting to hear from DSHS before they can start onboarding?

Organizations currently in the queue for BiDX onboarding can participate in this self-paced module at any time and will be given priority support while they are navigating the module as they are pre-validated for Bidirectional Onboarding.

Is there guidance on how to establish bidirectional data exchange between health plans and the Immunization Registry?

The Registry does not have a different registration process for health plans, if a licensed medical professional is on staff. Please reach out to ImmtracMU@dshs.texas.gov if your organization plans on querying over our daily 50,000 message limit so we may discuss accommodations.

Is there any charge for onboarding for bidirectional data exchange?

The state does not levy any charges for its immunization registry or data exchange services. Please check with your EHR vendor to see if they will have a change in their rates based on this new onboarding process or the type of data exchange you wish to utilize.

I cannot see the widget currently?

Please Register or Renew your registration in Syntropi, and when asked what the manner of usage will be for your organization, select "Data Exchange". Follow up with an email to ImmTracMU@dshs.texas.gov notifying that your organization is ready to onboard for Bidirectional Data Exchange, and the widget will be enabled for your organization.

I am having difficulty Registering/Renewing in Syntropi. Who can assist me with this?

- If this is your initial Syntropi registration or renewal, we recommend reaching out to our Registration and Renewal team via Immtrac2@dshs.texas.gov. They can walk you through the process to get your application submitted. Once it has been approved, we can assist your organization with the BiDX Module specifically.
- Additionally, Please reference [Texas DSHS Immunization Portal Registration Guide](#) for information on how to register in Syntropi.

I'm stuck on how to submit/test my messages in the BIDX module.

- No worries! We completely understand that this portion can be a bit difficult on your own or even with your EHR vendor. Send a request for assistance to ImmtracMU@dshs.texas.gov, and we'd be happy to set up a hands-on meeting where we can view your screen and give you more thorough help. Make sure that your vendor will be available for this meeting as well.
- The Bidirectional Onboarding Guide Document can be found on the ImmTrac2 [Forms and Documents webpage](#).

Is BIDX mandatory?

Bidirectional data exchange is not mandatory. Your organization should discuss internal on which form of submitting data best suits your practice:

- Manually via the Immtrac2 web application,
- Unidirectional data exchange, or
- Bidirectional data exchange

Is BiDX mandatory for offices that give TVFC vaccinations?

Submitting via bidirectional data exchange is not required for TVFC facilities. TVFC facilities may submit manually via Immtrac2 web application, unidirectional, or bidirectional data exchange. Please submit immunizations that best suit your practices need.

Is there a requirement to submit both VXUs and QBPs to be eligible for bidirectional?

Organizations may also onboard as query-only or update-only organizations within this BiDX module to exchange data in real-time with the registry.

Will schools/school districts be able to use this module for BiDX onboarding?

The registry is currently working on a solution for schools that wish to onboard with BiDX through this module which we do not yet have an estimated launch date for currently. A Gov Delivery notice will be sent out to notify updates to allow schools to onboard for bidirectional data exchange.

Will all EHR vendors be using this module for BiDX onboarding?

This is now the definitive onboarding process for bidirectional data exchange with ImmTrac2. For questions regarding any impacts to your EHR vendor's onboarding processes, please check with your EHR vendor. A GovDelivery email notice will be sent out when this module is live.

Do organizations with subsites ("parent orgs") need to apply for bidirectional for each of their subsites as well, or will their bidirectional data exchange setup apply for each of their subsites?

Parent sites do not need to apply for BiDX for each of their subsites. However, please verify that your parent site and subsite relationships are properly set up within ImmTrac2 before beginning BiDX onboarding. Please ensure the parent site and all associated sub sites have an up to date site renewal in Immtrac2. Site Renewals will be processed within 14 business

days. You may email ImmTrac2@dshs.texas.gov with any questions or concerns.

Is there a time frame to register for the BiDX Module?

There is no time frame to register for bidirectional data exchange via this module. Once your organization feels ready to pursue BiDX and you have an EHR vendor that can support real-time data exchange, you can work through the BiDX Module.

Can organizations that have started the unidirectional onboarding process switch to this bidirectional onboarding process?

Unidirectional facilities that are in testing or production may switch to the bidirectional onboard process. Please confirm that your facility is registered in Syntropi before reaching out to active your bidirectional widget.

Is the 90% acceptance rate still required?

- It will still be required to enter BiDX production, but it won't be used to vet providers as it had been before. Instead, the 90% acceptance rate is reviewed in your pre-testing messages that you will submit via the BiDX module in Syntropi.
- Any org can start the self-managed bidirectional onboarding process through this module. No prior data exchange is needed as well.

If patient does not give consent, will that impact the 90% data quality rate?

- No, if the patient has not provided consent, the message will not be ingested by Syntropi and thus will not contribute to the data quality percentage during onboarding. Initial patient acceptance needs to occur for an acceptance rate to be calculated.
- Once your organization is promoted into production for bidirectional data exchange, consent rejections however will impact your Texas Immunization Provider Summary (TIPS) scores, please email ImmTraMU@dshs.texas.gov with additional questions.

How is the percentage of 90% data quality rate criteria calculated?

This data quality rate is the percentage of immunizations sent through data exchange that were accepted. Orgs must get a minimum of 90% rejection-free messages to pass the validation stage. Warning errors (most IEE errors) will not count against the data quality rate. If you have further questions about which variables affect an organization's acceptance rate,

please follow up with our Interoperability teams via
ImmtracMU@dshs.texas.gov.

Does latency affect the data quality rate?

Latency is not key to acceptance rate. It assures that facilities are following their Registration of Intent. Facilities inform the Registry if they will be Weekly, Monthly, or Annual submitters, and the latency assists the Registry in assuring that they are following through with their data submission commitments.

What can we reference to resolve our organization's data exchange errors?

Please refer to our [Texas Immunization Registry HL7 2.5.1 Error Guide](#) on the ImmTrac2 Forms and Documents page of the DSHS website for more information on detecting and resolving data exchange errors. Other documents we recommend for resolving data exchange issues are the [Texas Immunization Registry HL7 2.5.1 Implementation Guide](#) and the [Affirmation of Registry Consent via Health Level Seven](#).

Where can I reach out for support with Syntropi or follow up with more questions in the future?

Please refer to our [User Training webpage](#), and the [Forms and Documents webpage](#). Feel free to reach out to our Interoperability team at ImmtracMU@dshs.texas.gov.