

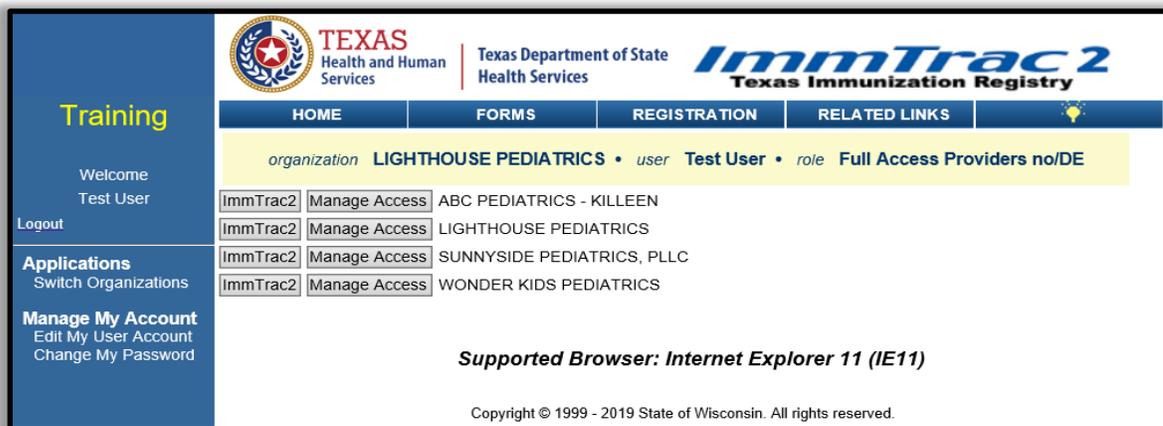
## Data Quality Guide - Common Issues of Inaccurate Report Data

### 1. Logging in with the Wrong Org Code

Users who are associated to multiple organizations could potentially log into ImmTrac2 with the wrong Org Code. This could add immunizations to an organization that did not administer the vaccine.

#### 1A. How Do I Know If I Am Associated to Multiple Organizations?

After successfully logging into ImmTrac2 you will see the Manage Access screen. A user may be associated to multiple organizations. See *Figure 1 – User in Multiple Organizations* in which a user is associated to four different organizations.



*Figure 1 - User in Multiple Organizations*

#### 1B. How Do I Know If I Am Logged into the Correct Organization?

The yellow banner at the top of the screen (see *Figure 2 - Logged into Correct Organization*) displays the organization name that you are currently logged in under, the name of the user, and the user's role.



*Figure 2 - Logged into Correct Organization*

## 1C. How Can I Switch Between Organizations While Logged into ImmTrac2?

On the Manage Access screen, select “ImmTrac2” for the organization which you would like to add immunizations on behalf of. See *Figure 3 – Switch Between Organizations*.

organization <b>LIGHTHOUSE PEDIATRICS</b> • user <b>Test User</b> • role <b>Full Access Providers no/DE</b>		
<b>ImmTrac2</b>	Manage Access	ABC PEDIATRICS - KILLEEN
<b>ImmTrac2</b>	Manage Access	LIGHTHOUSE PEDIATRICS
<b>ImmTrac2</b>	Manage Access	SUNNYSIDE PEDIATRICS, PLLC
<b>ImmTrac2</b>	Manage Access	WONDER KIDS PEDIATRICS

*Figure 3 – Switch Between Organizations*

## 2. Client Status Not Updated

Some reports generated from ImmTrac2 will only include clients that are listed as 'Active' with the organization (for example, the Reminder/Recall report). **IMPORTANT:** To ensure the accuracy of these reports, be sure to update the status of clients that are no longer associated to your practice.

### 2A. How Do Clients Become 'Active' with an Organization?

- Each new client added to ImmTrac2 is automatically 'Active' with that organization. This applies for clients added online as well as clients added through data exchange.
- When a historical or current immunization is added to a client's record. This includes updates that occur online as well as through data exchange.
- A client can also be manually flagged as 'Active' online on the 'Edit Client' screen under the Organization Information tab. See *Figure 4 – Active Status*.



The screenshot shows the 'Organization Information' tab with a 'Status' dropdown menu highlighted in red, currently set to 'ACTIVE'. Other fields include 'Date of Death', 'Provider- PCP', 'Allow Reminder and Recall Contact?' (set to 'Yes'), '\* Tracking Schedule' (set to 'ACIP'), and 'Last Notice'.

Figure 4 – Active Status

### 2B. How Do Clients Become 'Inactive' with an Organization?

- A client can be manually flagged as 'Inactive' online on the 'Edit Client' screen under the Organization Information tab. See *Figure 5 – Inactive Status*.



The screenshot shows the 'Organization Information' tab with the 'Status' dropdown menu open and highlighted in red. The menu lists several options: 'ACTIVE', 'INACTIVE-LOST TO FOLLOW UP', 'INACTIVE-MOGE', 'INACTIVE-MOOSA', 'INACTIVE-ONE TIME ONLY', 'INACTIVE-OTHER', 'INACTIVE-PERMANENTLY (DECEASED)', and 'INACTIVE-UNKNOWN'. Other fields include 'Date of Death', 'Allow Reminder and Recall Contact?' (set to 'Yes'), '\* Tracking Schedule', and 'Last Notice'.

Figure 5 – Inactive Status

- Clients can also be flagged as 'Inactive' through data exchange. For additional information please feel free to contact your Electronic Health Records (EHR) vendor or the ImmTrac2 Interoperability Team toll free at 1-800-348-9158 or email [ImmTracMU@dshs.texas.gov](mailto:ImmTracMU@dshs.texas.gov).

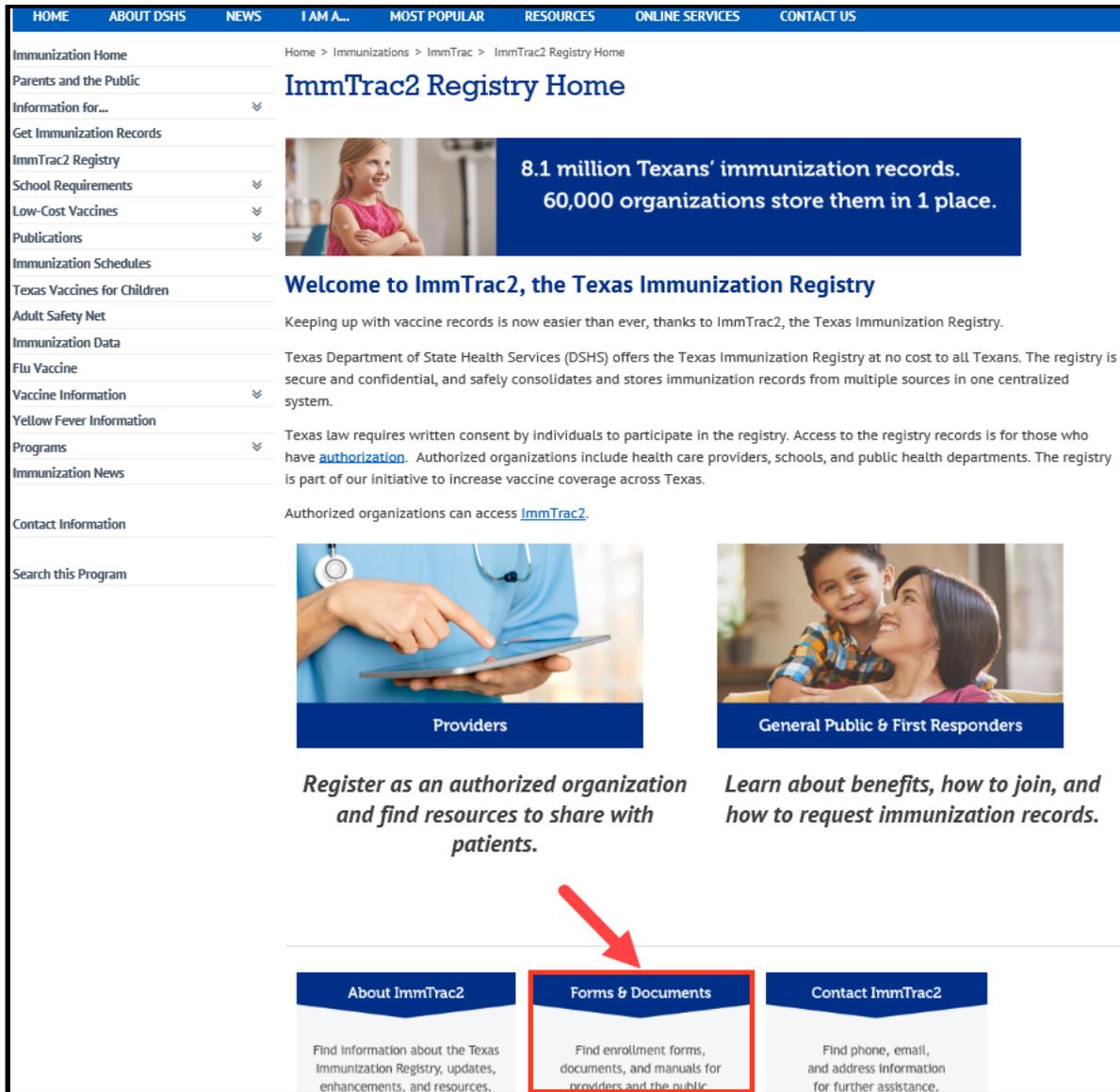


## 2C. Other considerations

- Only users associated to your organization can update the status of a client in ImmTrac2.
- Clients can be flagged as 'Active' for multiple ImmTrac2 organizations. Which means they may show up as 'Active' for multiple organizations.

## 3. No Consent on File

The most common reason why client records are rejected from ImmTrac2 is due to no consent on file. For immunization records to be stored in ImmTrac2, the parent, legal guardian, or managing conservator must complete an ImmTrac2 Minor Consent Form for their child. Adults must complete the ImmTrac2 Adult Consent form. These forms can be found online by going to [www.immtrac.com](http://www.immtrac.com) and clicking on “Forms & Documents” at the bottom of the screen. See *Figure 6 – Forms and Documents*.



*Figure 6 – Forms and Documents*

When the Forms and Documents page comes up, scroll down to ImmTrac2 Forms & Documents and look for the ImmTrac form you want. See *Figure 7 – List of Forms*.

ImmTrac2 Forms & Documents	
For General Public	
Stock #	Title
Consent Forms for Minors and Adults:	
<a href="#">C-7</a>	<a href="#">Immunization Registry (ImmTrac2) - Minor Consent Form</a> (rev. 09/2017) Use this form to register <b>your child</b> , aged 17 and younger, in ImmTrac2. Birth registrars: DO NOT use this form. See F11-11936 below.
<a href="#">C-7A</a>	<a href="#">Registro de Inmunización (ImmTrac2) - Formulario de Consentimiento Para Menores</a> (rev. 03/2017)
<a href="#">EF11-13366</a>	<a href="#">Immunization Registry (ImmTrac2) - Adult Consent Form</a> - Bilingual (rev. 04/2019) Use this form to register <b>as an adult</b> (aged 18 and older) in ImmTrac2.
Request and Immunization Record:	
<a href="#">F11-11406</a>	<a href="#">Immunization Registry (ImmTrac2) Authorization to Release Official Immunization History</a> (rev. 03/2017) Use this form to <b>authorize the release</b> of your or your child's ImmTrac2 records.
ImmTrac2 Withdrawal Forms:	
<a href="#">C-8</a>	<a href="#">Immunization Registry (ImmTrac2) - Withdrawal of Consent and Confirmation Form</a> (rev. 03/2017) Use this form to <b>withdraw</b> your child or yourself from participation in ImmTrac2.
<a href="#">C-8A</a>	<a href="#">Registro de Inmunización (ImmTrac2) - Retiro de Consentimiento y Confirmación</a> (rev. 03/2017)

*Figure 7 – List of Forms*

After clicking on the form you want, depending on your browser a pop-up message may ask you if you want to open or save the form (see *Figure 8 – Message to Open or Save the Document*). You can then open and print the form.

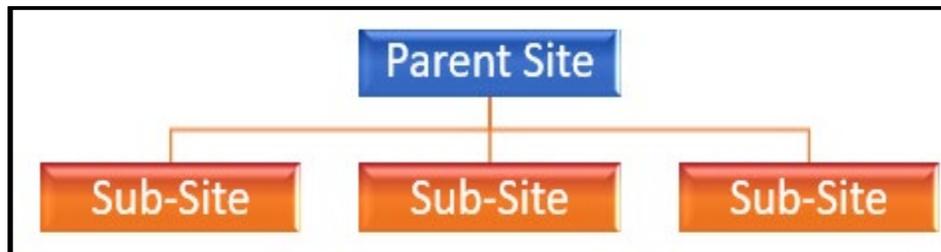


*Figure 8 – Message to Open or Save the Document*

## 4. Incorrect Organizational Parent/Child Relationship

*NOTE: This pertains only to organizations that exchange data electronically with ImmTrac2.*

All client information and immunization data are submitted through the 'parent-site' on behalf of themselves and all sub-sites (child-sites) within a provider organization. See *Figure 9 – Parent-Child Hierarchy*.



*Figure 9 – Parent Child Hierarchy*

If an organization is a stand-alone site, their data will transmit directly to the registry.

- If a sub-site (child-site) within a provider group is not correctly associated to the parent organization in ImmTrac2, their data will not be sent to ImmTrac2.
- It is also important for the parent-site to include which sub-site administered the vaccine within the data exchange file otherwise the parent-site will be documented as administering the vaccine.

*NOTE: It is not uncommon for EHR systems to only list the parent-site as the submitter and as the administering provider. If reports generated in ImmTrac2 are not reflecting the correct administering provider, please contact your EHR vendor for support.*

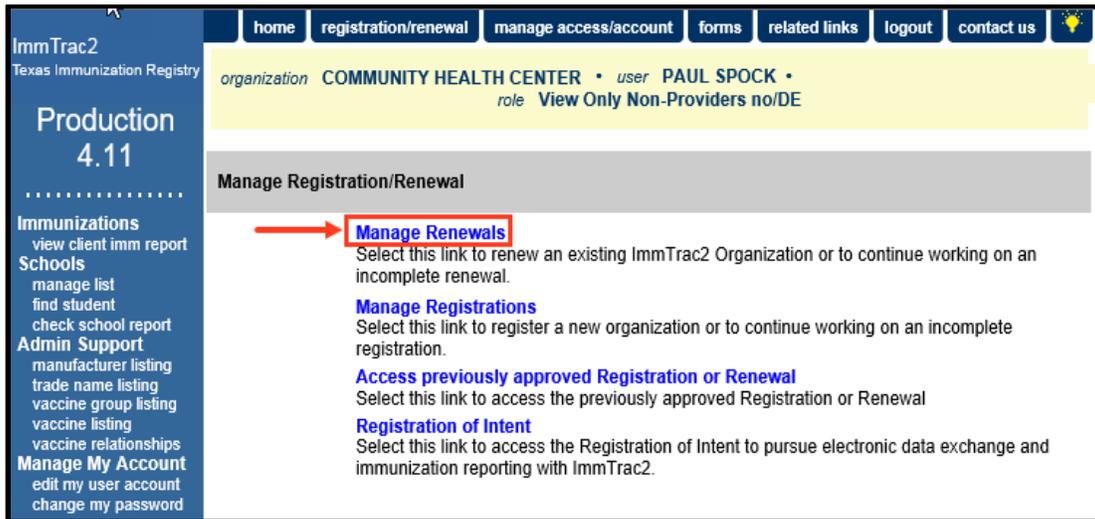
### 4A. How can I see the Parent/Child relationship in ImmTrac2?

1. Select 'registration/renewal' at the top of the screen (see *Figure 10 – Registration/Renewal Tab*).



*Figure 10 – Registration/Renewal Tab*

2. Select 'Manage Renewals' hyperlink (see *Figure 11 – Manage Renewals link*).



ImmTrac2  
Texas Immunization Registry

Production  
4.11

Immunizations  
view client imm report  
Schools  
manage list  
find student  
check school report  
Admin Support  
manufacturer listing  
trade name listing  
vaccine group listing  
vaccine listing  
vaccine relationships  
Manage My Account  
edit my user account  
change my password

home registration/renewal manage access/account forms related links logout contact us

organization COMMUNITY HEALTH CENTER • user PAUL SPOCK •  
role View Only Non-Providers no/DE

Manage Registration/Renewal

**Manage Renewals**  
Select this link to renew an existing ImmTrac2 Organization or to continue working on an incomplete renewal.

**Manage Registrations**  
Select this link to register a new organization or to continue working on an incomplete registration.

**Access previously approved Registration or Renewal**  
Select this link to access the previously approved Registration or Renewal

**Registration of Intent**  
Select this link to access the Registration of Intent to pursue electronic data exchange and immunization reporting with ImmTrac2.

*Figure 11 – Manage Renewals link*

#### 4B. What Does a Child-Site View Look Like?

The example below is what it looks like from a sub-site, Org Code **MEMO0168**. The parent-site will appear on top and the child-sites below the parent. Child-sites will only be able to view their organization and their parent-site. See *Figure 12 – Child-Site View*.

**Renewals:**

When submitting a renewal for an existing organization, please review the information in each section of the application and make any necessary changes or updates. To save your progress and return at a later time to complete the renewal process, select "Save Progress and Exit". To continue working on an incomplete renewal, click the "Incomplete Renewal" link below.

**Applications that are left inactive for more than 14 calendar days will be deleted and a new application must be started and saved.**

Organization Name	Org Code	Site Agreement Expiration Date	Application Status	Last Edited By	Application Expires
MEMORIAL HERMANN HEALTH CENTER LAMAR	MEMO0169	01/09/2021			
MEMORIAL HERMANN WAVE CLINIC	<b>MEMO0168</b>	02/05/2021	<a href="#">Click to Renew</a>		

*Figure 12 – Child-Site View*

## 4C. What Does a Parent-Site View Look Like?

The example below is from a parent-site, Org Code **MEMO0169**. The parent-site will appear on top and the child-sites below the parent. Parent-sites will be able to view their organization as well as all child-sites below them. See *Figure 13 – Parent Site View*.

**Renewals:**

When submitting a renewal for an existing organization, please review the information in each section of the application and make any necessary changes or updates. To save your progress and return at a later time to complete the renewal process, select "Save Progress and Exit". To continue working on an incomplete renewal, click the "Incomplete Renewal" link below.

**Applications that are left inactive for more than 14 calendar days will be deleted and a new application must be started and saved.**

Organization Name	Org Code	Site Agreement Expiration Date	Application Status	Last Edited By	Application Expires
MEMORIAL HERMANN HEALTH CENTER LAMAR	MEMO0169	01/09/2021	<a href="#">Click to Renew</a>		
NEIGHBORHOOD HEALTH CENTER NE	NEIG0013	02/04/2019	<a href="#">Click to Renew</a>		
MEMORIAL HERMANN ELROD SCHL BSD CL	MEMO0183	02/04/2019	<a href="#">Returned</a>		
MEMORIAL HERMANN HOGG CLINIC - HOUSTON 1	MEMO0178	03/28/2019	Submitted for Approval		
NEIGHBORHOOD HEALTH CENTER - HOUSTON 1	NEIG0016	11/07/2019	<a href="#">Click to Renew</a>		
MEMORIAL HERMANN TERRY CLINIC	MEMO0173	11/07/2019	<a href="#">Click to Renew</a>		
MEMORIAL HERMANN HEALTH CENTERS FOR SCHOOLS- ALIEF CLINIC	MEMO0137	12/06/2019	<a href="#">Click to Renew</a>		
MEMORIAL HERMANN BURBANK CLINIC	MEMO0179	06/04/2020	<a href="#">Click to Renew</a>		
MEMORIAL HERMANN NIMITZ CLINIC	MEMO0174	10/26/2020	<a href="#">Click to Renew</a>		
MMHC FOR SCL SHARPSTOWN CL	MMHC0001	01/14/2021	<a href="#">Click to Renew</a>		
MEMORIAL HERMANN - KRUSE CLINIC	MEMO0185	01/25/2021	<a href="#">Click to Renew</a>		
MEMORIAL HERMANN WAVE CLINIC	MEMO0168	02/05/2021	<a href="#">Click to Renew</a>		

*Figure 13 – Parent-Site View*



## 5. Contact Information

For more information and support with data exchange, contact the Texas Immunization Registry Interoperability Team.

Email: [ImmTracMU@dshs.texas.gov](mailto:ImmTracMU@dshs.texas.gov)

Phone: (800) 348-9158, press Option 3