

## Known TennIIS Issues and Workarounds Updated February 9, 2015

### **Patient Vaccination Records**

**Advance Search:** The advance search functionality is currently not working in TennIIS. We have logged this error message that appears when any field is filled in the advance search field. This should be resolved soon.

*Workaround* – Use the Basic Patient Search box. Unfortunately Birth File Number and Social Security Number are not available on the simple search box.

### **Immunization Certificate Validation Tool**

The Immunization Certificate Validation Tool (ICVT) is now working (almost perfectly)! All users, including pharmacists and school users, may once again produce validated complete Official Immunization Certificates (or failed validation reports showing missing or invalid doses) for school or child care entry requirements. Qualified users also may produce blank or pre-populated incomplete certificates for signature.

In certain circumstances the ICVT will not evaluate the record as expected. These are still being worked on, but were so uncommon/unlikely that they did not merit continued suspension of the ICVT. Please contact [Becky.Pearsall@tn.gov](mailto:Becky.Pearsall@tn.gov) if you experience any issues using the ICVT. Below are known glitches and their workarounds.

Children may incorrectly fail evaluation for:

- Up-to-Date for Childcare if pneumococcal vaccine series was completed with 2 or 3 dose catch-up schedule  
*Workaround* – Print and complete a pre-populated certificate
- Varicella if “history of chickenpox infection” contraindication was submitted to TennIIS through HL7 message or manually entered into TennIIS after 11/10/2014  
*Workaround* – Click the “Add Chickenpox History” on the TennIIS Vaccination View/Add screen and run the ICVT again

Children may incorrectly pass evaluation for:

- Complete for 7<sup>th</sup> Grade or Higher (only for a new student entering 7<sup>th</sup>-12<sup>th</sup> grade) if HepB3 was given too early (less than 24 weeks of age)  
*Workaround* – Administer another dose of HepB, add the dose to TennIIS, and run the ICVT again
- 7<sup>th</sup> grade entry (current or new student entering 7<sup>th</sup> grade) if Tdap isn't documented in TennIIS and TennIIS forecaster isn't forecasting for Tdap  
*Workaround* – Administer a dose of Tdap, add the dose to TennIIS and run the ICVT again
- Complete for Kindergarten through 12<sup>th</sup> grade but DTaP series is incomplete according to TN school requirements  
*Workaround* – Check TN school requirements, administer dose of DTaP/DT/Td/Tdap as appropriate, add the dose to TennIIS, and produce the appropriate certificate
- Complete for Kindergarten through 12<sup>th</sup> grade but Polio series is incomplete according to TN school requirements  
*Workaround* – Check TN school requirements, administer dose of IPV as appropriate, add the dose to TennIIS, and produce the appropriate certificate

### **Vaccine Ordering Management System (VOMS)**

**Vaccine Returns:** The option to submit a Vaccine Return request will appear on the Orders/Transfers tab after the vaccine doses have been marked as expired on a submitted inventory report. Please be sure to print the Vaccine Return Packing Slip and to include it in the box with the vaccines; the pop up blocker must be turned off.

*Workaround* – If you are not able to see or print the slip, or if you misplace it, contact [TennIIS.VOMS@tn.gov](mailto:TennIIS.VOMS@tn.gov) to obtain another copy to include with your vaccine return box.

### **Organizations and Facilities**

**Organizations and Facilities Reorganization:** Some organizations and facilities in TennIIS are not grouped correctly. We are working to ensure that all facilities are grouped under correct organizations and that providers have access to all necessary facilities.

Health Departments in TennIIS are being renamed so that the “organization” will be the public health region and the co-sites in that region will be “facilities”. The Northeast Region HDs have already been reorganized. Individual user access levels remain unchanged, i.e. you will still be able to place vaccine orders if you had this permission. Contact [TennIIS.Registration@tn.gov](mailto:TennIIS.Registration@tn.gov) if you have any questions.