

What to do when information doesn't transfer immediately from EHR to TennIS

The TennIS team investigates reports from users who are experiencing issues with data moving from EHR to TennIS. Based on the analysis of the reported "delays", we uncover system bugs and ways users can work with the EHR and TennIS systems to improve the data flowing from EHR to TennIS.

Please find below some steps that will assist in reducing the number of records that don't transfer from EHR to TennIS:

<p>1. Refresh your TennIS screen regularly.</p>	<p>The screen should be refreshed for patient and vaccine information to show up after a transfer of data from EHR to TennIS.</p>
<p>2. Ensure that the patient information on the EHR screen (First Name, Last Name, Date of Birth, and Address) is the same as the patient information on the TennIS screen.</p>	<p>We investigated cases where the First Name in EHR was the Last Name in TennIS and where the Last Name in EHR was the First Name in TennIS. As a result, the patient did not show up in TennIS with the immunizations that were just recorded in EHR.</p> <p>Try several patient searches in TennIS; make sure the patient really isn't in TennIS before creating a new record in TennIS.</p> <ul style="list-style-type: none">• Switch around First Name/Last Name• Use the wildcard (%) frequently• If a patient is listed more than once, report the duplicates to the TennIS team and use patient information from the EHR screen to make sure you are selecting the correct patient record in TennIS.
<p>3. When updating or creating a new patient record in EHR, please make sure the following information is included:</p> <ul style="list-style-type: none">- Full demographic information, including a complete address- A valid vaccination code- An accurate vaccination date	<p>The most frequently seen errors in messages sent from EHR to TennIS include</p> <ul style="list-style-type: none">• Invalid or missing vaccination date• Unrecognized vaccination CVX code• Missing gender• Vaccination date before patient date of birth• Missing patient date of birth• Missing patient address city• Missing patient address street <p>If any of these errors are in the messages sent from EHR to TennIS, the information entered into EHR will not transfer to TennIS.</p>