What to do when information doesn’t transfer immediately from EHR to TennIIS

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

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

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<td>**1. ** <strong>Refresh</strong> your TennIIS screen regularly.</td>
<td>The screen should be refreshed for patient and vaccine information to show up after a transfer of data from EHR to TennIIS.</td>
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| **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 TennIIS screen.** | We investigated cases where the First Name in EHR was the Last Name in TennIIS and where the Last Name in EHR was the First Name in TennIIS. As a result, the patient did not show up in TennIIS with the immunizations that were just recorded in EHR. Try several patient searches in TennIIS; make sure the patient really isn’t in TennIIS before creating a new record in TennIIS.  
  - Switch around First Name/Last Name  
  - Use the wildcard (%) frequently  
  - If a patient is listed more than once, report the duplicates to the TennIIS team and use patient information from the EHR screen to make sure you are selecting the correct patient record in TennIIS. |
| **3.** When updating or creating a new patient record in EHR, please **make sure the following information is included:**  
  - Full demographic information, including a complete address  
  - A valid vaccination code  
  - An accurate vaccination date | The most frequently seen errors in messages sent from EHR to TennIIS include  
  - 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  

If any of these errors are in the messages sent from EHR to TennIIS, the information entered into EHR will not transfer to TennIIS.