NMSIIS for Providers FAQs

1. **How can NMSIIS help patients?**
   NMSIIS helps patients by consolidating immunization information into one reliable source. Up-to-date information on their vaccination history helps to prevent unnecessary immunization. Once fully populated with data, NMSIIS will allow you to find almost anything vaccine related for your patient. To become fully populated, every vaccine providers' participation is needed.

2. **Can an immunization information system like NMSIIS really improve immunization rates?**
   Yes. For journal articles documenting IIS effectiveness, visit CDC's IIS publications database.

3. **Who should have access to NMSIIS?**
   NMSIIS can be accessed by healthcare providers, school nurses and administrators, and other authorized users.

4. **How can I become a NMSIIS user?**
   Please visit our Training Page for information on how to become a NMSIIS User.

5. **Can I access NMSIIS via my phone or tablet?**
   NMSIIS can be accessed by any Internet-connected device, however, it is not developed for mobile devices, so the screens may be difficult to view.

6. **Is there a cost to use NMSIIS?**
   No, NMSIIS is free to healthcare providers and schools.

7. **I had a NMSIIS account but have not used in and have forgotten my username and packet. Is my account still active?**
   Your account may need to be reactivated. You can contact the NMSIIS Help Desk (Toll Free 1-833-882-645) to reactive your account.

8. **Can more than one staff in our organization use the same username and password to access NMSIIS?**
   No. For security reasons, each NMSIIS user should have their own username and password.

9. **What do I do if I am having trouble accessing NMSIIS?**
   Contact the NMSIIS Help Desk (Toll Free 1-833-882-6454.

10. **Is training available for providers?**
    Yes, we have online training tools available on the Training Page of our website. Annual in-person trainings are also held in each region.

11. **What are the hours for NMSIIS?**
    NMSIIS is available to users 24 hours a day with the exemption of scheduled maintenance. NMSIIS Help Desk staff are available Monday through Friday from 8:00 am to 5:00 pm MST. The Help Desk is closed from 12:00 pm to 1:00 pm MST for lunch.

12. **If my provider practice has more than one location, do I need a separate NMSIIS account for each office?**
    No, each individual user only needs one username and password. Users can contact the NMSIIS Help Desk (Toll Free 1-833-882-6454 to add additional locations to their user account.

13. **How is an account deactivated for staff who have left, retired, or relocated?**
    It is the responsibility of the location staff to notify the NMSIIS team of any staff that have left, retired, or relocated so that their user accounts can be updated as needed.

14. **Is patient consent required to add or share a vaccination record in NMSIIS?**
    Senate Bill 58, established that NMSIIS is an opt-out system. This means that all immunization information must be entered into NMSIIS unless a parent refuses.

15. **What if parents do not want their child's record in NMSIIS?**
    The parent/guardian must complete a Decline to Participate in NMSIIS form to choose not to have their child's immunization record in NMSIIS.

16. **What is being done to protect the confidentiality of patients?**
    NMSIIS meets HIPAA privacy and security requirements. Only providers of immunizations will be able to directly edit a patient's vaccination records. When searching for a record, the search criteria requires specific and accurate information and search results will yield a limited number of matches in order to protect patient confidentiality. Each user of NMSIIS will have to sign a User Agreement stating that they understand the confidentiality of NMSIIS data and that they will be penalized if they violate that confidentiality or in any way abuse the information to which they have access. Each user of NMSIIS has to have an individual user account and password. All access to the system and every transaction is recorded and such records can be reviewed and audited.

17. **What if I find an inaccurate record for a patient in NMSIIS?**
    If the vaccine was administered from your provider office, you can correct the record without assistance. If the patient has documented records with them, you can also use those to make the corrections. For any instances that you are unsure of or uncomfortable making the correction, please contact the NMSIIS Help Desk (Toll Free 1-833-882-6454.

18. **Are we able to pull vaccination records from NMSIIS?**
    Providers are able to look up patients in NMSIIS. If a provider reports data to NMSIIS from their EHR, they can also set up bidirectional data exchange to pull the data from NMSIIS into their EHR.

19. **Why can't I find the patient's record in NMSIIS?**
    Unfortunately, NMSIIS does not contain all of the vaccination records in New Mexico. Reasons for not having a record in NMSIIS may include:
    - Administered vaccines were not reported by the administering provider
    - Patient or patient's parent/guardian may have opted out of participating in NMSIIS
    - Vaccines may have inadvertently been included in another patient's record, most likely with similar demographic information
    - Vaccines may have been administered prior to the implementation of NMSIIS

20. **How do I obtain a copy of my vaccination record?**
    - VaxViewNM is a public portal that allows patients, parents and guardians to access their own vaccination records
    - Contact provider's office
    - Call the NMSIIS Help Desk (Toll Free 1-833-882-6454) to have vaccination record fax to a school or provider's office (an Authorization to Disclose Health Information must be provided).

21. **How do providers submit data to NMSIIS?**
    Providers can submit data to NMSIIS in a two ways: data exchange or manual data entry. Formats for sending data electronically can be in standard HL7. For Meaningful Use (MU), standard HL7 format is required. Providers with Electronic Health Records (EHR) should work with their EHR vendors to automate their electronic data submission.