WIR Provider FAQ

Contents

Consumer Access

1. **How can I view and print my immunization record from the Wisconsin Immunization Registry?**

   Clients may view their immunization record on the Wisconsin Immunization Registry website.

   Clients will be asked to provide their name, date of birth, and social security number. If an error occurs that says there is a possible match found but no social security number, a client should contact their health care provider, local health department, or the WIR Helpdesk and ask them to add the SSN to their WIR record.

2. **Is there a way to gain access to my record without providing my SSN to WIR or WIR's Consumer Access website?**

   Clients can use one of three values to obtain their records from the Wisconsin Immunization Registry (WIR). Name and date of birth are always required. Next a client must enter either their social security number, Medicaid ID, or health care chart number.

3. **How can I get a QR code with my COVID-19 vaccinations or other vaccination history?**

   Electronic Health Record (EHR) systems used by providers may be able to provide a QR code. WIR recommends checking with the client's provider for more information. QR codes are available in smartphone applications through third party vendors. WIR staff cannot give recommendations on which application to use, but there are many available. Clients will need to do research to determine what application will work best for their situation.

4. My immunization record in WIR is missing my childhood vaccinations. How can I find those and add them to my record?

WIR, Wisconsin's electronic immunization record, was created in 1999. Any immunization data prior to that period was kept on paper records. The information found on your WIR record is entered by immunization providers. If there is information missing, it will need to be obtained from the provider.

If a client has a copy of their immunization record or proof of vaccination (on paper or from another electronic or digital record), they should present the immunization record or proof of vaccination to primary care provider (PCP), other vaccination provider, or local health department (LHD) in Wisconsin, and ask them to add immunizations to WIR.

If a client doesn't have a copy of their immunization record or proof of vaccination, then the client will need to reach out to the provider that vaccinated them, the health department, or schools where the client grew up as a child and see if they can send the client a copy of their immunization record. Once the client obtains a copy, they can present the immunization record or proof of vaccination to their primary care provider, other vaccination provider, or local health department in Wisconsin to add immunizations to WIR.

Find a list of all LHDs and contact information on the Department of Health Services' website.

5. My immunization record in WIR is missing a vaccination I know I received. How can I add this immunization to my record?

If the provider who vaccinated you is in the state of Wisconsin, reach out and let them know they have not uploaded the vaccination into the state registry. If they have questions on how to add this information into WIR, the provider can email the WIR Helpdesk (dhswirhelp@dhs.wisconsin.gov). If they have questions about how to unlock the record, please ask them to email the WIR Helpdesk (dhswirhelp@dhs.wisconsin.gov) or call 608-266-9691.

If you are not able to contact the provider that vaccinated you, or your provider is located outside the state of Wisconsin, take a copy of your immunization record or proof of your vaccination to a provider within the state of Wisconsin or your local health department, and request that they update your record.

Find a list of all LHDs and contact information on the Department of Health Services' website.

6. My immunization record in WIR lists a vaccination I know I did *not* receive. How can I remove this immunization from my record?

Reach out to your health care or vaccinating provider, local health department, or WIR Helpdesk. They will be able to view which organization added this immunization to your record, and then reach out to that organization to correct your record.

7. How do I request to send my immunization record to a third party?

If you would like a copy of your immunization record sent to yourself or sent to a third party, please complete and sign the Wisconsin Immunization Registry Record Release Authorization form.

8. My WIR record has been locked. How do I unlock my record?

The most likely reason the record was locked is you or your parent opted out of the Wisconsin Immunization Registry or asked your provider not to share your immunization records with WIR.

If the record was locked by a provider in WIR (not Division of Public Health), please contact the provider who locked the record and ask them to unlock it. If they have questions about how to unlock the record, please ask them to email the WIR Helpdesk (dhswirhelp@dhs.wisconsin.gov) or call 608-266-9691.

If the record was locked by Division of Public Health, you will need to complete and sign a WIR Record Release Authorization form.

9. Is a printout of my WIR immunization record enough proof to travel?

The WIR immunization record is an official record from the state of Wisconsin. It is the best record that WIR staff can suggest for residents of Wisconsin who need documentation of their immunizations.

Travel guidelines vary among countries and even from state to state and may change over time. The Wisconsin Immunization Registry staff are not able to advise on whether the WIR record is considered enough proof to travel. You will need to contact the location you are traveling to, as well as your transportation method such as the airline, to check if they will accept the WIR record as valid documentation for travel.

10. Can an employer access their employee's immunization records?

No, an employer cannot access their employee's immunization records.

Exception: If the employer is a health care provider that immunizes their employees, the employer would have direct access to WIR.

Individuals may access their vaccination record in the Wisconsin Immunization Registry using its consumer access website.

Client Record or Immunization Record

1. **We are a health department and obtained an electronic signature for a vaccine but put in the wrong body site for the immunization (for example, right arm instead of right leg). How do we correct the body site without deleting the electronic signature we have on file?**

   Local health departments (LHD) follow the policy and procedures outlined by the Wisconsin Immunization Program. This includes the requirement to capture client consent to be vaccinated. Many LHDs use the signature pad to obtain consent as WIR is the official record for vaccines administered at LHDs that do not have an EHR. Before deleting the incorrect vaccine, staff should print a copy of the VAR with the signature to keep on file, as the client will not be available to sign the corrected entry.

2. **Parent or guardian is indicating their child's date of birth is incorrect in WIR. How do we correct this?**

   If the date of birth (DOB) is editable, the provider logged into WIR can change that information and is responsible for keeping this information accurate. Please change the date of birth after verifying it with the client. Please ask for some form of documentation rather than taking the client at their word.

   If the date of birth is not editable, it means this information came from the Wisconsin State Vital Records office on a birth record (for dates of birth after 1995). If the DOB is not editable, please contact the WIR Helpdesk (dhswirhelp@dhs.wisconsin.gov) with the client's incorrect and correct date of birth so that WIR Helpdesk staff can verify the DOB with the State Vital Records office. Typically, when the WIR Helpdesk does DOB verification with State Vital records, it often ends up that the information in WIR needs to be corrected.

   However, sometimes staff encounter a situation where the DOB in WIR **matches** what Vital Records has on the person's birth certificate. In this instance, WIR staff will not update WIR. Instead, staff will notify the client or their parent that they need to contact the State Vital Records office to amend the birth record. To contact the State Vitals Office, call 608-266-1373 option 8.

   Once Vital Records amends the record, they will send that change to WIR and the record will be updated.

3. **My organization added a historical flu vaccine in the WIR record for a patient. Is this patient now associated to my organization for reporting?**

   Adding an immunization (whether historical or administered) to a client's record creates an "Active" association to that client for that organization. When running reports, this client will be part of the organization's cohort. To remove the "Active" association and thus remove the person from the organization's WIR reports, the organization would need to set the client "Status" to Inactive.

For information on how to update a client's status, please see the Manage Clients job guide located in the Independent Learning Modules section of the WIR website.

4. If an out of state resident moves to Wisconsin, do their records from outside of Wisconsin automatically transfer to WIR? How do I add immunizations that were given in another state?

No, the records from out of state do not automatically transfer to WIR. The individual would need to provide their immunization history to a Wisconsin vaccine provider or LHD to add their historical immunizations to their new WIR record.

If an individual presents with an immunization record from out of state, the provider is responsible for recording that information in WIR so that the client has the most accurate and up to date record possible. The provider would need to add the individual's previous immunizations as Historical Immunizations in WIR.

For information on how to add historical immunizations, please see the Immunizations job guide located in the Independent Learning Modules section of the WIR website.

5. I suspect that the Social Security Number (SSN) entered in WIR for my patient is not correct. How do I go about correcting this?

The WIR Helpdesk cannot see any part of a SSN on file, only that there is an SSN stored on the record. Please contact the WIR Helpdesk (dhswirhelp@dhs.wisconsin.gov), and the SSN can be cleared from the client record. Once cleared, the provider can enter the correct SSN for the patient.

6. Why is my patient's record in WIR locked?

The most likely reason for a locked record is that the client has opted out of the Wisconsin Immunization Registry and has stated they do not wish to share their immunization record through WIR.

Less likely reasons include: a provider accidentally locked the record; a patient was incorrectly reported deceased, so the record was marked permanently inactive; the record was sealed by the court and then locked in WIR so no one can access it.

When a record is locked, no new immunizations can be added to the record, and no other providers can access the record.

Regardless of the reason, in order to unlock the record, permission must be obtained from the client. If the record was locked by the Division of Public Health, the client will need to complete and sign a WIR Record Release Authorization form and return via email to the WIR Helpdesk (dhswirhelp@dhs.wisconsin.gov). If there are further questions about how to unlock the record, please email the WIR Helpdesk (dhswirhelp@dhs.wisconsin.gov) or call 608-266-9691.

7. **Why does a vaccine say it is Not Valid under the Series column on the Immunization History screen?**

If the vaccination is listed on the client's immunization record, it indicates that the client received the immunization, regardless of the Valid or Not Valid status in the Series column.

Not Valid indicates that there is some reason that WIR determined the vaccine to be invalid when it compared the vaccine to the immunization schedule in WIR. The schedules in WIR are based on ACIP recommendations, which provide clinical guidance on each immunization in WIR. Guidance is based on the age when a vaccine should be given, number of doses to be administered, and intervals between doses. Please refer to either the ACIP Child and Adolescent or Adult immunization schedules for information on specific vaccine requirements.

There are several possible reasons why a vaccine may be considered Not Valid in WIR. Some common examples are wrong dose size, vaccine was given too soon, or mixing trade names in a series. For any vaccine on the record, select the blue link for the date the vaccine was administered on to see a popup window showing the Explanation of Status (why the vaccine is considered Not Valid).

Please keep in mind that a client's WIR record is not a complete medical record, it is a platform for providers to share immunization records. Just because a vaccine is showing on the record as Not Valid does not necessarily mean it is not valid for that particular client. WIR recommendations are based on the standard ACIP schedule for healthy individuals. WIR can't be set up for exceptions to the recommended schedules, such as those for high-risk clients. If anything about the immunization deviates from the standard ACIP schedule, such as administering a vaccine early or using a non-standard immunization schedule, the immunization may show as Not Valid. The client's medical record or medical notes should always be updated in the provider EHR to indicate why a non-standard immunization schedule was followed.

Less commonly, a vaccine may say it is Not Valid because it is missing information from the HL7 message that was sent from an EHR via data exchange. For example, the message may be missing a required HL7 element, which is causing WIR to evaluate the immunization as Not Valid.

Also less commonly, a vaccine may say it is Not Valid because the vaccine recommendations have recently been updated by the CDC, but there is a delay with loading the new recommendation schedule into WIR. Once the new schedule is loaded into WIR, the vaccine will be re-evaluated based on the new schedule and should display as Valid, as long as the vaccine was administered correctly per the new recommendations.

8. **My patient has had a legal name change and gender change. Am I allowed to update the demographic information (name and gender) in WIR?**

If an individual's provider knows it is the same person and they have had a name change or gender change, the provider may update the client's demographic information in WIR.

Any document from the client showing the provider the patient changed their name or gender is acceptable to use as proof. WIR does not have a list of acceptable legal documents.

Please do not have the patient contact the WIR Helpdesk to make this change. WIR staff will not make changes to the client's name or other demographic information on their record. Any information on the record (name, address, race, gender) is to be added and updated by a vaccinating provider or LHD.

9. Who can change any of the personal or medical information on a WIR record?

A Wisconsin provider or local county health department can change any of the information on a record. It is the vaccine provider's responsibility to review and make sure the patient's data is accurate and up to date. The WIR Helpdesk cannot change any personal or medical information on a person's record, except for their Social Security Number.

10. How do I delete or edit a vaccination?

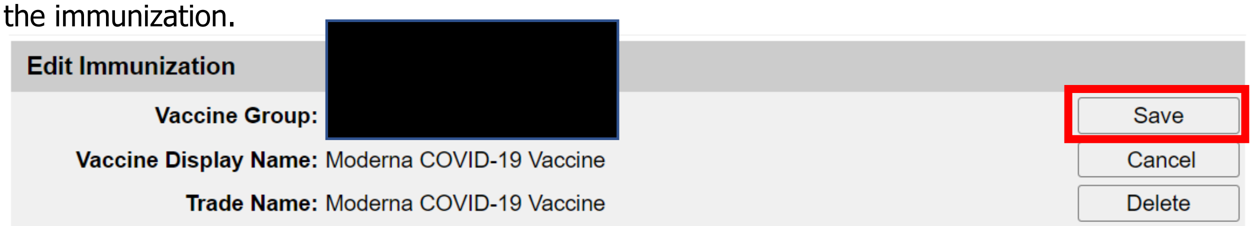
On the WIR record, the immunizations are considered "owned" or "not owned" by an organization.

"Owned": recorded by someone in the organization
"Not Owned": recorded by another provider organization

If the immunization is owned by an organization, staff will be able to delete or edit the immunization following these steps:

1) Log into WIR and select the correct organization. **This must be the organization that added the immunization.**
2) Select **Manage Immunizations** on the blue menu on the left-hand side.
3) Search for and view the client's immunization record. Find the immunization to be edited or deleted, and select the **Edit button** as seen below:

4) To delete: Under "Edit Immunization" if the organization owns the immunization, the delete button will be at the top right of the screen. Select the **Delete button** to delete the immunization.

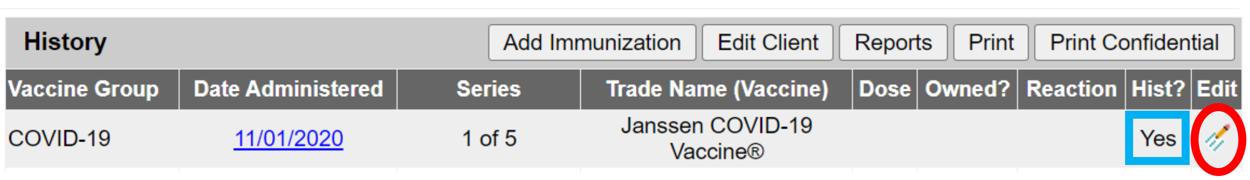


5) To edit: On the "Edit Immunization" screen make the needed changes to the details of the immunization and select the **Save button** to save all changes.

11. Why can't I delete an immunization that was added to WIR by another organization?

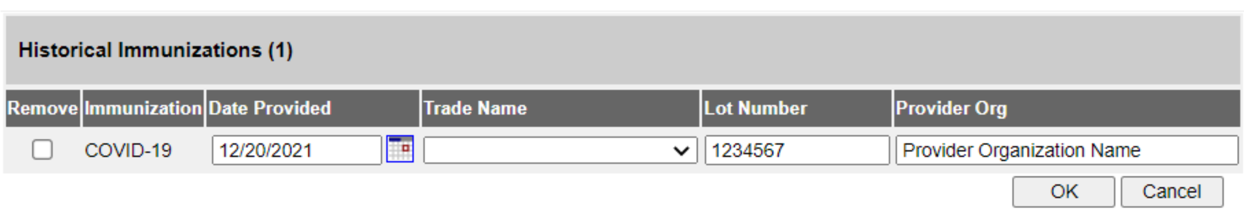
If an immunization was added by another organization from their inventory, a different organization will not be able to delete it. If someone believes the immunization was added by mistake, contact the provider that originally added the immunization, and ask them to check against their own records and remove it from the client's record if it was added improperly.

If the immunization was added as a historical vaccination, even if it was added by another organization, anyone will be able to delete it. The vaccination that was recorded historically will appear on the client's immunization history and will say "Yes" under the "Hist?" column to show it was added historically. Select the **Edit button** (pencil button) to edit the information or delete the immunization, if needed.



12. How do I add an immunization that was done outside of the country?

If a vaccine has not been approved by the FDA it will show as "Not Valid," but the information can still be entered into WIR historically. To do that, please enter a historical immunization and enter in the date provided, lot number, and provider organization, if this information is available. The only fields required are date and disease group. **Please leave the trade name drop down menu blank. Please do not enter the trade name into any field.**



13. Can I record vaccines that are not WHO-approved or on the WHO emergency use listing?

No, vaccines that are not WHO-approved should not be recorded in WIR.

Please see Appendix A of the COVID-19 Interim Clinical Considerations for more information on vaccines received outside of the US.

To check if a specific vaccine has been approved by the World Health Organization, please see the WHO Approved Vaccine list.

14. Does WIR receive death records and remove patients from the registry upon their death? Will deceased patients be removed from an active jurisdiction?

WIR has data fields to indicate if someone is deceased. WIR receives data (exceptions apply) on a weekly basis from the Wisconsin State Vital Records Office (SVRO). Authorized users of WIR may also mark a client as deceased. See table below for more information on documenting a deceased client in WIR.

	WI State Vital Records Office	Authorized WIR users
Can mark a client as deceased:	Yes	Yes
Can report the date of death:	Yes	No
Can report the death certificate number:	Yes	No

The status in WIR (either from vitals or a user) is "Permanently Inactive - Deceased". This does **not** remove the record from WIR, it only changes the status and thereby removes the client from provider and jurisdictional reports.

Exceptions: The Wisconsin SVRO provides information on all deaths that occur in Wisconsin. There are instances in which the Wisconsin SVRO receives out of state information, from other states. This information **cannot** be shared with WIR.

Inventory and Transfers

1. How do I accept an order in WIR?

When an order that was submitted through WIR is processed, it creates a new inbound transfer in WIR. To accept the order, go to "Manage Transfers" under the Inventory module on the left-hand side menu. Then select the appropriate order's Create Date under the Inbound Transfer list. Check that the actual vaccine received matches the number of doses and lot numbers in the WIR transfer. If correct, select the **Accept Transfer button**. The new inventory will automatically be added to an existing lot if the lot numbers match exactly. If the new lot number is not yet in inventory, WIR will automatically create a new lot.

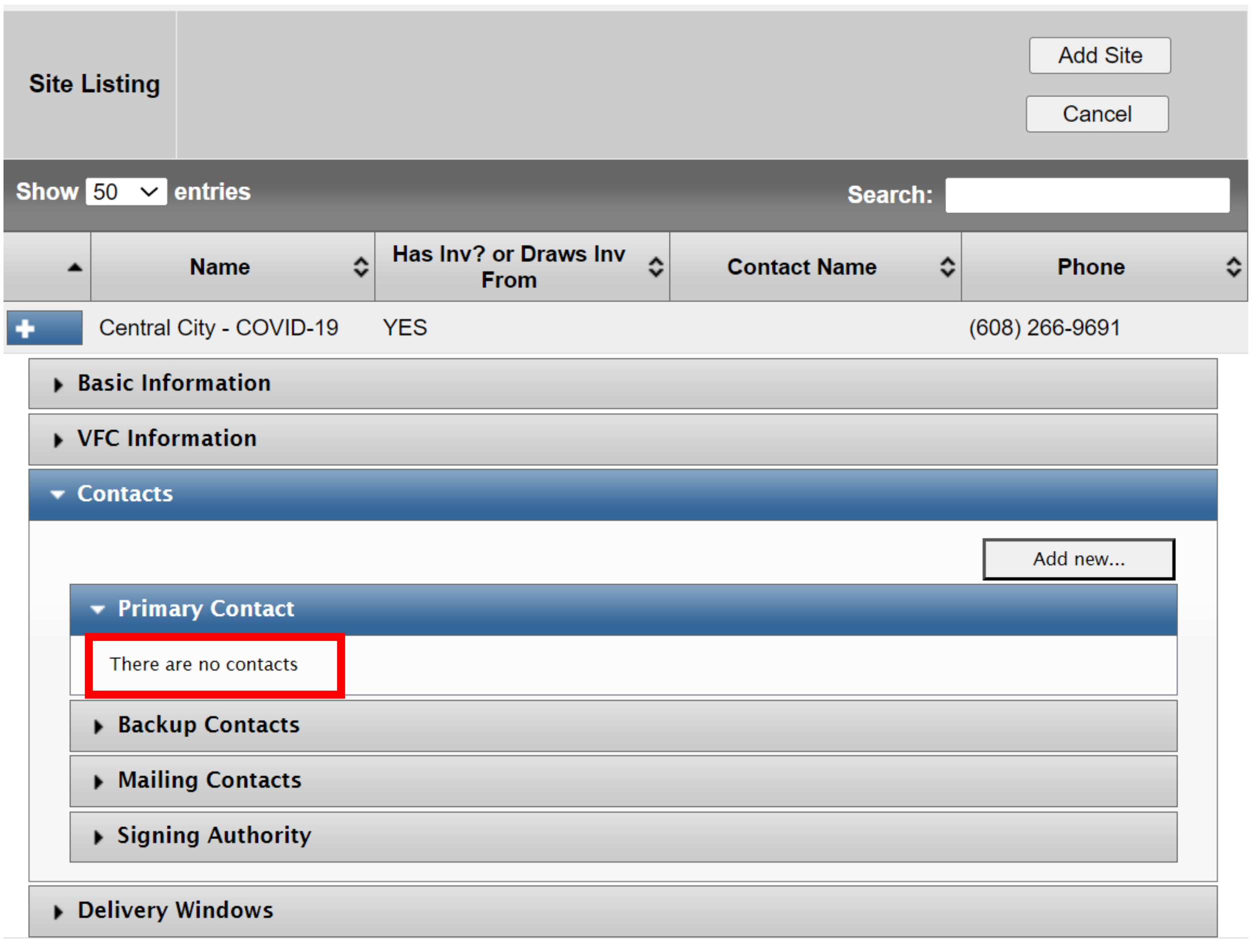
2. Why was my transfer rejected?

A "REJECTED" status for an outbound transfer means that the transfer was rejected in WIR by the receiving organization or internal site. They might indicate the rejection reason as "DAMAGED," "NOT WANTED," "WRONG VACCINE," or "NOT RECEIVED." Contact the receiving organization to find out why they rejected it. If the vaccine still needs to be transferred, select the date of the rejected transfer and select the **Save button** to create a new transfer. To add the rejected vaccines back to the original inventory, select the **Restock Rejected Transfer button**.

For information on transfers, please see the Inventory Management job guide located in the Independent Learning Modules section of the WIR website.

3. When I log in to WIR and go to Manage Transfers, WIR will not allow me to accept an inbound transfer. Why?

A possible reason is that there is no primary contact listed for the main site (the site that matches the organization name), as seen here:



There must be a contact listed under the main site, or the user will not be able to accept or send transfers. This is regardless of which site is the sending or receiving entity. In this instance, select the **Add New button** to add the primary contact.

4. We have two separate shipments of Moderna 6m–5yr with the same lot number *but different expiration dates* that we received. Is this correct?

No, different expiration dates for the same lot is not correct. For each vaccine or lot#, the expiration date should be the same. Providers can go to the vaccine manufacturers' websites and input the lot number to check what the expiration date should be for the entire lot. Next, manually adjust the expiration date to the correct date in WIR inventory. Then, inactivate one of the lots and correct the quantity on hand to zero using reason code "error correction." Keep just one lot active and update it to the correct total quantity on hand for the lot.

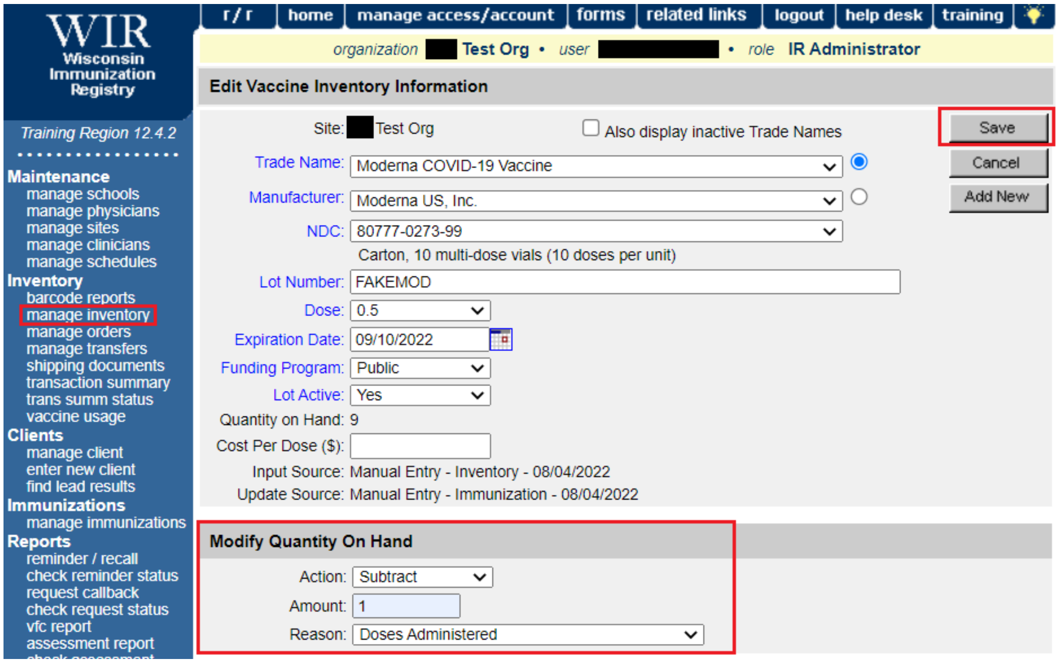
5. **How do I adjust my inventory in WIR?**

Inventory should be checked daily (every 24 hours) and adjusted as needed to make sure it is up to date and as accurate as possible. The reported quantities on hand affect vaccine ordering, especially the ordering of COVID-19 and mpox vaccines. If daily inventory checks are not possible because the location is not open every day, at least try to adjust inventory twice a week.

Receiving: When accepting a transfer in WIR, the system will automatically create a lot with the quantity shipped. There is no need to manually add any inventory. Vaccine received from a federal program or privately purchased vaccine will need to be manually added into WIR inventory because no transfer will be created in WIR. To add inventory manually, select the **Manage Inventory module** under the Inventory section on the left-hand side menu, then select **Add Inventory** and enter the inventory information.

Immunize vs. Administer: When manually entering a client's vaccine dose "from inventory" in WIR (add a new immunization), the system will automatically deduct one dose from the quantity on hand in inventory in WIR. This will show on the vaccine transactions page as transaction code "Immunize" or "Immunizations Given," along with the name of the client who was vaccinated and a link to their immunization record.

There are situations, with some data exchange providers for example, that a client is immunized, and the dose is not automatically deducted from inventory. In this case, staff will need to manually deduct the dose from WIR inventory. To do this, staff will need to go to the Manage Inventory module, select the link for correct trade name and lot number of the dose that was administered, and subtract one dose using the reason code "Doses Administered." The vaccine transactions page will show "Doses Administered" and will not associate the vaccine to the client's record. It is necessary to follow this method when a provider's data exchange does not deduct from inventory or if a person with a locked record is vaccinated.



Below is a transactions list (viewed by selecting the **Show Transactions button** on Manage Inventory) that includes both one Immunization Given and one Dose Administered:

Vaccine Transactions for Organization: [redacted] **Test Org** — **Record Count: 38**

Site Name	Vacc Date	Lot \ Trade Name	Type	Qty	Client Name	DOB
[redacted] Test Org	08/08/2022	FAKEMOD \ Moderna COVID-19 Vaccine	ADMIN	-1		
Test Org	07/29/2022	FAKEMOD \ Moderna COVID-19 Vaccine	Immunize	-1	TESTCLIENT, [redacted]	
Test Org	08/04/2022	FAKEMOD \ Moderna COVID-19 Vaccine	REC	10		

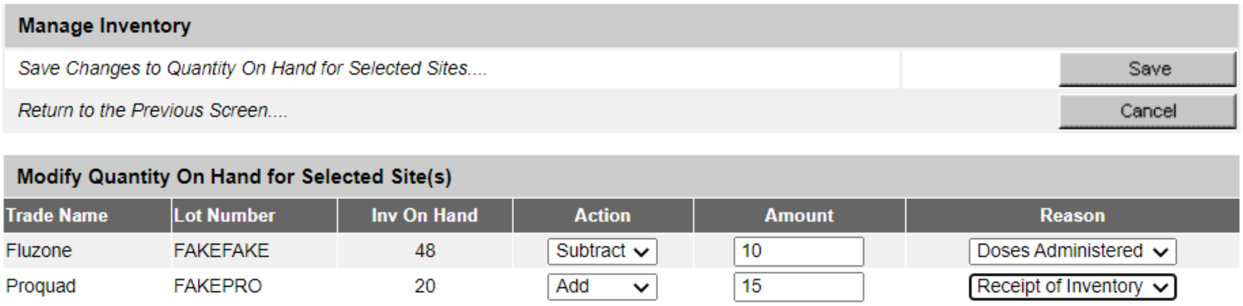
Modify Quantity on Hand for Multiple Vaccines: Go to Manage Inventory, then select the checkboxes next to the lots to be adjusted. Select the **Modify Quantity button**:

Manage Inventory	
Add Inventory for Site ([redacted] Test Org)....	Add Inventory
Modify Quantity On Hand for Selected Sites....	Modify Quantity
Show Transactions for Sites....	Show Transactions
Return to the Previous Screen....	Cancel

Site: [redacted] Test Org **Show** ○ Active ○ Inactive ● Non-Expired ○ Expired

Select	Trade Name	Lot Number	Inv On Hand	Active	Public	Exp Date
☐	Attenuvax	356784	5	Y	Y	07/06/2023
☐	Boostrix	FAKEBOOST	0	N	N	07/06/2023
☑	Fluzone	FAKEFAKE	48	Y	Y	07/06/2023
☐	Infanrix	FAKELOT	10	Y	Y	07/06/2023
☐	MMR II	FAKE123	9	Y	N	07/06/2023
☐	Moderna COVID-19 Vaccine	FAKEMOD	8	Y	Y	09/10/2022
☐	Pfizer COVID-19 (6M-4Y)	KH FAKE	11	Y	Y	06/30/2023
☑	Proquad	FAKEPRO	20	Y	N	07/06/2023

Users have the option to add or subtract the quantity on hand for each vaccine selected, and then select the reason the quantities are modified:



Reasons for adding or subtracting inventory:

Receipt of Inventory: Use this reason when **adding** new inventory to a particular lot.

Error Correction: Use this reason when **adding to or subtracting from** inventory doses that were incorrectly entered. *Do not use this reason for recording administered doses or wastage.*

Doses returned: Use this reason when **adding** inventory to a particular lot because vaccines were **returned from another site**.

Doses transferred: Use this reason when **subtracting** inventory that's been transferred to another site. This manual adjustment is not needed if the transfer is created in WIR as inventory will be updated automatically.

Doses wasted: Use this reason when inventory is **subtracted** because of broken vials, faulty injections, drawn into syringe but not administered, etc.

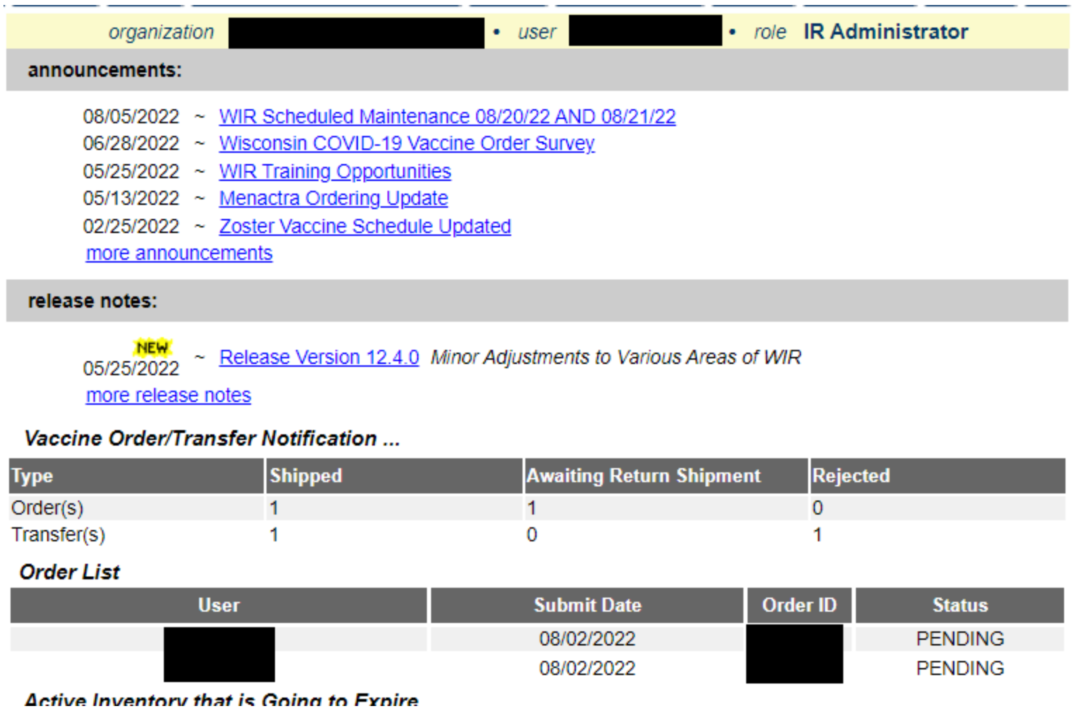
Doses administered: Use this reason when **subtracting** inventory that has been administered to a client.

Doses spoiled: Use this reason when **subtracting** inventory because it has spoiled (that is, temperature excursion).

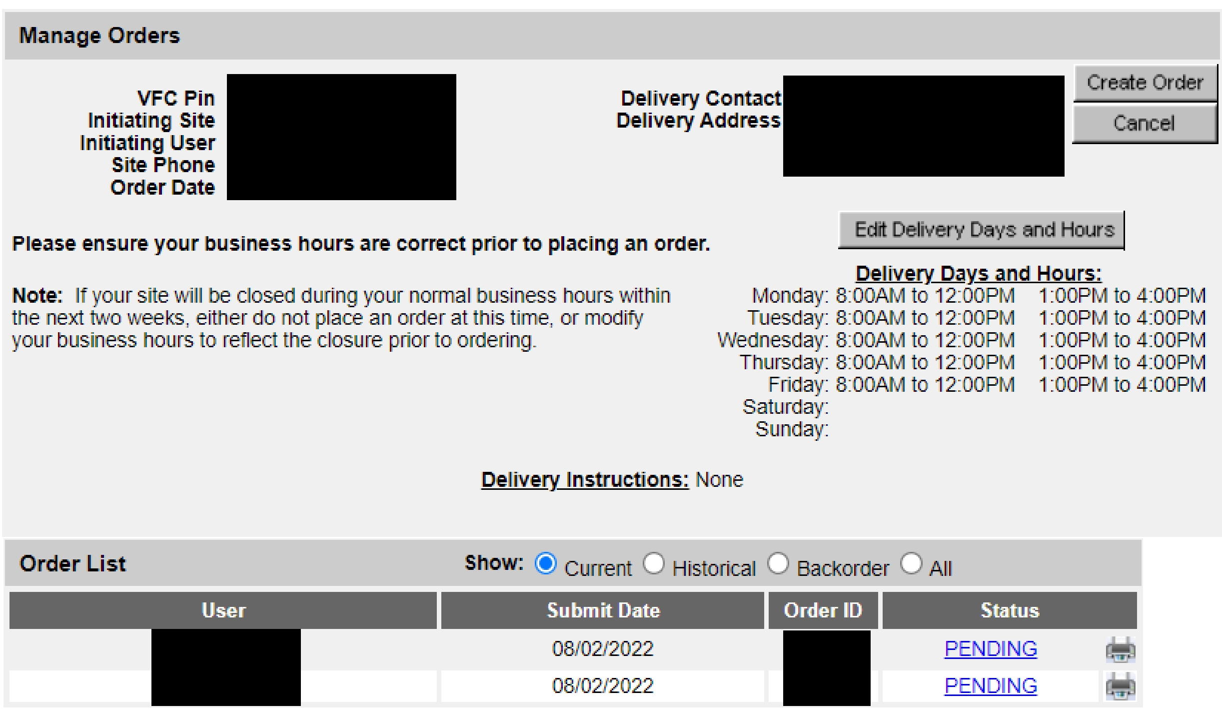
6. **I have ordered some vaccine through WIR. How can I view the vaccine order status or shipment tracking information?**

The order status will be displayed in two places:

1. The landing page, or the first screen a provider sees when an organization is first selected, displays the order list at the bottom of the screen. The list shows the submit date, order ID, and the order status.



2. The “Manage Orders” screen can be viewed by selecting **Manage Orders** under the Inventory module on the left-hand side menu. The order list is at the bottom of the screen.



Common order statuses are "Pending," "Sent to CDC/Distributor," "Shipped or Partially Shipped," "Accepted or Partially Accepted," and "Rejected."

If the tracking information for a VFC vaccine order is needed, please email the VFC program (vfc@dhs.wisconsin.gov).

7. **Why was my VFC order denied?**

   VFC orders may be denied because there are outstanding orders in a provider's inbound transfers where no action (accepted, rejected, etc.) has been taken. Once all of the orders have been cleared, the order can be re-submitted.

   Another reason a VFC order may be denied is due to vaccine inventory not being up to date. Providers must submit accurate inventory with every order. If a provider submits inventory that is not up to date, their order may also be denied.

8. **We are set up with data exchange and use a lot manager in our EHR. I have accepted a transfer in WIR, but the lot does not show up in our EHR's lot manager. Why not?**

   A possible reason is that details of the lot, such as expiration date, may not be accurate in WIR, which is causing the lot manager not to accept the information. For example, some COVID-19 vaccines have shown up with the expiration date set to the year 2069, which is not correct, so the EHR does not allow that information. Try correcting the expiration date and make sure all other details of the lot are correct in WIR, and then see if the lot displays as expected in the EHR's lot manager.

Data Exchange

1. **I have submitted a file to WIR. Why is my file showing that it is "queued" status?**

   The file is currently in a queued state, which means that the file still needs to undergo an initial data quality check by a WIR analyst. After the file undergoes this check, the analyst will release the file for "Processing."

   Files can be submitted outside of normal business hours (7:30 a.m. to 4:30 p.m. Monday through Friday). Please keep in mind, however, that these files will not be reviewed and/or processed outside of these times.

   If a file has been sitting in queued status for four or more hours during regular business hours, please feel free to contact the WIR Help desk and they can look into the status of the queued job.

2. **I want to set up Data Exchange or interoperability with WIR, how do I do that?**

   Please contact the WIR Data Exchange Specialist team (DHSImmunizationProgram@wisconsin.gov) for instructions.

3. I am part of an insurance provider, health plan, or health care management organization (HMO) and work with the HEDIS (Healthcare Effectiveness Data and Information Set). I need to know the specifications to send in an HMO query.

Access the **WIR User Manual** and view the HMO query specifications by following these steps:

1) Log in to WIR and then select the correct organization.
2) Select the forms 

tab on the top of the page.
3) Select the link under "WIR User Manuals" (the sixth grey header from the top). Select the link for **HMO Query Specs**:

system user manual:

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Appendix #3	Import File Format for School Report to LHD
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Complete Manual	Complete User Manual for Release 12.8.0 of WIR
Updates from Version 12.8.0	List of all changes made to system user manual since the last update
Flat File Spec	Flat File Specification
School Flat File Spec	School Flat File Specification
HL7 Spec Version 2.4 and Real Time	HL7 General Transfer Specification for Versions 2.4 and Real Time
HMO Query Specs	HMO Query Specifications
Manage Schedules Manual	Instructions for creating and modifying immunization schedules
Alternate Access Manual	Alternate Access Manual
WIR Lite User Manual	WIR Lite User Manual
WIR School User Manual	WIR School User Manual
Signature Pad Installation and Use	Signature Pad Installation and Use: User Manual
Signature Pad Images	Download for Signature Pad Images Installation

4. **The vaccine recorded in our Electronic Medical Record (EMR), Electronic Health Record (EHR), or another state's immunization history did not flow into WIR, even though the organization is set up for data exchange or interoperability. How do we fix this?**

   Most likely, it is because the provider's system is not submitting all the information in their HL7 messages that WIR needs to add the information to the client's record. Please work with the EMR/EHR vendor or internal IT department to determine if there is any missing or invalid information in any of the fields of the HL7 message that is being submitted to WIR. Please contact the WIR Helpdesk who can help with understanding what messages have been received.

Merge Request and Separate Records

1. **What if I determine that a patient has two or more client records in WIR?**

   Contact the WIR helpdesk at 608-266-9691. WIR staff can merge the client records together. Only Wisconsin Division of Public Health staff can perform record merges.

2. **What if I suspect that a single client record in WIR contains more than one individual's vaccination history?**

   Contact the WIR Helpdesk at 608-266-9691 and provide as much information as possible for why it is believed more than one person's information is on a single record. WIR has a team of specialists who can look further into the situation and determine whether the record needs to be separated into two or more records.

Opt-Out

I do not want to share my immunization data with the Wisconsin Immunization Registry. How do I opt out of WIR?

Clients may opt-out of WIR. This means the client record will be locked, and no one—including the client and other WIR users—will be able to access the record in WIR. While the record is locked, it will not be updated with any immunizations administered. This makes it more difficult for healthcare providers to determine what vaccinations are needed and when, which may render the client more susceptible to vaccine-preventable diseases. It is important that locked clients keep track of their own immunization records, especially if needed for school, employment, or travel purposes.

To opt out of WIR, please call the WIR Helpdesk at 608-266-9691. WIR staff will discuss with the client over the phone what it means to opt out and then send the client a WIR Opt-Out Request form, which will need to be signed and returned to the Helpdesk.

User Access

1. **Who can access WIR?**

   Vaccinating health care providers, schools, Head Start programs, Health care Management Organizations (HMOs), Managed Care Organizations (MCOs), and state, local, and Tribal health departments may have access to WIR. A health care provider must be providing vaccinations to patients in Wisconsin for their organization to be eligible to be added to WIR. Lookup only access will only be given in the case of schools, head start programs, and HMOs or MCOs.

2. How do I sign up for WIR?

Please email the WIR help desk (dhswirhelp@dhs.wisconsin.gov) with answers to the following set of questions. The WIR Helpdesk will use these answers to determine whether a provider is eligible to sign up for WIR and whether the provider should contact other teams within the Division of Public Health to enroll in Wisconsin's Vaccines for Children (VFC) program or not.

- What will this organization be needing from WIR? Will the organization be entering immunizations into WIR, running reports, or using it only to look up client records, etc.?
- Will this organization be administering immunizations to their clients **in Wisconsin**?
- Will this organization be administering COVID-19 vaccinations?
- Will this organization use any form of data exchange interface setup (that is, Epic) to communicate with WIR, or will information be entered directly via our website?
- Is this organization a VFC provider?
- Is this organization replacing a pre-existing facility or is it a brand-new location?
- What type of organization is it? (hospital, clinic, etc.)
- Are any of the organization's staff trained to be a WIR administrator (possibly while employed with a different organization), and if so, what is their name? If not, at least one person from the organization will need to complete the WIR Administrator training prior to the organization being added. WIR staff will need that person's name, title, email, and phone number so they may be added to the training list. Training sessions are currently being held twice a month via Teams.
- Please provide the address of the facility.

For most organizations, once WIR staff get these answers, the three following steps need to be completed:

1) Complete, sign, and return WIR Organization Security and Confidentiality Agreement to the WIR help desk.
2) Complete, sign, and return the WIR User Agreement to the WIR help desk.
   All additional WIR users should fill complete this form as well, but their forms should be kept on file at the provider location. They do not need to be returned to the WIR Helpdesk.
3) Attend WIR IR Administrator Training. A WIR user must attend the WIR IR Administrator Training, or be trained by a current IR Administrator, **prior to the organization being added to WIR**. Each organization must have at least one trained IR Administrator, but it is recommended to have two in case someone needs to be away from work.

3. Where can I find the WIR Security and Confidentiality Agreements for both organizations and users?

On the WIR website, please go to the "FORMS" tab on the upper menu, then select **WIR Security Agreements**. Both agreements can be found under the section "WIR Security & Confidentiality Agreements."

4. Where is the WIR user manual located?

Access the WIR User Manual by following these steps:

1) Log in to WIR and then select the correct organization.
2) Select the forms  tab on the top of the page.
3) Select the **link under WIR User Manuals** (the sixth grey header from the top).

5. What types of organizations have IR administrators?

For most organizations, WIR requires that each organization have at least one IR administrator. It is recommended that each organization have at least two IR administrators, in case one of them is not available due to scheduling or vacations. IR administrators are the first point of contact within the organization for WIR user access. They are responsible for maintaining users and user access, sites, clinicians, physicians, and organization information.

The only organizations that do not have IR administrators are schools, head starts, HMOs, MCOs, and some mass vaccination organizations.

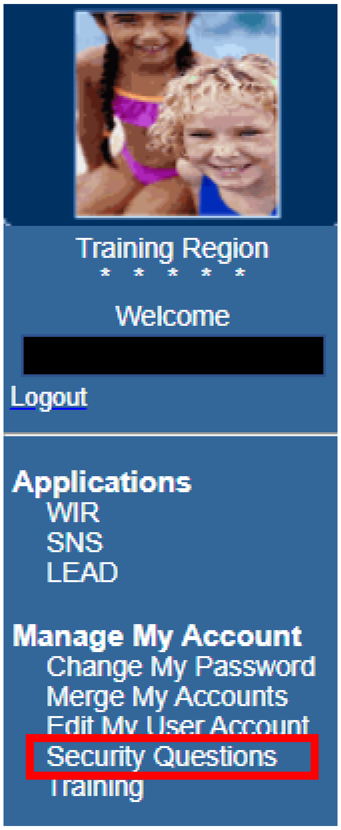
6. How can I reset my own password?

If a user has an email address associated with their user account, and has set up the security questions in WIR, the user will be able to use the "Forgot Password?" button on the login page. The "Forgot Password?" button asks the user to enter their org code, username, and email address. Then WIR will send a password reset link to the email address associated with this account. Look for an email from **no-reply@dhfswir.org** with the subject of **WIR Requested Information.** When the open the password reset link is selected, the user will be prompted to answer security questions. If the security questions are answered correctly, the user will be allowed to reset their password.

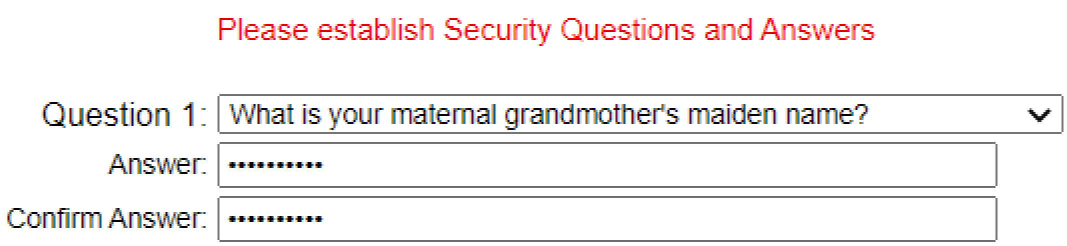
If for any reason the "Forgot Password?" button does not work, please call the WIR Helpdesk at 608-266-9691 to reset password. For security reasons, WIR staff will not provide temporary passwords over email.

7. How do I add or review security questions for my WIR account?

When logged in to WIR, select **Security Questions** under "Manage My Account" on the left-hand side menu.



Please note the security answers do need to be exact, but they are **not** case sensitive. Also, users will be able to review the questions that have been entered, but will not be able to review the answers that were have entered, as seen below:



8. The "Forgot Password?" button is not working. When I select the password reset link, it says the link has expired. How do I resolve this?

There are two possible reasons this is occurring. It has either been over 24 hours since the link was created, or the URL has been changed by the provider's email security program. It is possible that the email security program may have changed the URL for the password reset link, so it did not match exactly what the system sent out. The system checks the link for an exact match; therefore, the link shows an error message that says the link expired.

Please try requesting another password reset email and copy and paste the text of the URL directly into the address bar, instead of selecting the link.

If this does not resolve the problem, please call the WIR Helpdesk for additional troubleshooting, or to receive a temporary password over the phone. For security reasons, the WIR helpdesk will not provide passwords over email.

9. My WIR account says it is inactive. Why? How can I reactivate it?

A user account in WIR is automatically inactivated when it has been 90+ days since the user has last logged in. Please contact the IR administrator of the organization and ask for the account to be reactivated. If the organization has no IR administrator or they are not available, please email the WIR Helpdesk (dhswirhelp@dhs.wisconsin.gov) or call at 608-266-9691. Once the account is reactivated, the user can try logging in with the last known password, or the WIR Helpdesk can provide a temporary password over the phone. To prevent the account from becoming inactive or locked out, please log in to WIR regularly.

10. How do I get the WIR folder added to my PHAVR account?

Please email the WIR Helpdesk (dhswirhelp@dhs.wisconsin.gov) or call 608-266-9691.

11. I am an IR administrator for my organization, and I handle user access. Should I use "Activate All" and "Terminate All" when reactivating a user's WIR account?

It is best to go to the "Modify Access" tab to review all of the user roles (levels of access) that the user has. If the IR administrator wants to terminate all user roles under all organizations associated with the user that are listed under "Modify Access," then select the **Terminate All button**. An IR administrator can use the "Activate All" button to undo this action but use caution. Some users have many organizations and user roles listed under their account that have different statuses (Active, Inactive, Disabled, Terminated). Care should be taken to make sure terminated access remains terminated, and active access that is needed is still active.

12. I am an IR administrator for my organization, and I handle user access. I am working with a user who states they are locked out of their account; why does the "Edit User" tab show that the user's account is terminated?

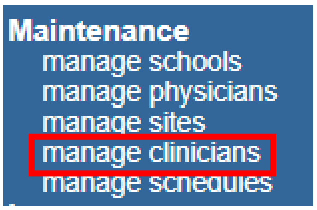
A user's user role will not be terminated by any automatic process. It can only be terminated manually by an IR administrator or WIR Helpdesk staff. Also, please remember that the user's role may be terminated under another organization, which would still display the status as terminated. Please review the "Modify Access" tab to see which organizations the user has active access to, and which roles were terminated. The IR administrator will need to verify that the user is still working for the organization and that their level of access to WIR is appropriate for their role within the organization. If they still need access to the organization, the IR administrator may reactivate the user role under their organization. Make sure the level of access is appropriate for what the user needs to do in WIR.

13. How do I add an administering clinician to a site? Isn't adding a user the same thing?

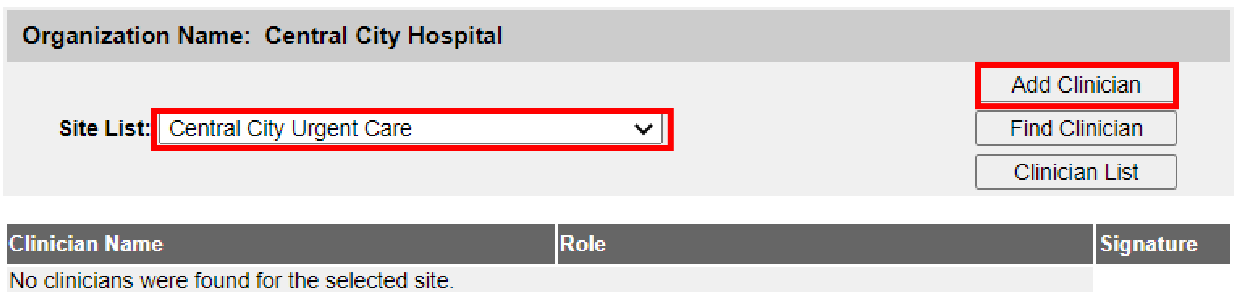
No, adding a user and adding a clinician are **not** the same thing. A user is an individual who has access to log in to WIR; a clinician is an individual who administers and/or orders the administration of vaccines. Adding an individual as a user does not automatically add them as a clinician in WIR, just as adding an individual as a clinician does not automatically add them as a user in WIR.

Clinicians are individuals within the organization who administer and/or order the administration of vaccines. A clinician can be associated to more than one site.

1) To add a clinician, select **Manage Clinicians** under Maintenance of the menu panel.



2) From the **Site List**, select the site to which the clinician is being added.



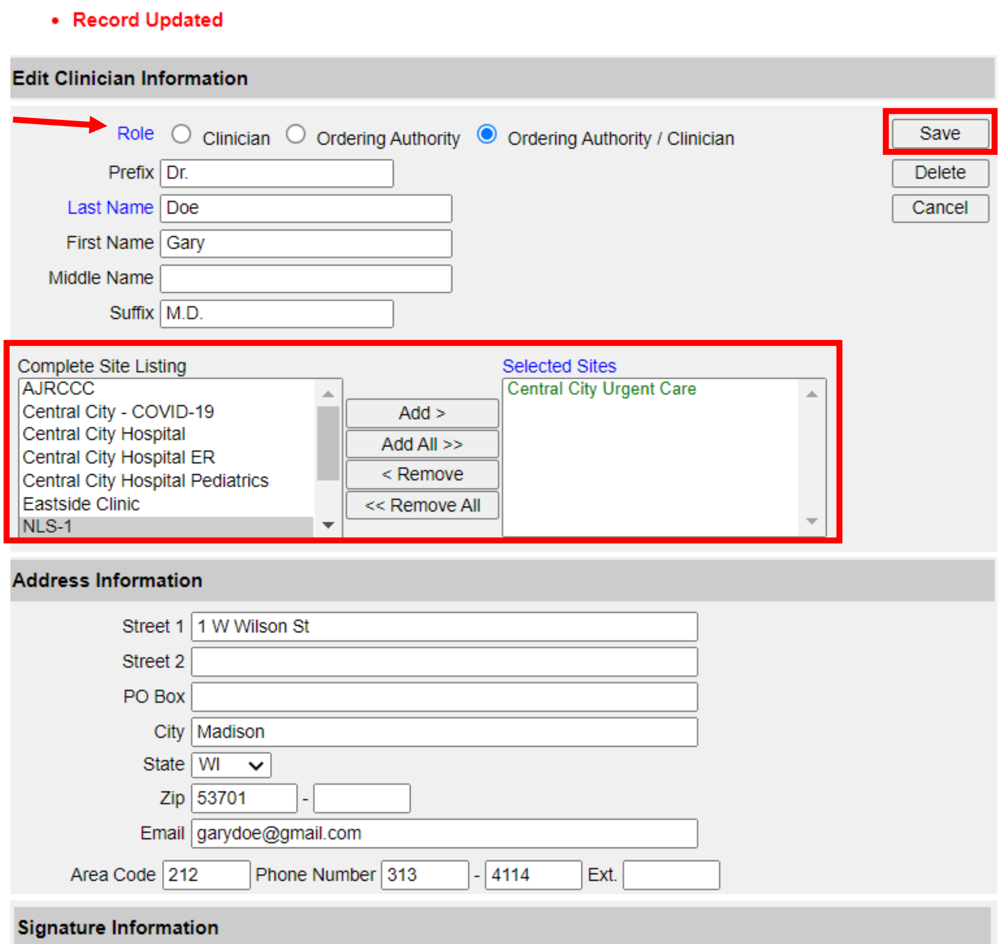
3) To add, fill in the role of the clinician by choosing one of the following:

   a) **Clinician**: the person who administers vaccines

   b) **Ordering Authority**: In a local health department, the medical director is considered the ordering authority. In a private practice, the ordering authority is the client's primary care provider (PCP).

   c) **Ordering Authority/Clinician:** a person who both authorizes and administers the vaccines, such as some pediatricians

4) Fill in all pertinent information as completely as possible. An example of a prefix is Dr. An example of a suffix is M.D.
5) Select the site(s) for the clinician by highlighting the site name under **Complete Site Listing** and select the **Add > button** to move the site to the box on the right titled **Selected Sites**. Repeat for each site at which the clinician administers vaccine. The user can also select **Add All >>** to select all sites within the organization.
6) Fill in **Address Information** below the site listing, making sure to fill in each field as completely as possible. Select **Save**. A **Record Updated** message will show upon completion. Select **Cancel** to return to the Manage Clinicians screen.



14. How do I set up my employee as an IR administrator?

An IR administrator with access and familiarity with the permissions and responsibilities of the role can train an employee and then either add them as a user with the IR administrator user role or edit their existing user account so they have the IR administrator role.

Otherwise, the employee should attend the WIR IR Administrator Training that is held twice a month via MS teams. Please email the [WIR help desk](dhswirhelp@dhs.wisconsin.gov) (dhswirhelp@dhs.wisconsin.gov) to obtain the open dates and times, and then register. The employee will also need to fill out a WIR User Security & Confidentiality Agreement and return it to the WIR Helpdesk at the email address above. Once the training is completed, the user's access can be changed to IR administrator.

15. What are the different user roles within WIR and their levels of access?

User roles, or levels of access, for WIR are hierarchical and as follows:

1) **Administrator**
   a. The first point of contact within the organization for WIR user access
   b. Responsibilities: Maintain all organization-specific information, including:

   i. Users (*including user access and password reset)*
   ii. Organization and site updates
   iii. Clinicians and physicians

c. Permissions:
   i. Access to the entire Reports menu, and the ability to run reports for your organization
   ii. Access to the Vaccines for Children (VFC) specific menu
   iii. All functions available to all other user roles listed below (except Data Exchange/HMO)

2) **Inventory Control**
   a. **Responsibilities: Manage the organization's inventory of vaccines in WIR**
      Order all vaccines if the provider is a VFC or Vaccines for Adults (VFA) provider
   b. Permissions:
      i. View inventory
      ii. Add and update vaccines in inventory
      iii. Manage all transfers in and out of inventory
      iv. View transactions
      v. Manage clinicians and sites
      vi. All functions available to typical users and reports-only users
3) **Mass Vaccination**
   a. Permissions:
      i. Add mass vaccinations (such as COVID-19 or influenza)
      ii. Find client or enter new client (MV)
      iii. Mass vaccination users **cannot** edit or delete immunizations
4) **MV (Mass Vaccination) + Inventory**
   Permissions: All functions available to mass vaccination users and inventory control users
5) **Typical User**
   a. **Primary user of WIR**
   b. Permissions:
      i. Add immunizations
      ii. Edit immunizations
      iii. Find and edit client
      iv. Print immunization report for client
6) **Data Exchange/HMO User**
   Permissions:
      i. Automatically exchange immunization batch files through WIR
      ii. View client reports
7) **Reports-Only**
   a. Permissions:
      i. Client query information only
      ii. Print client-specific reports from View Client Report
         1. May not run provider reports (that is, reminder and recall)

iii. Print New Client Form (blank Vaccine Administration Form or VAR) from the Forms page
iv. May **not** edit or update information in the registry

VFC

1. Where can I find VFC resources?

Please visit the VFC website for more information on the Vaccines for Children (VFC) program.

2. How do I change the VFC primary and backup coordinators or their contact information in WIR?

The site information must be changed in WIR and the VFC program notified.

To change the information in WIR, log into WIR and select **Manage Sites**. Next select the **plus sign** next to the site that needs updating, and then select the **Contacts section** to update the primary and backup coordinators' contact information.

VFC providers are required to notify the VFC Program when there are changes of key staff, the provider of record, primary vaccine coordinator and the backup vaccine coordinator, shipping or mailing address, or staff contact information including email addresses, phone, or fax numbers. They should notify the VFC program by completing a VFC Change of Information form and email the completed form to the VFC program (vfc@dhs.wisconsin.gov) or fax to 608-267-9493.

3. Why was my VFC order denied?

VFC orders may be denied because there are outstanding orders in the inbound transfers where no action (accepted, rejected, etc.) has been taken yet. Once these orders have been cleared, the denied order can be resubmitted.

Orders may also be denied due to poor management of inventory. Providers are required to submit their current inventory with each order. If the inventory is high, or has not been updated, an order will also be denied.

4. Typically, providers prebook flu vaccine for the upcoming flu season in January. If a provider enrolls in VFC after the general prebook period, will they still be able to prebook flu vaccine?

Yes, they will be able to prebook flu vaccine. Once enrolled in VFC, the VFC team will send an order form for flu for the upcoming season.

WIR Reports

1. I tried to run "Show Transactions" from the Manage Inventory menu in WIR. When I filled in the dates for the transactions I wanted to view and then selected "View," the next screen was white with no text, and I cannot do anything. What happened?

When a white screen is encountered on the "Show Transactions" screen, often times it indicates an invalid character in a name field. This is also true for other areas in WIR as well.

For example, a first name **ZOË** will display 

on the Manage Client screen, because WIR is not able to display the character **Ë.** This prevents the entire "show transactions" report that contains the invalid character from displaying properly and results in a blank or white screen.

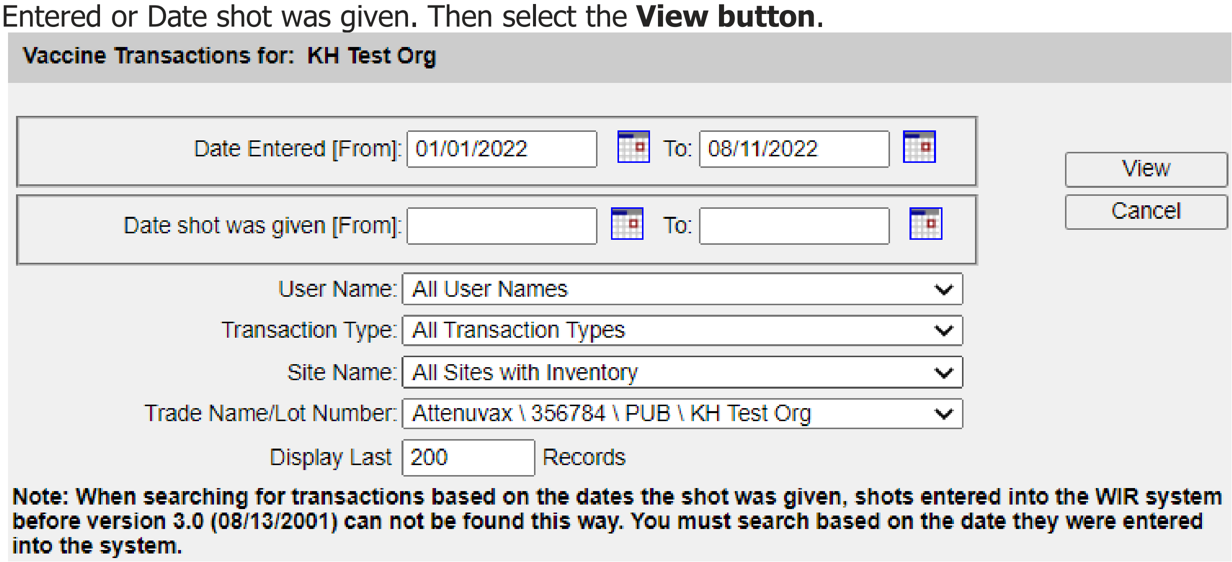
Here are the steps recommended to remedy this issue in the example above.

1) Ad hoc List: Run an Ad hoc list report to identify the clients vaccinated on the day(s) in question.
2) Look through the list and focus on the clients' names (first, middle, last), looking for a letter(s) showing an accent or other symbol. In this example, there was a first name with **ZOË.**
3) Use the chart number to open the client record.
4) On the Manage Client screen, change the name so it no longer contains an invalid character. In this example, change the name to **ZOE.**
5) The "Show Transactions" report will now run as expected.

2. How do I get a report of all the doses administered from a specific lot number in my inventory?

There are two options in WIR that would display this request—view vaccine transactions using the "Show Transactions" button from the "Manage Inventory" module or run an Ad Hoc List Report.

To view Vaccine Transactions, select **Manage Inventory** under the Inventory section on the left-hand side menu, then select the **Show Transactions button**.
Select the desired dates, user name, transaction type, and site if necessary. Select the trade name/lot number. Select the number of records to display. The only required field is *either* Date Entered or Date shot was given. Then select the **View button**.



In this example, for Attenuvax lot #356784 there were 5 doses received (REC), 1 immunization given, and 1 immunization deleted. There are links to the record for the client who had an immunization recorded and then deleted. The total quantity on hand at the bottom of the screen is now 5.

Vaccine Transactions for Organization: KH Test Org — **Record Count: 3**

Site Name	Vacc Date	Lot \ Trade Name	Type	Qty	Client Name	DOB
KH Test Org	08/02/2022	356784 \ Attenuvax	Delete	1	TESTCLIENT, [redacted]	
KH Test Org	07/28/2022	356784 \ Attenuvax	Immunize	-1	TESTCLIENT, [redacted]	
KH Test Org	08/02/2022	356784 \ Attenuvax	REC	5		

Vaccine Transactions Totals

Trans Code	Trans Description	Trans Count	Trans Value
REC	Receipt of Inventory	1	5
Immunize	Immunizations Given	1	-1
Delete	Immunizations Deleted	1	1
TRA	Doses Transferred	0	0
WAS	Doses Wasted	0	0
RET	Doses Returned	0	0
ERR	Error Correction	0	0
LOTDEL	Deleted Vaccine Lot	0	0
TRAEXP	Expired Vaccines	0	0
SPOIL	Doses Spoiled	0	0
ADMIN	Doses Administered	0	0
	Transaction Totals:	**3**	**5**

In this second example, for Fluzone lot #FAKEFAKE there were 50 doses received (REC), 2 immunizations given (Immunize), 12 doses transferred (TRA), 12 doses returned (RET), and 10 doses administered (ADMIN).

Vaccine Transactions for Organization: KH Test Org — **Record Count: 6**

Site Name	Vacc Date	Lot \ Trade Name	Type	Qty	Client Name	DOB
KH Test Org	08/08/2022	FAKEFAKE \ Fluzone	ADMIN	-10		
KH Test Org	07/26/2022	FAKEFAKE \ Fluzone	RET	12		
KH Test Org	07/26/2022	FAKEFAKE \ Fluzone	TRA	-12		
KH Test Org	07/22/2022	FAKEFAKE \ Fluzone	Immunize	-1	TESTCLIENT, KATELYN	06/01/2006
KH Test Org	07/22/2022	FAKEFAKE \ Fluzone	Immunize	-1	TESTCLIENT, KATELYN	07/15/2012
KH Test Org	07/22/2022	FAKEFAKE \ Fluzone	REC	50		

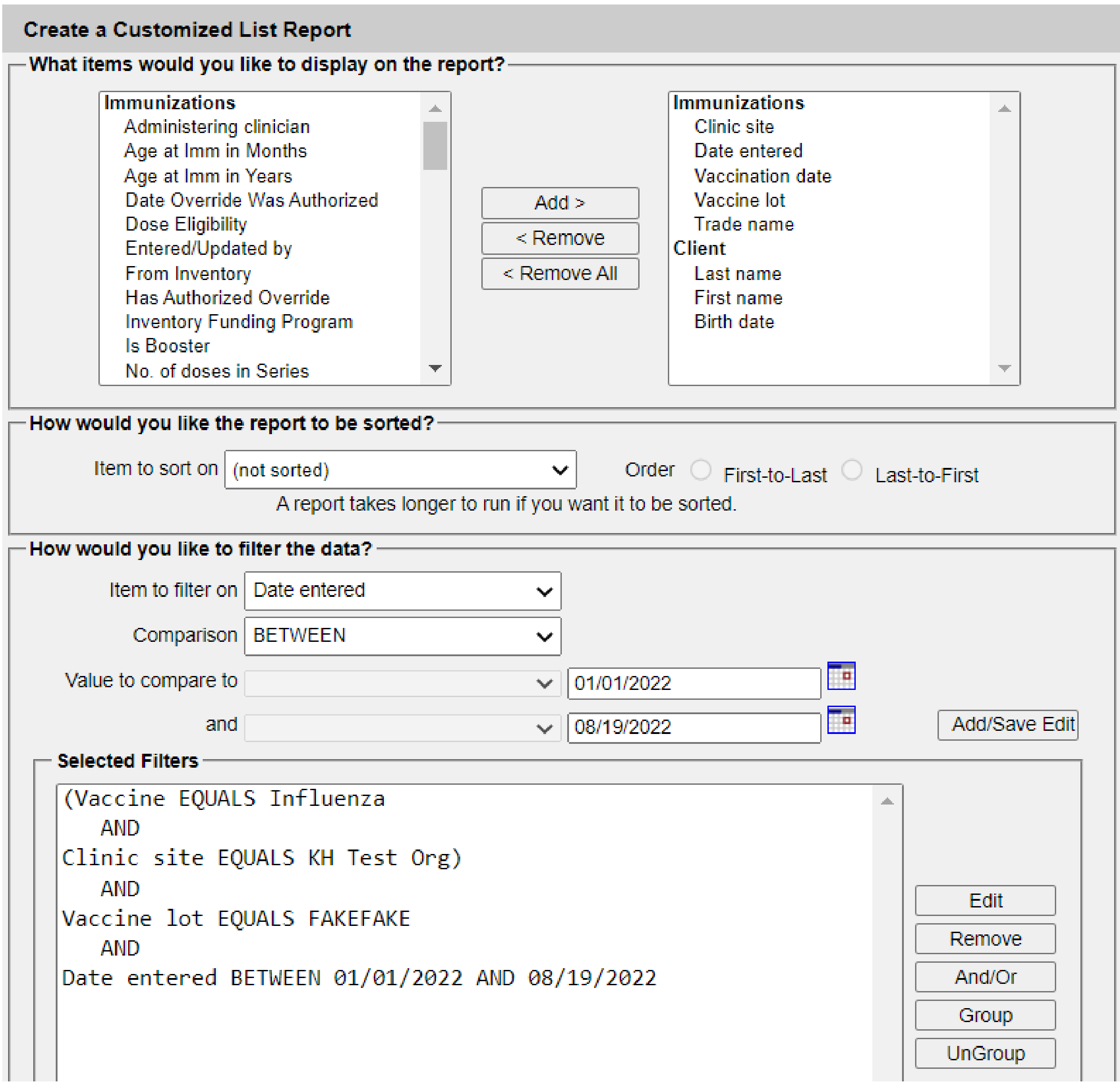
Vaccine Transactions Totals

Trans Code	Trans Description	Trans Count	Trans Value
REC	Receipt of Inventory	1	50
Immunize	Immunizations Given	2	-2
Delete	Immunizations Deleted	0	0
TRA	Doses Transferred	1	-12
WAS	Doses Wasted	0	0
RET	Doses Returned	1	12
ERR	Error Correction	0	0
LOTDEL	Deleted Vaccine Lot	0	0
TRAEXP	Expired Vaccines	0	0
SPOIL	Doses Spoiled	0	0
ADMIN	Doses Administered	1	-10
	Transaction Totals:	**6**	**38**

When the type is Immunize, this signifies the vaccine administered is linked to a specific client. This differs from Admin, as that is an inventory adjustment of the number of doses administered in a given time period, but not linked to a client. The quantity on hand is now 38.

This information can also be displayed using an Ad Hoc List Report. To run this report, select **Ad Hoc List Report** under the Reports section on the left-hand side menu.

Ad Hoc List Reports can be customized to filter and sort by many different information fields. This Ad Hoc List Report example is set up to display similar information to the "Show Transactions" report.



Clinic site and vaccine group filters must be grouped together to run this report. To group items, highlight both lines and select the **Group button**.

Ad Hoc List Report Results:

Ad Hoc Report Results

What would you like to do with this report?

Export as Text Export as a Spreadsheet Display as a PDF

Report 131858

Wisconsin Immunization Registry
Report generated on 08/19/2022
Report generated by [redacted]
KH Test Org

Filter conditions used for this report:

Clients Associated with KH Test Org
(Vaccine EQUALS Influenza
AND
Clinic site EQUALS KH Test Org)
AND
Vaccine lot EQUALS FAKEFAKE
AND
Date entered BETWEEN 01/01/2022 AND 08/19/2022

Report 131858; Results 1 - 2 of 2

No	Clinic site	Date entered	Vaccination date	Vaccine lot	Trade name	Last name	First name	Birth date
1	KH Test Org	07/22/2022	07/22/2022	FAKEFAKE	Fluzone	TESTCLIENT	KATELYN	07/15/2012
2	KH Test Org	07/22/2022	07/22/2022	FAKEFAKE	Fluzone	TESTCLIENT	KATELYN	06/01/2006

3. What is the difference between "Met Benchmark" and "Late Up to Date" ("Late UTD") on the benchmark report?

Met Benchmark means the client met the vaccine benchmark as of the appropriate age according to ACIP (for example, 24 months). Late Up to Date means the client met the benchmark but did so after the age in which it was required. For example, if a child receives all of the required vaccines due by the time they turn 24 months, they have met the benchmark. If they received almost all of the required vaccines by 24 months, but finished the rest at 28 months, the client would be considered late up to date.

WIR Training

1. Who needs to attend WIR IR Administrator Training?

The WIR IR Administrator Training is free and available for everyone. Whether someone is looking to start using WIR, is a new staff person who needs to be trained, or just looking for a refresher, this training is recommended.

Please note, if an organization is new to WIR, someone from the organization must attend the WIR IR Administrator Training, or else be trained by a current IR Administrator, **prior to the organization being added to WIR.** Each organization must have at least one trained IR administrator, but two are recommend in case someone needs to be away from work.

2. **How do I sign up for WIR IR Administrator Training?**

   Check the list of upcoming trainings available on the WIR website under Training Resources.

   The IR administrator web-based trainings will be led by a WIR trainer, and will be remote over Teams. Class registration is limited so please sign up early. Upon registration participants will be provided the details necessary to attend the class.

   Each training consists of two sessions. Trainees must attend both sessions of the training.

   To register, please email or call the WIR help desk (dhswirhelp@dhs.wisconsin.gov) at 608-266-9691. If someone is no longer able to attend the training, please contact the help desk and request for that person to be removed from the wait list.

Schools

1. **Is there a yearly renewal window or specific time frame for renewing my school's WIR account?**

   Currently, accounts are set to inactivate on June 1 unless the registered owner has changed their password sometime in the previous 364 days. In this case, no renewal process and no paperwork submissions are required.

   If an account is renewed through the above method by August 1, the end of the grace period, the account owner needs only to change their password and call the Help Desk to reactivate the account.

   If an account has not been renewed through the previously mentioned methods, the account will be inactivated June 1st and, if the reactivation has not been completed by August 1, the entire renewal process will need to be completed, including the submission of new paperwork.

   The account must also go through a renewal process upon a change in account holder (currently only the head of the school may be considered for this role), or when demographic information such as phone number, address, or name of school needs updating or changing.

2. **Can I create a second school account for another staff member (for example, the school nurse)?**

   Each school should have only **one user account** in WIR. The person associated with the account (account holder) should be the principal or superintendent of the school. Additional school accounts will not be created. School account credentials may be shared with another staff member if needed. Please note, only the account holder (school principal or superintendent on file) may reactivate or reset the password for the WIR school account.