Updating Facility Information in IRIS

Each year, the Idaho Immunization Program (IIP) purchases an average of $38 million dollars of vaccine and distributes an average of 750,000 doses. To help protect this investment and ensure continuity of services, it is important that providers maintain accurate and up-to-date facility information on record with the IIP. Therefore, providers are required to notify the IIP, through Idaho's Immunization Reminder Information System (IRIS), when the following situations occur:

- The primary or back-up vaccine coordinator changes;
- Staff needs to be added, changed, or deleted from IRIS;
- The clinic contact information changes (i.e. address, email, phone number);
- The vaccine shipping hours or instructions change; or
- The facility type changes.

This document guides users through updating facility contact information, vaccine delivery hours, and vaccine brand choice in IRIS.

How to Update Facility Contact Information

Facility information includes the following:

- Facility name;
- Phone number;
- Fax number;
- Physical, mailing, and vaccine delivery addresses;
- Medical director or equivalent;
- Primary and back-up vaccine coordinators; and
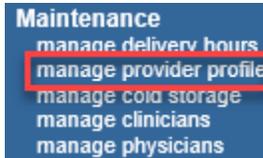- Providers practicing at the facility.

To change facility contact information, log in to IRIS and:

1. Click on the organization link for the clinic that requires an update to facility contact information
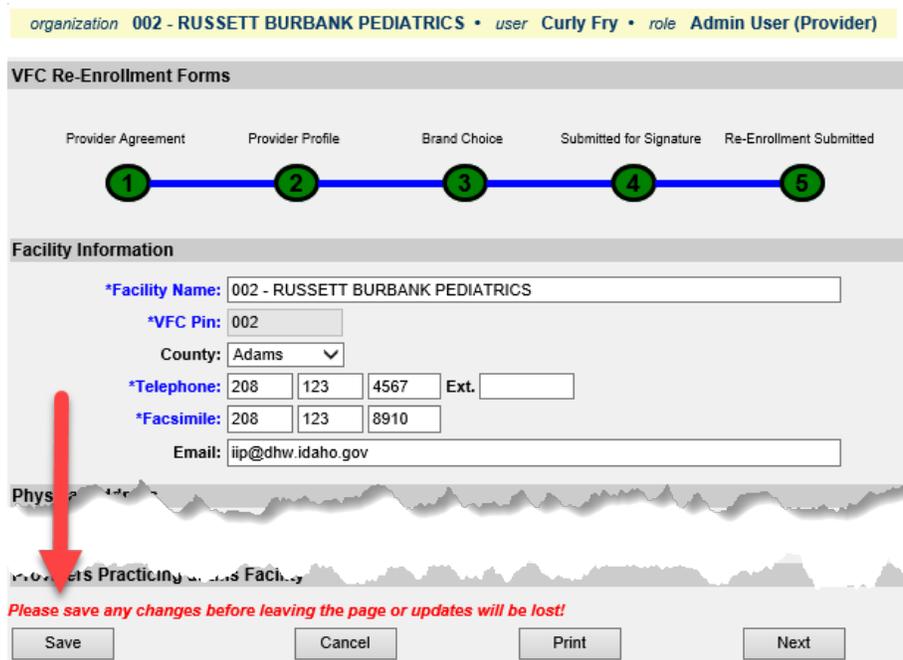
2. Click *manage provider profile* in the **Maintenance** section of the left-side blue menu

3. Update each field, as needed, on the **VFC Re-Enrollment Forms** page

   a. All fields marked with an asterisk are required

   b. If updating the Facility Name, <u>do not</u> delete or change the 3- to 4-digit pin number that precedes the actual facility name

   c. <u>Do not</u> use punctuation (i.e. periods, commas, dashes, etc.) for any fields except <u>Email</u>, as this results in file errors when the IIP submits vaccine order-related files to the Centers for Disease Control and Prevention (CDC) for processing

4. Click the *Save* button

How to Update Vaccine Delivery Hours

Vaccines can be ordered 24 hours a day, seven days a week through IRIS. When ordering vaccine, providers must ensure the clinic's vaccine delivery hours and special instructions, if applicable, are accurate. Any time the clinic changes its operating hours, then IRIS must be updated to reflect the change. Additionally, if delivery hours need to be changed, then changes must be submitted prior to placing a vaccine order. Please remember from the date a vaccine order is placed until it is delivered may take up to three weeks. Therefore, vaccine orders should not be placed within three weeks of a clinic closing for a holiday, vacation, etc.

Providers that fail to update their clinic's vaccine delivery hours may be required to replace vaccines, dose-for-dose, that are returned as non-viable to McKesson Distribution when the carrier made a delivery attempt during the clinic's vaccine delivery hours as they were recorded in IRIS when the vaccine order was placed.

To update vaccine delivery hours, log in to IRIS and:

1. Click on the organization link for the clinic that would like to update its vaccine delivery hours

2. Click on *manage delivery hours* in the **Maintenance** section of the left-side blue menu

3. The **Manage Orders** screen will open and the Vaccine Delivery Hours and Special Instructions section will be visible

4. Check the box for each corresponding day of the week the clinic accepts vaccine deliveries

5. Select the appropriate times from the drop-down menu(s) for Delivery Window 1 and Delivery Window 2, if needed

- If the clinic accepts deliveries from 8:30 AM to 4:30 PM, then select 9:00 AM and 4:00 PM from the drop-down menu
- Delivery Window 2 can be used if the clinic is closed for lunch. For example, if the clinic is closed noon to 1:00 PM for lunch, then select the following:
  - Delivery Window 1: 9:00 AM to 12:00 PM and
  - Delivery Window 2: 1:00 PM to 4:00 PM

6. Type delivery instructions, if applicable, in the *Special Instructions* field
   - For example, if the clinic requires all packages to be signed for by front desk staff, this field could indicate SIGN FOR AT FRONT DESK, or if a specific person needs to be notified of the delivery, then the field could indicate CALL JANE DOE AT EXT 123
     - Do not indicate office closures in the Special Instructions field

7. Click the *Save* button

How to Update Brand Choice

Providers are required to choose which vaccine brands to supply when competing vaccines are available. For example, there are two manufacturers for hepatitis A vaccine. Each clinic will determine which hepatitis A vaccine to supply. Brand choice must be managed and submitted through IRIS by completing the **Brand Choice** section. Brand choice is used by the IIP to help determine statewide need and to help decrease administration errors when two brands of the same vaccine type are not interchangeable.

Vaccine brand choices may be updated and saved in IRIS anytime; however, changes become effective the first of January or July, whichever month follows the date choices are changed. Providers that decide to change vaccine brands remain responsible to use the vaccine stock currently on-hand. Future vaccine orders for the updated brand may not be approved by the IIP if current stock is sufficient to meet patient demand.

To change vaccine brand choices, log in to IRIS and:

1. Click on the organization link for the clinic that would like to update its brand choice selections

2. Click *brand choice* in the **Vfc Re-Enrollment** section of the left-side blue menu
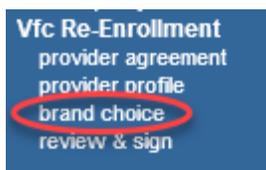
3. For each vaccine type, check only one box to indicate which vaccine brand the clinic would like to choose. Regardless of whether a change is being made to all vaccine types, the system requires users to select a choice for all types otherwise an error message will display at the top of the page in red text with details of the error. The next applicable date range will be selected by default in the **Date Range** section; for example, if changes are

being made in October, then *January 1 (or date of enrollment) through June 30* will be the default selection and changes will not take effect until January 1.

4. Click the *Save* button