

# VacTrAK Roles and Responsibilities

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Goal: To outline the roles and responsibilities for VacTrAK system end users.

## Health Practice Organization

An Organization denotes the entire health practice organization which is composed of all the facilities, vaccinators and physicians. Organization was previously referred to as an IRMS (Information Registry Management System).

## VacTrAK Participation

Participation in VacTrAK includes, but is not limited to, inputting patient demographic and immunization data, maintaining patient confidentiality, obtaining immunization records, maintaining vaccine inventory, and monitoring coverage rates. Participants include medical care providers, pharmacies, school nurse administrators, and third party administrators.

As of December 29, 2013, Alaska regulations require that all immunizations given by a health care provider in Alaska be reported to VacTrAK within 14 days of administration. This reporting requirement is applicable for any vaccine administered; including state supplied and privately purchased vaccine.

*7 AAC 27.650 Health care provider disclosure to the immunization information system. (a) Not later than 14 days after administering an immunization, a health care provider shall report information concerning the patient and the immunization in accordance with this section to the immunization information system maintained by the department. A health care provider shall disclose participation in the immunization information system to patients.*

**Organization:** The Organization is responsible for completing the [VacTrAK Provider Application /Renewal](#) **annually**, participating with VacTrAK Support in training and data quality testing, ensuring proper usage of the system, and ensuring confidentiality of patient data. The Organization is responsible for entering required patient and vaccine information on all immunizations within 14 days of administration. The Organization is responsible for posting the [VacTrAK Participation Notice](#) to inform patients that their immunization information will be included in VacTrAK. (*NOTE: A current VacTrAK Provider Application is required for ALL organizations using VacTrAK.*)

**VacTrAK Support:** VacTrAK Support is responsible for processing incoming applications within 10 business days, and providing appropriate training and user support.

## Alaska Vaccine Distribution Program Participation

Participation in the [Alaska Vaccine Distribution Program](#) enables providers to receive state-supplied vaccine. This includes the Vaccines for Children (VFC) program and the Alaska Vaccine Assessment Program (AVAP). Annual enrollment is required and details are available in the Vaccine Distribution Handbook.

**Organization:** The Organization is responsible for completing the [Provider Agreement](#) in VacTrAK **annually**, complying with vaccine storage and handling requirements, utilizing the vaccine ordering and management functionality in VacTrAK, providing patient eligibility status at the vaccine level, and complying with training requirements. (*NOTE: The Provider Agreement is required only for participation in the Alaska Vaccine Distribution Program.*)

**VacTrAK Support:** The Epidemiology Vaccine Depot is responsible for processing incoming applications within 10 business days and providing appropriate training for vaccine ordering and reconciliation of inventory.

## VacTrAK Users

### Forgotten Username

**Organization:** For an Organization with a System Administrator, the user shall contact the designated person to resolve this issue. If there is no System Administrator for the Organization, the user shall contact VacTrAK Support to resolve the issue during standard business hours.

**VacTrAK Support:** VacTrAK Support will respond within 3 business days to all inquiries regarding forgotten usernames.

### Forgotten Password

**Organization:** User passwords can be reset automatically using the [“Forgot Password” link](#) on the VacTrAK login page, and a password reset link will immediately be emailed to the user email address in VacTrAK. The user will be required to change the password on their next login to VacTrAK. For additional assistance the user shall contact the Organization System Administrator. If there is no System Administrator for

the Organization, the user shall contact VacTrAK Support to resolve the issue during standard business hours.

VacTrAK Support: VacTrAK Support will respond within 3 business days to all inquiries regarding forgotten passwords. VacTrAK Support will provide email updates and/or a password reset link and users will be required to change the password on their next login to VacTrAK.

### **Change of Contact or Contact Information**

Organization: The Organization is responsible for notifying VacTrAK within three days of termination of employment when the Facility or Organization Administrator or designated contact person at an Organization changes. Fill out and submit to VacTrAK Support a new [VacTrAK Provider Application](#) form.

VacTrAK Support: VacTrAK Support is responsible for processing incoming applications within 10 business days.

### **Vaccinator/Physician Changes**

Organization: An Organization must notify VacTrAK Support when a new physician or vaccinator should be associated with their Organization/facility. Fill out and submit the [Request to Modify VacTrAK Users](#) form to VacTrAK Support for all vaccinator or physician changes.

VacTrAK Support: VacTrAK Support will respond within 10 business days to all requests regarding changes to physician and vaccinators.

### **User Changes**

Organization: An Organization without System Administration permission must notify VacTrAK Support of staff changes within three days of termination of employment when existing staff terminate employment, no longer require access to VacTrAK, or new staff comes on board. Fill out and submit the [Request to Modify VacTrAK Users](#) form to VacTrAK Support for all user changes. Please note that any user requested to have edit access will need to complete training before the permission will be granted. Web trainings are provided weekly and can be scheduled by contacting VacTrAK Support.

VacTrAK Support: VacTrAK Support is responsible for processing user changes within 10 business days, providing appropriate training, and user support.

### **Facility Changes**

Organization: The Organization is responsible for notifying VacTrAK Support when they open a new facility or change contact details of an existing facility. Fill out and submit to VacTrAK Support a new [VacTrAK Provider Application](#) form for all facility changes.

VacTrAK Support: VacTrAK Support is responsible for processing incoming applications within 10 business days.

## Data Quality

### Recording Vaccination Data in VacTrAK

**Organization:** It is the Organization's responsibility to ensure that the immunization and demographic data recorded into VacTrAK are complete and accurate (regardless of whether data is manually entered or electronically imported). The Organization is responsible for resolving errors when they are identified. For electronic data imports that cannot send updates or deletes, these changes must be performed manually in VacTrAK.

**VacTrAK Support:** VacTrAK Support will conduct data quality tests on a regular basis on the data submitted by the Organization to scan for systematic flaws (for example, inappropriate vaccine coding, administration errors or missing immunization data), and notify the Organization of necessary improvements.

### Test Data

It is against VacTrAK policy to submit "test" data to the VacTrAK Production environment. If test data is identified in the system, test data will be removed by VacTrAK Support from the production environment with confirmation from the Organization.

**Organization:** The Organization is responsible for manually entering or electronically sending only **medically verified patient data** for vaccination records and disease history. Submitting "test" and "fake patient" data are prohibited. Notify VacTrAK Support immediately if test data is found or known to have been sent.

**VacTrAK Support:** VacTrAK Support shall regularly monitor data imports and VacTrAK patient listings for "test" or "fake" data and delete records. VacTrAK support will contact the submitting Organization to verify that patient data does not correspond to a real patient.

### Vaccination Deletes

**Organization:** The user is responsible for appropriately identifying immunizations for deletion. The user shall not delete a historical immunization in the system without reviewing a medically verified immunization record. Users may delete administered immunizations entered by their clinic if an error is identified. For electronic data imports that cannot send updates or deletes, these changes must be performed manually in VacTrAK. Users cannot delete immunizations administered by another facility – these must be reported by telephone or fax to the facility that administered the immunization.

**VacTrAK Support:** VacTrAK Support may facilitate contacting an Organization or Facility in order to make a determination, but cannot change patient immunization records.

## Patient Name Changes

VacTrAK can record two names for each patient – a primary name and an alias.

Organization: If a patient notifies the Organization of a name change, the Organization shall enter the name into VacTrAK. The patient’s legal name shall be entered in the *First Name* and *Last Name* fields. The previous name shall be entered in the *Alias First Name* and *Alias Last Name* field.

VacTrAK Support: No input required

## Baby Name Changes at Birthing Facilities

Birthing facilities must update VacTrAK with patient legal name and indicate multiple births and Mother’s maiden name where applicable.

Organization: The Organization shall update names such as “Baby Boy” and “Baby Girl” to the patient’s legal name in VacTrAK before the infant is discharged from the birthing facility. The patient’s legal name shall be entered in the *First Name* and *Last Name* fields. Indicate birth order for multiple births and enter the Mother’s maiden name to properly identify infants in VacTrAK.

VacTrAK Support: No input required

## Inactivate/MOGE Patients from Organization and Reports

VacTrAK users may inactivate a patient who no longer attends their clinic or has moved or gone elsewhere (MOGE).

Organization: If a patient is no longer an active patient of an Organization, a user may mark the patient as inactive on the patient demographics screen. The user must select the appropriate reason for the inactivation at their facility. The patient will continue to remain in VacTrAK and in search results, but will no longer be listed in the Organization’s reports limited by ownership.

VacTrAK Support: No input required

## Data Import

### Data Import in VacTrAK

All providers sending data electronically to VacTrAK must complete the on-boarding process outlined in the [VacTrAK Interface Project Stages Document](#). The on-boarding process ensures that electronic medical records systems and clinical workflow practices can provide data that meets VacTrAK quality requirements.

Organization: It is the Organization’s responsibility to ensure that the immunization and demographic data sent electronically to VacTrAK contain all elements of required fields and comply with [CDC IIS HL7](#) data standards outlined in the [VacTrAK Local HL7 Implementation Guide](#). Deficits in electronic data transmission must be entered manually into VacTrAK, including patient and vaccination record edits and deletes.

VacTrAK Support: VacTrAK Support shall respond to requests to begin the on-boarding process for electronic submission of data in a timely manner, work with providers through the on-boarding process, and maintain ongoing data quality monitoring of electronic data submissions.

### **Data Import Frequency**

Organization: The Organization is responsible for exporting data from their system and uploading it into VacTrAK within 14 days of administration of vaccinations.

VacTrAK Support: VacTrAK Support shall regularly run data submission reports to monitor data imports. Import frequency may be reviewed on an individual basis to account for vaccine administration patterns.

### **Import Errors using Data Translation Tool (DTT) and HL7**

Organization: The Organization is responsible for monitoring error reports and system import logs from VacTrAK and PHC-Hub. If there is an error, the record will not import into VacTrAK. The patient and vaccination information will not appear on the patient's record in VacTrAK until the error is resolved and data is resubmitted by the Organization, or the information is manually entered into VacTrAK. The Organization shall work with their electronic health record system vendor and VacTrAK Support to minimize electronic data errors.

VacTrAK Support: VacTrAK Support conducts routine audits of the data import logs and provides Error Reports to the designated person(s) at an Organization. VacTrAK Support will collaborate with the Organization to minimize errors.

### **Electronic Medical Record Upgrades and Changes**

Organization: The Organization MUST alert VacTrAK Support BEFORE any changes are made to their system as they may adversely affect the data exchange process. This includes, but is not limited to, implementation of a new electronic medical record system, upgrades to an existing system, changes in vaccine administered, changes in vaccine coding used, changes in manufacturer codes used, changes in VFC eligibility codes, changes in demographic codes (race, gender, etc.), or changes in message type. No data imports may be executed until these changes are reviewed and approved by VacTrAK Support. The Organization is also expected to participate fully in a testing process to ensure that the data exchange mechanism is fully functional after the changes.

VacTrAK Support: VacTrAK Support will respond in a timely manner to all requests regarding system changes. VacTrAK Support will work with the Organization on appropriate testing to validate the data exchange after substantial changes in the Organization's medical record system.

## Deduplication

### VacTrAK Automatic Deduplication

VacTrAK's automatic deduplication process merges incoming patient records with existing records when VacTrAK determines the records are for the same patient based on a weighted algorithm of multiple data fields.

Organization: The Organization is responsible for providing complete and accurate patient demographic data when reporting to VacTrAK.

VacTrAK Support: Automatic deduplication shall run once a day at a time which does not conflict with VacTrAK database back-ups or data imports.

### VacTrAK Manual Deduplication

If insufficient data fields are present or VacTrAK is unable to make a determination in automatic deduplication, VacTrAK will mark the record for manual review and assessment by VacTrAK support staff. Records pending manual deduplication are unavailable until the deduplication process is complete.

Organization: The Organization is responsible for providing complete and accurate patient demographic data when reporting to VacTrAK and responding to requests for additional information to process records marked for manual deduplication.

VacTrAK Support: VacTrAK Support will monitor the system daily for records requiring manual deduplication and contact the Organization for additional information as needed.

### VacTrAK User-Identified Patient Duplicates

VacTrAK users may identify possible duplicates in VacTrAK and should report the duplicates to VacTrAK Support for resolution.

Organization: The Organization is responsible for identifying possible duplicates and reporting them to VacTrAK Support using the "**Report Possible Duplicates**" button. The user must provide a clear explanation of why the two records are suspected to be duplicates. The user reporting the duplicate must include the clinic's name and telephone number in the comments section.

VacTrAK Support: VacTrAK Support is responsible for monitoring user-reported duplicates on a regular basis. In response to possible duplicates, VacTrAK Support may contact the Organization for additional information as needed.

### User-Reported Incorrect Merges

VacTrAK may erroneously merge two distinct patient records which should be kept separate.

Organization: The Organization is responsible for notifying VacTrAK Support if they believe they have identified an erroneously merged record. The user reporting the inappropriate merge must provide a clear explanation as to why the single record is suspected as an inappropriate merge of two distinct records.

VacTrAK Support: VacTrAK Support is responsible for responding to reports of incorrect merges within 10 business days and addressing them as appropriate.

VacTrAK Support may contact Organizations in order to make a determination. If no determination can be made, the two records shall remain merged.

### **Ambiguous ID**

VacTrAK requires each patient record from a single Organization to have a unique medical record number. In the event that VacTrAK receives two records that appear to be two distinct patients from a single provider with the same medical record number, the records will be flagged as Ambiguous ID for manual review as needed.

Organization: The Organization is responsible for preventing non-unique IDs for patient records within their system. The Organization is responsible for reviewing the Ambiguous ID records provided by VacTrAK Support, recording the final resolution for each record, and returning the notice with appropriate action within 10 business days.

VacTrAK Support: VacTrAK Support will monitor the system daily for ambiguous ID as flagged by the automated deduplication process and provide a list to the Organization for resolution.

## **Communications**

### **Network Outage**

Organization: The Organization is responsible for reporting any perceived outage during usage of VacTrAK. Organizations engaging in electronic data exchange are responsible for complying with VacTrAK Support requests to resend records in the event of a network outage. The Organization shall re-import records backdated as specified in the request from VacTrAK Support.

VacTrAK Support: VacTrAK Support is responsible for monitoring the infrastructure that runs VacTrAK and addressing any outages in a timely manner. Any scheduled outages shall be announced on the VacTrAK website at least three days prior to the outage. If there is a concern about missing data imports due to an unexpected outage, VacTrAK Support will notify the contact person at the effected Organization to request a re-import of data.

### **Upgrades and Modifications to VacTrAK**

VacTrAK will require regular maintenance and upgrades which will cause the system to be unavailable. Notification announcements will be placed on the VacTrAK login page when upgrades are scheduled.

Organization: The Organization is responsible for notifying all appropriate personnel if the outage will interfere with their use of VacTrAK. For Organizations participating in electronic data exchange, the Organization should postpone data imports until VacTrAK is available and may need to backdate the next import to capture all data that may have been disrupted by the outage.

VacTrAK Support: VacTrAK Support is responsible for scheduling outages at times of reduced usage in order to have the least impact on the system. All upgrades shall be

executed in a timely manner. VacTrAK Support is responsible for announcing outages on the VacTrAK website at least three days prior to the scheduled outage.

### **Application Errors**

Organization: Users are responsible for notifying [VacTrAK Support](#) (907-269-0312 or 866-702-8725) immediately in the event of an application error or connectivity problem.  
VacTrAK Support: VacTrAK Support shall immediately address the issue and take the appropriate steps to remedy the situation. If the problem persists and cannot be resolved, a help-desk ticket will be logged with the vendor and the Organization will be informed that the proper trouble-shooting steps have been taken.

### **Changes to VacTrAK Policy and Procedures**

VacTrAK policy and procedure documents will be posted on the VacTrAK homepage: [www.vactrak.alaska.gov](http://www.vactrak.alaska.gov)

Organization: Users are responsible for periodically reviewing the website to assure they are using the most current version.

VacTrAK Support: VacTrAK is responsible for posting policy and procedure documents on the VacTrAK homepage.