



AIRA
AMERICAN IMMUNIZATION
REGISTRY ASSOCIATION

INFORMATION REQUEST

Topic: Patient Access

Request Date: April 19, 2019

Information Requested:

HLN Consulting, LLC is working on an IIS consumer access project and looking for IIS who provide access to patients (or their guardians) *without* provider intermediation (i.e., without the need for a provider to give them an access code from the IIS).

Requesting Member: Noam Arzt (HLN)

Responding Member(s): Wendell Gullede (SC), Jon Reid (UT), Dannette Dronenburg (WA), Matthew Verdon (WI)

Results:

SC:

South Carolina does not have a patient portal at this time.

UT:

Our current process is a citizen can access their immunization record two ways:

1. Request a print out from our system (USIIS) from their medical provider
2. Fill out and submit an immunization record release form (attached).

This form is filled out and either faxed or scanned and emailed. Our records admin reviews the form for completeness and if there are issues he emails or calls the person to get a complete form. If the form is complete he queries the system to see if we have a matching record. If there are multiple matches for the same person with the same demographic data we merge the records. If there are missing data elements in USIIS that prevent an exact match (middle name, DOB, address), we send the person back to a provider to update their demographic data. If the data changes because of a legal name change we request they fill out the name change form and we verify the change with our office of vital records.

Once we are able to retrieve an exact match we create the report and send it to the requester using the method they selected (secure email, fax, or mail).

This method is cumbersome and slow and takes a lot of our own staff time. We are currently working on updating this method to an electronic one, where they can submit a request online and instantly receive the immunization report if an exact match is found.



We can return match errors and have them perform the appropriate fix. We are hoping this will cut down how much time our staff spends on these requests and allows them to spend more time on data quality and analytics.

Our biggest challenge with moving this online is we need to ensure the person requesting the report is legally allowed to have the data. We are working with our security and privacy office to make sure we meet the state requirements, but they shouldn't be much different than how we are currently validating identity with the paper form. Our state also allows digital signatures for all state forms, so that isn't an issue.

We are hoping to have our automated process up and running within a month or so, since we are just mimicking the manual process. The only information we require is name and dob. If we have multiple matches we then require middle name, mother's maiden name, address, etc.. As much as we can to get it to an exact match, but usually name and DOB is sufficient. I agree that I don't think that is enough to validate a person's identity, but the real question is more about legal requirements and liability. As long as they sign the portion that states they are who they say they are and agree to the release of information that has been enough in the past, but once this goes electronic I would think we need more scrutiny. As an example, here are percent of completeness for the following fields in USIIS for all persons:

First Name	100%
Middle Name	65%
Last Name	100%
Gender	100%
SSN	66%
DOB	100%
Mother's Maiden	37%
Street Address	95%
City	95%
Zip	95%

For persons 18 years and under only the numbers are slightly higher:

First Name	100%
Middle Name	74%
Last Name	100%
Gender	100%
SSN	66%



DOB	100%
Mothers Maiden	73%
Street Address	97%
City	98%
Zip	98%

We could add additional fields to validate the person, such as SSN and gender. Also, as we move towards integrating with our master person index (MPI) we should have more current address information that could be used as well. I would be interested to see what other states require and how they validate identities (manual or automated) to see if we can improve our process. Since feedback is immediate for the automated process, I would like to require as many fields as possible (name, gender, dob, mother's maiden, address) then we can see if we can get to 1 result returned.

WA:

Washington has a consumer access portal called MyIR where consumers can go through an auto-match process with the data in the IIS. This removes the provider authentication and state staff authentication step. If the data the consumer uses when registering doesn't match the data in the IIS however, then the consumer has to go through a state-assisted authentication process. Lonnie Peterson is our MyIR functionality owner should you have any additional questions.

When an auto-match is done, the consumer gets their verification code via text/phone if the number matches what's in the IIS.

WI:

Wisconsin allows access without provider intermediation. The patient/guardian uses either an SSN, Medicaid ID number or chart number in combination with name and date of birth to access their immunization record.