



AIRA
AMERICAN IMMUNIZATION
REGISTRY ASSOCIATION

INFORMATION REQUEST

Topic: Records Corrections

Request Date: December 28, 2021

Information Requested:

The New York City (NYC) Citywide Immunization Registry (CIR) would like to ask other IIS if you've seen an increased need to support records correction requests from the public. We are getting emails from people with copies of their Centers for Disease Control and Prevention COVID-19 vaccination cards, passports, and other personal information asking the CIR to fix a number of issues. We ask people to fax this information to us, but not everyone can do that.

Have other IIS found a secure solution to this? Is there anything anyone is using where the public can send or upload encrypted files with a message attached? We would ideally not want to create accounts for every person in NYC.

Requesting Member: Shirley Huie

Responding Member(s): Mia Trentadue (CO), Nancy Sharova (CT), Kelly Tucker (SSG), Jon Reid (UT), Bridget Ahrens (VT),

Results:

Note: AIRA recognizes that our members and partners often create solutions or provide services that our members and partners may be interested in. We invite entities to join AIRA with the understanding that AIRA must maintain a neutral stance with regards to promoting specific products and services. AIRA does not endorse or imply any endorsement of any member or partner or their products and/or services.

CO:

Colorado has created a Google Form for members of the general public to submit inquiries if they are having trouble accessing their immunization record from either channel. Our IT department has stated that Google Forms are more secure than traditional email, and the form-populated Google Sheet also helps with tracking metrics. The form link is posted in error messaging on both the public portal and the app as well as on our website. The form asks a series of questions, including but not limited to:

- Name (first, last, middle)



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- DOB
- Phone number
- Email address
- Current address
- Type and date(s) of COVID-19 vaccines, if applicable

All form responses come into our inbox already encrypted. We use the add-on [Email Notifications for Google Forms](#) to have the full responses populate and edit the subject line of the email as desired. For CDPHE, all emails that have the word encrypt in the subject line are automatically encrypted, so the word encrypt is in there. Upon form submission, the individual gets an automatic bounce back with some troubleshooting information as well as [instructions on how to access the secure email](#). We haven't received much - if any - pushback to this.

In reviewing the email responses, if our staff can successfully match 3-data points from the form response to what is already on the individual's IIS record, we have the staff update the outdated/missing information within the IIS (e.g., if name, DOB, and date of COVID-19 vaccines all match what is already in the IIS, we will update their phone/email accordingly and let the individual know).

If our staff cannot successfully match 3-data points, we request more information. Further, we require proof to be sent to us via secure email if a patient needs a vaccine added to their record (e.g., a photo of their COVID-19 card), has a legal name change (e.g., last name Smith to Jones), or does not appear to have any record in our IIS.

Re: utilization, ~16K forms have been submitted since September 2021. We are fortunate to have a number of temporary staff members dedicated to helping respond to the public, as this has been a very high-volume time.

CT:

The Connecticut Immunization Information System (CT WiZ) has seen an increased need to support record correction requests from the public due to the recent rollout of the [CT WiZ Public Portal](#). Our Connecticut Department of Public Health (DPH) set up a [Submissions Portal](#) to enable the public to securely submit their requested update/correction on their record including attaching proof of ID or a copy of their CDC vaccination card. It does *not* require the public create an account. It requires the public to have an email to submit their request. DPH responds with a 'no reply' email. DPH staff have accounts to access this



secure portal, and we have template responses to resolve or deny the submission after we provide support. If it is missing information (even though there are required fields), we deny it and ask they submit another form with the additional information, or we call them for this additional information. This Submissions Portal is our main method for record correction requests from the public. When the public calls (or emails rarely), we give them the Submissions Portal link. We accept faxed or mailed updates from the public if they do not have internet access. We have a Ring Central phone that accepts texted screenshots which is used when the public calls for support - can text - but can't use the internet. Having this Submissions Portal for the public required we promote it in various ways including on our [webpage](#). We had high volume of requests, listed a 1-3 business days response time, and had additional staff on this task during the public portal roll out. As DPH staff have accounts to this secure Submissions Portal which is online, staff were able to work remotely. We still have staff in the office who handles the main phones, as we also have high volume by phone. Also, our voicemail recording lists our webpage in hopes they might access it online.

SSG:

Our team that works with the Massachusetts IIS has also seen an increased need to support record correction requests from the public. We have found a secure solution for this. Here is what we have implemented to address record correction requests:

1. We have created a "Record Amendment Request" page using the Casetivity platform which integrates with the IIS. (See screenshot of main page attached)
2. Individuals from the public can visit this page via a web browser and submit a MIIS record amendment request along with any necessary supporting documentation for the change via a secure encrypted form.
3. The request gets submitted and shows up in Casetivity as a "To-do" task for IIS staff.
4. Users from the state IIS team claim the tasks to work on these amendments and change the data in the IIS if warranted.
5. An email is sent to the requestor indicating either a change was made or more information is required before the change can be made.



MDPH MIIS Record Amendment Request

Request Vaccine Record Update

Is there missing or incorrect information in your Massachusetts vaccine records? You can request an official update using this form.

Before you start

We will ask you for proof of your identity and the update you are requesting. You may be asked to provide:

1. A valid government ID
2. Your vaccination card
3. A letter from your healthcare provider
4. Other documents to prove a name or address change

It may take up to 10 business days to update your records. Once updated, you will receive an email confirmation where you can access your record through [MyVaxRecords.mass.gov](https://myvaxrecords.mass.gov).

NOTE: By requesting an update to your or someone else's vaccine record, you confirm under all applicable law that: 1) you have the legal authority to access the MIIS information you intend to access; 2) you have the legal authority to make any change that you request. Violating these terms may result in legal penalties against you.

Step 1 of 5

Continue

NOTE: The quickest path to updating your immunization record may be to contact your healthcare provider directly.

Please have a valid ID and your vaccination card or information ready. You need to have received at least 1 dose of a vaccine in Massachusetts in order to retrieve your vaccine record through [MyVaxRecords.mass.gov](https://myvaxrecords.mass.gov).

All information that you submit is kept confidential in accordance with the law.

The Massachusetts Immunization Information System (MIIS) is a web-based system that keeps track of all immunizations healthcare providers administer to children and adults in Massachusetts. The system was established in 2011 and is operated by the Massachusetts Department of Public Health (MDPH) according to state law ([M.G.L.c. 111, Section 24M](#)).

UT:

In Utah we have seen a large increase in public requests to add missing COVID vaccines or to update contact information so they can access their records in Docket or to match their password for travel (Singapore). We have hired a couple more staff to handle the email and phone calls. Right now we validate the person's identity and they email us their documentation. We have talked about creating a RedCap site for them to submit these requests and upload documents securely. We use gmail at the state and use Virtru for secure email. We are able to email the person and they can reply securely if the documentation needs to be encrypted. The best option for the public would be a RedCap or something similar where they can upload their documents encrypted.

VT:

We do accept edits based on vaccine cards. We send an encrypted email to the requester and ask them to send back a photo of the card. All information is vetted, and if appropriate, corrected. We archive all the requests/photos. Our volume has been manageable, but we are a small state.