



AIRA
AMERICAN IMMUNIZATION
REGISTRY ASSOCIATION

INFORMATION REQUEST

Topic: Missing Patient-Reported Doses

Request Date: January 31, 2022

Information Requested:

The Colorado Division of Disease Control and Public Health Response is wondering if any jurisdictions have a solution for missing patient-reported doses in the IIS that are not able to be verified by a provider or by personal record. We are looking at all options to best serve our vulnerable populations who may be affected by processes outside of their control, and are looking for any best practices used by other jurisdictions for addressing the missing doses.

Requesting Member: Robin Trujillo

Responding Member(s): Betsy Baker (Amazon)

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.

Amazon:

In response to the information request regarding solutions for missing patient-reported doses in the IIS, we have two AWS solutions that are currently working in U.S. jurisdictions in vaccine verification. The two solutions we can introduce you to are:

- 1) TrackMy Solutions (<https://trackmysolutions.us/>): TrackMy can offer the ability for a person to self-report their vaccine data (to the best of their knowledge) in a TrackMy domain that we setup for Consumers built for Colorado and allow the State agency to subsidize that cost, to make free to the consumer. TrackMy would query the data reported, and if not found, ask for a copy of the CDC card. This would evoke manual concierge verification service to review their CDC card, and call/contact the location where they reported having received their vaccine dose and look to verify through that means, then keep record of that in TrackMy. TrackMy would report those back to Colorado as a 'missing dose' and ask them to upload the data as a self-reported,



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yet verified row of data. This would be a per record service charge we would need to noodle on. The challenge is that we cannot guarantee success, as some vaccine admin locations have closed the doors – and as such, we may never be able to fully verify...yet what we can offer may be better than nothing.

- 2) Docket (<https://docket.care/>): Docket collaborates with teach state to implement a process for folks to add shots to the IIS records, catered to the customer. It usually involved the patient entering their info on a web interface to be reviewed by IIS staff.