

Crucial Immunization Workflow Changes and 14.19.6 Enhancements

Question Asked	Answer Given
My "complete list" does not look the same as was shown, for example I don't have the "New" button at the top for immunizations	The features shown today will be available in our July release
Our OP is not synched to the state registry how do we connect to the registry so that we can transfer data back and forth? Right now we have to manually upload to the state registry.	The features shown today will be available in our July release OP will work with each registry separately in order to offer our users the most robust functionality given the registries limitations. Please make sure you let your Advocate know that you desire this upgrade to your registry interface and you will be put in queue.
Can we bring the Chart button back for easy access instead of in the drop down ribbon	
In the medication refill, if you select ZERO-(0), it is not saving? Can this be fixed	If this refers to "request for refill" from the pharmacy, then the answer is no. Because you are "extending" the prescription that is already at the pharmacy by one more if you choose 1. So by choosing 0 you are actually not agreeing to a refill. If this is about refilling a medication on a patient medication list and you can't save with a zero, contact support because we cannot replicate this problem.
will the vaccine presentation be available for	The presentation and questions will be emailed to all registered attendees.
where can you find that page with the VIS sheets at?	https://op.knowledgeowl.com/help/vaccine
If you are done with a box(vaccines) & the box needs to go in the trash, should you INACTIVATE or RETIRE?	if your inventory reaches count of zero - you should retire
when will immunizn enhancement start?	The releases are planned for late July
newborn head circumference has always rounded up. Will this change?	
If you chose vaccine refusal is there a form that they can sign on tablets and printed later if needed?	Yes, you can use the consent form. https://op.knowledgeowl.com/help/viewing-and-adding-consents-to-a-patient-record
If i wanted to review this training video, how would I do so?	An email will be sent on Friday, July 19th would the recording, slide deck, and q&a.
When I view payment posting info under the each claim it still isn't showing the full date...the year isn't fully seen. I have to double click on the transaction to see the year.	This will be on the July version of OP that will be released at end of July.
When will we be able to change the check number. I tried to change one today that i entered wrong but couldn't?	This will be on the July version of OP that will be released at end of July.
When will this recording be available?	The presentation and questions will be emailed to all registered attendees.

Is this webinar being recorded to review again later?	Yes the webinar is recorded and will be sent to you on Friday 7/19 to all attendees.
HBV & HAV vaccines are given in either 0.5 or 1.0ml dose depending on the patient's age. Since a multidose flu vaccine has been adjusted for both the 0.25mL and 0.5ml, how can we also do the same for HBV and HAV to reflect the actual dose that was administered.	Please email Dr. Kressly at skressly@officepracticum.com about Hepatitis A and B products that come in a multi-dose vial. Unit does vials cannot be split up to be administered to 2 patients
When do you use New and when do we use administer vaccines?	New would be used to enter historical vaccines and offers more fields to document the history versus the Quick Entry which allows you to only enter the date and vaccine. The Administer vaccines is similar to the old Enter Immunization button which is to document an immunization that is being administered/given to a patient in your office.
When can we expect the update to happen?	The releases are planned for late July
When we are entering immunizations or a pt that is transferring to us- we used to use "Quick Entry" is that no longer the case?	You can still use Quick Entry but if you would like to add in more detail than just the Date and Vaccine - you now have the New button!
can we add more codes for deferral?	No, the reason codes and detail codes are hard coded to send the correct message to the Immunization Registry or reporting body. You can use the comments field to add additional details.
Is this being recorded and can we watch again?	Yes, the recording will be emailed on Friday
Is the update for Entering Vaccines and such, is it only for OP19??	Yes
Have you started because I am still "muted "?	Yes the webinar has started and all attendees are muted.
Did you go over how to delete an immunization? I heard you mention it, but did not see it deleted.	In order to delete an immunization, you highlight the vaccine record and select the Delete button. You will need to enter a reason for audit purposes.
I currently use 14.9.32 version. Do you recommend that we jump to 14.19.6 or previous version?	To access these updates you will need to be on OP.19.6
Will all of these changes be available on the online help topics? Also when will this update be available?	This version will be available for CS clients on 7/23. The documentation will be available on the Help Center for OP users to access.
When is this next enhancement taking place?	the release is planned for late July
Will the immunity upload to NYIIS as documented	Yes, if NYSIS is able to receive that information. It will be in the required format.
Is the 12 diagnoses also for electronically submitted claims?	Yes. Here's more information about this functionality: https://op.knowledgeowl.com/help/adding-and-sorting-dx-codes-for-claims

Can you make it so we can scan the box into inventory and then recognize unit of use when we scan a vial from that box when giving an imm?	Yes that will be available in the HIMSS certified version of OP. You can either scan the box or the vial and it will recognize the vaccine. If you scan the box into inventory - the sale NDC will be associated with that lot inventory. In order to have the Use NDC associated with your inventory you will need to scan the vial/syringe or manually enter the Use NDC.
What if agency corrects their record that was incorrect, but you've already imported the wrong record. Can you delete that imported record?	Yes you can delete an imported vaccine record. All edits will be in the Audit Trail.
Why doesn't it put in an icd-10 when you put the varicella disorder in the problem list?	You may add an ICD10, but the code set that is supported by the Immunization Standards organization is SNOMED
How will you update the VIS dates? Want to ensure that if there is a new pub date, we are actually using those new VIS.	We will update the VIS pub dates and link entry as they are available through the CDC. They will be included in an OP update and mentioned in the release notes.
I guess I meant, would you PLEASE do a crosswalk to recognize unit of use scan of a vaccine given after scanning a box into inventory.	We can not provide that crosswalk at this time. The NDC tied to the scan is what will be used for documentation. OP can not assume to use the Use NDC because some payors require the Sale NDC.
There can only be one unit of use scan for any given box scan and it can easily be mapped.	as mentioned above, it is up to the practice to dictate Use vs Sale NDC in their practices
You were discuss vaccines and stated that they were imported in from Public Registry are we able to import vaccines from the state records into OP without having to put them in manually each time?	This is on the horizon for all registries that offer this functionality. It will be a process to get through all of the registries. Please notify your advocate of your desire for this once available.
what will happen if a patient refused a vaccine in the past, but now they want to vaccinate??	You can still vaccinate and document that administration of a vaccine listed as Refused. If you would like OP to forecast that vaccine, then you would have to delete the Refused record with explanation.
can we run a list of deferrals at end of day?	Not at this time but that is a great enhancement request - please add it to our ideas portal: https://op.knowledgeowl.com/help/how-to-use-the-op-ideas-portal and tag me in your message.
Fluzone (sanofi) has a product that can be given to 6m+ 0.5ml? I thought only GSK had that product	http://www.news.sanofi.us/2019-01-23-FDA-approves-use-of-0-5-mL-dose-of-Fluzone-R-Quadrivalent-influenza-vaccine-in-children-as-young-as-6-months-of-age
are the vaccines to be entered frm the complete list tab now vs the quick entry?	You can enter them from either. Complete Entry will allow you to enter more details vs just the name and date.
Will Men B now be forecasted at the age of 16 years?	Men ACWY is forecasted at 16yrs.

<p>If the physician doesn't mark the imm refused or deffered in the orders/plan will that then need to be done through complete list when administering?</p>	<p>If the provider orders the vaccine, clinical staff go to administer the vaccine and parent wants to defer, staff can edit the order on the Orders/Plan to deferred and document there OR the staff can enter in the deferral in the Complete List with the Refuse/Defer button</p>
<p>Men B is also due at that age.</p>	<p>OP Vaccine Logic forecasts vaccines which are universally recommended for all patients and category "A."Meningococcal B is a Category "B" vaccine. https://pediatrics.aappublications.org/content/139/5/e20163484</p>
<p>WHICH STATES WILL GO LIVE BIDIRECTIONAL?? WE HAVE BEEN ON A WAIT LIST FOR OVER 1 YEAR FOR GEORGIA</p>	<p>This is on the horizon for all registries that offer this functionality. It will be a process to get through all of the registries. Please notify your advocate if you haven't already of your desire for this once available.</p>
<p>Will OP create a physical consent form for the parent to sign for refusal/deferral?</p>	<p>A tasks for the Deferred vaccines if you enter a deferred date is created and a task to schedule the appt will be created. refusal consent form will be created when Refusal option is taken.</p>
<p>Is the refusal form that is created from OP create from AAP, or is this something we need to upload?</p>	<p>The Refusal/Deferral consent form can be one you download from AAP, your state registry, or create one of your own. https://op.knowledgeowl.com/help/viewing-and-adding-consents-to-a-patient-record</p>
<p>is there a way to chart vaccines that are questionable, vaccine efficacy , that do not count</p>	<p>Yes, you can chart a vaccine as partially administered and check the DNF box. If you have further questions around this please email me at bjbloom@officepracticum.com</p>
<p>How do you record refusal and deferred if we do not use the order function in the well visit note?</p>	<p>You can use the Complete List under the Immunizations tab and use the Refuse/Defer option.</p>
<p>Are the lot numbers listed active or inactive inventory?</p>	<p>Vaccines displayed will be listed as I for Inactive and N as Active. this is under the Retired status column.</p>
<p>Would the state and purchased lot numbers all be available for drop down when editing in the edit field</p>	<p>Yes, the column in the dropdown Is VFC will indicate Y or N</p>
<p>When the insurance auto updates to the primary policy, will it automatically update the VFC status?</p>	<p>Yes the VFC status is pulled from the Patient Demographics. But the VFC status displayed in administered vaccines will reflect status at time of administration and not current</p>
<p>In the complete list, for deferred.. It starts with "date given" ?</p>	<p>Yes in the case of Refused or Deferred - Date Given represents the date of documentation and that is how it is sent to the registries.</p>
<p>If a patient comes from another office, should we continue to enter past imms in quick entry</p>	<p>You can still use Quick Entry but if you would like to add in more detail than just the Date and Vaccine - you now have the New button!</p>

Will there ever be a time when the Audit Trail will automatically show the "Before" and "After" columns to be a "click saver"?	Not at this time but that is a great enhancement request - please add it to our ideas portal: https://op.knowledgeowl.com/help/how-to-use-the-op-ideas-portal and tag me in your message.
Will OP automatically remove the vaccines that have been used up from the active inventory list instead of us manually removing it?	Not at this time but that is a great enhancement request - please add it to our ideas portal: https://op.knowledgeowl.com/help/how-to-use-the-op-ideas-portal and tag me in your message.
When adding Disease Documented do you need to put dates in there?	No the dates fields are not required fields
For that Friday meeting of possible improvements - Any way to speed up the statement generation process (sooo slow!) - and also have them print sequentially - whether by alph or by OP ID #? The current of breakout of alph a-c, d-g, etc. is still randomly printed within that alpha break. Thanks!	Thank you. Please submit through OP Ideas Portal https://op.knowledgeowl.com/help/how-to-use-the-op-ideas-portal
Can a Refused vaccine be UN refused allowing forecast. MMR refusal long term suddenly sees the light.	Yes. You can delete the refusal, allowing it to forecast
Does everyone have acces to change lot or vaccine information, if a mistake is made or just certain employees that have the access	Those who have access to administer vaccines will have access to edit.
DO the changes for vaccines only update in OP19 or is this a update we will see in op14?	only OP 19
Do you need to have a date for disorder types or can you leave that blank?	No the dates fields are not required fields
So should we always scan the vial not the box?	If you would like to document and bill out using the Use NDC then you should scan the vial/syringe.
We've noticed that when we scan a vaccine box instead of vial, it sometimes picks the wrong vaccine (ex: Menactra comes up as TD, TDaP; Varivax comes up as Synagis; and Hep B comes up with Zoster? Should we just scan vials instead	The scan is matching the NDC to how you have NDC #s in your product table. If the incorrect NDC is in your product table then it will pull up the incorrect vaccine. You definitely can move to just scanning the vial/syringe.
Documenting immunity can only be done through the Problem List section. Correct? I may have missed a tab selection when BJ was going over this.	Yes, Denise, Documented Immunity can only be entered in through the Problem List tab. Subsection: Documented Immunity. Select desired SNOMED code in Problem field.
Is bidirectional immunization registry available. We are cloud based?	OP will work with each registry separately in order to offer our users the most robust functionality given the registries limitations. Please make sure you let your Advocate know that you desire this upgrade to your registry interface and you will be put in queue.

Does a deleted vaccine automatically get added back to the inventory? Also how do we import vaccines from NCIR into OP. (How long before the update so we can do this?)	Yes, a deleted vaccine will automatically be added back into inventory. OP will work with each registry separately in order to offer our users the most robust functionality given the registries limitations. Please make sure you let your Advocate know that you desire this upgrade to your registry interface and you will be put in queue.
the clinical overview will it show the correct M/U indicator(blue for met and red for unmet) to non clinical staff	Yes, given they have the permissions to see the chart overview
How do I print out a provider population by age group for my end of year reports for vaccines.	The Demographic Analysis and Recall report allows you to sort by a specific patient demographic https://op.knowledgeowl.com/help/demographic-analysis-and-recall
Will the changes in OPs vaccine page interfere with our state's bidirectional interface if our state is not as up to date as OP?	No, we have tested all current registry interfaces and this update will not interfere. That said, the only information transmitted to your registry will be what is currently transmitted and not all this additional information until the registry updates their interface.
Does the diagnosis code Z28.82 (refusal to vaccine) automatically pull on claim for billing when the vaccine is checked refused?	Not at this time but that is a great enhancement request - please add it to our ideas portal: https://op.knowledgeowl.com/help/how-to-use-the-op-ideas-portal and tag me in your message.
When entering a vaccine to the wrong patient, how are we going to delet it?	you highlight the vaccine record and select the Delete button in the Complete List.
Are we going to be able to delete a vaccines if it was entered in error?	Yes you will be able to edit or delete a vaccine
Why is Men B not forecasted for those who are eligible?	OP Vaccine Logic forecasts vaccines which are universally recommended for all patients and category "A."Meningococcal B is a Category "B" vaccine. https://pediatrics.aappublications.org/content/139/5/e20163484
What did you say the highlighted yellow meant again	Highlighted in yellow is to call your attention to an adverse reaction (similar to adverse medication reaction)
Currently only those with vaccine inventory can alter anything regarding lot numbers. What happens if someone give the wrong lot they can just change to the correct??? If so that is a huges problem	You are correct that this can be edited incorrectly, as can most clinical data. However, there is an audit trail to see who did what and what the before/after looked like you can recover from the error.
Will the updated version recognize MenB due for 16+ patients?	No. OP Vaccne Logic forecasts vaccines which are universally recommended for all patients and category "A."Meningococcal B is a Category "B" vaccine. https://pediatrics.aappublications.org/content/139/5/e20163484
Can we add our own source? For example "out of country" ? We have a lot that come from Mexico	Sources are limited to a specific code set Hx - Unspecified, other provider, parents written, parents recall, birth facility, school records. You can add comments in the comments field
when is this build happening?	release is planned for late July

for the vaccine lot # correction, will both VFC and Private lot #s appear?	Yes, the column in the dropdown Is VFC will indicate Y or N
When will this update happen?	release is planned for late July
Is the refusal permanent or can change it after we give the vaccine if the parent decides later on they want to give now that child is going to school?	That is correct. You can update the patients chart and remove a refusal if the parents changes their mind
what if your lot number change is to a vfc stock?	If your lot number change is also a change in VFC status it will adjust the inventory as appropriate and trigger the borrow/payback if applicable.
do we have to do an update to get these enhancements	yes, this is part of the OP 19 updates
Is there a way to identify patients that we may have previously marked refused and we want to revisit with the new functionality?	There is an SQL that you can run in the Database Viewer which shows patients who are active and waiting list status: select patno, vacname, date1 as date_entered, date_indicated, description1 as notes, indicatorid, case when indicatorid = '1' then 'Atypical schedule' when indicatorid = '2' then 'Series complete' when indicatorid = '3' then 'Documented disease' when indicatorid = '4' then 'Documented immunity/titers' when indicatorid = '5' then 'Not required local jurisdiction' when indicatorid = '6' then 'Deferred - vaccine hx pending' when indicatorid = '7' then 'Deferred - medical contraindication' when indicatorid = '8' then 'Not required by ACIP/AAP' when indicatorid = '9' then 'Refused' when indicatorid = '10' then 'Serious adverse rxn prior' when indicatorid = '11' then 'Deferred - vaccine not available' else 'Reason not found' end as status from vacindicator inner join register on register.patno = vacindicator.patno where status_pat in ('ACTIVE','WAITING LIST') order by patno