FAQ for Batch FTP Production given on March 22 and 26, 2021

Resources

ImmTrac2 Forms & Documents Page:
https://www.dshs.texas.gov/immunize/immtrac/forms.shtm

ImmTrac Training Page:
https://www.dshs.texas.gov/immunize/immtrac/User-Training/

ImmTrac2 website:
https://immtrac.dshs.texas.gov/TXPRD/portalInfoManager.do

ImmTrac2 User, Access, Registration and Renewal Support:
ImmTrac2@dshs.texas.gov

Data Exchange and Promoting Interoperability Support:
ImmTracMU@dshs.texas.gov

Questions

Q: **What is the maximum file size accepted for data exchange?**

  A: ImmTrac2 data files should be 15MB or less. If an organization's data file exceeds 15MB, the data should be broken up into multiple smaller files with a unique identifier added to the end of the file name(s) (e.g. DSHS21123.hl7, DSHS21123a.hl7, and DSHS21123b.hl7).

Q: **Can an organization use placeholders such as unknown or N/A for patient demographic fields that a patient does not provide information on?**

  A: No. However, organizations may use patient's first and last name for mother's first and maiden name to prevent false matches. Facility address can be used in cases of transient or incarcerated individuals.

Q. **Does FTP data exchange satisfy ImmTrac2 reporting requirements?**

  A: Yes.

Q: **If an organization finds a patient's ImmTrac2 is incorrect or a duplicate, what should the organization do?**

  A: If a patient's information is found to be incorrect in ImmTrac2 or a duplicate record exists in ImmTrac2, the information should be provided via email to ImmTracMU@dshs.texas.gov.

Q: **Is there a separate website for Batch FTP accounts?**

  A: The URL for the Texas Immunization Registry Secure FTP Web Transfer Client for batch submissions can be accessed through the FTP Thin Client website.

Q: **How long does it take for FTP files to process and produce a response file?**

A: Files are generally processed between 24 to72 hours once submitted.

Q: **Will uploading a batch historical load to FTP data exchange overwrite immunizations previously entered manually through the ImmTrac2 website?**

A: No. Duplicate immunizations will be rejected if they already exist within ImmTrac2.

Q: **Who is responsible for reviewing DQA reports and correcting any data quality issues/errors?**

A: Organizations are responsible for reviewing their DQA reports and addressing any issues that arise. If additional assistance is needed, organizations can email ImmTracMU@dshs.texas.gov requesting a meeting with the registry; the registry recommends organizations include their EHR vendor in all data exchange meetings.

Q: **Who is responsible for the FTP credentials?**

A: The Point of Contact (POC) for the parent organization is responsible for distributing the FTP credentials to all stakeholders internally and externally. The POC is the only person able to request FTP credential reset and is responsible for updating any stakeholders of change(s) to FTP username/password.

Q: **Is an individual's emergency contact appropriate for the NK1 field of HL7 messages?**

A: Yes. The NK1 field is mandatory for any individual below 18 years old.

Q: **Do organizations receive notification when files are accepted?**

A: Organizations receive acknowledgement email once data is uploaded. The "Accepted" folder in your FTP account contains an archive of all files submitted by the organization to the registry.