The Texas Immunization Registry

Data Quality Guide

Common issues inaccurate report data

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1. Logging in with the Wrong Org Code

Users who are associated to multiple organizations could potentially log into ImmTrac2 with the wrong Org Code. This could add immunizations to an organization that did not administer the vaccine.

- **How Do I Know If I Am Associated to Multiple Organizations?**

  After successfully logging into ImmTrac2 you will see the Manage Access screen. A user may be associated to multiple organizations. See Figure 1 – User in Multiple Organizations in which a user is associated to four different organizations.
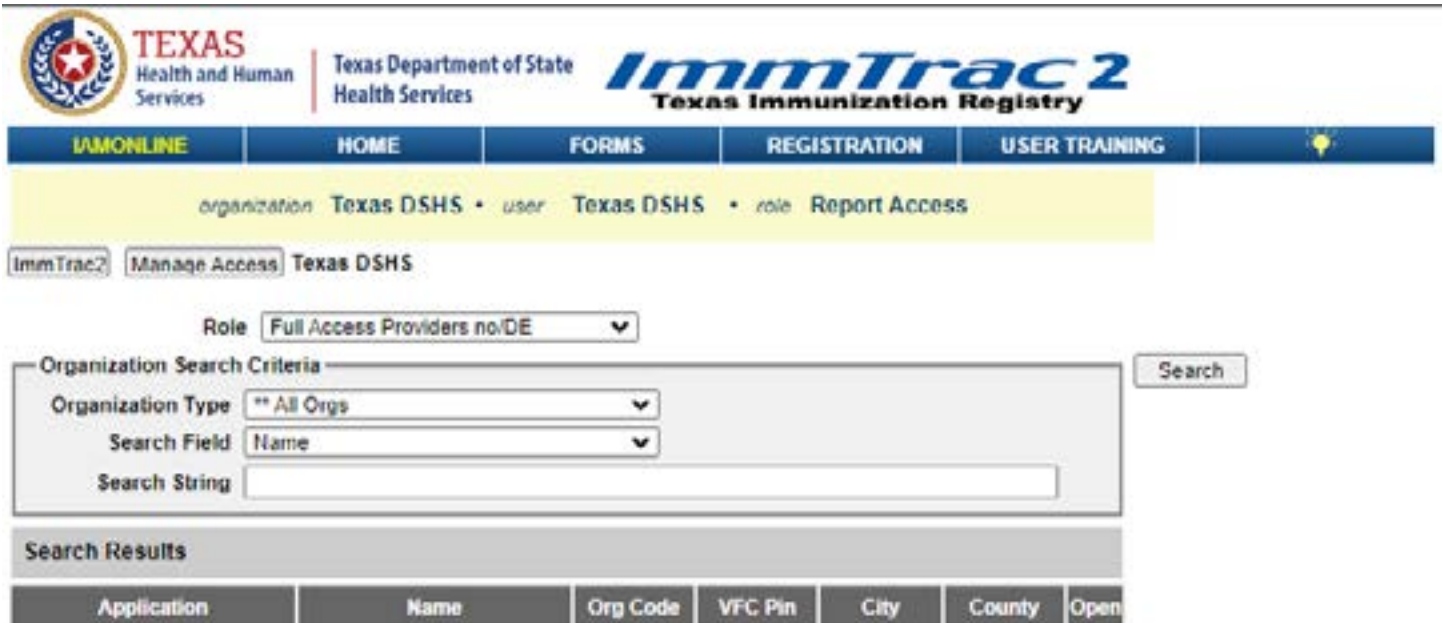

Figure 1 – User in Multiple Organizations

- **How Do I Know If I Am Logged into the Correct Organization?**

  The yellow banner at the top of the screen (see Figure 2 - Logged into Correct Organization) displays the organization name that you are currently logged in under, the name of the user, and the user's role.

Figure 2 - Logged into Correct Organization

- **How Can I Switch Between Organizations While Logged into ImmTrac2?**

  On the Manage Access screen, select "ImmTrac2" for the organization which you would like to add immunizations on behalf of. See Figure 3 – Switch Between Organizations.

Figure 3 – Switch Between Organizations

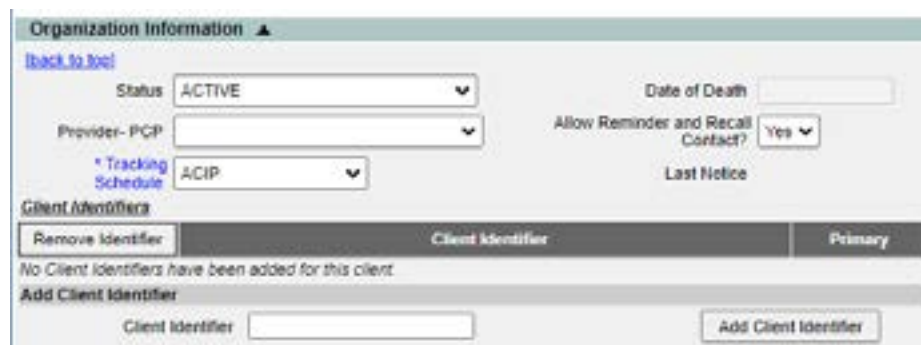# 2. Client Status Not Updated

Some reports generated from ImmTrac2 will only include clients that are listed as 'Active' with the organization (for example, the Reminder/Recall report). IMPORTANT: To ensure the accuracy of these reports, be sure to update the status of clients that are no longer associated to your practice.

- **How Do Clients Become 'Active' with an Organization?**

    Each new client added to ImmTrac2 is automatically 'Active' with that organization. This applies for clients added online as well as clients added through data exchange.

    When a historical or current immunization is added to a client's record. This includes updates that occur online as well as through data exchange.

    A client can also be manually flagged as 'Active' online on the 'Edit Client' screen under the Organization Information tab. See Figure 4 – Active Status.

Figure 4 – Active Status

- **How Do Clients Become 'Inactive' with an Organization?**

    A client can be manually flagged as 'Inactive' online on the 'Edit Client' screen under the Organization Information tab. See Figure 5 – Inactive Status.

    Clients can also be flagged as 'Inactive' through data exchange. For additional information please feel free to contact your Electronic Health Records (EHR) vendor or the ImmTrac2 Interoperability Team toll free at 800-348-9158 or email ImmTracMU@dshs.texas.gov.

Figure 5 – Inctive Status

- **Other Considerations**

    Only users associated to your organization can update the status of a client in ImmTrac2.

    Clients can be flagged as 'Active' for multiple ImmTrac2 organizations. Which means they may show up as 'Active' for multiple organizations.

3. No Consent on File

The most common reason why client records are rejected from ImmTrac2 is due to no consent on file. For immunization records to be stored in ImmTrac2, the parent, legal guardian, or managing conservator must complete an ImmTrac2 Minor Consent Form for their child. Adults must complete the ImmTrac2 Adult Consent form. These forms can be found online by going to www.dshs.texas.gov/immunizations/public/forms. See Figure 6 – Forms.

Figure 6 – Forms

Select the second option ImmTrac2 and look for the applicable ImmTrac form. See Figure 7 - List of forms.

Stock #	Title	Rev
F11-12956	Texas Immunization Registry (ImmTrac2) Disaster Information Retention Consent Form	02/2022
F11-11406	Immunization Registry (ImmTrac2) Authorization to Release Official Immunization History (Bilingual)	02/2022

Figure 7 – List of Forms

4. Incorrect Organizational Parent/Child Relationship

NOTE: This pertains only to organizations that exchange data electronically with ImmTrac2.

All client information and immunization data are submitted through the 'parent-site' on behalf of themselves and all sub-sites (child-sites) within a provider organization. See Figure 9 – Parent-Child Hierarchy.

Figure 9 – Parent-Child Hierarchy

If an organization is a stand-alone site, their data will transmit directly to the registry.

- If a sub-site (child-site) within a provider group is not correctly associated to the parent organization in ImmTrac2, their data will not be sent to ImmTrac2.

- It is also important for the parent-site to include which sub-site administered the vaccine within the data exchange file otherwise the parent-site will be documented as administering the vaccine.

NOTE: It is not uncommon for EHR systems to only list the parent-site as the submitter and as the administering provider. If reports generated in ImmTrac2 are not reflecting the correct administering provider, please contact your EHR vendor for support.

- **How can I see the parent/child relationship in ImmTrac2?**

  1. Select 'registration/renewal' at the top of the screen (see Figure 10 – Registration/Renewal tab).

Figure 10 – Registration/Renewal tab

  2. Select 'Manage Renewals' hyperlink (see Figure 11 – Manage Renewals link).
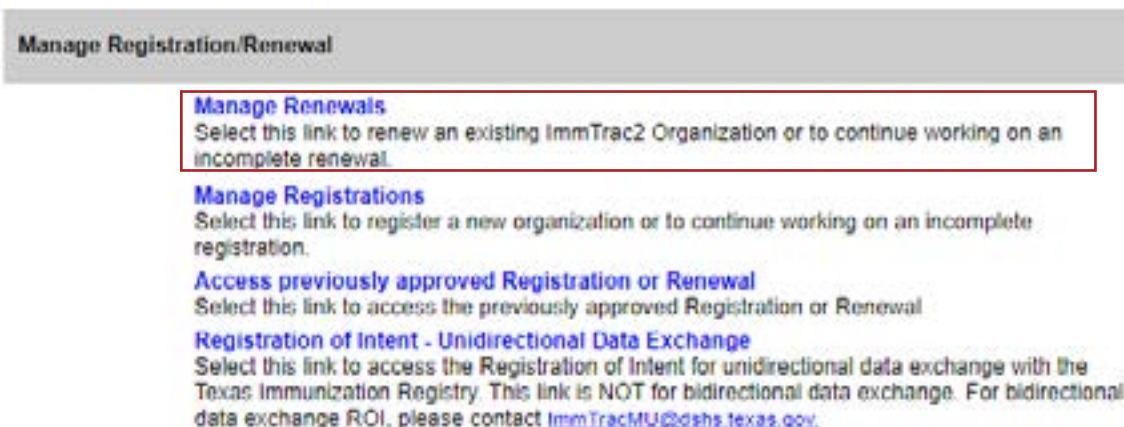

Figure 11 – Manage Renewals link

- **What does a child-view look like?**

  The example below is what it looks like from a sub-site, Org Code ABCD0002. The parent-site will appear on top and the child-sites below the parent. Child-sites will only be able to view their organization and their parent-site. See Figure 12 – Child-Site View.

  Renewals:

  When submitting a renewal for an existing organization, please review the information in each section of the application and make any necessary changes or updates. To save your progress and return at a later time to complete the renewal process, select "Save Progress and Exit". To continue working on an incomplete renewal, click the "Incomplete Renewal" link below.

  Applications that are left inactive for more than 14 calendar days will be deleted and a new application must be started and saved.

Organization Name	Org Code	Site Agreement Expiration Date	Application Status	Last Edited By	Application Expires
Parent org	ABCD0001	10/26/2023		John Doe	
Child org 1	ABCD0002	06/23/2025	Click to Renew	John Doe	

  Figure 12 – Child-Site View

- **What Does a Parent-Site View Look Like?**

  The example below is from a parent-site, Org Code ABCD0001. The parent-site will appear on top and the child-sites below the parent. Parent-sites will be able to view their organization as well as all child-sites below them. See Figure 13 – Parent Site View.

  Renewals:

  When submitting a renewal for an existing organization, please review the information in each section of the application and make any necessary changes or updates. To save your progress and return at a later time to complete the renewal process, select "Save Progress and Exit". To continue working on an incomplete renewal, click the "Incomplete Renewal" link below.

  Applications that are left inactive for more than 14 calendar days will be deleted and a new application must be started and saved.

Organization Name	Org Code	Site Agreement Expiration Date	Application Status	Last Edited By	Application Expires
Parent org	ABCD0001	10/26/2023		John Doe	
Child org 1	ABCD0002	06/23/2025	Click to Renew	John Doe	
Child org 2	ABCD0003	11/30/2022	Click to Renew	John Doe	
Child org 3	ABCD0004	12/14/2022	Click to Renew	John Doe	
Child org 4	ABCD0005	12/14/2022	Click to Renew	John Doe	

  Figure 13-Parent-Site View

5. Contact Information

For more information and support with data exchange, contact the Texas Immunization Registry Interoperability Team.

Email: ImmTracMU@dshs.texas.gov
Phone: 800-348-9158, press Option 3