



Clinic/Provider Frequently Asked Questions ALERT IIS

What is ALERT IIS?

ALERT is a computerized statewide Immunization Information System (IIS), or registry, that has been in operation in Oregon since 1996. ALERT collects immunization information from both the public and private health care sectors and combines it into one complete record for individuals in Oregon. This helps health care providers, parents, and individuals themselves keep track of their immunization status, even if they have received shots from more than one provider. Immunization information systems are an important component in achieving and maintaining high immunization coverage rates. ALERT IIS helps providers, health departments, schools, and health plans target those in need of immunizations.

In 2010, the Oregon Immunization Program will roll-out the new ALERT IIS system; this system will offer more functionality for users, including a comprehensive web-based user interface and more flexibility for bidirectional exchange of data with Electronic Health Records (EHRs). For status updates on the new system roll-out dates, visit www.immalert.org and click on the “New ALERT IIS” tab.

What are the benefits for providers who participate in ALERT IIS?

- Providing consolidated immunization records for new and existing patients in your practice
- Reducing staff time searching for patient immunization record
- Notifying patients who are past due for immunizations
- Supplying patient lists for special recalls
- Calculating the immunization status of the provider’s patient base
- Helping to prevent missed opportunities or over-immunization
- Helping parents stay informed of when immunizations are due
- Helping to reduce the spread of vaccine preventable diseases by facilitating the provision of timely immunizations
- Generating verified immunization reports for schools and child care facilities

Who has access to information in ALERT IIS?

By law, only authorized users are allowed to access immunization information in ALERT IIS. Authorized users include health care providers, local health departments, health plans, schools, and child care facilities. Health care providers may only obtain information on their own patients. Schools and childcare facilities may only access records on their enrollees.

Adults, parents and guardians are also considered authorized users. Adults may obtain their own immunization record and parents or guardians may obtain their minor child’s immunization record by calling ALERT IIS Help Desk at 1-800-980-9431.

How can I enroll my practice in ALERT IIS?

Please contact the ALERT IIS Help Desk and request an enrollment packet. This packet will include all necessary forms and information your practice will need in order to participate.

How can providers access ALERT IIS?

- By using the ALERT IIS Web site, www.alertiis.org
- By calling our toll-free number, 1-800-980-9431
- By faxing requests for immunization records to 971-673-0276
- By emailing requests for immunization records to alertiis@state.or.us

What information will providers be able to obtain from ALERT IIS?

- Consolidated individual immunization records
- An Oregon Certificate of Immunization Status form for use by schools, child care facilities or colleges
- A list of all patients in their practice due or past-due for immunizations
- A list of all patients in ALERT IIS associated with the provider's practice
- The provider practice's up-to-date immunization rates
- Current information about vaccines and immunization issues
- Standard or customized Reminder Recall letters or labels
- Other ad hoc reports available through the user interface

How will ALERT IIS help with school and child care facility reports?

ALERT IIS has terrific new functionality to help schools and child care facilities with immunization review. All authorized users have the ability to print a completed Certificate of Immunization Status for their patient or student. In addition, ALERT IIS will allow schools and child care facilities to build lists of their attendees and then assess them according to the Oregon school law immunization schedule. This increases accuracy and will lead to fewer referrals of children who do not need additional immunizations.

How can providers send immunization records to ALERT IIS?

- Through electronic transfer of files from EHRs or billing systems. This may require additional consultation with the medical software vendor to create an extract file or interface program with ALERT IIS.
- Directly into ALERT IIS through the user interface
- In limited circumstances, by mail, submitting hard copy/barcode forms

How can providers submit the immunization histories of existing patients?

- Providers may now enter historical immunization information directly through the user interface. This allows the provider access to an accurate forecast.
- Some providers using electronic transfer have the capability to send information using this format, but not all do.
- Historical immunizations can be submitted by using the barcode sticker labeled history when submitting via barcode

Will there be training available for providers?

During the transition to the new ALERT IIS, trainings will be offered in many different formats.

- Webinars – the webinar training schedule will be posted on www.immalert.org under the New IIS tab
- Tutorials – available 24 hours a day on both www.immalert.org and www.alertiis.org websites
- On site trainings – available to providers on an as needed basis, please call the ALERT IIS Help Desk to discuss scheduling training

ALERT IIS training staff and the ALERT IIS Help Desk are also available for questions.

When is ALERT IIS available to providers?

The ALERT IIS website is available 24 hours a day. ALERT Help Desk staff are available Monday through Friday 8:00 am – 5:00 pm to assist you by phone or email.

Can providers give input to ALERT IIS's development process?

We welcome suggestions, criticisms, comments or requests for updates on our progress. Please contact ALERT IIS through our Help Desk.

How does ALERT IIS protect health information?

All ALERT data is kept confidential and secure. All requestors must verify their organization and individual identity before accessing information. Record requests are tracked and audited on a regular basis.

Can a person request to have their data removed from ALERT IIS?

Adults over 18 years of age have the right to request that their immunization record be either sealed, so authorized users cannot access it, or purged from the information system altogether. Adults can request this by completing a form and mailing it, along with a photocopy of approved identification, to the Oregon Immunization Program.

While Oregon law allows adults over 18 years of age to request that their record be removed from ALERT IIS, children's records may be sealed only in certain circumstances as specified by Oregon law. Parents or legal guardians must provide documentation of their child's circumstances. Upon approval, the record will be sealed until the child reaches 18 years of age. At that point, the adult may request that their record be unsealed or, with no action, the record will continue to be sealed. People can request the necessary forms for purging or sealing a record by calling the ALERT IIS Help Desk at 1-800-980-9431.

More Questions?

Call ALERT IIS Help Desk at 1-800-980-9431

Email alertiis@state.or.us

Browse the website at www.alertiis.org