



STATE OF NEW YORK DEPARTMENT OF HEALTH

Corning Tower The Governor Nelson A. Rockefeller Empire State Plaza Albany, New York 12237

Richard F. Daines, M.D.
Commissioner

Wendy E. Saunders
Chief of Staff

September 2009

Dear Provider:

The purpose of this letter is to supply all health care providers who administer immunizations with information regarding training opportunities for the New York State Immunization Information System (NYSIIS). NYSIIS is the web-based statewide immunization information system for New York State providers outside of the five boroughs of New York City.

NYSIIS was developed as required under Article 21, Title 6, Section 2168 of the Public Health Law. This law, which took effect January 1, 2008, mandates health care providers to report all immunizations administered to persons less than 19 years of age to the New York State Department of Health (NYSDOH). The law also requires that immunization histories of all persons less than 19 years of age who receive vaccines after January 1, 2008 also be recorded in NYSIIS, if those histories have not already been reported.

The initial NYSIIS roll out provided training opportunities in each region of the state throughout 2008. In 2009, the focus remains on providing training opportunities and user support to health care provider organizations. Classroom trainings will be available regionally. Classroom training sessions as well as live webinar trainings have been scheduled for October through December 2009. In addition, recorded webinar trainings and self-guided online tutorials are continuously available for use at your convenience. Please see the attached training schedule for the specific details in your region.

Please note, the reporting mandate also pertains to the novel H1N1 influenza monovalent vaccine. Therefore, providers who are interested in receiving this vaccine for use in pediatric patients (less than 19 years of age) must participate in NYSIIS. If you have not yet become compliant with the reporting mandate, it is imperative that you take immediate steps to do so.

The following information is included in this letter:

1. Health Commerce System (HCS) Account Instructions (formerly known as Health Provider Network (HPN))
2. NYSIIS User Roles
3. Training Options
4. Training Schedule and Registration
5. Pre and Post Training Checklist
6. Where to Get Additional Information

1. Health Commerce System (HCS) Account Instructions

Individual HCS accounts are required for accessing NYSIIS. All NYSIIS users will need to have their own **personal** active HCS account prior to attending training. HCS accounts cannot be shared. Without an HCS account, users will not be able to access the NYSIIS application in the training environment or in their office. The process to obtain an HCS account can take up to two weeks.

- NYSDOH Health Commerce System is a secure intranet designed by NYSDOH specifically for electronically exchanging health related data and information between health care providers and NYSDOH.
- Providers will be accessing the new web-based immunization information system through the HCS. Internet access is required to log on to the Health Commerce System (HCS or HIN).
- A prescribing medical professional within a practice can request an HCS account at the following Department of Health web site: <https://hcsteamwork1.health.state.ny.us/pub/top.html>
- Any prescribing medical professional who obtains an HCS account is automatically given “Director” and “HCS Coordinator” roles.
 - The HCS Coordinator role is authorized to manage the medical practice user accounts on the HCS and be the principal point of contact concerning HCS access. The Coordinator will be given access to the online request forms for obtaining additional user accounts for other staff, which include non-medical office staff. This can be done through the Health Commerce web site by logging on: <https://commerce.health.state.ny.us/hpn/>, accessing the HCS Coordinator’s Page, and selecting Document 2/P. The Coordinator can then request accounts for non medical office staff (Document 2) or non-prescribing practitioners (Document P).
- The prescribing medical professional may delegate the Coordinator role to one or more medical or non-medical staff members. It is recommended that an office designate at least two staff as Coordinators. Every HCS Coordinator must have an active HCS account. This can be done through the Health Commerce web site by logging on: <https://commerce.health.state.ny.us/HPN>, accessing the HCS Coordinator’s Page, and selecting Document 1/P.
- All staff from providers’ practices that will be responsible for accessing NYSIIS will need HCS accounts. Each user needs to have their own PERSONAL, **unique** login id and password.
- Users can apply for access by submitting a signed and notarized account request form through their Coordinator.

If you are not sure if your work site has previously applied for access to the HCS, or who your HCS Coordinator is, you can contact the Commerce Account Management Unit (CAMU) Help Desk at 1-866-529-1890 or hinhpn@health.state.ny.us.

2. NYSIIS User Roles

NYSIIS is set up to accommodate a variety of user types. Each user will have access to certain features of the application based on the role assigned to them. Distinct training opportunities will be provided targeting either the NYSIIS Administrative User or the NYSIIS Standard User.

- **NYSIIS Administrative User** - This is the main contact for NYSIIS within the health care organization. The administrative user can access all features of the application. **Only the administrative user will be authorized to provide access to NYSIIS for all appropriate staff by adding them as NYSIIS users to the system.** Other responsibilities include maintaining all organization specific information and adding and maintaining physician and school information for their organization. In addition, if your organization chooses to utilize the vaccine inventory functions available within NYSIIS, only the Administrative User will have access to add and manage vaccine inventory.

Please Note: Administrative User training is available by webinar only. It is recommended that Administrative Users receive both Standard User and Administrative User training. A combined Standard/Administrative User webinar is available. Refer to the attached training schedule.

- **NYSIIS Standard User** - This is the most common user role for NYSIIS. The standard user adds, edits, and finds patients, manages immunization information, and can run and print various immunization reports (e.x., Patient Specific, Doses Administered, Reminder Recall, etc.). This type of user should seek NYSIIS Standard User training.

3. **Training Options**

There are four free NYSIIS training options available:

- Classroom Training – *Standard User Only*
- Webinar Training – *Both User Roles (Live and Recorded Sessions)*
- User Manual – *Available in Hardcopy and Online*
- Self-guided Online Tutorials – Available on the NYSIIS website:
<https://commerce.health.state.ny.us/HCS/bcdc/immunization/instantdemo/tutorials.html>

For participants to receive the maximum benefit of training and to ensure training remains focused on the training-related content, attendees at instructor led classroom or webinar sessions are expected to have the following basic knowledge:

- General computer skills necessary to operate and navigate Windows based applications.
- Computer related terminology and acronyms (e.g., icon, desktop, search, toolbars, menus).
- Use of the internet, including accessing, navigating and using search engines (browsers).
- General knowledge of immunizations.
- General knowledge of their organizational processes and procedures, particularly for those users who will be functioning as a NYSIIS Administrator.

Classroom vs. Webinar Training:

When selecting either Classroom or Webinar training it is important to first determine the designated role (Standard User or Administrative User) for each staff person to be trained.

Training Topics

Standard User

Administrative User*

Combined Standard/Admin User

Training Options

Classroom and Webinar

Webinar Only - Live and Recorded Sessions

Webinar Only – Live and Recorded Sessions

*Prerequisite: Standard User Training

- Classroom and Webinar trainings are both live, instructor-led formats with similar material outlines.
- Classroom training focuses specifically on Standard User functions with hands on practice
- Webinars provide training in both Standard and Administrative User functions without the hands on practice.

It is recommended that Administrative Users receive both Standard User and Administrative User training. This can be done in one session by selecting a Combined Standard/Administrative User webinar. If a person has already taken Standard User training and determines they now need Administrative User training, a recorded Administrative User webinar is available. This is a brief webinar highlighting only the Administrative User functions.

Classroom Training:

Provider organizations are encouraged to send any staff that will be routinely utilizing NYSIIS. However, if registrations for classroom sessions exceed capacity, organizations with multiple registrants may be asked to defer some staff to another classroom session or a webinar.

Instructor led classroom training will provide hands on practice with the NYSIIS application. This will include classroom presentations and demonstrations. In addition, the classroom training offers participants the opportunity to practice using the system on a training computer.

➤ **Requirements:**

- Classroom training sessions will focus on NYSIIS Standard Users functions only.
- Training sessions are approximately 3 hours in duration (includes 2 hands on practice breaks)
- **Classroom trainings are limited to 15 participants per session.**

➤ **Access:**

See below for information regarding the classroom training schedule and registration.

Webinar Training:

Webinar training will be similar to the classroom training except it will be accessed via the internet on each participant's computer. The same classroom training content will be provided using presentations and demonstrations. However, participants will not have the opportunity for hands on practice during the webinar training. During the live webinar sessions, participants will be able to communicate with the webinar trainer as they would in classroom training via teleconference. For additional flexibility, a recorded version of the Standard User, Administrative User, and Combined Standard/Administrative User trainings will be available for viewing at any time that is convenient.

➤ **Requirements:**

- The following training sessions are available:
 - Standard User Training – approx. 2.5 hours (available in live or recorded sessions)
 - Combined Standard/Administrative User Training – approx. 3 hours (available in live or recorded sessions)
 - Administrative User – approx. 45 minutes (recorded session only)
- Registration required for both live and recorded webinars.
- For live webinars a computer with internet access and an available telephone line (to dial in) are required.
- Offices with access to space with a computer and conference phone could have multiple staff participate using a single connection.
- For recorded webinars only a computer with internet and speakers or headphones are required.
- Recorded webinar sessions can be viewed at any time.

➤ **Access:**

See below for information regarding the webinar training schedule and registration.

User Manual:

The user manual is a thorough review of the entire functionality of NYSIIS. It provides easy to follow, step-by-step instructions on how to use the system. The manual will cover activities for both Standard Users and Administrative Users. The manual is available on the NYSDOH public

➤ Requirements: HCS and NYSIIS User accounts – if the user manual will be the only source of training, users must obtain an HCS account (refer to HCS account instructions on page 1) and then be added to the NYSIIS system prior to gaining access. Contact your organization’s NYSIIS administrator or Help Desk staff at 1-866-389-0371 or nysiishelpdesk@eds.com.

➤ Access:

The user manual will be available to all attendees of classroom sessions and upon request via email to nysiis@health.state.ny.us. The manual can also be downloaded from the NYSIIS application under the Forms tab, the HCS website at: <https://commerce.health.state.ny.us/HCS/bcdc/immunization/nysiis.html> or the public NYSDOH website at: http://www.nyhealth.gov/prevention/immunization/information_system/providers/

Self Guided Online Tutorials:

This method allows staff to explore the application at their own pace. Training can be completed in one session or over the course of multiple sessions. Modules will cover activities for both Standard Users and Administrative Users. The tutorial offers the ability to revisit topics as needed.

➤ Requirements: HCS account, Internet access, computer

➤ Access:

The online tutorials can be accessed through the NYSDOH Health Commerce System– NYSIIS Training Page at the following address:

<https://commerce.health.state.ny.us/HCS/bcdc/immunization/instantdemo/tutorials.html>

4. Training Schedule and Registration

The classroom trainings will be delivered statewide in a regional approach between October and December 2009. Webinar training sessions are ongoing. The attached training schedule will provide you with the specific dates, times and locations of classroom trainings in your region as well as scheduled webinars. Independent learning opportunities such as the user manual, recorded webinars and online tutorial and will be continually available. Independent learning provides a more immediate and flexible training option for providers.

Registration is required only for classroom and webinar trainings. Users MUST obtain an HCS account prior to training, which may take up to 2 weeks. You may register for training while your HCS account request is pending. Please indicate “Pending” in the HCS ID field on the registration form.

<p>Classroom Registration - Registration for classroom training in all regions is available online at: http://www.zoomerang.com/Survey/?p=WEB229MQABJ7S7</p>
<p>Webinar Registration – Registration for live and recorded webinars is available online at http://nysdoh.webex.com. Open “Training Center”.</p> <p>To register for a live webinar, click on the tab labeled “Upcoming.” Note that additional webinars may be listed on page 2. Select a training session and click on the registration icon to the far right.</p> <p>For recorded webinars select “Recorded Sessions” on the left side of your screen under “Attend a Session”. Click on the selected topic and press “View”. Once you complete the registration form the webinar will begin.</p>

5. Pre and Post Training Checklist

The following list is provided to assist you with tracking the activities to be completed before and after training.

Before NYSIIS Training:

- Ensure all staff have their own HCS Account.
- Verify HCS Account is active by successfully logging into the HCS home page at: <https://commerce.health.state.ny.us/HCS>
- Assign NYSIIS user roles for your office:
 - Administrative User
 - Standard User
- Designate staff to attend interactive training.
- Complete appropriate online registration for interactive training:
 - Classroom **OR** Live Webinar
- Opt to utilize self-training methods (user manual, recorded webinar or online tutorial).

After NYSIIS Training:

- Complete NYSIIS User Agreement for each staff member accessing NYSIIS
- NYSIIS Administrative User adds all other NYSIIS users to the system.
- Training participant disseminates NYSIIS information and provides training for other office staff.
- Begin reporting to NYSIIS.
- Begin distributing NYSIIS parental notification when immunizations are administered.

6. Where to Get Additional Information

For more details on the legislation and NYSIIS, please visit our websites:

- NYSDOH Health Commerce System:
<https://commerce.health.state.ny.us/HCS/bcdc/immunization/nysiis.html>
- NYSDOH Public Web Site:
http://www.nyhealth.gov/prevention/immunization/information_system/

We are very appreciative of your support as we implement this important public health initiative. Your participation is invaluable to the project's success. You may also contact NYSIIS staff at (518) 473-2839 or email nysiis@health.state.ny.us with additional questions.

Sincerely,

Loretta A. Santilli, M.P.H.
NYSIIS Program Manager
Bureau of Immunization

Enclosures

NYSIIS Statewide Training Schedule: October – December 2009

NYSIIS Statewide Training Schedule (October - December 2009)

Register for classroom sessions at: <http://www.zoomerang.com/Survey/?p=WEB229MQABJ7S7>

Syracuse October 7

Location: Comfort Inn & Suites
6701 Buckley road
Syracuse, NY 13212

Standard User Sessions

October 7 (Wednesday)

- 9:00 am – Noon
- 1:00 pm – 4:00 pm

Amherst October 15

Location: Hotel Indigo Buffalo
10 Flint Road
Amherst, NY 14226

Standard User Sessions

October 15 (Thursday)

- 9:00 am – Noon
- 1:00 pm – 4:00 pm

Troy October 14

Location: Frear Building
1 Fulton Street
Troy, NY 12180

Standard User Sessions

October 14 (Wednesday)

- 9:00 am – Noon
- 1:00 pm – 4:00 pm

Rochester October 16

Location: Rochester Marriott Airport Hotel
1890 Ridge Road West
Rochester, NY 14615

Standard User Sessions

October 16 (Friday)

- 9:00 am – Noon
- 1:00 pm – 4:00 pm

NYSIIS Statewide Training Schedule (October – December 2009)

Register for classroom sessions at: <http://www.zoomerang.com/Survey/?p=WEB229MQABJ7S7>

Yonkers October 27

Location: The Royal Regency Hotel
165 Tuckahoe Road
Yonkers, NY 10710

Standard User Sessions

October 27 (Tuesday)

- 9:00 am – Noon
- 1:00 pm – 4:00 pm

Westbury October 29

Location: Hilton Garden Inn Westbury
1575 Privado Road
Westbury, NY 11590

Standard User Sessions

October 29 (Thursday)

- 9:00 am – Noon
- 1:00 pm – 4:00 pm

Ronkonkoma October 28

Location: Hilton Garden Inn
3485 Veterans Memorial Highway
Ronkonkoma, NY 11779

Standard User Sessions

October 28 (Wednesday)

- 9:00 am – Noon
- 1:00 pm – 4:00 pm

NYSIIS Statewide Training Schedule (October - December 2009)

Register for classroom sessions at: <http://www.zoomerang.com/Survey/?p=WEB229MOABJ7S7>

Tarrytown November 17-18

Location: Doubletree Hotel Tarrytown
455 S. Broadway
Tarrytown, NY 10591

Standard User Sessions

November 17 (Tuesday)

- 9:00 am – Noon
- 1:00 pm – 4:00 pm

November 18 (Wednesday)

- 9:00 am – Noon

Melville December 2-3

Location: Four Points by Sheraton
333 South Service Road
Plainview, NY 11803

Standard User Sessions

December 2 (Wednesday)

- 9:00 – Noon
- 1:00 pm – 4:00 pm

December 3 (Thursday)

- 9:00 am – Noon
- 1:00 pm – 4:00 pm

NYSIIS Statewide Training Schedule (October - December 2009)

Register for live and recorded webinars at: <http://nysdoh.webex.com>
Open "Training Center"

Recorded Webinars

NYSIIS Standard User Training
NYSIIS Combined Standard/Administrative User
NYSIIS Administrative User Training

For Recorded Webinars - select "Recorded Sessions" on the left side of your screen under "Attend a Session". In the Search box type "NYSIIS" to sort all NYSIIS related training to the top. Click on the selected topic and press "View". Once you complete the registration form the webinar will begin.

Live Webinars

For Live Webinars - click on the tab labeled "Upcoming." Note that additional webinars may be listed on page 2. Select a training session and click on the registration icon to the far right.

Available Webinars: *Additional webinars may be added based on demand.*

- **Combined Standard/Administrative User or Standard User Only:** Designed for a new user. These trainings provide a new user with the basic functionality along with patient specific reports that will be necessary for utilizing NYSIIS.
- **Advanced Reports:** This 90 minute training is for current NYSIIS Users that are looking for more in depth information and guidance on utilizing customized Ad Hoc list and count reports, as well as benchmark and assessment reporting.

<u>Day</u>	<u>Date</u>	<u>Time</u>	<u>Session Topic</u>
Tuesday	October 6	9:30am	Combined Standard/Administrative User
Tuesday	October 13	1:00pm	Standard User
Monday	October 19	8:00am	Advanced Reports
Thursday	October 29	9:30am	Standard User
Monday	November 2	Noon	Advanced Reports
Thursday	November 12	9:00am	Combined Standard/Administrative User
Wednesday	November 18	1:00pm	Standard User
Tuesday	December 1	9:30am	Standard User
Tuesday	December 8	8:30am	Advanced Reports
Thursday	December 10	1:00pm	Combined Standard/Administrative User
Tuesday	December 15	8:30am	Standard User

Ask the Trainer: NYSIIS Noon Time Webinar

The NYSIIS training staff will be conducting "Ask the Trainer" webinars twice a month on Fridays from October through December. A NYSIIS trainer will be available from 11:30AM to 12:30PM to answer any questions.

Ask the Trainer Webinar Dates:

October 2	11:30AM - 12:30PM
October 23	11:30AM - 12:30PM
November 6	11:30AM - 12:30PM
November 20	11:30AM - 12:30PM
December 4	11:30AM - 12:30PM
December 18	11:30AM - 12:30PM

NYSIIS users are welcome to log in to the webinar and dial in by phone anytime during the one hour session. The trainer will assist with user specific questions and may provide a demonstration of the NYSIIS functions related to the questions.

These open forum webinars are designed to allow users to bring their questions to our experts for one on one resolutions!

No registration is required. On the day of the webinar go to <http://nysdoh.webex.com>

- ✓ Click on "Training Center"
- ✓ Select "Ask the Trainer: NYSIIS Noon Time Webinar"
- ✓ Enter your name and email address
- ✓ Enter the session password: **train09**
- ✓ Click "Join Now"
- ✓ Follow the instructions that appear on your screen.
- ✓ For audio connect via phone by dialing 1-866-917-9556, passcode 5900258