

June 21, 2021

Dear primary care providers:

Thank you for your commitment to promoting the health of individuals, and the community, by reducing the burden of vaccine preventable diseases. By following the recommended immunization schedule, accurately documenting administered vaccinations, and providing patients with a copy of their vaccination records when needed, you are an important steward of optimal immunization practices.

The Department of Public Health would like to remind primary care providers that they are obligated to provide immunization records to their patients when feasible to do so, even if the patient received their vaccination through another provider such as a pharmacy. If a patient communicates to a provider that they do not have documentation of their COVID-19 immunization record, the provider should provide the immunization record to the patient, either utilizing their EHR system or by using the Massachusetts Immunization Information System (MIIS) to locate and print the patient’s immunization certificate. Providers may view patient vaccinations reported to the MIIS by logging into the MIIS user interface or via bidirectional data connection between the MIIS and their EHR system.

* If your site has a bidirectional data connection with the MIIS, immunizations from the MIIS will flow into your EHR when queried. Upon reviewing and accepting the immunization records into your EHR, print the immunization record for your patient in accordance with your organization’s internal policies. Contact your EHR if you need assistance viewing the immunization records.
* If your site does not have a bidirectional data connection with the MIIS but you would like to set one up, please contact your EHR to see if they are capable of QBP. If your EHR is capable, submit a quick onboarding request directly in the MIIS application. The [Onboarding Request Mini Guide](https://urldefense.com/v3/__https:/resources.miisresourcecenter.com/trainingcenter/Onboarding*20Request_Mini*20Guide.pdf__;JSU!!CUhgQOZqV7M!xR0Qhp7iMrM1JEJqGlWi8Xvk6Gr09JXgYoIyg4KhQqPrTzuCAKOh_wIddQnbkVYtfvvvFyxdNg$) provides step by step instructions for submitting an onboarding request. The [QBP (bidirectional) Onboarding Toolkit](https://urldefense.com/v3/__https:/resources.miisresourcecenter.com/MIIS*20documents*20OS*20/Onboarding*20toolkit_QBP*20RSP.pdf__;JSUlJSU!!CUhgQOZqV7M!xR0Qhp7iMrM1JEJqGlWi8Xvk6Gr09JXgYoIyg4KhQqPrTzuCAKOh_wIddQnbkVYtfvtIkAh-pA$) provides links to all of the technical information needed to set up a QBP connection. Feel free to share with your EHR vendor and/or technical contact.
* If you do not have an EHR with bidirectional capability, you may view patient immunization records directly in the MIIS application through an easy search. The MIIS offers a training video and mini guides that provide step by step instructions for viewing and printing patient immunization records directly in the MIIS: [MIIS Look Up A Patient Training Video (<5 minutes)](https://urldefense.com/v3/__https:/resources.miisresourcecenter.com/MIIS*20documents*20OS*20/Patient*20Lookup/Patient*20Lookup_player.html__;JSUlJSU!!CUhgQOZqV7M!xR0Qhp7iMrM1JEJqGlWi8Xvk6Gr09JXgYoIyg4KhQqPrTzuCAKOh_wIddQnbkVYtfvsl3KXItw$), [Search and Create Immunization Records](https://urldefense.com/v3/__https:/resources.miisresourcecenter.com/trainingcenter/Search*20and*20Create*20Immunization*20Records_2019_Mini*20Guide.pdf__;JSUlJSU!!CUhgQOZqV7M!xR0Qhp7iMrM1JEJqGlWi8Xvk6Gr09JXgYoIyg4KhQqPrTzuCAKOh_wIddQnbkVYtfvtIVPOpHQ$), [Individual Patient Reports](https://resources.miisresourcecenter.com/trainingcenter/Individual%20Patient%20Reports_Mini%20Guide.pdf).

Alternatively, healthcare providers can create a new record card for their patient upon request. Providers can order blank COVID-19 Vaccination Record Cards in English and Spanish from the [MA Health Promotion Clearinghouse](https://massclearinghouse.ehs.state.ma.us/PROG-BID/IM247.html) at no cost and use the recipient’s vaccine records (either the EHR or MIIS) to fill out a replacement card.

Lastly, the Department of Public Health is currently developing a new Public Access Portal where patients may access their own MIIS immunization certificate. This new website and mobile app will allow patients to set up an account, then search, view and print their own certificate. For patients to return a successful match to their record, it is vital that providers are managing their deduplication queues in the MIIS. This will help to ensure patient records are complete and accurate. For more information on how to manage your organizations queues the MIIS has the following mini guides: [Managing Duplicate Immunization Records](https://resources.miisresourcecenter.com/trainingcenter/Managing%20Duplicate%20Immunization%20Records_2019_Mini%20Guide.pdf) and [Managing Duplicate Patient Records](https://resources.miisresourcecenter.com/trainingcenter/Managing%20Duplicate%20Patient%20Records_2019_Mini%20Guide.pdf). We will provide more information on timing for the Portal soon. Once the public has direct access to their MIIS records, it will over time alleviate the burden of patients outreaching to your offices for these record requests.

Thank you for all that you are doing during this challenging time.

Sincerely,

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