



**New Mexico Department of Health
Public Health Division
Infectious Disease Bureau**

**New Mexico Statewide Immunization Information
System (NMSIIS)**

**Downtime
Policy and Procedures**

I. Definitions:

New Mexico Statewide Immunization Information System (NMSIIS) -- a secure, web-based computerized repository of immunization information maintained by the New Mexico Department of Health (NMDOH), Immunization Program.

NMSIIS Downtime -- term used to indicate the procedures followed when the immunization information system (NMSIIS) is not functional.

II. Protocol: The New Mexico Department of Health, Immunization Program ensures that all participating immunization healthcare providers have and maintain access to the registry at all times in order to enter immunization data into NMSIIS manually or electronically.

III. Procedure: The following outlines procedures to be followed when the NMSIIS is not operational.

Preplanning:

1. NMSIIS Program Staff must be trained in NMSIIS Downtime procedures.
2. All participating immunization providers, including staff in all local Public Health Offices (PHOs) and shall familiarize themselves with NMSIIS Downtime procedures.
3. All participating immunization providers should have internal policies and/or procedures for how immunization information will be collected and then reported during the event NMSIIS is not functional.

IV. Process to declare NMSIIS Down:

1. NMSIIS Program Manager or its designee places a help-desk ticket within the SysAid Envision Help Desk software when the NMSIIS electronic system is non-functional for more than 30 minutes and sets the priority to "1", which is the equivalent of "critical" and requires a response within four hours.
2. NMSIIS Program Manager or its designee immediately notifies the NMDOH help-desk staff and provides as much known information as possible in order for the help-desk staff to respond and triage phone calls received from providers.
3. NMSIIS Program Manager or its designee sends out mass email communication to all immunization providers and Data Exchange partners notifying them of the system outage, to include information regarding approximate expected downtime timeframes and instructions for providers regarding data exchange. All data transfers should be held at the provider level until notified by the proper DOH authority to release the files. By holding the files at the provider level it will prevent the risk of duplicate transfers caused when return messages are not delivered by the NMSIIS system.

V. Process for Serving Patients during NMSIIS Downtime:

1. All providers who are currently participating in data exchange shall continue to capture any immunization data within their Electronic Health Record (EHR) system. Once the NMSIIS's functionality is restored, all data will transfer into NMSIIS via the data exchange interface.
2. All VFC providers who are currently not participating in data exchange shall capture any immunization data on a Pt. B form (Attachment A) and enter all immunization data into NMSIIS when functionality is restored. (: <http://nmhealth.org/publication/view/form/529/>) All data must be entered manually into NMSIIS no later than 10 business days of the first day following the return of functionality.
5. All other immunization providers who are not currently participating in data exchange must follow their own internal policies and/or procedures for capturing any immunization data. Once the NMSIIS's functionality is restored, all data obtained must be entered manually into NMSIIS no later than 10 business days of the first day following the return of functionality.

VI. Process when NMSIIS is Restored/Functioning:

1. NMSIIS Program Manager or designee immediately informs the NMDOH help-desk team that NMSIIS functionality has been restored.
2. NMSIIS Program Manager or designee sends out mass email communication to immunization providers and Data Exchange partners informing each that NMSIIS functionality has been restored.
3. NMSIIS Program Manager or designee informs all participating providers that NMSIIS functionality has been restored and reminds all staff, who do not participate in data exchange, that all data obtained on Pt. B forms or by any means of collecting data must be entered into NMSIIS no later than 10 business days of the first day following the return of functionality.