How Can I Troubleshoot Inventory with the Patient Detail Report?
Clinics usually run this report when their vaccine counts do not match up with inventory on hand in the Immunization Information System (IIS). You can use the Patient Detail Report to determine which vaccines did not decrement from your inventory.

1. Login to the system and click on Reports in the left menu
   a. Click on Report Module.
   b. Click on the Patient Detail Report; found in the Patients section.

2. Select the report parameters:
   a. Select the By Service radio button.
   b. Enter a Vaccination Date Range that matches your doses administered report date range.
   c. Enter a Birth Date Range.
   d. Select Non-Decremented Doses Only in the Doses Decremented dropdown menu.

   TIP: Entering a birth date range helps limit the quantity of data pulled and focuses on a specific population. For example, if you’re troubleshooting decrementing issues with your public inventory, enter the birth date range to capture 0-19 year old patients.

3. Click Create Report.
4. Review the Patient Detail Report to identify which vaccines did NOT decrement from your clinic’s inventory. Use the table below to help identify issues and solutions.

   TIP: The Reporting Method column on the far right displays the way the data entered the IIS. Example:
   - Direct data entry: Entered into the IIS manually
   - HL7: Entered into the IIS via an HL7 message from a provider’s EHR
   - DTT Import: Entered into the IIS via a manual data upload
# Troubleshooting Inventory with the Patient Detail Report

**Issue:** Vaccine given within report date range but entered as historical.

**Solution:** Double check that this vaccine record was an official historical vaccine, and not one administered by your facility during this date range.

<table>
<thead>
<tr>
<th>Patient ID</th>
<th>First Name</th>
<th>Middle Name</th>
<th>Last Name</th>
<th>Birthday</th>
<th>Guardian F.N.</th>
<th>Phone Number</th>
<th>VFC Eligible</th>
<th>Facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>615975</td>
<td>CINNAMON</td>
<td>TEST</td>
<td></td>
<td>6/1/2001</td>
<td></td>
<td></td>
<td>YES</td>
<td>DANNETTE'S PEDIATRIC CLINIC</td>
</tr>
</tbody>
</table>

**Issue:** The correct facility was not used for entering the vaccine.

**Solution:** Correct the facility in the patient record. This sometimes happens when an EHR does not have the correct facility (Facility ID) defined for the clinic that’s sending data to the IIS.

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**Issue:** Lot number and manufacturer is missing

**Solution:** Enter the lot number, vaccine type and manufacturer for every vaccine. These three variables must be correct for vaccines to decrement from your clinic’s inventory.

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</table>

**Issue:** There is nothing visibly wrong; however the record shows up on the patient detail report as not decremented.

**Potential Causes:** Invalid VFC eligibility status, vaccine given from wrong supply (e.g. private vaccine supply that is not managed in the IIS), dose documented before the clinic receives the vaccine into their IIS Inventory, or funding source is inconsistent with the VFC eligibility status (e.g. VFC status documented as VFC eligible, but funding source is documented as private).

**TIP:** If a vaccine type or administration date is incorrect, then the record will need to be deleted and re-entered correctly. This information cannot be edited within the record. For vaccinations to decrement from a clinic’s inventory, the following variables must be correct and complete: manufacturer, lot number, vaccine type, VFC eligibility status, facility, funding source, and qualifier. The lot number should be taken from the vaccine box, not the vial.

Questions? Contact the IIS Help Desk at 1-800-325-5599 or [WAIISHelpDesk@doh.wa.gov](mailto:WAIISHelpDesk@doh.wa.gov)