QUICK REFERENCE GUIDE – USING TROUBLESHOOTING REPORTS

RECONCILIATION PAGE

Function: Reflects current vaccine inventory

Possible errors:
- Manual entry
  - Wrong selection
  - No lot entered
- Interface
  - Typo
  - No lot entered

To troubleshoot:
- Find differences between the number of doses for “Quantity on Hand” and “Physical Inventory”, then
  - Run Lot Usage and Recall for lots that are low
  - Run Patient Detail for lots that are high

LOT USAGE AND RECALL REPORT

Function: Lists all patients who received a certain lot

Possible errors:
- Manual entry
  - Wrong selection made
  - Patient not entered into IIS
- Interface
  - Typo
  - Wrong selection
  - No lot entered

To troubleshoot:
- Make sure the patients listed actually received that lot number vaccine
- Fix patient records for any patients on the list who did not receive the lot OR any patients off the list who did receive the lot

Patient Detail Report

Function: General review of all vaccines given – can be filtered to fit most searches

Possible errors:
- Manual entry
  - No lot selected
- Interface
  - Typo
  - Wrong selection
  - No lot entered

To troubleshoot:
- Look for patients NOT attached to a lot number
- Look for "Decremented - N"

To Fix in Patient Record:

Interface users ➔ 1. If updates are sent: Fix in patient record in EMR only 2. If no update capability: Fix in both EMR and IIS

Need help with inventory reporting or have questions about the Washington Childhood Vaccine Program? Contact your LHJ or the Washington State Department of Health at 1-866-397-0337 or wachildhoodvaccine@doh.wa.gov. Need technical assistance? Contact the Help Desk at 1-800-325-5599 or waiishelpdesk@doh.wa.gov. If you have a disability and need this document in another format, please call 1-800-525-0127 (TDD/TTY call 711). DOH 348-528. Apr 2015. Updated for IIS Version 5.14.11.2