Why Should I Report Duplicate Patients?
Reporting duplicate patients found in the Washington State Immunization Information System (IIS) helps to improve the accuracy and completeness of patient vaccination records. When you search for patients in the IIS, you may see patients with similar names and birth dates. If you think they are the same patient, you can report the possible duplicates in the IIS.

How Can I Report Duplicate Patients?
1. If you identify possible duplicate patients in the Patient Search Results, click on the Report Duplicates button.

2. On the Report Duplicate Patients screen:
   A. Click the checkbox next to the possible duplicate patients.
   B. Select a reason for deduplication from the drop down box at the top of the screen.
   C. Click the Report Duplicates button.

3. Mark the record you think should be primary (Master) for the patient using the radio button above the patient’s name.

4. Type any additional notes about why you think the patients are duplicates in the text box and click the Merge button.

5. The Department of Health reviews user-reported duplicates daily and usually merges the records within 24 hours.

Tip: Usually the most complete record, the one with the most updated information (e.g. current address), or the one with the correct spelling of the patient’s name should be marked as the master record.

Questions? Contact the IIS Help Desk at 1-800-325-5599 or WAIISHelpDesk@doh.wa.gov

For people with disabilities, this document is available on request in other formats. To submit a request, please call 1-800-525-0127 (TDD/TTY call 711).

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