



Schools Immunisation System (SIS) User Manual

Document History

Version	Author	Date:	Comments
3.0	Central Administrator	16/08/2017	Revised user manual for SIS version 3.0.16
3.1	Central Administrator	07/11/2017	Revised user manual for SIS version 3.0.20. Addition of school batch entry. Addition of Eircode standards. Addition of PMO contact list
3.2	Central Administrator	06/09/2018	Revised user manual for SIS version 3.0.21. Updated vaccination procedures. Addition of IHI standards
4.0	Central Administrator	20/08/2019	Revised user manual for SIS version 4.0.41
4.1	Central Administrator	13/11/2019	Addition of procedure for recording actions taken

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Please read this document in conjunction with:

1. Supporting information for Staff School Immunisation Programme 2019-2020
2. School Immunisation system reports user guide

Your guide to Immunisation records on the Schools Immunisation System



What we record

We keep a record of vaccination adherence to demonstrate that the National HSE immunisation service is offered to all school aged children; this year we will offer the service to first year secondary school children and junior infants. To create meaningful records and to help keep track of such a large population, we also keep a record of consent and consent refusal, attendance and non-attendance for vaccination. We provide a full list of schools provided by Department of Education, a full list of active users plus an audit trail of access to records. Audit, uptake and data quality reports are available through the reporting environment.

What has changed for this academic year?

This year we are pre-registering children by copying their last MMR immunisation records from regional primary childhood immunisation systems (PCIs). This is good news for you: you only have to find the record and update the school (plus any alterations to demographics since the last immunisation).

We have a new Meningitis vaccine called MenACWY which is present as a new vaccine type on the system. The batch numbers are different to MenC and so it is important to distinguish between the two types of vaccine. Some girls will return under a previous year's programme and receive MenC as per that programme, while those first years in 2019 – 2020 will all receive MenACWY.

In addition, we are offering HPV vaccine to boys so you will be recording two more vaccine records for each senior school boy. These vaccines are recorded in the same way as they are for girls.

Why is it important to keep good records?

SIS is a record of vaccine interventions the HSE has made. This is important because the HSE wants to offer these valuable disease preventing vaccines to all children; your part is to ensure all interventions whether or not they result in a vaccination are recorded.

It is a record for the client of their protection against disease, in and of itself this record validates a parent's memory that they have protected their child against childhood illnesses. Beyond this, providing a record of vaccinations makes decision making easier when faced with a sick child.

What is your role in making this record?

Under GDPR Data protection is everyone's responsibility, you have a responsibility to ensure data is accurate. Under HIQA's Information Governance guidance you are responsible for making information available in a timely fashion.

What this guide is for

This guide describes how you can enter and keep in good order the records on the National School Immunisation system. It is intended to be useful, readable, interesting to you in your job. Feedback or questions on this guide are always welcome and can be directed to sis.support@hse.ie and we will do our best to get back to you as soon as possible.

Let's get started!

Things you need to know!

SIS is a web based system and requires a user name and password to access which should not be shared with anyone. Users can add and edit client demographics, consent and vaccination details. It is not possible to merge duplicated records they can only be deactivated by the system developer **opensky**. All data entry is auditable by administrators and may be used for quality and training purposes.

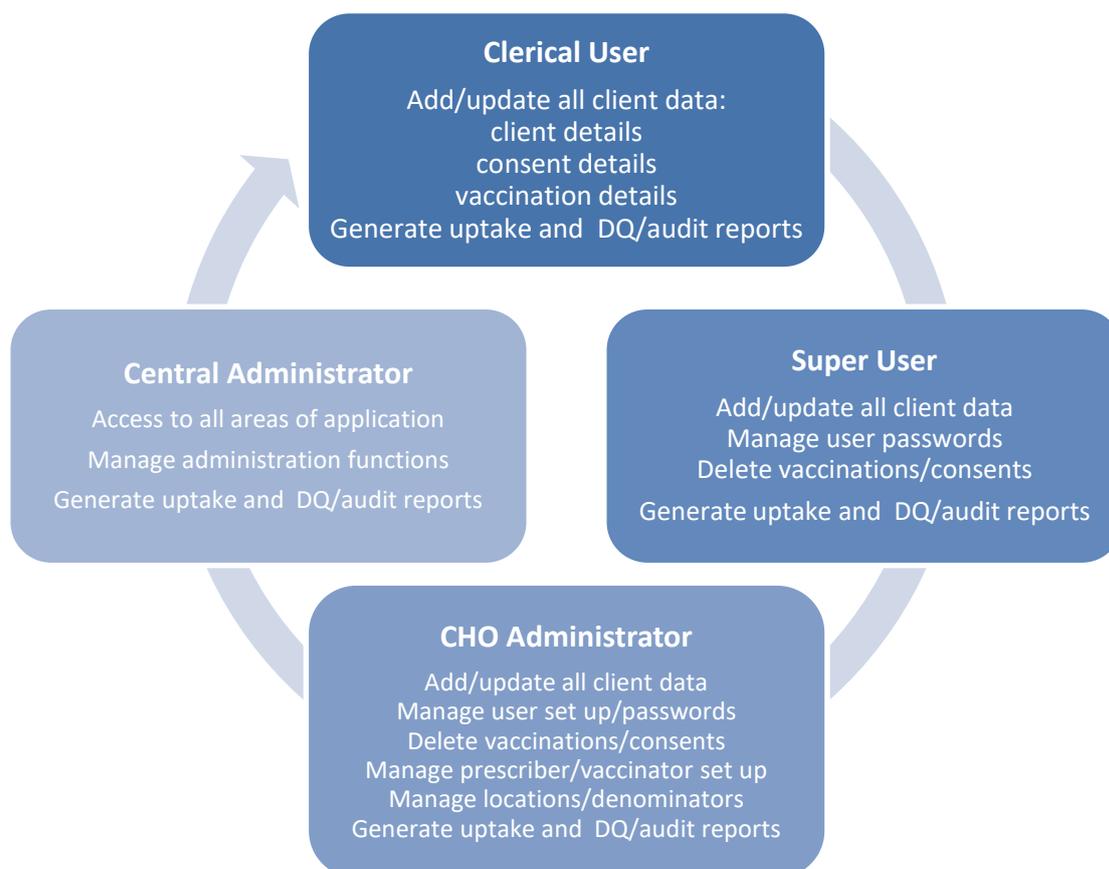
Users must always save their work before moving onto the next process. The system will time out if not used for 30 minutes you may lose your work and you will be prompted to enter your log in details again.

Resources

The School Immunisation Programme-[Supporting Information for Staff](#) should be used in conjunction with this manual. Users should also be aware of the [Data Protection](#) and [FOI](#) legislation, [Electronic Communications](#) and the [National Consent Policy](#). The [HSE](#) website contains lots of resources for staff and announcements are circulated via the CHO administrators and the SIS support mailing list.

System roles - what can you do?

Different options and functions are available depending on your level of access.



Clinical staff can be set up for the purpose of selecting individuals as prescribers and vaccinators when adding vaccination information and also with read-only access.

School roll numbers

School roll numbers are assigned by the Department of Education and Skills (DES) (or in a small number of cases the HSE has assigned a number) and should be available for school teams on a list supplied by your CHO administrator. If you do not have a list of your schools including roll numbers, please request one from your administrator. The DES assigned roll number should always be entered on SIS and should be written clearly on the top of the consent form in the space provided.

Current vaccine schedule for primary school aged children

Vaccine Type	Vaccine Name	School type	School year	Clients
MMR	MMRVaxPro	Primary	Junior Infants	Girls & Boys
4 in 1	IPV-BOOSTRIX	Primary	Junior Infants	Girls & Boys

The above schedule is also offered to all age equivalent clients who are home schooled and in special schools. Home schooled clients will be registered in the NIO and you will be notified if they are to be called to clinics.

Current vaccine schedule for second level school aged children

Vaccine Type	Vaccine Name	School type	School year	Clients
HPV	Gardasil	Second Level	First Year	Girls & Boys
Tdap	Boostrix	Second Level	First Year	Girls & Boys
Men ACWY	Nimenrix	Second Level	First Year	Girls & Boys

The above schedule is also offered to all age equivalent clients who are home schooled and in special schools. Home schooled clients will be registered in the NIO and you will be notified if they are to be called to clinics.

See [Appendix 1](#) for information on previous year's cohorts.

Special cases and exceptions

- All vaccines given under the Schools Immunisation Programme are 1 dose vaccines with the exception of HPV. Two doses of HPV are required if 1st dose is received before age 15. Three doses are required if 1st dose is received after age 15
- For HPV the minimum interval between dose 1 and 2 is 5 calendar months¹ and the 4 day rule applies

¹ *NIAC now recommends that the minimum interval between HPV 1 and HPV 2 is 5 calendar months and the four-day rule applies.

Cohort + denominator = confused?

The national uptake figures are calculated by using “Cohort” and “Denominator” data. Our cohorts are defined as the target groups for vaccination for each academic year. Currently our cohorts are all students in Junior Infants , all students in first year and all age equivalent students who are home schooled or in special schools. Older students are classified as “Outside Cohort”.

The school counts how many students are registered as attending the school on census day (30th September) each year and this is known as the “Denominator” number. The school provides the HSE with this number which determines how many students are in the target group or “Cohort”.

The uptake figures are calculated by using the number (denominator) in our target group (cohort) versus the total number of clients who received vaccination as follows:

School uptake calculation



It is important to remember that clients will be counted in the location they receive the vaccination so always make sure that the school details are correct particularly where names are similar.

Academic Year

Clients should be assigned to the academic year which they receive or are offered vaccination e.g. client is vaccinated in May 2019 so should be assigned to AY 2018/2019.

- If the client is in Junior Infants they should be assigned to cohort “Junior Infants”
- Age equivalent clients in **special schools** and **home schooled** should be assigned to cohort “Junior Infants”
- If the client is in first year they should be assigned to cohort “Year 1 Age 12”.
- Age equivalent clients in **special schools** and **home schooled** should be assigned to cohort “Age 12 “

Outside cohort

If a client receives vaccination and is not in Junior Infants or First Year they should be assigned to “Outside Cohort”.

Implications

- The data recorded on SIS is collated into a reporting system which is available to all users. The system is accessed via a [web link](#) and is not on SIS itself
- Assigning clients to incorrect academic years, cohorts, schools or LHO areas can result in inaccurate statistical reports and provision of incorrect information to clients on vaccination certificates
- Anonymous denominator data for home schooled clients is provided by Tusla. This is entered by the central administrator when received

Getting to know SIS

SIS is easy to use and mirrors the process flow of the vaccination consent form. Client demographic details, consent and vaccination details are recorded in a 3 step process.

Client demographics are added which assigns a system identifier or PID which should be added to the consent form in the space provided to allow for future identification. Consent information is recorded and vaccination details if a vaccination is received. If no vaccinations are given a reason why should be recorded.

You can also print vaccination certificates for clients. The data entered onto SIS is used to report national immunisation uptake figures and would also be used to manage outbreaks. Under the [Health \(Provision of information\) Act 1997](#) HPV data for female clients will be shared with the Cervical Screening Service.

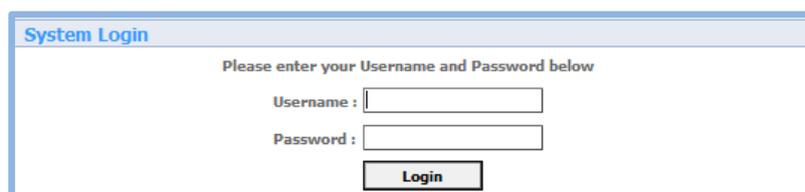
Getting online

SIS is accessible from any computer on the HSE network once you have your [link](#) and your log in details. For new staff that require access, just complete the user set up form and your administrator will set you up! Chances are your PC or laptop is set up and ready to go but just in case - there are a few things that your computer must have in order to access the system:

System & software essentials

- Internet Explorer Version 11 (compatibility view on)
- Screen Resolution minimum 1024 x 768
- JavaScript enabled
- Pop Ups enabled
- Cookies enabled
- Microsoft Office (Excel and Word) 2003 or higher
- Adobe Reader

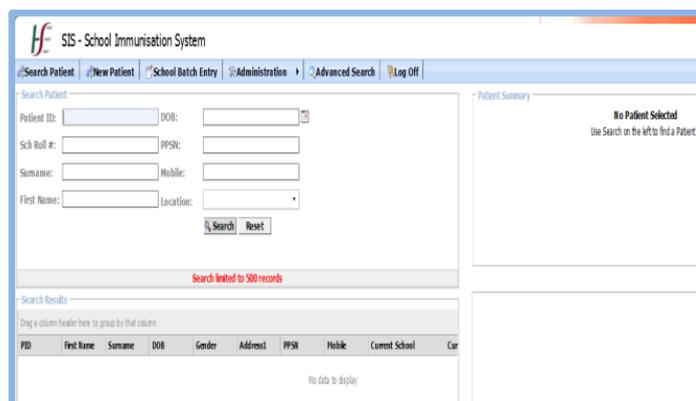
Once you click the link you will see the following screen:

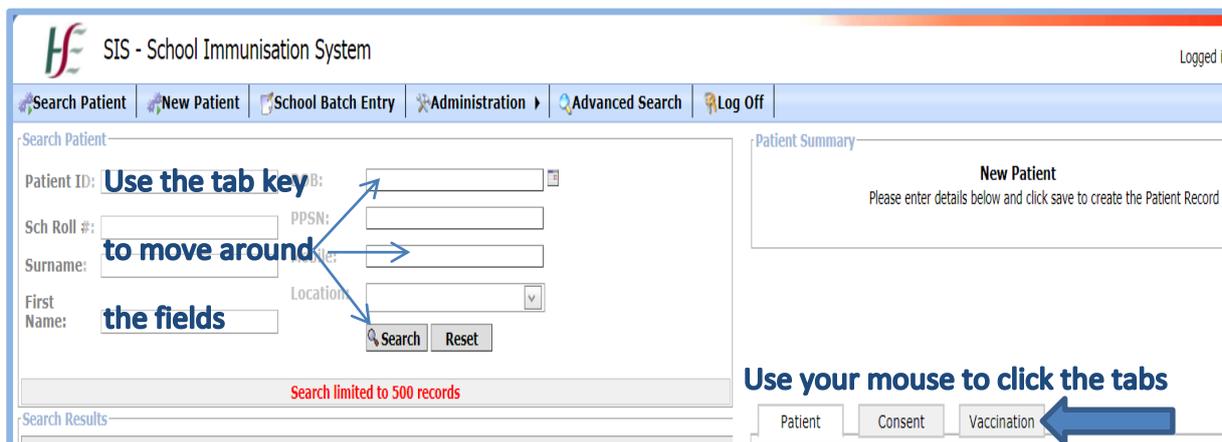


Getting around

Once you are logged in you will see the following screen. There are 6 main areas you will regularly use:

- [Searching for clients](#)
- [Adding/Updating client details](#)
- [Adding/Updating consent details](#)
- [Adding vaccination details](#)
- [Advanced search](#)
- [Administration functions](#)





You can navigate around fields using the Tab key on your keyboard. This allows you to move quickly between fields and use the up and down arrows for selecting options from dropdowns. Click the tabs on the top and on the client page to switch between screens. You can always use your mouse to click and move around but using the tabs is much faster.

Getting support

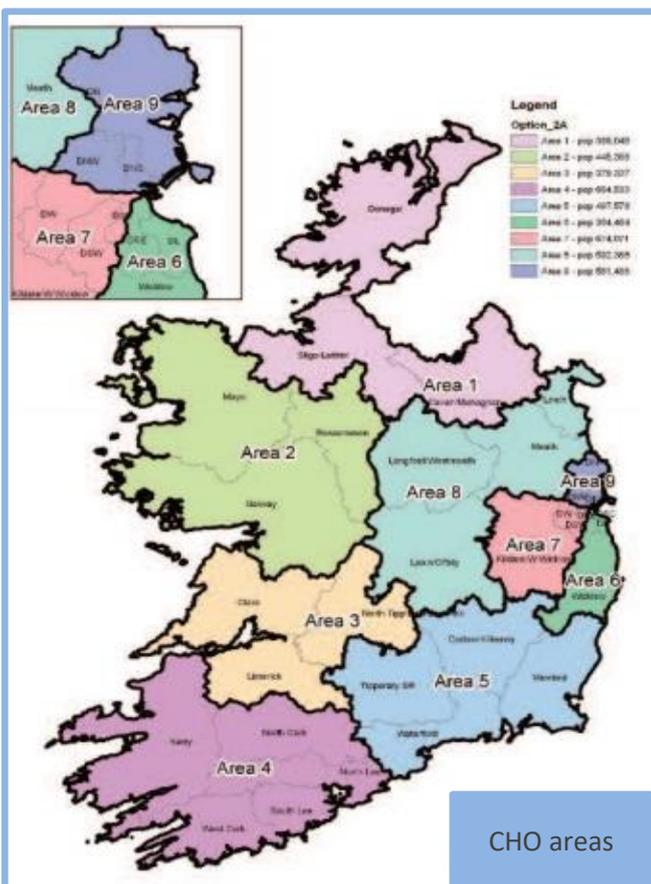
Most issues can be resolved locally and super-users should be contacted to reset passwords and delete consents or vaccinations. If you are experiencing issues in accessing SIS always first check if your colleagues are online or if you can access any other websites to eliminate any local IT or network problems.



For all SIS issues that cannot be resolved locally please contact your SIS CHO administrator.

Tips & troubleshooting

- If you get an error message saying “user name or password” is incorrect this means you have entered incorrect details. Carefully re-enter your details and if you are still experiencing problems contact your super- user/CHO administrator
- If you have lost/forgotten your log in details, please contact your super- user
- When you log in with a reset password you will be prompted to change it
- Memorise your passwords. Never write them down, or share them with anyone!
- IT systems are an excellent tool in assisting us with managing our data and making it accessible to users all over the country however they can occasionally malfunction. If you notice an issue or something unusual which may affect your ability to use the system, please report it to your CHO administrator
- If you are experiencing problems with software such as Microsoft Office products or printers, please contact your local ICT helpdesk
- There is a SIS “[Test](#)” site which is available for training and testing purposes and works in the same way as the “Live” site and can be populated with test clients. Contact your administrator for access



Counties and their CHOs

Carlow	CHO 5
Cavan	CHO 1
Clare	CHO 3
Cork North	CHO 4
Cork North Lee	CHO 4
Cork South Lee	CHO 4
Cork West	CHO 4
Donegal	CHO 1
Dublin North	CHO 9
Dublin North Central	CHO 9
Dublin North West	CHO 9
Dublin South	CHO 6
Dublin South City	CHO 7
Dublin South East	CHO 6
Dublin South West	CHO 7
Dublin West	CHO 7
Galway	CHO 2
Kerry	CHO 4
Kildare	CHO 7
Kilkenny	CHO 5
Laois	CHO 8
Leitrim	CHO 1
Limerick	CHO 3
Longford	CHO 8
Louth	CHO 8
Mayo	CHO 2
Meath	CHO 8
Monaghan	CHO 1
Offaly	CHO 8
Roscommon	CHO 2
Sligo	CHO 1
Tipperary (North)	CHO 3
Tipperary (South)	CHO 5
Waterford	CHO 5
Westmeath	CHO 8
Wexford	CHO 5
Wicklow	CHO 6
Wicklow (West)	CHO 7

For Central Administrator support email
sis.support@hse.ie

CHO 1 Administrator	
Fiona Kavanagh	fiona1.kavanagh@hse.ie
Geraldine Keenan	geraldine.keenan@hse.ie
CHO 2 Administrator	
Patricia Connor	patrica.connor@hse.ie
CHO 3 Administrator	
Marian Quinn	mariana.quinn@hse.ie
Mairead Kennedy	mairead.kennedy@hse.ie
Orla Cleary	orla.cleary@hse.ie
Dympna O Connell	dymniam.oconnell@hse.ie
CHO 4 Administrator	
Anna Palmer	anna.palmer@hse.ie
Valerie Healy	valerie.healy@hse.ie
CHO 5 Administrator	
Grace O Neill	gracem.oneill@hse.ie
CHO 6 Administrator	
Rita Lawlor	rita.lawlor@hse.ie
Frances Heaney	frances.heaney@hse.ie
CHO 7 Administrator	
Rita Lawlor	rita.lawlor@hse.ie
Frances Heaney	frances.heaney@hse.ie
CHO 8 Administrator	
Amanda Tormey	amanda.tormey@hse.ie
CHO 9 Administrator	
Lisa Bennett	lisa.bennett@hse.ie
Michelle Cooney	michelle.cooney2@hse.ie

Insert your super- user contact:

Data protection

Overview

Data Protection is everyone's responsibility! The HSE has responsibility on an organisational level but as individuals we must also take responsibility for ensuring that the data we process and the procedures that we follow are good practice and are in line with policies and legislation.

Data protection is very much "need to know" which means if you do not have a reason to access the data then you should not access the data!



The information which HSE staff may have access to can be personal and sensitive in nature and must always be treated with the utmost respect and confidentiality. Although the information may be secure in our IT systems we must protect the data by restricting access to only those who require access and never sharing log in details with anyone.

It is good practice to never leave data on display on computer screens and ensure paper and electronic files are securely stored at all times. This also applies to any documents created or exported such as word or excel files, consent forms or vaccination certificates. Electronic files should be stored securely and processed in line with the [HSE's Encryption Policies](#). Appropriate safeguards should be in place and files should be password protected and stored securely on the network to prevent loss or unauthorised access.

Although we may work for the same organisation this does not entitle us to access any client information which may be held by the HSE. We must respect client's privacy at all times and never share client information with anyone who does not "need to know". This will provide clients with peace of mind and assurance that whatever information is provided to us will be used only for the purposes for which it was collected and it will be stored securely and treated with [data protection](#) policies in mind at all times.

Consent is an important part of data processing, data can only be processed if consent is freely given, staff must be aware of this and ensure consent forms are signed.

Clients are entitled to access a copy of the information which we hold about them. We must ensure that the data we collect and process is accurate and limited to what is necessary and that it is protected and respected at all times. Never release client's personal information either verbally or in writing without first confirming the identity of the person making the request. Search HSE SAR for more information on releasing client data.

Protect your data!

Memorise your passwords
Never write them down
Never leave them on display
Never share them with anyone
Change them regularly!

General Data Protection Regulation (GDPR) is the [European Data Protection law](#) which came into effect in May 2018 and all staff should familiarise themselves with this legislation and the new [Irish Data Protection Act](#).

The 8 Principles of GDPR

The health service **creates, collects and processes** a large amount of personal data in multiple formats. There are **8 principles of GPPR** that you must consider when handling personal data in your daily work.

Principles of GDPR

The health service **creates, collects and processes** a large amount of personal data in multiple formats every day.

There are **8 principles of GDPR** that you must consider when handling personal data in your daily work.



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Line manager

Data Controller

A Data Controller is a person, body or company who, either alone or jointly with others, **determines when and how personal data should be processed.**

Examples of a Data Controller would be the HSE, Voluntary Hospital, GP or a Private Hospital.

Data Processor (only a search result)

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Line manager

Data Processor

Data Processors are those that **processes personal data** on behalf of and under the direct instruction of the Controller. Employees of the HSE (Data Controller) who process data on behalf of the HSE are not considered to be Data Processors.

A Data Processor can be held liable if they are responsible for a data protection breach. An example of a Data Processor is a waste disposal company that destroys confidential waste on behalf of the HSE.

Data quality - it's all good!

Overview

We want to be proud of the data we hold in our system and this can be easily achieved by reviewing your entries before saving and moving onto the next process. HIQA have identified the core principles of data quality are accuracy, timeliness, completeness, legibility, validity, reliability and relevance. We must use these principles when processing client information.

Due to the data we collect and process being largely paper based and in handwritten form it is extremely important to transcribe the information carefully. We all know it can be difficult trying to decipher a person's handwriting and in the absence of a better process we must ensure when entering data onto IT systems from paper forms that it is correct and exactly what is recorded on the form. If you are ever in doubt always confirm with the parent or a member of the medical team. The school guidelines recommend data is entered as close to the vaccination event as possible, and at the latest within a month of vaccination.

Data quality checks

"Poor quality data has a substantial impact on the safety of service users"². Data quality checks should be carried out at all stages of all data processing regardless of the task. Consent forms should be checked for completeness, legibility and most importantly that consent has been given.

We all make mistakes (that's why pencils have erasers!) and most errors can be rectified. The important thing is to review your work before saving any changes particularly if deleting client data. Always check for spelling mistakes and typos; if you notice an error correct it!

If you are unsure of any information on a record just confirm with the parent or a member of the medical team and remember questions are good so don't be afraid to ask!

Data quality standards

'When correct data is available in a timely manner, to decision makers who can confidently rely on it, this data is considered quality data². Data entry standards for [IHI](#) should be followed when recording client data.

Data entry standards for ADDRESS

**APARTMENT 12 1 RAILWAY ROAD (ADDRESS 1)
STONEBATTER (ADDRESS 2)
DUBLIN 7 (ADDRESS 3)**

No punctuation (no #, no @, no ", no {, no },
Apartment number, block, house number, name and street
name should all be contained in **Address line 1**

Data entry standards for NAMES

LISA MARIE SIMPSON O'DONNELL

No brackets, dashes, slashes, commas, hyphens,
Fadas, apostrophes or abbreviations
Just plain text with proper spacing!

Data entry standard for DATE OF BIRTH

12/04/2004
No months, brackets, dashes

Data entry standard for PPSN

1257352XA
7 digits and up to 2 letters

² What you should know about data quality. A guide for health & social care staff. HIQA 2012.

Data Collection and recording

Collection and use of quality data by healthcare staff is an integral part of practice to ensure safe and effective care. Both clinical and administration staff have an obligation to maintain documentation that is clear, concise and accurate. Clinical staff need data recorded accurately in records to assist in providing appropriate care and to examine the quality of their own practice. All staff are personally accountable and responsible for the data that you record. Poor data quality results in a lack of confidence in the data, leading to a lack of trust in using it.¹

Data Stewards

Data stewardship plays a key role in ensuring that the data which is collected is fit for purpose. Data stewards have a responsibility to ensure that periodic data quality checks are carried out on all types of data (written and electronic). This applies to both clinical and administration staff. Gender and date of birth are high priority data fields and each record must be reviewed prior to the administration of vaccinations and before and after data entry takes place to ensure it is recorded correctly.



It is important to understand that poor data quality has a substantial impact on the safety of service users. Therefore, data quality is the responsibility of all staff.

Clinical staff

Clinical staff are responsible for determining a client's suitability for vaccination, including validating the student's age on consent forms. Clinical staff are also responsible for ensuring the batch details, prescriber and vaccinator details are recorded accurately on the consent forms.

Administration staff

Administration staff are responsible for ensuring written records are recorded electronically and that the data entered is accurate and in line with data entry standards. All interactions with a service must be fully documented; including any consent refusals or instances of non-attendance. Any data quality or clinical issues identified must be followed up and resolved locally. All actions taken should be recorded in the comments section as appropriate. If there is any information on consent forms which is illegible or if there are queries, staff should follow up with the parent or clinical staff as required.

Top tips for data quality success

Always remember that you are accountable and responsible for the data you record and you can have a direct effect on data quality!

When recording data, it should:

- Be a clear, concise, factual, complete record of care
- Comply with data definitions
- Be legible, permanent and non-judgemental
- Include the date and time of event
- Be timely and completed as close as possible to the episode of care or event

Managing client details

Overview

SIS is a National system and holds client data for the whole country not just LHO or CHO areas. Users have a facility to add and update client demographics, school, consent and vaccination details on all records. Client details are managed using 3 screen areas; Patient, Consent and Vaccination and the Stage Status box. Different information is displayed depending on the selected screen.

Pre- registered clients

The majority of clients who are starting Primary and Second Level schools are “Pre-registered” on SIS with demographic information and PCI MMR vaccination record comments. Pre-registered clients are imported from regional PCI systems and are automatically assigned to the current academic year and to a Pre Primary or Pre Second level school, depending on the age group. A comprehensive search should be carried out to identify these clients and assign them to the correct current school. This will save time on data entry and eliminate duplication. This will also ensure that all associated records are linked with the client and that the data is accurate and up to date.

Duplicates

Duplicates exist because of system limitations and user error. They are mostly caused by data quality errors and users not carrying out appropriate client searches. This means that client records can be fragmented and results in an incomplete vaccination certificate or over vaccination. To ensure this does not happen, you should always spend some time searching for the client before adding any information. You should assume that the client has been pre-registered and make an attempt to find them. If a record is identified where the name and date of birth are the same but the address is different, compare the other details such as mobile number, PPSN or parent details. If it is confirmed that the client is the same, the address and school details can be updated.

If a duplicate is identified it **must** be corrected. It is not possible to merge clients so one must be selected to be kept as the primary record. All consent, vaccination and PPSN details must be removed from the record which is to be deleted and added to the record which is to be kept. The client details to be deleted should be sent to your CHO administrator. If additional vaccinations have been administered contact your CHO administrator and medical team. Please follow local procedures for filing duplicate forms.

Hi. I'm a DUPLICATE!



How to identify a pre-registered client

Pre-registered clients who are due to start Primary school are automatically assigned to a school county of “Not Applicable-Pre Primary “and a current school of “PRE PRIMARY”.

Pre-registered clients who are due to start Second Level school are automatically assigned to a school county of “Not Applicable-Pre Second Level “and a current school of “PRE SECOND LEVEL”.

Pre-registered clients will also have a status update to their PCI MMR in the Stage Status box.

Patient Details

Forename:* Middle Name: Surname:*

Otherwise known as: PPSN: DOB:*

Gender:* Surname at Birth: Mother's Maiden Name:

Address1:* Address2: Address3:

Eircode: County:* Email:

Par./Guar. Landline: Par./Guar. Mobile: IHI:

Current Class: School County:

School Type: Current Academic Year*:

Current School*:

Stage Status:

HPV - Incomplete
 Tdap - Complete
 MenACWY - Incomplete
 Men C - Incomplete
 PCI MMR - Complete
 MMR - Incomplete

Recommended search criteria

- Date of Birth or
 - Surname or initials
 - First name or initials
 - PPSN
 - Mobile no

Search Patient

Patient ID: DOB:

Sch Roll #: PPSN:

Surname: Mobile:

First Name: Location:

Search limited to 500 records

How to update a pre-registered client

When a pre-registered client is identified you should record the PID on the consent form. Review and update any data such as address or phone number. Pre-registered clients also must be allocated to their:

- Current school county
- Current school

Current Class: School County:

School Type: Current Academic Year*:

Current School*:

- Record any additional information available such as middle name, PPSN etc.
- Click update

To view PCI MMR history

To see information on a client’s PCI MMR history click the PCI MMR in the stage status box and click the Change button. A new window will appear and the history of MMR vaccinations will be displayed with information on the system which the record was imported from and their MRN on that system plus any batch and vaccinator details that exist. The vaccination history recorded in the comments box must never be altered or removed from a record.

Hints & tips on searching

Only clients with a DOB range of 01/09/06 to 31/08/07 and 01/09/14 to 31/08/15 are pre-registered for this academic year. Some pre-registered client data may need may not be current so always compare other information such as parent details, mobile number or previous address.

There are 8 fields which users can enter search criteria.

The screenshot shows the SIS - School Immunisation System search interface. The search form includes fields for Patient ID, DOB, Surname, Mobile, First Name, and Location. A search button and a reset button are visible. The search results table shows columns for PID, First Name, Surname, DOB, Gender, Address1, PPSN, Mobile, and Current School. The patient details for LISAMARIE SIMPSON are displayed on the right.

The following fields are “wild carded”: surname, first name, PPSN and mobile. This means if you enter “C” in the surname field all names beginning with “C” will be returned.

This results in a larger list of potential matches but means that the likelihood of creating duplicates is reduced. This is also useful if you are unsure of the correct spelling.

- Use the “Tab” button on your keyboard for quick navigation between fields
- When you have entered your criteria hit return or click search to see the list of potential matches
- When lots of results are displayed they are grouped so you can click the next page to see more records
- To clear search criteria, click reset

Page 1 of 50 (500 items) < [1] >

Top tips

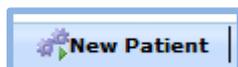
- Always carry out a search for a client; there is no exception to this rule!
- Always verify correct spelling. Do not assume you know how to spell the name
- Special attention must be given to unusual names, names in Irish, foreign names
- You can drag a column header to the left above the client details to see listings by that group
- If no records are returned broaden your search and use name variations to account for errors. Compare parent name and contact details and only when satisfied that the client does not exist, should you proceed to set up a client

Data quality- It's all good!

This data forms part of a medical record and we must ensure that the data we enter on the system is accurate and of high quality. If data is not entered correctly this can result in duplication. You should always review the consent form for quality before adding any data. Make sure that forms are signed and fully completed and that consent and vaccination information is entered correctly. If any issues arise consult with a member of the medical team. Staff should always make sure when adding information to a consent form that the text is clear and legible and encourage team members to do the same which will assist with timely data entry and the recording of accurate information. If you are unsure of a person's handwriting always confirm with the parent or a member of the medical team.

How to add a client

When you have carried out a complete search for a client and you are satisfied that no record exists proceed to add the record. Some fields are “defaulted” to allow for quicker data entry but these are all editable by clicking into the field or selecting the dropdown.



Click the **New Patient** tab and enter details from the consent form using the recommended [data entry standards](#). Review your data for errors and click **create**.

Type	Academic Year	Cohort	School
HPV	Not Set	Not Set	Not Set
Tdap	Not Set	Not Set	Not Set
Men ACWY	Not Set	Not Set	Not Set
Men C	Not Set	Not Set	Not Set
MMR	Not Set	Not Set	Not Set
4 in 1	Not Set	Not Set	Not Set

Forename:*	<input type="text"/>	Middle Name:	<input type="text"/>	Surname:*	<input type="text"/>
Otherwise known as:	<input type="text"/>	PPSN:	<input type="text"/>	DOB:*	<input type="text"/>
Gender:*	--Select--	Surname at Birth:	<input type="text"/>	Mother's Maiden Name:	<input type="text"/>
Address1:*	<input type="text"/>	Address2:	<input type="text"/>	Address3:	<input type="text"/>
Eircode:	<input type="text"/>	County:*	--Select--	Email:	<input type="text"/>
Par./Guar. Landline:	<input type="text"/>	Par./Guar. Mobile:	<input type="text"/>	IHI:	<input type="text"/>
Current Class:	--Select--	School County:	--Select--		
School Type:	Second Level School			Current Academic Year*:	2019 - 2020
Current School:*	<input type="text"/>				

A PID will be assigned by the system once the record is created e.g. 12345. This number should be recorded clearly on the consent form in the space provided. The school type is set at second level so if you are setting up a client in a primary school, special school or one who is home schooled, remember to change the school type so you can select the relevant school.

Getting an IHI match

In order for a client to correctly obtain their [IHI](#) number the following fields must be correct:

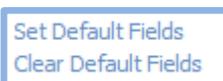
- First name, surname, mother's maiden name
- Date of birth
- Gender
- PPSN
- Address line 1

Address2:	MANOR ROAD	Address3:	<input type="text"/>
County:*	Donegal	Email:	<input type="text"/>
Par./Guar. Mobile:	<input type="text"/>	IHI:	XXX-XXX-XXXX

IHI numbers will be partially displayed on the patient screen if validated. It is very important to review the above fields and ensure you have entered data accurately before saving. If a client does not get an IHI match, this means that we may have recorded some data incorrectly and no number will be displayed. The IHI number is encrypted and securely stored and must not be copied or shared with anyone.

Recommendations for speedy entries

For adding a batch of clients from a school, you can set default fields such as class, school, academic year, school type and school county by clicking the “set default fields” button. This will speed up entry as these fields will stay set for each subsequent record added- just remember when moving to the next school to click “clear default”. For quick data entry of clients who have received the same vaccines in the same school on the same day, you can use the [school batch entry](#) function to record the vaccinations.



How to edit client details

- Enter PID from consent form - or carry out a search
- Select client from the list
- Ensure you have selected the correct record
- Enter required details e.g. change address/phone number
- Click **update**



- Your changes will be kept in the audit trail

A screenshot of a software interface with two tabs: "Search Patient" and "New Patient". Below the tabs is a "Search Patient" section with a text input field and a "Patient ID:" label next to another text input field.

How to add a client who is home schooled or out of school

Carry out the steps as above for adding a client

- Select school type as Home Schooled/Out of school
- School county will default to N/A
- Select Home Schooled/Out of School as current school
- Click **create**

A screenshot of a form with several fields: "Current Class:" with a "--Select--" dropdown, "School County:" with a "Not Appl" dropdown, "School Type:" with a "Home Sch" dropdown, "Current Academic Year*:" with a "2017 - 2018" dropdown, and "Current School*:" with a "--Select--" dropdown.

How to update a client's school

If a client changes school during the academic year you can update details by changing the current school. If the school is in a different county select the new county from the school county dropdown.

- Select the correct client using the search
- Select current school on patient screen
- Choose the new school from the dropdown
- Click **update**
- The new school name and roll number should be noted on the consent form along with any other relevant details

A screenshot of a "Current School*" dropdown menu with "--Select--" and a blue arrow pointing to the right.

What to do when a client joins the academic year later

If there are additional clients attending the school when the team visits that were not included in the denominator, they should be assigned to cohort Junior Infants, Year 1 Age 12 or Age 12 depending on the school type and assigned to the current academic year.

How to record a client as deceased

If confirmation is received that a client is deceased, this must be added to the system to ensure that no further correspondence is issued to the client. The source and date of death should also be noted on the consent form.

- Select the correct client
- Click change button beside Deceased
- Add details
- Click **save**

A screenshot of a "Patient Summary" window showing fields for "PID: 683547", "Client: TEST TEST", "PPSN:", and "Mobile:". Below these is a "Deceased: No" label and a "Change" button with a blue arrow pointing to it.A screenshot of a "Deceased Status" window with a "Deceased Detail" section. It contains a "Deceased Indicator:" field with "Yes" and "No" radio buttons, a "Date Of Death:" field with a calendar icon, and a "Save" button.

How to delete a client

It is not possible to merge duplicated clients so one PID must be selected as the primary record and the other record will be deleted once all relevant information is copied across. It is recommended to retain and file both consent forms together as per local procedures.

- Add all consent, vaccination and PPSN information to the record which will be kept and record any status updates
- Remove all consent, vaccination and PPSN information from the record to be deleted
- Send PID and client initials to your CHO administrator
- CHO administrator will forward these details to SIS central administrator
- SIS central administrator will forward request to **opensky** for deletion

Implications

- Clients regularly request and are entitled to access a copy of their records so we must ensure the data recorded is accurate
- Incorrect data entry can result in duplication of records, over vaccination and incorrect uptake reporting. It may also result in your clients not getting an IHI match
- Vaccination uptake figures are collated from SIS and are published by the Health Protection Surveillance Centre ([HPSC](#)) to track whether each region is meeting their vaccination uptake targets. If clients are assigned to incorrect schools, cohorts, LHO or CHO areas this can affect the accuracy of the figures at local level

Tips & troubleshooting

- If you are unsure of how to record something don't be afraid to ask!
- Always record the assigned PID on the consent form in the space provided
- Always review your work before saving and moving onto the next process
- Data entry standards should be followed at all times. If you notice an error-always correct it!
- Watch out for variations such as spelling mistakes or incorrect characters
- Once data entry is completed you should run data quality reports such as the Duplicate and Gender reports, which are available in the reports environment, and resolve any records identified.
- Some fields are defaulted such as "consent status" defaults to "consented" and "consenter type" defaults to "parent". The fields are all editable by clicking into the field or dropdown and users can make changes as required
- If an incorrect school was assigned and a vaccination was recorded you must [delete](#) the vaccination, update the school on the patient screen and re-enter the vaccination
- If your school is not listed, make sure you have selected the correct school county and type e.g. only second level schools will be listed if the school type is set at "second level". If you are still experiencing issues, contact your CHO administrator
- If you receive an error "PPSN already exist" this means the record already exists and users should carry out a search to identify the client using the PPSN. You should update details if required and record the PID on the consent form

Consent - what's it all about?

Overview

Vaccination in Ireland is not compulsory so it is important that written consent is given prior to receiving each type of vaccination. We want to be able to account for all clients offered vaccination in our cohorts so it is important that all consent information, whether granted or refused, is recorded accurately on the system.

We also must ensure that clients who have not provided consent and do not wish to be vaccinated have their right to refuse consent respected at all times. It should be as easy to withdraw consent as it is to give consent and clients may withdraw consent, which was previously given, at any time. Refusals can be verbal or in writing. Once a **written** refusal to consent is received the client will not receive further correspondence from the immunisation team.

Signing the consent form for HPV vaccination also allows us to share the HPV data of female clients under the [Health \(Provision of information\) Act 1997](#) with Cervical Check who offer young women access to screening. This makes it even more important to be accurate when recording information.

Data quality – it's all good!

This data forms part of a medical record and we must ensure that the data we enter on the system is accurate and of high quality. Consent forms should be reviewed for accuracy and completeness before entering any data. You should always review your entries before saving and moving onto the next process. If data is not entered correctly this can result in duplication. If you notice an error always correct it!

How to record a consent

Select the consent tab on the patient screen. The below screen will be displayed. Some fields are “defaulted” to allow for quicker data entry but these are all editable by clicking into the field or selecting the dropdown. You must always ensure data is correct before saving the record.

- Select the relevant consent types by clicking the check boxes
- Enter as much data as possible from the consent form
- Data entry standard for dates is 01/12/2016
- Add any comments
- Click **save**

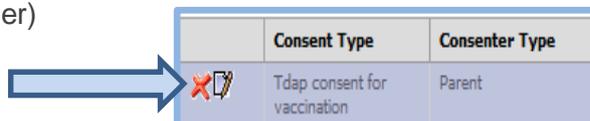


The screenshot shows a web interface with three tabs: 'Patient', 'Consent', and 'Vaccination'. The 'Consent' tab is selected. Below the tabs is a section titled 'Add New Consent'. Underneath, there is a label 'Consent Type *' followed by six checkboxes: HPV, Tdap, MenACWY, Men C, MMR, and 4 in 1.

How to edit consent details

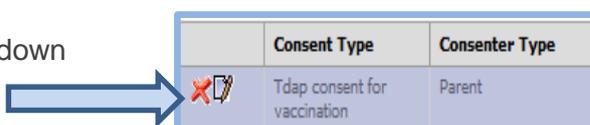
Consent should only be edited for data quality reasons such as incorrect consent date or the client has been duplicated and consent must be removed before the record is deleted. If there is a change to a current consent status such as withdrawal or re-consenting (change of mind) a new consent record should be added and existing records should not be edited.

- Select the required consent from the table at the bottom
- Click the edit consent button (pen & paper)
- Update details as required
- Click **save**



How to delete a consent

- If you need to delete a consent remember that you must remove any related vaccinations before consent can be removed
- Select the required consent from the table
- Click the delete consent button (red x)
- Select reason for deletion from the dropdown
- Add any comments as required
- Click **save**



How to record if a consent is refused before a vaccination

Carry out the steps above. Click the dropdown for consent status and select the option “Refused”. Following the recording of a refusal, a reason not given should be recorded and the relevant vaccine should then be “Terminated” on the stage status (see section on [stage status](#) for instructions.)

How to record consent if the consent form is unclear or not returned

If the form is not signed or it is unclear whether consent has been given or there was no form returned carry out the steps as above for recording a consent and select “Not indicated” or “No form returned” from the consent status dropdown. A reason not given should be recorded.

How to manage refusal of consent

Refusal type	Actions	Consent status	Stage status	Outcome
Written or clearly made to medic	<ul style="list-style-type: none"> Record consent for vaccine type Record any comments Record the reason “refused in writing” on the vaccination tab 	Refused	Terminated	Correspondence stops
Verbal	<ul style="list-style-type: none"> Talk to medical team Record consent for vaccine type Record details on consent form & SIS Record the reason “refused-verbal” on the vaccination tab 	Refused	Incomplete	Correspondence continues

How to manage withdrawal of consent

Withdrawal type	Actions	Consent status	Stage status	Outcome
Written or clearly made to medic	<ul style="list-style-type: none"> Talk to medical team Record new consent for vaccine type Record details on consent form & SIS Record the reason “consent withdrawn” on the vaccination tab 	Refused	Terminated	Correspondence stops
Verbal	<ul style="list-style-type: none"> Talk to medical team Record new consent for vaccine type Record details on consent form & SIS Record the reason “refused-verbal” on the vaccination tab 	Refused	Incomplete	Correspondence continues

Implications

- If a client withdraws consent at any time this must be recorded on SIS. You should add a new consent and record it as refused and include details in the comments. Please remember refusal statistics are reported regularly on a National level
- Existing consent records should not be edited in order to record a change to consent status. A new consent record should be added. If consents are edited this can create errors on the client record and the previous entries will be lost
- Every consent should have a corresponding vaccination record, even if consent is refused and vaccination is not given
- If there are any received parental disputes or issues with consent this must be recorded on the consent form and in the comments section on SIS. This should also be reported to a member of the medical team

Tips & troubleshooting

- Always remember if you are unsure of how to record something, don't be afraid to ask!
- If a 3rd stage of HPV or a 2nd stage of MMR is required, then a separate consent form is to be completed and recorded. Select HPV consent for vaccination and tick dose 3 or select MMR consent for vaccination and tick dose 2
- Always create a new consent record for any change in status such as re-consent or withdrawal
- If there is information on the form which cannot be recorded such as a parent states they are attending their GP for vaccination see section on [manually completing a client to add the information](#)
- If there is not enough information on the form to set the client up then this should be noted on the consent form and filed as per local procedures
- If you have any queries or you are unsure of any of the data on the form just confirm with the parent or a member of your medical team

Managing vaccinations

Overview

The final step for completing a vaccination record for a client is recording the who, what, where and when of the vaccination. Once this is recorded you can generate the vaccination certificate and uptake and audit reports. All vaccinations administered under the schools programme must be entered on SIS to allow for accurate calculation of uptake figures. Vaccine batch numbers are received from the National Cold Chain and are added to SIS by the central administrator. All clients will be counted in whatever location they are vaccinated in whether it is a school or a HSE clinic. However, it is important to remember that if vaccination data is not entered onto SIS it **cannot** be included in the uptake.

A vaccination record must be entered for all clients even if no vaccinations are received or if consent is refused or not returned. This will ensure that all clients are accounted for and all offers of vaccination are recorded. This also allows clients to be identified in the event of an outbreak. If data is not entered here clients may not appear in advanced search listings and may be overlooked. The relevant “reason not given” should be added prior to updating a vaccine stage status to Complete or Terminated in order to include these clients in the uptake reports.

Data quality – It’s all good!

The vaccination details are what forms the medical part of the client record and the information recorded provides proof of vaccination for clients. It is extremely important that the data is recorded accurately. All vaccination details on consent forms should be checked for quality before data entry and always ensure batch, vaccination location and staff member details are correct. Data entry should be completed as soon as possible following vaccination. We want to provide high quality and accurate data for clients and for national reporting so users must always review entries before saving and moving onto the next process.

Checklist

- Is the form complete?
- Has consent for vaccination been given?
- Have you selected the correct vaccine?
- Have you selected the correct vaccine batch?
- Is the batch in date?
- Have you selected the correct vaccination location?
- Have you selected the correct prescriber/vaccinator?



How to add a vaccination

It is very important that the correct school, location, academic year and cohort information is assigned as incorrect entries can affect the uptake figures. The assigned school type will determine what options are available in the cohort field.

School Batch entry is the quickest way to record vaccinations. Single vaccinations can be added through the vaccination tab where school, class, CHO, LHO and location fields are defaulted from the patient screen and the injection site will default when a vaccination type is selected. This allows for quicker data entry but these are all editable by clicking in the field.

School Batch Entry

School Batch Entry function provides fast entry of vaccination records for clients who have received the same vaccination, in the same school on the same day. You simply confirm the default values are correct and enter the prescriber and vaccinator.

It's so easy!

All you need to do is select your search criteria: school and academic year (class and gender are optional). Set common or default values (on the right) and generate your batch! A grid will display matching clients. If a client is absent or refuses on the day, this can also be recorded here. Data entered into the default values will be applied to all records.

What's in the grid?

Once you generate your batch your clients will be listed in the grid and the default values will be applied. While the listing does include unconsented clients, terminated clients and those who have already received the vaccination stage, it will not be possible to update these records.

PID	First Name	Surname	DOB	Gender	Batch No	Expiry Date	Cohort	Injection Site	Reason Not Given	Comments
487075	KENT	BROCKMAN	23/12/2003	Male	157001	30/11/2018	Year 1 - Age 12	Left Deltoid	Select	
487076	NELSON	MUNTZ	18/01/2000	Male	157001	30/11/2018	Year 1 - Age 12	Left Deltoid	Select	
				Male	000000	30/11/2018	Year 1 - Age 12	Left Deltoid	Select	
				Male	000000					
				Male	000000					
				Male	000000					
				Male	000000					
487296	SALLY	SIMPSON	12/05/2004	Male	157001	30/11/2018	Year 1 - Age 12	Left Thigh	N/A	

Up to 20 clients can be viewed on each page. If you have more than 20 in your batch then click on the next page to see more records

Searching the grid

Clients will be displayed by PID with editable clients listed first. You can search within the grid for a particular client name or PID number by using the search boxes. This will narrow your results and only display relevant clients. Clear the details you entered, to display the full list again.

Click the **ADD** button and a window will be displayed **below** the client record

- Ensure you have selected the correct record
- Check “default” fields are correct for this client
- Add details which were not defaulted such as vaccinator
- Click **save**
- The record will move to the bottom of the listing and will be highlighted in green

The screenshot shows a software window titled 'Add' with a blue arrow pointing to the 'Add' button. The window contains the following fields and values:

PID	487095	Prescriber	00000 - Medicine Protocol
Vaccinator	Select	Batch No	157001
Cohort	Year 1 - Age 12:36	Injection Site	Right Deltoid
Reason Not Given	Select	Comments	

Buttons: Save, Cancel

Expired vaccine batch

If you attempt to generate a batch with an expired vaccine batch number in the default values, an alert will appear on screen confirming the action. Carefully review the data entered and click cancel if you need to make changes.

If an expired vaccine was administered this **must** be recorded on SIS. Click **OK** to continue and add the data. An email will be generated to the central administrator and a note will be added to the comments. You should notify a member of the medical team immediately and follow the [procedure](#) . Comments should never be edited or removed.

Tips & Troubleshooting

- Separate out any consent forms which are not straight-forward, or were given in a clinic. These should be added using the individual vaccination entry screen
- Use the tab key to quickly move between fields and use the up and down arrows to select options from the dropdowns
- When setting up clients with demographics you can assign class names which makes it easier to search for the relevant clients in the batch entry
- Always review consent forms to make sure the data you have entered is correct
- If you enter a reason not given in error all fields will be cleared and the data must be re-entered for that particular record
- If a client received a different vaccine batch, you can click into the batch field for the particular record and add a different batch number
- Always review your batch for quality assurance when you are finished adding data and make sure all of the vaccinations you have added are now highlighted in green
- Once data entry is complete generate audit, uptake and session summary reports from the SIS reporting environment. Contact sis.support@hse.ie for access
- Batch entry can be used at any time as a quick way of viewing client's in a particular school and academic year and makes it easy to identify those who have received and are due vaccinations

Adding single entry vaccinations:

- Click the vaccination tab
- Select the required vaccine from the vaccination type dropdown
- Select correct academic year and cohort
- Select class (if applicable)
- Enter vaccination date and stage
- Enter batch number
- Select correct prescriber and vaccinator
- Ensure defaulted fields are correct
- Update vaccination location
- Click **save**

Academic year and cohort

Clients are only assigned to their academic year and cohort when data is recorded in the vaccination tab so it is important that either a vaccination or a reason not given is recorded for all clients. This will ensure that all clients are accounted for. If a client is not assigned to an academic year and cohort, they may not appear in advanced search listings or uptake reports.

If there is a previous record of a reason not given such as DNA or 1 stage of HPV received, the academic year and cohort will be locked (greyed out) and it is not possible to edit.

Vaccinations should be recorded as normal and the client will be counted in uptake reports for their initial school and their assigned academic year.

Target cohorts for MMR and 4 in 1

- The cohort for **primary** school clients is “Junior Infants”
- The cohort for **special** schools and **home schooled** clients is “Junior Infants”

Target cohorts for HPV/Tdap/Men ACWY

- The cohort for **second level** school clients is “Year 1 – Age 12”
- The cohort for **special** schools and **home schooled** clients is “Year 1”

Outside cohort

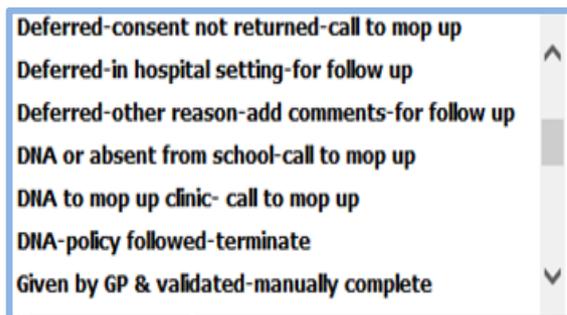
Age range can vary so if a client is **not** in Junior Infants or First Year they should be recorded as Outside Cohort. If previous records are available for when the client was in the relevant Cohort that are not on SIS, then this should be added first, along with any refusals, DNAs etc.

How to record an attempt to vaccinate

If a client who has consented does not receive vaccination on the day for reasons such as being absent, did not attend or has received vaccination from their GP, this must also be recorded. This will allow staff to identify clients who are due vaccinations and acknowledge that an attempt to vaccinate was made. This also allows clients to be identified in the event of an outbreak and ensures all clients will be accounted for in the uptake reports.

The next action that should be carried out is included in the reasons. See the table in [Appendix 3](#)

- Select correct client
- Select vaccine type from the dropdown
- Select correct academic year and cohort
- Enter vaccination date and stage
- Select reason not given from the dropdown
- Update location if required
- Add any comments if required
- Click **save**



How to record a vaccination given by a GP or other provider

If a consent form is returned and evidence is provided that the client has received the vaccination from a GP or other healthcare provider the client can be [manually completed](#) for the relevant vaccination.

- Review the details and first carry out a search for a duplicate pre-registered client
- Record reason not given “given by GP and validated”
- Manually complete the relevant vaccine on the stage status and add any comments such as GP name, batch number, date and any other information provided on the consent form

Home schooled/Out of school

Vaccinations should be recorded as above for clients who are home schooled or out of school. The CHO/LHO and location fields are defaulted but can be changed by selecting the relevant options from the drop downs.

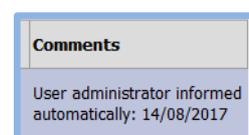
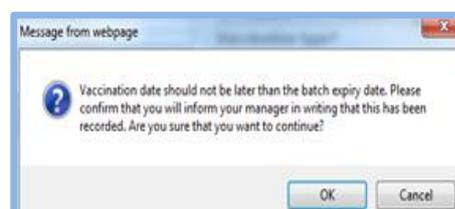


CHO: All Areas ▾ LHO: Not Applicable ▾ Location:* 0 Out Of Scho ▾

Expired vaccine batch

If you have entered an expired vaccine batch an alert will appear on screen:

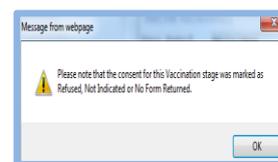
- You should carefully check that the batch details match those on the consent form
- Click cancel if the data you have entered is incorrect and carefully re-enter
- Even though the vaccine was expired when administered, you must record the details on SIS
- You must notify your line manager and a member of the medical team of this event
- You should record the actions you take in the comments box
- When you click **OK** the comments will be updated and the record will be saved. Comments **should not** be deleted
- An email will be generated to the central administrator and followed up with CHO administrators
- The vaccination must not be deleted if entered incorrectly. A record of the event must be retained
- If the client is given a repeat dose for this vaccine see [how to record an extra dose](#) outside the normal schedule



Recording a vaccination without consent

If you attempt to record a vaccination where the consent was recorded as refused, not indicated or no form returned the following alert will appear on screen:

- You should check the consent forms details and system details match
- If vaccination was given without consent you must record the details on SIS
- You must notify your line manager and a member of the medical team of this event
- You should record the actions you take in the comments box
- Click **OK** to save the record.
- When you save the record the vaccination details will turn red on the vaccination screen



Existing Vaccination(s)								
Type	Stage	Vacc. Date	Current School	Client	Location	Injection Site	Protocol	
HPV 1	1	30/11/2016	Special School	St Michaels House	St Michaels House	Right Deltoid	AC3781590*	HORGAN, BRENDIA
HPV 1	1	05/11/2016	Special School	St Michaels House	St Michaels House	Right Deltoid	773011	BURGESS, FRANCO

How to update a vaccination

If an amendment is required, you can edit vaccination details following data entry.

- Select the correct client
- Select correct vaccine type from the dropdown
- Click the vaccination on the table and update as required (you may need to scroll down)
- Click **update**

Add/Edit Vaccination(s)

Vacc. Date: 25/07/2017 Age at 2nd dose: 13 Year(s), 10 month(s), 20 day(s) Vacc. Stage: Stage 2

Batch No: J23454 Vaccine: Sanofi Pasteur MSD / Gardasil Expiry Date: 31/05/2019

Prescriber: 000000 - Medi Vaccinator: 000000 - Medi Injection Site: Left Deltoid

CHO: Area 2 - Galw LHO: Roscommon Location: Boyle Health

Adverse Reaction: Yes No Reported to IMB Reason not given: --Not Set--

Change in health status / comments:

Update Create New Cancel

Existing Vaccination(s)							
Type	Stage	Vacc. Date	Current School	Client	Location	Injection Site	Protocol
HPV 1	1	11/11/2016	Out Of School	Boyle Health Centre	J23454	Left Deltoid	Protocol, Medicine
HPV 1	1	11/11/2016	Out Of School	Boyle Health Centre	J23454	Left Deltoid	Protocol, Medicine

How to delete a vaccination

If an error is made and a vaccination was entered incorrectly this can be deleted by a super user.

- Select the correct client
- Select the correct vaccine from the table
- Click the delete button (red x)
- Select a reason for deletion from the dropdown
- Enter comments if required
- Click **save**

Existing Vaccination(s)				
Type	Stage No.	Vacc. Date	Current School	
HPV 1	1	14/09/2012	Bhride N S	X
HPV 2	2	22/11/2012	Bhride N S	

How to record an extra dose of vaccine given outside schedule

There may be instances where a client receives an additional dose of a vaccine such as a catch up and this must be recorded on SIS.

- A [new consent](#) form should be completed and recording the next stage of vaccine
- If the first stage status is already complete for the vaccine type, add the next stage
- Make a note in the comments box of the action reason



Vacc. Stage:*	-- Select --
	Stage 1
	Stage 2

How to print a vaccination certificate

Never release client's personal information verbally or in writing without first confirming the identity of the person making the request.

- Click show vaccination certificate on the patient summary tab
- Select your location from the dropdown
- Click show vaccination certificate
- Click **export to PDF**



Patient Summary	
PID: 487078	Client: HOMER SIMPSON
PPSN:	Mobile:
Deceased: No	<input type="button" value="Change"/>
Address: 66 MAIN STREET BALDOYLE DUBLIN 13	
<input type="button" value="Show Vaccination Certificate"/>	

Implications

- Clients regularly request and are entitled to access a copy of their records so we must ensure the data we record is accurate
- All attempts to vaccinate must be recorded, even if clients do not attend. Failure to record attempts to vaccinate could result in clients being overlooked. A client with consent recorded but attempt to vaccinate not recorded **will not** appear on advanced search or on the team sessions function
- If clinical issues are identified this must be recorded on SIS as appropriate. Relevant policies should be followed and any actions taken should be recorded in the comments section and should never be edited or removed.
- If data quality issues are identified by central administrator and local follow up actions are not recorded, central administrator will update comments with actions taken
- A client must belong to a cohort to obtain a status of incomplete and appear on reports for team sessions

Tips & troubleshooting

- If a client is repeating a school year and has already received vaccination you can update the current academic year and the current school on the patient screen.
- Only vaccines used in the schools programme will be available for entry on SIS
- Always review consent forms and data entry to ensure gender and age group for vaccination are recorded accurately
- Check the Age at first dose displayed to ensure you have selected the correct cohort
- A "reason not given" must be recorded before manually completing or terminating a vaccine stage in order to include these records in the uptake reports
- If a vaccination or a "reason not given" is not recorded the client will not be assigned to an academic year or cohort and will not appear on uptake reports
- If there is a vaccine error e.g. an incorrect vaccine is administered to one or more clients the National Immunisation Office must be informed

Managing client stage status

Overview

Stage status means the status of a client's vaccination for a stage of a specified vaccine e.g. a client receives 2 doses of HPV and is considered complete. If they have received 1 or none they are considered incomplete. There are 3 statuses: complete, incomplete and terminated.

Complete	<ul style="list-style-type: none">client has received all of the required stages of a particular vaccine
Incomplete	<ul style="list-style-type: none">client has not received all of the required stages of a particular vaccine
Terminated	<ul style="list-style-type: none">client has refused consent to vaccination, has left the country, is deceased or contraindicated

SIS will automatically complete any clients where the required doses of a vaccine are recorded as received.

The screenshot shows a 'Patient Summary' form with the following details: PID: 790542, Client: NEDWARD FLANDERS, DOB: 18/05/2006, PPSN: [redacted], Mobile: [redacted], Gender: Male, Date of Death: [redacted], Address: 743 EVERGREEN TERRACE BALDOYLE DUBLIN 13. A dropdown menu for 'Stage Status:' is open, showing options: HPV - Incomplete (highlighted), Hep - Incomplete, MenACWY - Complete (highlighted), MenC - Complete, PCI MMR - Incomplete, and MMR - Incomplete. There are 'Change' buttons for the mobile number and the stage status.

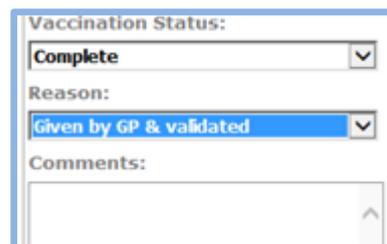
If the required doses are not received the client will remain as “incomplete”. There are instances where users can manually complete a vaccination stage which means that the client will be considered “complete” for a vaccination as they have received all of the required doses of the vaccine. Completing a stage status for a vaccine means that the client will not be contacted to attend for vaccination as they will be considered “complete”.

A “reason not given” must be recorded prior to updating a vaccine stage status in order to include the client in the uptake reports. To see details of individual stages you can click on the relevant vaccine type on the vaccination tab and vaccinations will be listed in the table at the bottom of the screen.

How to manually complete a vaccination stage

A reason not given should be added prior to updating a stage status in order to include the record in the reports.

- Select the required vaccine type on the stage status
- Click **change**
- Select Complete from the dropdown
- Select the relevant reason from the dropdown
- Add any comments
- Click **save**

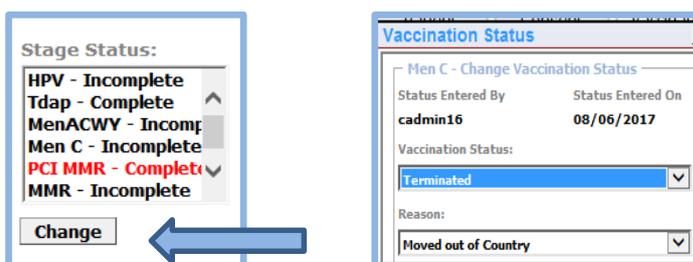


Vaccination Status:
Complete
Reason:
Given by GP & validated
Comments:

The vaccination will be highlighted in red to indicate a manual change. Clients should only be completed if evidence of previous vaccination is supplied.

How to terminate a vaccination stage

- Select the required vaccine type on the stage status
- Click **change**
- Select Terminated from the dropdown
- Select the relevant reason from the dropdown
- Add any comments
- Click **save**



Stage Status:
HPV - Incomplete
Tdap - Complete
MenACWY - Incomplete
Men C - Incomplete
PCI MMR - Complete
MMR - Incomplete
Change

Vaccination Status
Men C - Change Vaccination Status
Status Entered By: admin16
Status Entered On: 08/06/2017
Vaccination Status:
Terminated
Reason:
Moved out of Country

The vaccination will be highlighted in red to indicate a manual change.

How to revert a stage status

- If a client is terminated and then subsequently re-consents or returns to the country, the status can be manually changed back to incomplete using the above steps
- If a client's status is updated in error this can be amended by carrying out the above steps

Implications

- In order to include manually completed and terminated records in the uptake reports, a "reason not given" must be added prior to updating the stage status

Tips & troubleshooting

- If you have recorded all of the relevant stages for a vaccine and the status does not update to "complete" this should be logged with the [central administrator](#)
- If a stage status is recorded as Terminated, no further vaccinations can be recorded. The status must be returned to Incomplete before adding any vaccinations
- A manual status update to a PCI status means the record was imported from a regional PCI system and was pre-registered

Advanced Search - what's it for?



Overview

Advanced search is a detailed search function which allows for a broader search when searching for clients and other information such as clients linked to a particular batch, which is not available using the main search page. It can provide listings for clients who are complete, incomplete, terminated or contra-indicated and has lots of useful functionality depending on what is required. You can search using any one or all of the fields shown in the below screenshot. This function also allows you to create and manage [team sessions](#), assign clients and create clinic lists. It is important to remember that the more search criteria you enter the longer the results will take to generate.

The screenshot shows the 'Advanced Search' interface with the following fields:

- Patient Id:
- Vaccination Location:
- Age at Stage 1 HPV Vacc. date:
- School:
- School County:
- School CHO:
- School LHO Area:
- Academic Year:
- Class:
- Include Deceased Clients:
- Consent Status:
- Consent Type:
- Vaccination Status:
- Vaccination Stage:
- Vaccination Batch No.:
- Days since last HPV Vaccination:
- Prescriber:
- Vaccinator:
- Adverse Reaction:
- Vaccination Not Given:
- Reported to IMB:
- Session:
- Vaccination Type:
- Cohort*:

At the bottom, there are buttons for: Search, Add/Update Session, Export Grid, Export Current, and Clear Search Criteria.

How to export search results

Once you have selected your criteria, click search. The search results are grouped and you can click on the next page to see more results. The results can be exported in various formats such as Word, Excel and PDF. There are 2 options available for exporting your search results and they display different information so you should decide what information is needed from the report and then select the required option. Once your report is ready you will be prompted to either open or save. See the table on the following page for report results fields.

Export grid

Export grid search results display client vaccinations by line so if a client has 3 vaccination types recorded they will be listed 3 times on the report.

Export current

Export current search results display client vaccinations only on one line and all vaccinations will be listed.

There are limitations on exporting and you may experience problems when trying to export large volumes of data. The system can only handle a maximum of 8,000 records on any one export. If this happens you can narrow your search which may take longer but means that you will most likely be able to export all of the required records.

Export grid fields	Export current fields
Patient ID	Client ID
First name	First name
Middle name	Middle name
Surname	Surname
Otherwise known as	Gender
Gender	Is deceased?
Is deceased?	DOB
DOB	PPSN
PPSN	Address 1
Address 1	Address 2
Address 2	Address 3
Address 3	Eircode
Eircode	Client county
Client county	Parent home phone
School roll no	Email
School name	School name (most recent)
School county	School roll no (most recent)
LHO area	Class (most recent)
CHO area	School county (most recent)
Vaccination type	School LHO (most recent)
Academic year	HPV school roll no
Cohort name	HPV school name
Class	HPV class
Current consent status	HPV academic year
Consent type	HPV cohort
Consent date	HPV stages
Consent comments	Tdap school roll number
Prescriber	Tdap school name
Vaccinator	Tdap class
Adverse reaction	Tdap academic year
Vaccination not given	Tdap cohort
Vaccination status	Tdap stages
Vaccination date	Men C school roll no
Vaccination location	Men C school name
Vaccination stage	Men C class
Days since last vaccination	Men C academic year
Batch no	Men C cohort
Expiry date	Men C stages
Vaccination comments	MMR school roll no
	MMR school name
	MMR class
	MMR academic year
	MMR cohort
	MMR stages
	4 in 1 school roll no
	4 in 1 school name
	4 in 1 class
	4 in 1 academic year
	4 in 1 cohort
	4 in 1 stages

How to assign clients to a team session

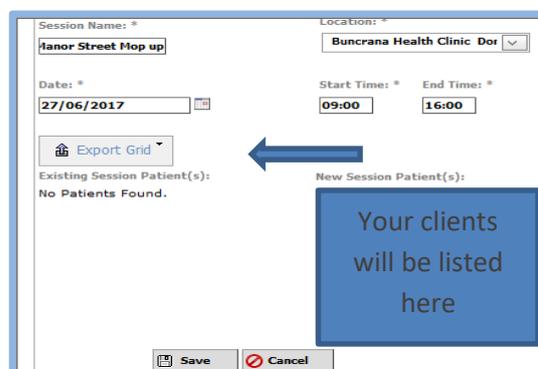
Clients can be assigned to a team session by using [advanced search](#). The quickest way to identify clients who are due vaccinations is to search using the school roll number, vaccination status incomplete, academic year and vaccine type. It is important to remember that the more search criteria you enter the longer your search will take.

A list of clients will be displayed with your chosen search criteria. Once your list is displayed click **add/update session**. This will give you the option of searching for your session or creating a new one.

Create New Session		
Session Name	Date	Location Name

When you have found your session or created a new one the following screen will be displayed. Ensure your details are correct. Click **save**.

- To see the full list of your clients click **Export Grid**
- This will give you options to open or save and to export to various formats such as word or excel
- Click **X** at the top of the box to close
- Your session has been created



The screenshot shows a form with the following fields: Session Name (filled with "Innor Street Mop up"), Location (filled with "Buncrana Health Clinic Dor"), Date (filled with "27/06/2017"), Start Time (filled with "09:00"), and End Time (filled with "16:00"). There is an "Export Grid" button with a blue arrow pointing to it. Below the button, there are sections for "Existing Session Patient(s)" and "New Session Patient(s)", both showing "No Patients Found." At the bottom, there are "Save" and "Cancel" buttons. A blue callout box with the text "Your clients will be listed here" is positioned over the "New Session Patient(s)" section.

How to search for a team session

To view a team session, click the administration tab and select "manage team session". If there are existing sessions they will be displayed in date order. You can amend or delete the session by clicking the edit or delete button. You can search for sessions using name, date, location or LHO area. You can create team sessions for individual schools or for all schools at once.

Drag a column header here to group by that column			
	Session Name	Are Patients Assigned	Date
	Roscommon Mop Up	Yes	06/02/2017

How to add a new team session

Click the add new session button



The screenshot shows a navigation bar with a refresh icon, plus and minus icons, a "10 per page" dropdown menu, and an "Add New Session" button. A blue arrow points to the "Add New Session" button.

Add your session details – name, location, date and time. Click **save**.

Administration functions

Overview

With the exception of team sessions this part of the system is not used to manage any client data. There are several functions available and users will have different options depending on the level of access granted. The central administrators are the only level with access to the entire system and are responsible for managing certain processes and providing support for local users and liaison with the system developer.

Data quality – it’s all good!

Data entry standards must be followed at all times. Just like setting up client data, it is important that administration data is correct on the system. The data entered using these functions such as vaccinator and location information is displayed on vaccination certificates so users must ensure the data entered is accurate.

HIQA requires a statement of information practices is available for national data sets³. The national school immunisation user group reviewed the SIS statement shown in [Appendix 4](#).

How to set up team members

All staff must complete a user set up form which should be retained locally. CHO administrators should approve only the appropriate level of access required for staff to carry out their duties. Always check the staff member is not already set up before proceeding to add a new one; this will avoid duplication. You can search by name, team member number, LHO and can group the listings by dragging the column to the top left hand corner.

- Select the Administration tab and choose “manage team members”
- Click add new team member
- Select the required system and operational roles
- Add all staff member details
- Create a user name and password
- Click **save**

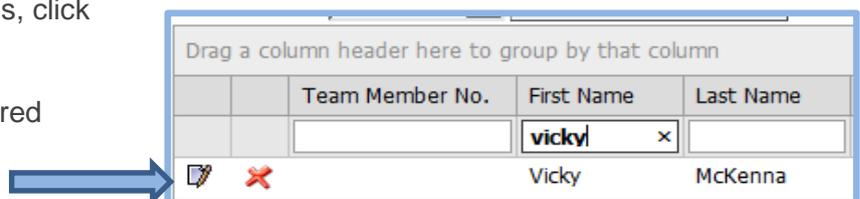


CHO administrator should forward the link and the new log in details to the user and advise them a password change is required at first log in. When adding staff as prescribers / vaccinators select “no access” for system role and choose the relevant operational role. Select “clerical” as operational role for admin staff.

How to edit team members

If a change is required to team member details you can search for staff following the above steps. If you need to edit details, click the edit button.

- Update details as required
- Click **save**



³ Information management standards for national health and social care data collections. HIQA 2017

If you need to deactivate a staff member who no longer requires access click the delete button. Always be careful when adding or updating staff member details. If they are deactivated they will no longer have access to the system.

How to reset a password

Super users and CHO administrators can reset passwords. Search for your team member using the above steps. Click the edit button.

A screenshot of a password reset form. It features two input fields: 'Password *' and 'Confirm Password *'. Below these fields are two buttons: 'Save' and 'Cancel'.

- Enter a new password minimum 8 characters with a combination of letters, numbers and symbols
- Click **save**
- Users will be required to change the password on log in

How to edit a location

Managing locations allows you to update current listings for schools, HSE clinics and offices, create new ones and deactivate old ones. You can search for a location using premises type, name, roll number, school category, county or LHO area and can group the listings by dragging the column to the top left hand corner. To update a current location go to the administration tab and click manage locations. Search for your location using the optional fields.

Once you have found your location:

- Click the edit button
- Update details as required
- Click **save**

A screenshot of a location management interface. At the top, there is an 'Export Grid' button, a search bar with a dropdown set to '10 per page', and an 'Add New Location' button. Below this is a table with columns for 'Premises Type' and 'Name'. The 'Name' column contains the text 'manor street'. Below the table, there is a row of icons: a pencil (edit), a red X (delete), and a gear (settings). A blue arrow points to the pencil icon.

How to set up a new location

If you need to set up a new school, HSE clinic or office this can be added by clicking manage locations on the administration tab. You must always ensure that the correct department of education and skills roll number is assigned and that the name is correct. Always remember that the information recorded for locations will appear on vaccination certificates so you must ensure details are correct when adding any new locations.

- Click the add new location button
- Select the correct location type
- Add the location information
- Click **save**

It is essential to enter denominator data is not entered for a school, no uptake can be calculated.

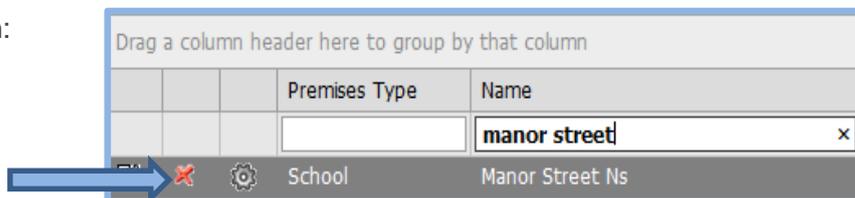
A screenshot of the 'Add Location' form. It is titled 'Add Location' and has a sub-header 'Location Details'. The form contains several input fields: 'Location Type*' (dropdown), 'Name *' (text), 'LHO Area *' (dropdown), 'Address Line1', 'Address Line2', 'Address Line3', 'Address Line4', 'County *' (dropdown), 'CHO' (dropdown), 'Contact Name', 'Contact Telephone No.', and 'Contact Email'. Below these is a 'Setup Cohorts' section with 'Choose Academic Year' (dropdown, set to '2016 - 2017') and 'Choose Vaccine Type' (dropdown, set to 'HPV'). At the bottom, there is a table with columns 'Name', 'Denominator', and 'Is Active', and a 'No data to display' message. 'Save' and 'Cancel' buttons are at the bottom right.

How to deactivate a location

Locations which are no longer in use such as school closures/merges or clinics can be deactivated. You can navigate to the manage locations tab using the above steps and search for a location. Always ensure you are updating the correct location before saving any changes.

Once you have found your location:

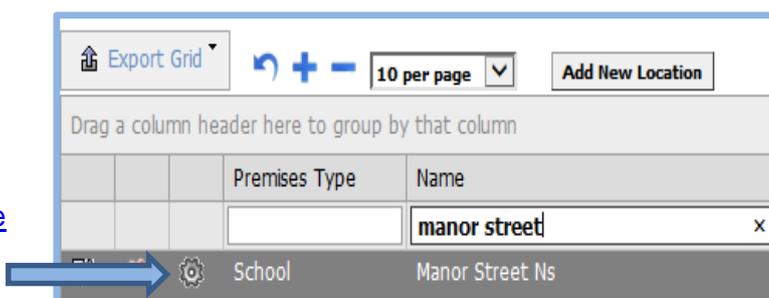
- Click the delete button
- Update details as required
- Click **save**



How to add denominator data

[Denominator](#) data must be entered for all schools in order for uptake figures to be calculated. This should be added as soon as possible following the school census. Only CHO administrators and central administrators can add denominator data. If the denominator number has already been entered it will be greyed out. This means it can only be amended by the central administrator. If a change is required to a denominator number details should be forwarded to the central administrator detailing reasons for the requested change. Outside cohort should **not** be assigned a denominator number.

To add denominator data click [manage locations](#) in the administration tab and search for your school.



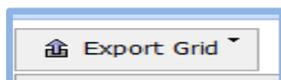
Once you have found your location:

- Click manage denominator
- Select the correct academic year
- Select the correct vaccine type
- Click the relevant cohort
- Click edit
- Add denominator number
- Click **save**



Setup Cohorts			
Choose Academic Year		2016 - 2017	
Choose Vaccine Type		MMR	
		Name	Denominator
		Junior Infants	0
		Outside Cohort	0

Export grid



You can export a list of locations if required. This can be useful if you want to see the full list of locations for your area. When you have carried out your search click export grid.

You have options to export to excel, word or generate a full school list report. The full school list report is more detailed and produces the same report which is available in the reports system. It contains location and denominator data for all of the selected locations. Further options are also available such as selecting academic year and vaccine type.

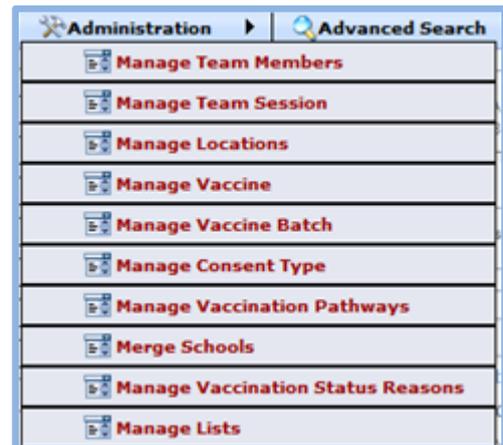
Tips & troubleshooting

- If you need to set up a school which does not have a department of education roll number contact the central administrator
- Locations should be reviewed regularly and any locations no longer in use should be deactivated
- Always ensure you add the correct department of education roll number
- Team member numbers should be recorded for all staff. This will be an employee number for admin staff, MCRN for doctors, NPIN for nurses e.g.4532MCRN or 000789NPIN
- If a prescriber/vaccinator works in more than one location, they should be set up in both locations using the assigned number followed by a space e.g. **00789NPIN** for location 1 and **00789 NPIN** for location 2
- If a doctor works in more than one location, they should be set up in both locations using the assigned number with a leading zero e.g. **4532MCRN** for location 1 and **04532MCRN** for location 2
- If a location is deactivated it will not appear in any dropdowns or while using the search options. It will still be visible in the manage locations function
- If a user is deactivated they will no longer have access to the system
- Team members should be reviewed on a regular basis and staff who no longer require access should be de-activated
- If a school or location is no longer in use this should be deactivated
- No level of user can delete a client- only the system developer **opensky**
- If you are unable to log in check you have entered the correct details and the ICT network is working
- If you cannot find a team member in the listing check you have entered the correct spelling for their name or broaden your search criteria

Central administrator functions

There are several functions which are only available to central administrators. These are used to manage background functions such as adding vaccine batches, consent types, vaccination status reasons and all lists which are available from the dropdowns. The same basic principles apply across all of these functions and you can add, edit, or deactivate items such as status reasons and vaccine batches.

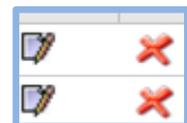
You can access the administration functions by clicking the administration tab and selecting the required option.



Function	Used for:
Manage vaccine	Adding and deactivating vaccines
Manage vaccine batch	Adding and deactivating vaccine batches
Manage consent type	Adding and deactivating consent types
Manage vaccination status reasons	Adding and deactivating vaccination status reasons
Manage lists	Adding and deactivating dropdown list items

All functions have various search options to find and edit an existing item and you can enter details as required. You can also add a new item by clicking the “add new” button which is located above the search box in all search functions. Search results can be grouped together for easier viewing by dragging a column header to the left corner. To display more results, click the dropdown to show more items per page.

You can edit an item by clicking the edit button (pen & paper) or deactivate an item by clicking the deactivate button (red x). All of these options are available throughout the functions and makes managing these items very simple.



A screenshot of the 'Manage Vaccine Batch' interface. It shows a table with columns for Batch Number, Vaccine Name, and Expiry Date. The table contains several rows of data, including a 'test' row and several rows with 'Gardasil' as the vaccine name and various batch numbers and expiry dates. There are also icons for edit (pen and paper) and deactivate (red X) for each row.

Batch Number	Vaccine Name	Expiry Date
N/A	N/A	01/01/2030
test	Gardasil	29/01/2013
12345W	Gardasil	30/08/2013
34567S	Gardasil	30/09/2011
34567S	Gardasil	30/09/2011
NM11420	Gardasil	30/04/2012
NL31810	Gardasil	30/09/2011
NK54440	Gardasil	31/10/2011
NM25090	Gardasil	31/01/2012
NM31130	Gardasil	30/04/2012

How to add new items to a list

To add new items, click the “add new” button. A new window will be displayed and you can enter details as required.

Data should be saved and then the item will appear in the dropdown of the relevant list e.g. you added a new consent type- the new item will appear in the dropdown for consent type when adding consent information for a client.

All items remain in the listings whether they are active or not. However, it is important to remember if an item is deactivated it **will not appear** as a listing on any dropdown fields. It will only be visible through the relevant administration function.



It's so easy!

If there is a **pen & paper** icon beside an item, this means it can be edited and if you click the icon a new window will appear

If there is a **red x** beside an item, this means that it is **active** and if you click the x the item can be deactivated.

If there is a **green tick** beside an item, this means that it is **deactivated** and if you click the tick the item can be activated.

You are required to enter a reason for deactivating an item and should choose the relevant option.

		N/A
		test
		12345W
		34567S
		34567S
		NM11420

Implications

- If a vaccine batch is not entered onto SIS, users will be unable to record when a vaccination from that batch is given
- All vaccine details are sent by the National Cold Chain to the SIS central administrator who adds them to SIS. If issues arise when adding these vaccination batches, contact the NIO chief pharmacist or a member of the NIO medical team
- Only vaccines which are used in the school programme should be entered onto SIS
- If an item from any of the listings is deactivated it will no longer appear in the relevant dropdown list when using the system
- If a request is received by central administrator to add or deactivate a consent type or vaccination status reason this should be reviewed with NIO staff and the national user group if required. If approved all users must be notified of the change and the reason can be added/deactivated using the steps above
- If clinical or data quality issues are identified the actions taken should be recorded in the comments as appropriate.

Tips & troubleshooting

- If you are unable to resolve an issue it should be forwarded to **opensky**
- Always carry out a search for a list item before adding any new ones
- Always advise local users if there are any system performance issues
- Advise local users if there is any planned or unplanned system downtime

Appendix 1: Cohort Information

Academic Year	Clients	School year	Vaccines due
2019-2020	Girls & Boys	First Year	HPV/Tdap/Men ACWY
2019-2020	Girls & Boys	Junior Infants	MMR/4 in 1
2018-2019	Girls only	First Year	HPV
2018-2019	Girls & Boys	First Year	Tdap/Men C
2018-2019	Girls & Boys	Junior Infants	MMR/4 in 1
2017-2018	Girls only	First Year	HPV
2017-2018	Girls & Boys	First Year	Tdap/Men C
2017-2018	Girls & Boys	Junior Infants	MMR/4 in 1
2016-2017	Girls only	First Year	HPV
2016-2017	Girls & Boys	First Year	Tdap/Men C
2016-2017	Girls & Boys	Junior Infants	MMR/4 in 1
2015-2016	Girls only	First Year	HPV
2015-2016	Girls & Boys	First Year	Tdap/Men C
2015-2016	Girls & Boys	Junior Infants	MMR/4 in 1
2015-2016	Girls only	First Year	HPV
2015-2016	Girls & Boys	First Year	Tdap/Men C
2015-2016	Girls & Boys	Junior Infants	MMR/4 in 1
2014-2015	Girls only	First Year	HPV
2014-2015	Girls & Boys	First Year	Tdap/Men C
2014-2015	Girls & Boys	Junior Infants	MMR/4 in 1
2013-2014	Girls only	First Year/Sixth Year	HPV
2013-2014	Girls & Boys	First Year	Tdap
2013-2014	Girls & Boys	All Primary	MMR
2012-2013	Girls only	First Year/ Sixth Year	HPV
2012-2013	Girls & Boys	First Year	Tdap
2012-2013	Girls & Boys	All Second Level	MMR

The above schedule was also offered to all age equivalent clients in special schools and those who are home schooled.

Appendix 2: Data Entry Standards

Data should be entered using IHI standards as shown in the below examples. Date of Birth and gender are key data items to identify an individual. Accuracy is therefore vital. If a DOB or gender is entered incorrectly it will automatically fail to get an IHI match.

Data entry standards for **NAMES**

LISA MARIE SIMPSON O'DONNELL

No brackets, dashes, slashes, commas, hyphens,

Fadas, apostrophes or abbreviations

Just plaintext with proper spacing!



Data entry standards for **DATE OF BIRTH**

12/04/2004

Data entry standards for **PPSN**

1234567X



Special attention must be given to:

- Unusual names
- Names in Irish
- Foreign names
- Individual's name should only be recorded in Irish if this is their legally known name i.e. the name on their birth certificate. If a person would like to be known by the Irish version of their name this should be recorded as Otherwise known as
- Always verify correct spelling. Do not assume you know how to spell the name
- Do not use commas, full stops or any other characters as part of the name as the computer systems will read these differently and this can cause errors

Eircode-how does it work?

Eircode is a seven character alpha-numeric code made up of two parts:

- Part 1 is the Routing key-three characters defining a principal post town e.g. **A65**
- Part 2 is the Unique identifier and distinguishes one address from another e.g. **F4E2**

When entering address do not use abbreviations as this can cause confusion.

- Enter Gardens not Gdns, Gns
- Enter Avenue, not Ave
- Enter Apartment, not Apt, Apmt



Data entry standards for **ADDRESS**

APARTMENT 12 1 RAILWAY ROAD (ADDRESS 1)
STONEBATTER (ADDRESS 2)
DUBLIN 7 (ADDRESS 3)



No punctuation (no #, no @, no ", no (, no),
Apartment number, block, house number, name and street
name should all be contained in **Address line 1**

Appendix 3: Reasons for non-vaccination

Reasons not given	Next step	Change to stage status	When to use?
Client deceased	Add date of death	All incomplete vaccines will be auto-terminated	Confirmation of client deceased
Consent unresolved-policy followed	Terminate. Add comments	Change to Terminated	Consent form not returned and local follow up completed
Consent incomplete-policy followed	Terminate. Add comments	Change to Terminated	Consent incomplete and local follow up completed
Consent withdrawn in writing	Terminate. Add comments	Change to Terminated	Consent is withdrawn
Defer-in hospital setting	LHO follow up. Add comments	No status change	Confirmation that client is in hospital
Defer-consent incomplete	LHO follow up. Add comments	No status change	Consent form incomplete. Contact parent offer mop up
Defer-consent not returned	LHO follow up. Add comments	No status change	Consent form not returned. Contact parent offer mop up
Defer-other reason	LHO follow up. Add comments	No status change	Vaccination is deferred for any other reason
DNA or absent from school	Call to mop up	No status change	Client has consented but does not present for vaccination
DNA to mop up clinic	Recall to mop up	No status change	Client has consented but does not present for vaccination
DNA-policy completed	Terminate. No further offers required	Change to Terminated	Client has not attended following several appointments offered. Local DNA policy followed
Given by GP & validated	Manually complete. Add any details such as batch number into comments	Change to complete	Parent states received vaccination in GP. Proof provided
Given by GP- un-validated	LHO follow up with parent for details	No status change	Parent states received vaccination in GP. No proof provided
Given by GP- parent confirmed	Manually complete	Change to complete	Parent states received vaccination in GP. Proof sought could not be provided
Given elsewhere & validated	Manually complete	Change to complete	Client on different schedule. Parent states received vaccination elsewhere. Proof provided
Given elsewhere-un-validated	LHO follow up with parent for details	No status change	Parent states received vaccination elsewhere, proof sought could not be provided
Given elsewhere-parent confirmed	Manually complete	Change to complete	Parent states received vaccination elsewhere. Proof sought could not be provided
Going to GP for vaccinations	LHO follow up with parent for details	No status change	Parent states they will be attending GP for vaccinations
Moved out of country-confirmed	Terminate	Change to terminated	Confirmation that client has left the country
Moved out –confirmed LHO unknown	Search for client on national movers list	No status change	Confirmed that client has moved. New LHO unknown
Moved out-confirmed-within Ireland	Add client to national movers list. Advise new LHO	No status change	Confirmation received that client has left LHO. New LHO confirmed
Other	Add comments	No status change	Vaccination not given. Other reason. This should not be used frequently
Refused-verbal	LHO follow up. Add comments	No status change	Client refuses consent (verbal)
Refused-in writing	Terminate. No further offers of appointments to be made	Change to Terminated	Client refuses consent (in writing)
Refused-verbal to medic	Terminate. Add comments. No further offers to be made	Change to Terminated	Medic advises of verbal refusal
Refused on the day	Call to mop up. Add comments	No status change	Client consents but refuses vaccination on the day
Repeating school year. Stage received	Update current academic year	No status change. Client is already complete	Client received full course previously and is repeating school year
Vaccine contraindicated	Terminate. Add comments. No further offers to be made	Change to Terminated	Client consents but vaccine is contraindicated

Appendix 4: Privacy Notices for SIS



National Immunisation Office
www.immunisation.ie

A Statement of Information Practices from the HSE Schools Immunisation Programme

Why is information recorded about me?

The HSE Immunisation Offices collect personal data about individuals directly from the individual or from persons acting on their behalf such as a parent/guardian. The personal data collected may include name, address, date of birth and relevant medical vaccination data.

What happens to your vaccination information?

Your information is used to keep a record of vaccinations provided to you by the HSE in schools or clinics. Your records are used to ensure that we provide you with the best possible care so it is important that your records are complete and up to date. Some of your information may be used for grouped statistical reporting.

Our software supplier, Opensky Data Systems assist us in managing our IT system and staff are trained and are fully aware of their obligations under Data Protection.

The HSE's Health Protection Surveillance Centre (HPSC) collate aggregate data for statistical publication but do not publish -identifiable client data.

We are required to keep your data until your 25th birthday (in cases of children and young people).

If you are eligible for the HPV programme the HSE National Immunisation Office must, by law, provide your details to [Cervical Check](#), the Cervical Screening Service (Health Provision of Information Act, 1997). Additionally, when you consent to HPV immunisation, you consent to the HSE National Immunisation Office providing your HPV records to Cervical Check.

Consent Process

The HSE Immunisation Offices provide you with a consent form prior to vaccination. This information is recorded and used to direct the services offered to you. Your information can only be accessed by authorised HSE Immunisation Office staff.

You may withdraw consent at any time once it has been given. Please contact us if you wish to do so.

All HSE staff have a legal duty to keep information about you confidential and are aware of their obligations under Data Protection Legislation.

Protection of privacy of personal information

The HSE has in place the appropriate policies and procedures to ensure that staff collects only the minimum information that is needed about service users and providers. Your information is kept in a confidential and secure manner on our IT systems.

The HSE has implemented strong administrative, physical and technical safeguards, consistent with industry best practices, to protect the personal health information being transferred, processed or stored from theft, loss, unauthorised use, modification, disclosure, destruction and/or damage. These include security software and encryption protocols, firewalls, locks and other access controls, privacy impact assessments.

Can I see my information?

The Freedom of Information Act and the Data Protection Act allow you to find out what information is held about you on computer and on certain manual records. If you wish to see a copy of the information that we hold about you should submit the request in writing, along with proof of identification to your Local Health Office. The links to the offices are listed on our website at www.immunisation.ie

You can search online for HSE FOI or click [here](#).

Procedure for making a complaint

We welcome your feedback and comments. If you would like to submit a comment or complaint to us, this can be done in person, in writing, by phone, email or online form.

Search online for HSE Complaints or click [here](#)

Further information about Data Protection can be obtained from the Data Protection Commissioner website www.dataprotection.ie

Building a Better Health Service

DATA CONFIDENCE TRUST LEARNING

Version 1.2 – September 2019, signed off under Information Governance, NIO





How we manage your immunisation data.....



Who we are

The HSE as a data controller is responsible for safely and securely managing the personal data which you provide to us.



We take this responsibility seriously and want to let you know a few things about what we do to protect your privacy!



Clinical, administration and IT staff need to access your information when providing you with services and to manage your information on our IT system.

Purposes of the data processing

The processing is necessary in the exercise of official authority vested in us through the [Health Act 2004](#). The information you share with us on our vaccination forms provides a record of your consent and any vaccinations received. We record this information on our IT system which helps us securely manage your data and provide you with certification of vaccinations if required.

Why we need your data

We require a minimum amount of data to correctly identify you and keep a record of the services we offered to all children. If you are not happy to give us this information, we respect your right, but will be unable to provide the service to you.

Data storage

Vaccination forms are stored securely in local health offices. Our IT system is stored on the HSE network which is secure and backed up to prevent data loss. We protect your data with the highest levels of encryption and firewalls to prevent unauthorised access.

Our software supplier; Opensky Data Systems assist us in managing our IT. They are aware of what is required to protect your privacy and have signed a confidentiality agreement.

Data retention periods

We are required to keep your data until your 25th birthday (in cases of children and young people). See our record retention policy for more information <https://www.hse.ie/eng/services/yourhealthservice/info/dp/recordretpolicy.pdf>.

Article 13 Version 1.0 June 2018

Data sharing

We share data with the [Health Protection Surveillance Centre](#) (HPSC) who publish immunisation uptake statistics, so we can measure our performance and ensure we meet our targets. The HPSC do not have access to any of your personal data, only the numbers of people who we offer our services to.



Under the [Health Provision of Information Act 1997](#) we must share details of HPV vaccinations with Cervical Check. We share your information with the [Individual Health Identifier](#) (IHI) system, as required under the [Individual Health Identifiers Act 2014](#). It allows our IT system to correctly match your details.

Consent

We always ask for your consent when providing you with health services, this is why we offer you a consent form. You can withdraw your consent for vaccinations at any time, please contact us if this is your wish.

Accessing your data

We can provide you with access to the data we hold about you at any time, free of charge, you just have to ask. You can request this by contacting your [Local Health Office](#). If the data we hold about you is not accurate or up to date, please contact us and we will update our records.

Complaints

We strive to offer you the best possible service and manage your data appropriately, however if you wish to make a complaint please let us know on yoursay@hse.ie. You can also make a complaint to the Data Protection Commission on info@dataprotection.ie

How to get in touch

Our National office is based in Dublin and you can contact us on 01 8676108 or email immunisation@hse.ie



We have [Local Health Offices](#) all over Ireland. Visit www.immunisation.ie to find your nearest office.

To contact the HSE's Data Protection Team for your area visit <https://www.hse.ie/eng/qdpr/>



GDPR- Your information rights for immunisation data

Why is information recorded about me?

The HSE Immunisation offices collect personal data about you such as name, address, date of birth and relevant vaccination data.

What is the legal basis for processing?

When you provide your information, the HSE processes it in order to offer a service to you. The legal basis for processing personal data is as follows:

- "The processing is necessary for a task carried out in the public interest or in the exercise of official authority vested in the controller; for the HSE this official authority is vested in us through the Health Act 2004 (as amended)"

Can I request that my information is deleted?

The right to erasure or 'right to be forgotten' states an individual shall have the right to obtain from the controller (HSE) the erasure of personal data concerning him or her without undue delay and the controller shall have the obligation to erase personal data without undue delay.

This does not apply to medical records. We have a legal obligation to retain your data "for reasons of public interest in the area of public health" ¹

Your rights

You have certain legal rights concerning the information we hold and the manner in which we process it. This includes:

- "a right to get access to personal information;
- a right to request us to correct inaccurate information, or update incomplete information;
- a right to request that we restrict the processing of information in certain circumstances;
- a right to request the deletion of personal information **excluding medical records** a right to lodge a complaint with the data protection commissioner"

Article 17 Version 1.0 August 2018

Retention periods

Retaining your information also allows us to provide you with a copy of this information in the future if required, for example; you may need a copy of your vaccination records for college, employment or during pregnancy.

We have a legal requirement to process and retain information related to children and young people. To find out about our retention periods see:

<https://www.hse.ie/eng/services/list/3/acutehospitals/hospitals/ulh/staff/resources/pppqs/rm/retret.html>

General Data Protection Regulation (GDPR)



We only describe here the issues relevant to the services which we provide to you. To find out more about GDPR and your rights see <http://gdprandyou.ie/>

Further information on GDPR is available on the HSE website. See www.hse.ie/gdpr

Complaints

We strive to offer you the best possible service and manage your data appropriately, however if you wish to make a complaint please let us know on yoursay@hse.ie. You can also make a complaint to the Data Protection Commission on info@dataprotection.ie

How to get in touch

Our National office is based in Dublin and you can contact us on 01 8676108 or email immunisation@hse.ie

We have [Local Health Offices](#) all over Ireland. Visit www.immunisation.ie to find your nearest office.



To contact the HSE's Data Protection Team for your area visit <https://www.hse.ie/eng/gdpr/>

¹ GDPR Article 17

Appendix 5: PMO/SMO Contacts

CHO Area	PMO/SMO
CHO 1 Donegal	Catriona Duffy Catriona.duffy@hse.ie
Sligo/Leitrim/West Cavan	Cathriona Walsh Cathriona.walsh@hse.ie
Cavan/Monaghan	Ide Nic Dhonncha Ide.nicdhonncha@hse.ie Peter Nolan Peterj.nolan@hse.ie
CHO 2 Galway/Roscommon/Mayo	Mary Flannery Mary.flannery@hse.ie
CHO 3 Clare/Limerick/North Tipperary/East Limerick	Ann Hogan Annm.hogan@hse.ie
CHO 4 Kerry/North Cork/North Lee/South Lee/West Cork	Angela O Leary Angelaa.oleary@hse.ie
CHO 5 South Tipperary/Carlow/Kilkenny/Waterford/Wexford	Kathleen O Sullivan Kathleen.osullivan1@hse.ie
CHO 6 Wicklow/Dublin South/Dublin South East	Davina Healy Davina.healy@hse.ie
CHO 7 Kildare/West Wicklow/Dublin West/Dublin South City/Dublin South West	Orna Rooney Orna.rooney@hse.ie
CHO 8 Laois/Offaly/Longford/West Meath/Louth/Meath	Peter Nolan Peterj.nolan@hse.ie
CHO 9 Dublin North/Dublin North Central/Dublin North West	Evan Murphy Evan.murphy@hse.ie