

Navigation in CoPHR/CIIS

Pharmacy Network/Chain

Colorado's Integrated Public Health Reporting portal (CoPHR) allows Colorado's health care community to register intent for Meaningful Use for the following public health programs: Cancer Registry Reporting, Electronic Lab Reporting, Immunization Reporting, and Syndromic Surveillance Reporting. **This guide describes how a pharmacy network/chain user can navigate the CIIS Resource Center (CRC) within CoPHR. This guide does not address the other public health programs.**

CoPHR is the primary portal for all public health reporting in Colorado. Within CoPHR there is an immunization-specific sub-portal called the CIIS Resource Center (CRC). The CRC is a self-service system that allows you to do a number of tasks once enrollment is complete, including:

- Enroll your organization for participation in CIIS.
- Submit new user account requests.
- Access training information and resources.
- Provides access to electronic data exchange guidelines and CIIS messaging specifications.
- Test Health Level 7 (HL7) messages generated from your EHR against CIIS specifications for formatting accuracy (HL7 validation).
- Submit online support tickets to the CIIS Help Desk for assistance.

Table of Contents

CoPHR Group profile.....	3
Manage CoPHR Group Sites.....	3
Manage CoPHR Group Contacts and User Accounts.....	4
Manage CoPHR Group Profile	4
Entering the CIIS Resource Center (CRC) from CoPHR	5
Immunization Widget Navigation	7
Usage Agreements Widget	7
<i>Signing the Group LOA</i>	7
<i>Completing the CIIS Administrator Form</i>	9



Manage CIIS Data Exchange Profile	12
Manage Immunization Sites	13
<i>View/Manage Site List</i>	14
<i>Enroll New Site</i>	15
<i>Update Site EHR Solutions</i>	15
<i>User Reports and Agreements</i>	15
HL7 Message Validation Widget	16
Manage CIIS Contacts & User Accounts	17
<i>Adding a New Contact</i>	17
<i>Editing an Existing Contact</i>	19
CIIS HL7 Interface Projects.....	20
CIIS Help Desk Widget	21
<i>Submitting a CIIS Help Desk Support Ticket</i>	21
<i>Requesting a CIIS User Account</i>	23
Training Resources Widget	25
<i>Accessing CIIS Training Resources</i>	25
Modifying My Profile	25
Editing Your Information.....	25
Changing Your Password	27
Questions?.....	28

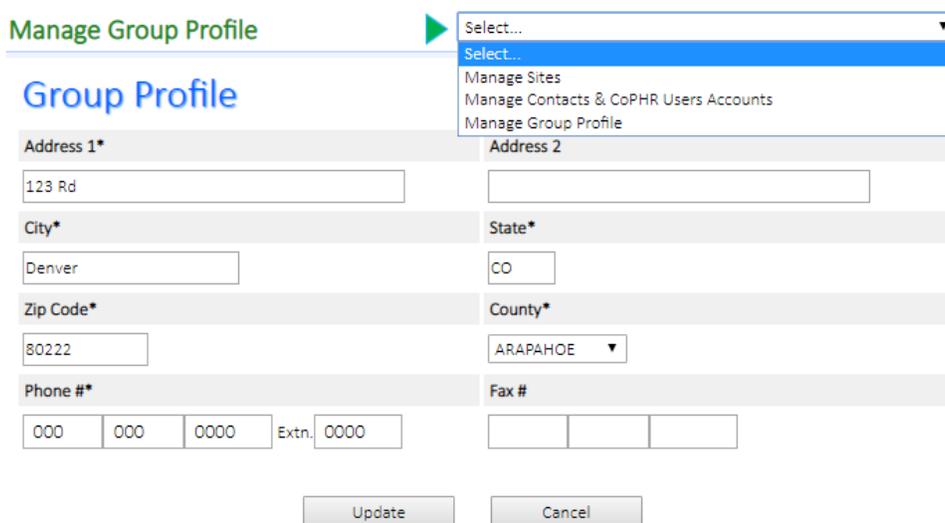
CoPHR Group profile

This document picks up where the Pharmacy Enrollment guidance document left off. Please login to your CoPHR account on the CoPHR website (www.cophr.com).

1. On the dark blue header, click *Group Profile*.



2. A new page appears with the option to add/edit group profile information, and a dropdown menu with three options: Manage Sites, Manage Contacts & CoPHR User Accounts, and Manage Group Profile.



Note: This edits information for the CoPHR group profile. Much of the same edits/additions can also be done at the program level by clicking on the Public Health program of interest on the left side and navigating through the widgets.

Manage CoPHR Group Sites

1. Select this option from the dropdown.
2. To add a new site, select *Enter Sites 1-by-1*.
 - a. Complete all required information and click *Save*.
3. To edit existing sites, click *Edit* on the far right column of the Site List.



Manage CoPHR Group Contacts and User Accounts

1. Select this option from the dropdown.
2. To add a new contact, select *Add Contact*.
 - a. Complete all required information.
 - b. Check the boxes for each Public Health Reporting Program that the contact is affiliated with.
 - c. Click *Save*.
3. To edit existing contacts, click *Edit* on the far right column of the Contact List.
4. To re-send the email invitation to a new user, click *Re-Notify*.
 - a. This action will trigger the following email:

Dear **Group Contact**,

You have been successfully added to the CoPHR Resource Center for the following group:

New Group Example
123456 road , Denver, CO, 80123
DENVER

Your user account is pending enrollment. You will need to go to the CoPHR Resource Center at <http://74.118.245.168/isiiscoPreProd/enrollmentGroupUserStart.asp> to complete the enrollment process.

User Pin for [Group Contact] : 223E4

Enrollment Instructions:

1. Click the link above in this email to access the User Enrollment page on the CoPHR Resource Center.
2. Read the information on the page.
3. Click the Begin User Enrollment button at the bottom of the page.
4. The following information will be asked for during the enrollment process:
 - o The name, address, and county of the site where you work, as included in this email.
 - o The User Pin included in this email.

If you need assistance, please feel free to contact us.

5. Once the contact receives this email, they should enter their code into the sit when prompted and complete their enrollment. They will then have access to the portal.

Manage CoPHR Group Profile

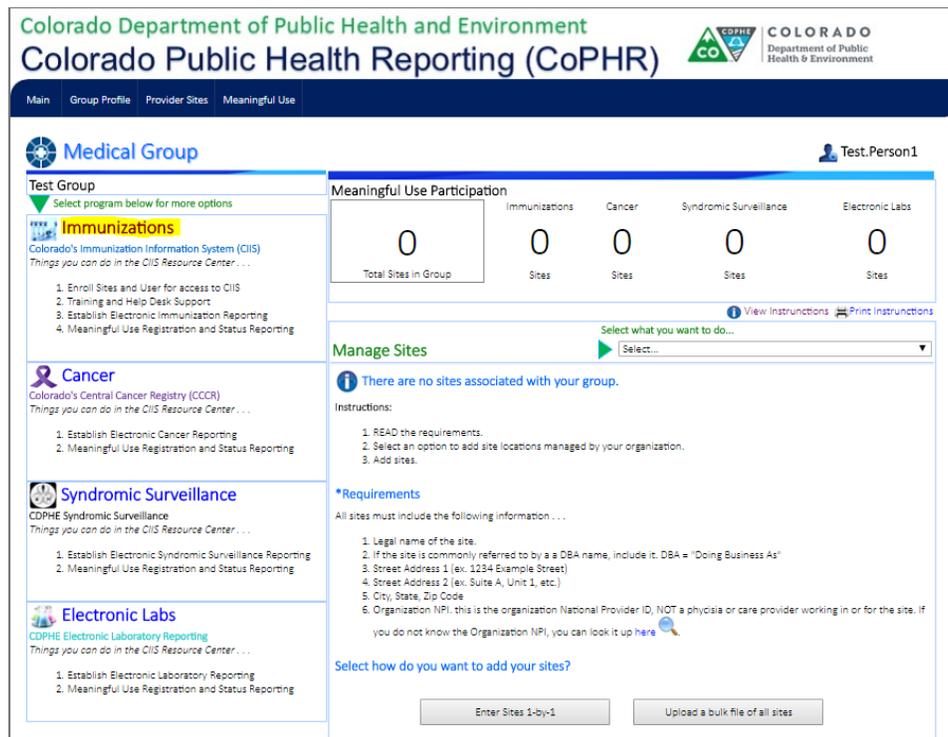
1. Select this option from the dropdown.
2. Update the information as needed. Click *Update*.

Entering the CIIS Resource Center (CRC) from CoPHR

This section describes how to complete items within each section of the IMMUNIZATION WIDGET of the CoPHR Main screen.

1. From the CoPHR Main screen, click on *Immunizations* in the left hand column.

NOTE: This guidance document is for steps in the Immunization sub-module (CIIS Resource Center) only. In order to get further guidance on the registries for Cancer, Syndromic Surveillance, or Electronic Lab Reporting, please see the contact information on the right-hand side of the webpage.



The screenshot displays the CoPHR interface for a 'Medical Group' user. The main navigation bar includes 'Main', 'Group Profile', 'Provider Sites', and 'Meaningful Use'. The left sidebar lists various reporting categories: Immunizations (highlighted), Cancer, Syndromic Surveillance, and Electronic Labs. The main content area is titled 'Meaningful Use Participation' and shows five widgets for Immunizations, Cancer, Syndromic Surveillance, and Electronic Labs, each with a '0' and 'Sites' label. Below this is a 'Manage Sites' section with a dropdown menu and instructions for adding sites. At the bottom, there are two buttons: 'Enter Sites 1-by-1' and 'Upload a bulk file of all sites'.

2. You will be directed to the CIIS Resource Center's Main Page. The CIIS Resource Center main page opens and you will see 8 widgets along with a summary bar at the top.

Medical Group

Pharm Network

First.Contact

Immunizations

Colorado's Immunization Information System (CIIS)

Enrolled in CIIS	Manual Entry	Electronic Reporting	Registered Intent
0	0	0	0
Sites	Sites	Sites	Sites

Select from the menu below

<p>CIIS Usage Agreements Submit Group CIIS Letter of Agreement (LOA) Group CIIS Administrator Form</p>	<p>Manage CIIS Data Exchange Profile Set Mode of Connectivity Set Data Exchange Mode Set Data Exchange Type Set Frequency</p>
<p>Manage Immunization Sites View/Manage Site List Enroll New Site Update Site EHR Solutions User Reports and Agreements</p>	<p>HL7 Message Validation Validate VXU Messages For a Single Site Validate QBP Messages For a Single Site Validate VXU Messages For The Group Validate QBP Messages For The Group</p>
<p>Manage User Accounts View/Manage Current Users Add New User</p>	<p>CIIS HL7 Interface Projects View All Projects Respond to Pending Actions Requests</p>
<p>CIIS Help Desk Submit a Support Ticket View Ticket Status Request CIIS User Account</p>	<p>Training Resources View Training Calendar</p>

Note: Each section on the Main Screen will be called a widget in the remainder of this guidance document. The chart below describes what the icons stand for:

	Step Completed and approved (if applicable)
	Step Not Completed
	Step In Process - May Need Approval

If at any time you get lost within the portal, you can navigate back to the Immunizations sub-module by clicking *Main* in the dark blue bar at the top, then redirecting back to *Immunizations*.

Colorado Department of Public Health and Environment
Colorado Public Health Reporting (CoPHR)

Main	Group Profile	Provider Sites	Data Exchange Profile	DE Status	Projects	Validate Files	CIIS Help Desk
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Immunization Widget Navigation

This section describes how to navigate the following:

- Usage Agreements
- Managing CIIS Data Exchange Profile
- Manage Immunization Sites
- HL7 Message Validation
- Manage User Accounts
- CIIS HL7 Interface Projects
- CIIS Help Desk
- Training Resources

Note:

All sites should complete the information within the Usage Agreement widget and setup users under the Users & Contacts widget.

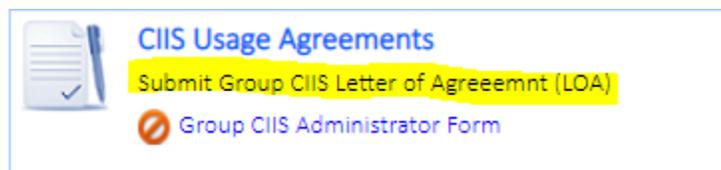
Sites interested in developing an immunization interface should complete pre-testing or have their EHR vendor complete pre-testing for them using the HL7 testing tool under the Data Exchange Widget.

Usage Agreements Widget

This section describes how to submit a group Letter of Agreement (LOA) and sign the CIIS Administrator Form.

Signing the Group LOA

1. Click on the Submit Group CIIS (LOA) link under the Usage Agreements Widget.



2. Review the Colorado Immunization Information System Participating Medical Group Letter of Agreement. Check the box next to: *I agree to the above terms and conditions as set forth by the Public Health Agency.* Click *Submit*.



CLOSE

PRINT



COLORADO
Department of Public
Health & Environment

Dedicated to protecting and improving the health and environment of the people of Colorado

Colorado Immunization Information System
Participating Medical Group Letter of Agreement

Date: 08/03/2018
Clinic Name: Pharm Network
Address: 123 Rd
City: Denver State: CO Zip Code: 80222

LOA to cover existing Participating Medical Group Clinics listed on the list of Provider Sites as well as Participating Medical Group Clinics which will be added in the future.

Pursuant to C.R.S. §25-4-2401 et seq., the Colorado Department of Public Health and Environment (CDPHE) operates a web-based state immunization registry, the Colorado Immunization Information System (CIIS). The CIIS mission is to establish and maintain a population-based, confidential, fully functional, and sustainable immunization information system that facilitates the timely and complete immunization for all Coloradans to prevent disease and reduce health care costs to individuals and the State.

The term "Participating Medical Group" refers to the entity identified at the top of this Letter of Agreement (LOA). By returning a signed copy of this LOA you acknowledge and confirm that: 1) you are authorized to sign this LOA on behalf of the Participating Clinic, 2) the Participating Clinic is an entity authorized to disclose information to and receive information from CIIS under the Immunization Registry Act, 3) the Participating Clinic will only permit access to the disclosed information for clinical, quality improvement and school entry law purposes, 4) if entering data manually into the CIIS web application, the Participating Clinic must enter their clients' non-historical immunization services into CIIS within 30 days of the respective vaccine administration dates, or if submitting data electronically to CIIS, the Participating Clinic must send their clients' non-historical immunization services to CIIS within 7 days of the respective vaccine administration dates, 5) the Participating Clinic will provide feedback and take necessary action when CIIS provides ongoing data quality reports to ensure the continued integrity of the system, 6) the Participating Clinic will treat all information in CIIS as confidential, 7) if the Participating Clinic discloses information to CIIS, it has provided notice to individuals, parents or guardians as required by C.R.S. § 25-4-2403(7) stating that the individual, parent or guardian can choose to have their (or their child's) immunization information excluded from CIIS, 8) the Participating Clinic is responsible for the provision and maintenance of any necessary computer hardware, network connections, telecommunication lines, internet access and data uploads/downloads from existing electronic health record systems which may be necessary for the clinic's participation in CIIS, and 9) the Participating Clinic is responsible for ensuring that all persons or entities (including providers, staff, contractors and agents) who access information through CIIS are authorized to receive access to such information and will comply with all applicable laws, regulations and CIIS policies, including the CIIS Confidentiality Policy and the CIIS Security Policy. The CIIS Confidentiality Policy and CIIS Security Policy are reviewed and potentially revised at least annually. You may obtain a copy of current policies at www.ColoradoCIIS.com.

CIIS agrees to: 1) provide and maintain a secure and functional immunization registry, 2) provide ongoing technical assistance and support to facilitate access to and use of the system, and 3) notify the Participating Medical Group of any potentially incorrect information in CIIS attributable to one of its patients so that it may promptly correct the information, if necessary. We also ask that the Participating Medical Group perform regular quality assurance audits of information concerning its patients to ensure the continued integrity of the system.

To terminate your access to and participation in the CIIS program, please email us at CDPHE.CIIS@state.co.us at least 30 days prior to your planned termination date. Please note that CDPHE will not delete any data sent to CIIS by any Participating Medical Group prior to a clinic's termination of participation.

By: Participating Medical Group Representative Printed Name First Contact	Date: 08/03/2018
By: Participating Medical Group Representative <input type="checkbox"/> I agree to the above terms and conditions as set forth by the Public Health Agency.	
By: Heather Roth, MA Colorado Immunization Information System (CIIS) Program Manager	Date

May 2017

SUBMIT

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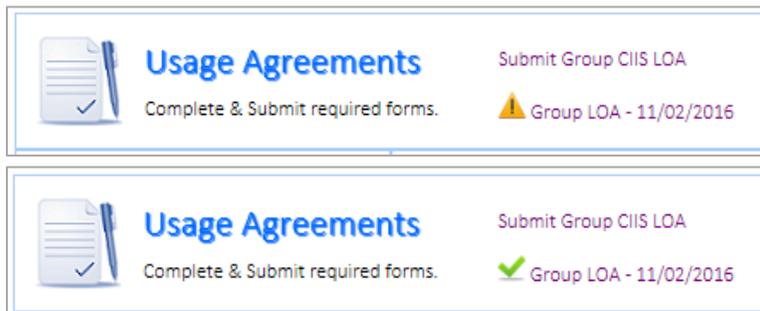
CLOSE



3. A box confirming that your LOA was submitted successfully will be displayed. Click *Close*.



4. Under Usage Agreements it will display that your group's LOA is in process. Once the LOA has been approved by the CIIS Program Manager the icon will change; displaying that it has been approved.
5. To view or print your approved CIIS Letter of Agreement click on the blue link.



Completing the CIIS Administrator Form

1. Click on the Group CIIS Administrator Form link under the Usage Agreements Widget.





2. Review and complete the Colorado Immunization Information System (CIIS) Medical Group Administrator Form.
 - a. Required question: The best way to contact you. Select phone or email.
 - b. Required question: Are you replacing the previous CIIS Administrator? Select yes or no.
 - c. Click on the box next to: *I agree to the above terms and conditions as set forth by the Public Health Agency.* Click *Submit*.



Colorado's Immunization Information System (CIIS)
MEDICAL GROUP SITE ADMINISTRATOR FORM



Instructions: Use this form to designate a CIIS Site Administrator for your site. *You can only complete this form if your site has a signed Letter of Agreement with CIIS.* Please complete the form and either fax it to 303.758.3640 or email it to cdphe_ciis@state.co.us.

NOTE: All fields marked with * are required.

Have questions on how to complete this form? Call us toll-free at 1.888.611.9918, option #1 or 303.692.2437, option #2.

Date: 06/18/2018

PARTICIPATING MEDICAL GROUP INFORMATION

*Group Name	Test Group
*Group Address	123 Denver
Site Suite, Floor or Building Number	
*City, State and Zip Code	Denver CO 80222
*Group Phone Number	(000) 000 0000
*Group Fax Number	
*Group County	DENVER

CIIS MEDICAL GROUP ADMINISTRATOR INFORMATION [Click here to edit this information](#)

*CIIS Administrator Name	Test Person
*Position/Title	Director
*Site Admin Direct Phone Number	(000) 000 0000
Site Admin Direct Fax Number	
*Site Admin Email Address	TestP@test.com
Hours Available	

*What is the best way to contact you? Phone Email

*Are you replacing the previous CIIS Site Administrator for your group? Yes No

***CIIS Medical Group Administrator Responsibilities Agreement**

I understand that by accepting the role of CIIS Medical Group Administrator, I am:

- Required to approve the creation, deletion or inactivation of any user accounts for my site
- The sole authority for account approval – no account creation will occur without my approval and signature
- The point of contact for account verifications, system alerts and policy changes
- Responsible for ensuring that my staff:
 - Comply with all applicable laws, regulations and CIIS policies
 - Access immunization information only to ensure compliance with Colorado school entry laws and regulations for enrolled students
 - Treat all information in CIIS as confidential
 - Not release or re-disclose any information in CIIS to any unauthorized person
 - Not allow another person to use their account information to access CIIS
 - Receive training on the appropriate use of CIIS
- Responsible for notifying CIIS if staff members leave site and require account inactivation.
- Responsible for notifying CIIS at least one week in advance that I am no longer able to perform these tasks to allow for the transition to a new CIIS Site Administrator.

* Site CIIS Administrator Signature

I agree to the above terms and conditions as set forth by the Public Health Agency.

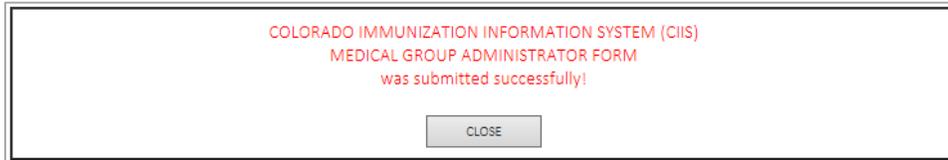
SUBMIT

PRINT

CLOSE



3. A box confirming that your CIIS Medical Group Administrator Form was submitted successfully will be displayed. Click *Close*.



4. Under *Usage Agreements* it will display that your *CIIS Administrator Form* has been completed.



Manage CIIS Data Exchange Profile

1. Click the Manage CIIS Data Exchange Profile widget icon  or directly select an option from within the widget.



Manage CIIS Data Exchange Profile

-  Set Mode of Connectivity
-  Set Data Exchange Mode
-  Set Data Exchange Type
-  Set Frequency

2. If you select the icon or directly choose an option within the widget, the Immunization Data Exchange (DE) Profile appears below. Click *Edit* to update the information.



Manage CIIS Data Exchange Profile for Electronic Imm. Reporting

Immunization DE Profile

Group Information

Group Name Edit

Data Exchange Information

Mode of Connectivity	Data Exchange Mode	Data Exchange Type	Frequency
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Connected

Connectivity Requested	Connectivity Info Sent	Connectivity Established	Status
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Pre-Production Testing

File Submission Date	Date Added to Queue	Pre-Prod Test Date	Status
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Production

Initial Submission	Receipt Confirmation	Initial Load Date	Completion Date
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Data Exchange Profile

Review/Update Data Exchange Information

Data Exchange Type <input type="text" value=""/>	Data Exchange Mode <input type="text" value=""/>
Data Exchange Frequency <input type="text" value=""/>	Mode of Connectivity <input type="text" value=""/>

3. Edit all fields under Review/Update Data Exchange Information. Click *Save*.
 - a. **Data Exchange Type:** This is the method of exchange, asynchronous or synchronous. CIIS can only accept a single message at a time with synchronous exchange and either single or batch update messages for asynchronous exchange.
 - b. **Data Exchange Mode:** This indicated whether the EHR will be sending updates to the IIS, receiving patient vaccinations from the IIS (by requesting a patient vaccination history), or both sending and receiving.
 - c. **Data Exchange Frequency:** This is how often message updates will be sent to CIIS. CIIS expects an upload frequency of at least weekly, but daily or real-time are the preferred frequencies as slower methods may impact patient care.
 Note: If the data exchange type is asynchronous and the frequency is real-time, CIIS will process any messages received each evening during the hours of 6pm-8am. In this scenario, no processing occurs from 8am-6pm.
 - d. **Mode of Connectivity:** This is the method used to transfer messages to CIIS.

4. Update the DE Profile information and click *Save*.

Manage Immunization Sites

Under the Manage Immunization Sites widget you can do the following: *View/Manage Site List, Enroll New Sites, Update Site EHR Solutions, and User Reports and Agreements.*



These options can be selected directly from within the widget or by clicking on the widget icon  which will bring up the green dropdown located toward the bottom of the screen.

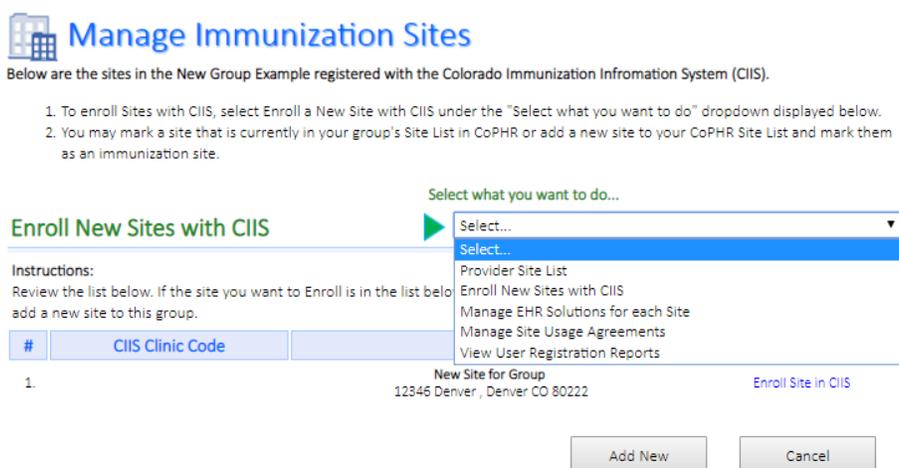
A site list will display within the widget with the following information:

- a. *Site Registration Status:* lists updated status on individual site registration in the CIIS Resource Center.
- b. *CIIS Clinic Code:* Unique ID that is assigned by CIIS staff.
- c. *Provider Site:* individual site name in CIIS database.
- d. *Location:* individual site location in CIIS database.
- e. *Provider Site Agreement:* status of CIIS Letter of Agreement (LOA) for each individual site in the group.

- f. *User Registration: displays all users that are listed in CIIS database for each individual site in the group.*
- g. *Usage Agreements: displays history of CIIS LOAs and CIIS Administrator Forms Submitted for each individual site in the group.*
- h. *Goto Provider Site: navigates you to the individual provider site within the CIIS Resource Center.*

To add additional sites that are not listed in the Provider Site table refer to the Add Provider Site section below.

To remove additional sites that should no longer be affiliated with this medical group you will need to contact the CIIS HelpDesk. This can be done by submitting a support ticket by referring to the Support Ticket section below or contact our HelpDesk directly (Phone: 1.888.611.9918 x1; Fax: 303.758.3640; Email: cdphe.ciis@state.co.us).



Manage Immunization Sites

Below are the sites in the New Group Example registered with the Colorado Immunization Information System (CIIS).

- To enroll Sites with CIIS, select Enroll a New Site with CIIS under the "Select what you want to do" dropdown displayed below.
- You may mark a site that is currently in your group's Site List in CoPHR or add a new site to your CoPHR Site List and mark them as an immunization site.

Enroll New Sites with CIIS

Select what you want to do...

Instructions:
Review the list below. If the site you want to Enroll is in the list below, add a new site to this group.

#	CIIS Clinic Code	Enroll Site in CIIS
1.	New Site for Group 12345 Denver, Denver CO 80222	Enroll Site in CIIS

Add New Cancel

View/Manage Site List

- Select this option from within the widget or from the dropdown if already in the widget.
- If no sites are linked to the group yet, select *Click here to Enroll Provider Sites* at the very bottom of the screen.
 - a. If non-immunization sites are listed, click *Enroll Site in CIIS*.
 - i. Complete all required fields and click *Save & Continue*.
 - b. To add a new site that is not already listed, click *Add New*.
 - i. Step 1 - Provide Information about the Provider Site: Complete all required fields and click *Continue*.
 - ii. Step 2: Provide information about the Provider Site: Complete all required fields and click *Save & Continue*.
 - iii. All completed sites will now be listed under the CIIS Site List.
 1. From here, you can click on *View*, *Manage*, or *GoTo Site* to made additional edits.

3. If sites are already linked to the group, you can click *on View, Manage, or GoTo Site* to made additional edits.

Enroll New Site

1. Select this option from within the widget or from the dropdown if already in the widget.
2. If non-immunization sites are listed, click *Enroll Site in CIIS*.
 - a. Complete all required fields and click *Save & Continue*.
3. To add a new site that is not already listed, click *Add New*.
 - a. Step 1 - Provide Information about the Provider Site: Complete all required fields and click *Continue*.
 - b. Step 2: Provide information about the Provider Site: Complete all required fields and click *Save & Continue*.
4. All completed sites will now be listed under the CIIS Site List.
 - a. From here, you can click *on View, Manage, or Goto Site* to made additional edits.

Update Site EHR Solutions

1. Select this option from within the widget or from the dropdown if already in the widget.
2. Select *Edit* from the right hand column of the Site List.
3. Edit Electronic Health Record information.
 - a. If you need to add a new EHR contact, click the blue + and add the new contact's information.
4. Click *Submit*.

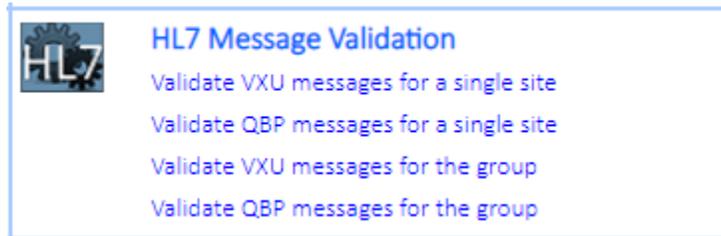
User Reports and Agreements

1. Select this option from within the widget or from the dropdown if already in the widget.
2. If sites are already linked to the group, you can click *on View, Manage, or Goto Site* to made additional edits.
 - a. *View*: Shows existing User Registration Reports
 - b. *Manage*: Shows any existing site agreements (i.e. Letter of Agreement) and Administrator forms.
 - i. Also has option to *Submit New LOA*
 - c. *Goto Site*: Takes user into the individual site level of the CRC with 6 available widgets.



HL7 Message Validation Widget

1. Click on the appropriate link in the Message Validation Widget.
 - a. Validate VXU-Update Single Site: allows you to validate update messages for a single site within the group.
 - b. Validate QBP-Query Single Site: allows you to validate query messages for a single site within the group.
 - c. Validate VXU-Update Group: allows you to validate update messages for all sites within the group.
 - d. Validate QBP-Query Group: allows you to validate query messages for all sites within the group.



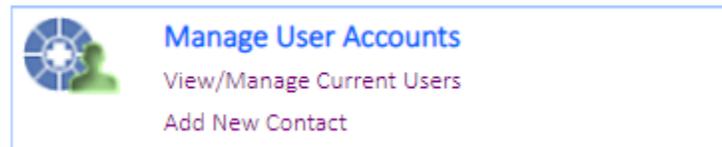
- e.
2. Refer to the HL7 Test Tool guidance documents (located on the right hand tab of the website) for information on submitting and interpreting HL7 Test Messages within the CIIS Resource Center testing tool.



Manage CIIS Contacts & User Accounts

Adding a New Contact

1. Click on the Manage CIIS Contacts & User Accounts widget icon  or click directly on an option within the widget. Either way, you will be directed to the CIIS Contacts & User Accounts page.



Manage CIIS Contacts & User Accounts

Below is the list of group level contacts for New Group Example. You may identify group contacts as being immunization contacts for the Colorado Immunization Registry by selecting the desired contact from list of and marking them as immunization contacts. Click Edit to update an existing contact's information or select an action from the pick-list to add new contacts and identify them as CIIS contacts for your group.

Select what you want to do...

CIIS Contacts & User Accounts 

#	Contact Name	Contact Type	Designation	MU POC	Edit
1.	Group Contact	Primary	General Office	N	Edit

2. To add a new contact, click Add Contact. You will be redirected to the main CoPHR group page. Click *Add Contact*.
 - a. Be sure to check *CIIS (Immunizations)* and any other public health reporting programs that the contact is affiliated with. Any additional programs selected may bring up addition questions.
 - b. Fill in all required information and click *Save*.



Main Group Profile Provider Sites Meaningful Use

Test Group
Select program below for more options

Immunizations
Colorado's Immunization Information System (CIIS)
Things you can do in the CIIS Resource Center...

1. Enroll Sites and User for access to CIIS
2. Training and Help Desk Support
3. Establish Electronic Immunization Reporting
4. Meaningful Use Registration and Status Reporting

Cancer
Colorado's Central Cancer Registry (CCCR)
Things you can do in the CIIS Resource Center...

1. Establish Electronic Cancer Reporting
2. Meaningful Use Registration and Status Reporting

Syndromic Surveillance
CDPHE Syndromic Surveillance
Things you can do in the CIIS Resource Center...

1. Establish Electronic Syndromic Surveillance Reporting
2. Meaningful Use Registration and Status Reporting

Electronic Labs
CDPHE Electronic Laboratory Reporting
Things you can do in the CIIS Resource Center...

1. Establish Electronic Laboratory Reporting
2. Meaningful Use Registration and Status Reporting

Meaningful Use Participation

Immunizations	Cancer	Syndromic Surveillance	Electronic Labs
0 Sites	0 Sites	0 Sites	0 Sites

Manage Contacts

Select what you want to do...
Select...

Manage Contacts & CoPHR User Accounts

Your group level contacts for Test Group are listed below.

Adding New Contacts
Instructions: To add Group Level contacts, such as Administrators or Technical Contacts, click the Add Contact button below the list.

Inviting Contacts to CoPHR
Instructions: If the contact is already on file, but does not have a CoPHR account and you would like them to have access to information contained in CoPHR, simply select the Click to Invite link for their name.

#	Contact Name	Designation	Re-Notify	Imm	CR	SS	Lab	Edit
1.	Test Person	Director		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	edit

Imm = Immunizations, CR = Cancer, SS = Syndromic, Lab = Electronic Labs

- Once a new contact is added, a *New User has been Successfully Added* screen will appear with contact information and all Public Health Reporting Programs.

New User has been Successfully Added X

User Second Contact has been successfully added/updated.

A notification along with instructions on how to register with Colorado Public Health Reporting system has been sent to Second Contact. You have been copied on the notification.

If you have any questions, please contact the corresponding reporting program below:

<p>CIIS Help Desk Phone: 303-692-2437 (option 2) Toll Free: 1-888-611-9918 (option 1) Fax: 303-758-3640 Email: cdphe.ciis@state.co.us</p>	<p>Cancer Reporting Help Desk Randi Rycroft, MSPH, CTP Unit Manager Colorado Central Cancer Registry Phone: 303-692-2542 Email: cdphe_cancer_mu@state.co.us</p>	<p>Electronic Lab Reporting and Syndromic Surveillance Andrew Horvath Phone: 303-692-2025 Email: Andrew.Horvath@state.co.us</p>
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- Click *Close*.



Editing an Existing Contact

1. To edit an existing contact, click *Edit*.

Select what you want to do...

CIIS Contacts & User Accounts ▶

#	Contact Name	Contact Type	Designation	MU POC	Edit
1.	Group Contact	Primary	General Office	N	Edit

2. You will be redirected to edit the contact’s information.
 - a. Complete all required fields.
 - b. Check the Meaningful Use box if the contact is the Meaningful Use point of Contact.
 - c. Be sure to check *CIIS (Immunizations)* and any other public health reporting programs that the contact is affiliated with. Any additional programs selected may bring up addition questions.
 - d. Fill in all required information and click *Save*.
3. You will be redirected to the Manage Contacts screen. Confirm that your new (and existing) contacts look correct.

CIIS HL7 Interface Projects

This section describes how to monitor the immunization interface project status for each practice site within the group.

1. Click on the CIIS HL7 Interface projects widget icon, Project in the dark blue bar at the top of the page, or select one of the options from within the widget. Either way you will be directed to the Interface Projects page.



CIIS HL7 Interface Projects

[View All Projects](#)

[Respond to Pending Actions Requests](#)



CIIS Interface Projects

Instructions

Review the Project List below. Click on the Project Name to see more details and respond to pending actions requests.

Interface Projects

Current

#	Project ID	Project Name	Type	Project Status	# Action Pending
---	------------	--------------	------	----------------	------------------

No Records Found.

Closed

#	Project ID	Project Name	Date Completion
---	------------	--------------	-----------------

No Records Found.

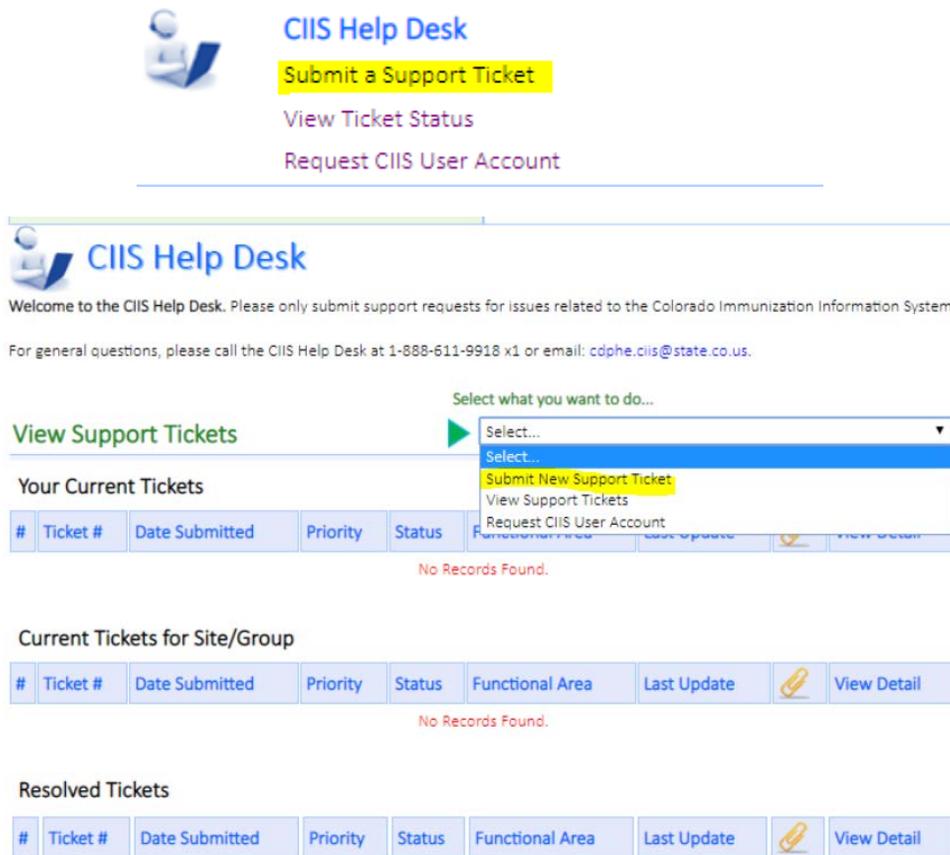
2. The Interface Project screen displays. Sites will show up here once they have been invited to onboard and have begun an immunization interface project. Click on the link under the Project Name column to see more details about that project (if one exists).
 - a. You can also view/respond to Action Requests here (if one exists) if you choose not to respond via email.

CIIS Help Desk Widget

Refer to the Create Support Ticket guidance document for more detailed information on submitting and monitoring CIIS Help Desk Support Tickets.

Submitting a CIIS Help Desk Support Ticket

1. Click on the *Submit a Support Ticket* link on the Help Desk Widget, or click on the Help Desk icon  to be taken into the widget and select *Submit a New Support Ticket* from the dropdown menu.



The screenshot shows the CIIS Help Desk interface. At the top, there is a 'CIIS Help Desk' header with a user icon. Below the header, there are three main links: 'Submit a Support Ticket' (highlighted in yellow), 'View Ticket Status', and 'Request CIIS User Account'. A horizontal line separates this from the main content area. The main content area has a 'CIIS Help Desk' header with a user icon and a welcome message: 'Welcome to the CIIS Help Desk. Please only submit support requests for issues related to the Colorado Immunization Information System. For general questions, please call the CIIS Help Desk at 1-888-611-9918 x1 or email: cdphe.ciis@state.co.us.' Below this, there is a 'View Support Tickets' section with a dropdown menu. The dropdown menu is open, showing options: 'Select...', 'Submit New Support Ticket' (highlighted in yellow), 'View Support Tickets', and 'Request CIIS User Account'. Below the dropdown, there are three sections: 'Your Current Tickets', 'Current Tickets for Site/Group', and 'Resolved Tickets'. Each section has a table with columns: '#', 'Ticket #', 'Date Submitted', 'Priority', 'Status', 'Functional Area', 'Last Update', and 'View Detail'. All three sections show 'No Records Found.' below their respective tables.

2. Complete all required fields in the support ticket and click *Submit*.



Submit a Support Ticket

First Name*	Last Name*	Phone			
Group	Contact	000	000	0000	x
Email*					
Test123@email.com					

Enter Your Issue Information

Issue Title*	Issue Category*
Issue Description*	

* Required

Submit Cancel

- Once the ticket is submitted, the user will receive an email confirmation and will be redirected back to the *View Support Ticket* page. This page can also be accessed by clicking *View Support Tickets* in the dropdown menu.
- The new ticket will be displayed under *Your Current Tickets*.
 - Click *View Detail* to see the information or add attachments. Click *Close* to exit.

View Support Tickets Select...

Your Current Tickets

#	Ticket #	Date Submitted	Priority	Status	Functional Area	Last Update		View Detail
1.	0000-10218	08 02 2018		Open	Log-in/Password Issues			View Detail



Adding attachments to your Support Ticket
After have submitted the ticket, you may add attachments including screenshots by clicking the paperclip icon displayed for the ticket.

Support Ticket Details Add Attachments

Ticket #	Date Posted	Status	Functional Area	Submitting User
-10218	08 02 2018	Open	Log-in/Password Issues	Group Contact

Issue Title
Test Ticket 1

Issue Description
Test Issue

Ticket Log

No Records Found.

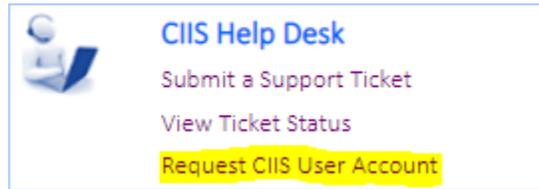
Close



Requesting a CIIS User Account

1. Click on the *Request CIIS User Account* link on the CIIS Help Desk widget, or click on the Help Desk

icon  to be taken into the widget and select *Request CIIS User Account* from the dropdown menu.



Select what you want to do...

View Support Tickets

Your Current Tickets

#	Ticket #	Date Submitted	Priority	Status	Functional Area	Last Update	View Detail
1.	0000-10218	08 02 2018		Open	Log-in/Password Issues		View Detail

Current Tickets for Site/Group

#	Ticket #	Date Submitted	Priority	Status	Functional Area	Last Update	View Detail
1.	0000-10218	08 02 2018		Open	Log-in/Password Issues		View Detail

Resolved Tickets

#	Ticket #	Date Submitted	Priority	Status	Functional Area	Last Update	View Detail
---	----------	----------------	----------	--------	-----------------	-------------	-------------

2. You will be redirected to the CIIS Login Request Form page. Complete all information on the CIIS Login Request Form. Click *Submit*.



Please complete the Colorado Immunization Information System (CIIS) User enrollment form below to begin your enrollment.

Colorado Department of Public Health and Environment

Colorado Immunization Information System (CIIS)

LOGIN REQUEST FORM

**Attention NEW CIIS Users: Before completing a Login request form, you must complete the CIIS user training. Click on the [Training Information Sheet](#) for directions.*

Instructions: Complete this online form to create a new CIIS account, change your existing CIIS account, or inactivate a CIIS account. *You can only complete this form if your site has a signed Letter of Agreement with CIIS.* **NOTE: All fields marked with * are required.** Have questions about how to complete this form? Call us toll-free at 1.866.611.9918 or 303.692.2437 or email us at CDPHE.CIIS@state.co.us.

* **Date:**
8/2/2018

* **Why are you completing this form?**
<Select One>

- This information will automatically be submitted to the CIIS Help Desk and all normal procedures will be followed to process the Login Request Forms. You will be notified by email once that process is completed.

Training Resources Widget

This section describes how to access training resources offered by CIIS.



Accessing CIIS Training Resources

1. Click on the *Training Resources* icon  to be taken into the widget.

NOTE: The Training Calendar widget option is not currently being utilized by CIIS.

2. The Training Resources widget provides links and information regarding CIIS Training Webinars (when available), Job Aids, Quick Guides, CIIS Video Library, and CIIS Online Training Courses. This page provides detailed descriptions on CIIS REQUIRED trainings and how to register for an

Modifying My Profile

This section describes how to edit your contact information (Phone #, Secret Question/Answer, Email, and Employee Type) and change your password.

Editing Your Information

1. Click on My Profile in the upper right corner of the screen.



2. The *Edit Your Information* sub-tab is automatically selected. Change any of the editable fields that need updating.



 **Your Profile** 

[Change Your Password](#) [Edit Your Information](#)

Username* Test.HIE	Password* *****	Phone # 789 456 1266 Extn. <input type="text"/>
Secret Question* What was the color of your first car? ▼	Answer* Blue	Email 14ba0w+cvkv60u6xgv7l
Employee Type General Office ▼	Hours Available <input type="text"/>	

3. Click *Save* or *Cancel* to return to the Main screen.

Changing Your Password

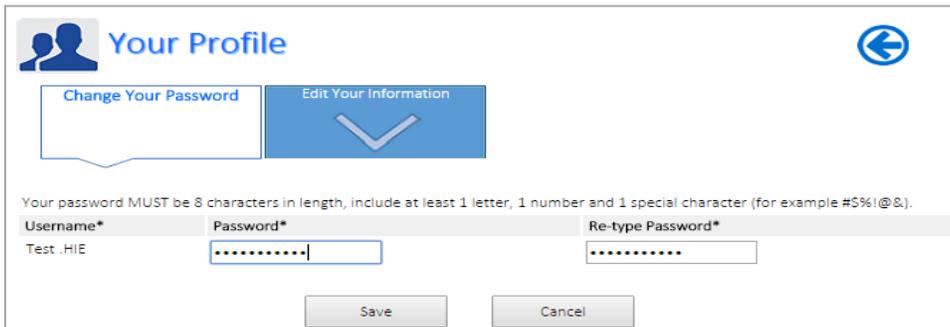
1. Click on My Profile in the upper right corner of the screen.



2. Select the Change Your Password sub-tab.



3. Enter a new password in the Password and Re-type Password fields.



4. Click Save to return to the Main page screen.



COLORADO
Department of Public
Health & Environment



Questions?

CIIS Help Desk

Phone: 303-692-2437 option 2

Toll Free: 1-888-611-9918 option 1

Fax: 303-758-3640

Send us an email:

Cdphe.ciis@state.co.us