## WYIR USER MANAGEMENT GUIDE

REV.06/18

Once a facility is enrolled with the WyIR, the following process is used to manage users. Please see our Enrollment Overview guide to learn more about facility enrollment. All requests for access to the WyIR or updates to a current WyIR user must be submitted using the <u>User Access/User Updates form</u>. The form can be found on our website at any time—www.immunizewyoming.com.

#### Facility Contacts must use the form to:

- Request WyIR access for a new user,
- Make updates to an existing user's access level (applies only to 'Other Healthcare Professionals'),
- Reactivate an existing user's account, and/or
- Remove WyIR access from an existing user.

#### Any user may use the form to:

- Update demographic or contact information,
- Remove WyIR access from an existing user, and/or
- Establish or change WyIR Facility Contacts and/or Vaccine Coordinators.

## **User Type**

To ensure your request can be completed accurately, please be diligent in selecting the appropriate user type to ensure a successful submission.

School Employee - An employee of a public or private K-12 school, or a preschool associated with a school district

**Child Caring Facility Employee** - An employee of a child caring facility such as a daycare, headstart program, or a preschool NOT associated with a school district.

**Wyoming Department of Health Employee** - An employee of a WDH Program, excluding Public Health Nursing offices which should submit as "All Other Healthcare Professionals."

WIC Employee - An employee of the Women, Infants, and Children Program, includes state and county level employees.

All Other Healthcare Professionals - Employees of hospitals, clinics, doctor's offices, pharmacies, Public Health Nursing offices, correctional facilities, etc.

### WyIR Access For a New User

Requests for WyIR user access must be submitted by the WyIR Facility Contact.

When submitting this type of request, be prepared with the name of your Organization/Facility, a unique and accurate email address for the new user, as well as, their name and phone number. For users that fall under "All Other Healthcare Professionals," the WyIR Facility Contact will be asked a series of ascending questions to determine the appropriate access level and should be prepared with a fair understanding of the new user's job duties.

If an employee works at multiple facilities that do not have the same WyIR Facility Contact, a separate request must be made for each facility, and may result in the need for multiple usernames and passwords. Use of a WyIR account at a facility that is different than the facility that authorized the account is considered inappropriate use and may be a violation of HIPAA policy and/or the WyIR agreement.

#### **Removing WyIR Access from an Existing User**

**To protect patient information**, users who are no longer employed by the facility should be reported immediately. Account inactivation can be requested by any WyIR user, but it is preferred that the WyIR Facility Contact submit these requests whenever possible.

#### Changing the WyIR Access Level for an Existing User

This type of request applies ONLY to users that fall within "All Other Healthcare Professionals." These requests must be submitted by the WyIR Facility Contact. The request is intended for adjusting an existing user's access level (adding or removing permissions). The WyIR Facility Contact will be asked a series of ascending questions to determine the appropriate access level and should be prepared with a fair understanding of the user's job duties.

#### **Reactivating a WyIR User Account**

This type of request is intended for reactivation of an existing WyIR user's account. An account may have been inactivated due to the user not signing into the account for a period longer than 90 days, by request of the authorizing facility, or the authorizing facility's closure. Request for reactivation must be submitted by the WyIR Facility Contact. Any request for reactivation by a user that is not a Facility Contact will be referred back to the FC. Accounts may not be reactivated for the purpose of use at a new employer, access must be authorized at every individual facility. Use of a WyIR account at a facility other than the facility that authorized the account is considered inappropriate use and may be a violation of HIPAA policy and/or the WyIR agreement.

### **Updates to Demographic/Contact Information**

This type of request is intended to give any WyIR user the opportunity to update their information in the WyIR. This includes updates to demographic information like a changed last name, or contact information like an updated email address. For those users that are Vaccine Coordinators, the information will be updated for both the WyIR and the Public Vaccine Programs.

#### Establish or Change the WyIR Facility Contact and/or Vaccine Coordinator

This type of request is intended for the designation of or changes to the primary point of contact at a facility, referred to as WyIR Facility Contacts and/or Vaccine Coordinators (FC/VC). We prefer the FC/VC be an individual that is available to manage staff access and can be easily reached by the WyIR or PVP teams.

For facilities NOT enrolled in a Public Vaccine Program - the facility has ONE WyIR Facility Contact and no Vaccine Coordinators.

For facilities enrolled in a Public Vaccine Program - the Vaccine Coordinator and WyIR Facility Contact are required to be the same individuals and there are TWO in total.

Requests to replace an existing FC/VC may require further clarification. Vaccine Coordinators must be replaced within 2 weeks of their departure from the facility.

### FAQ's

Q: I have an employee that works at multiple facilities within our organization, can I give them access to both?

**A:** Yes. Within the User Access/User Updates form you'll need to include the name of EACH facility this user requires access to. There is a reminder within the form indicating this. This will require the approval of the WyIR Facility Contact at each facility. As long as the Facilities are within the *same* Organization, the user can access them using one username. If the Facilities are within different Organizations, the user will have to maintain a username for each Facility. The WyIR Help Desk will relay the details to you and the new user via email after the form submission.

## Q: I was a WyIR user at the last place that I worked and have an inactive account, now that I've started at my new facility can I just request that account be reactivated?

**A:** No. Using an account that was authorized for use at your previous facility would be considered inappropriate use. The registry is a database of protected health information and any inappropriate use may be considered a violation of HIPAA and/or your facility's WyIR agreement. You will need to have your new location's Facility Contact request new user access on your behalf.

# Q: Do I need to have my own username? We are very busy, it seems much easier to have one username and password saved in our browser for our staff to share, what's the harm?

**A:** Yes, each person accessing the WyIR should have individual username/password information. Saving and sharing this information creates the risk of login by an unauthorized user and the unauthorized access of Protected Health Information. Depending on access level, WyIR users also have the power to add/edit information. This can be anything from patient demographics to making vaccine inventory changes. It is your responsibility to protect the data and data quality. The registry is a database of protected health information and any inappropriate use may be considered a violation of HIPAA policy and/or your facility's WyIR agreement.

#### Q: Our WyIR Facility Contact no longer works here, now what?

**A:** A new WyIR Facility Contact will need to be designated using the User Access/User Updates form. There are no requirements for who can be a WyIR Facility Contact, we just ask that this individual is available to manage staff access and can be easily reached by the WyIR or PVP teams.

For additional questions or assistance, please contact the WyIR Help Desk Mon - Fri 8 am to 5 pm by phone (800-599-9754) or email (wyir@wyo.gov).