



WyIR Presents: Office Hours

Docket Consumer Access Application

Objectives

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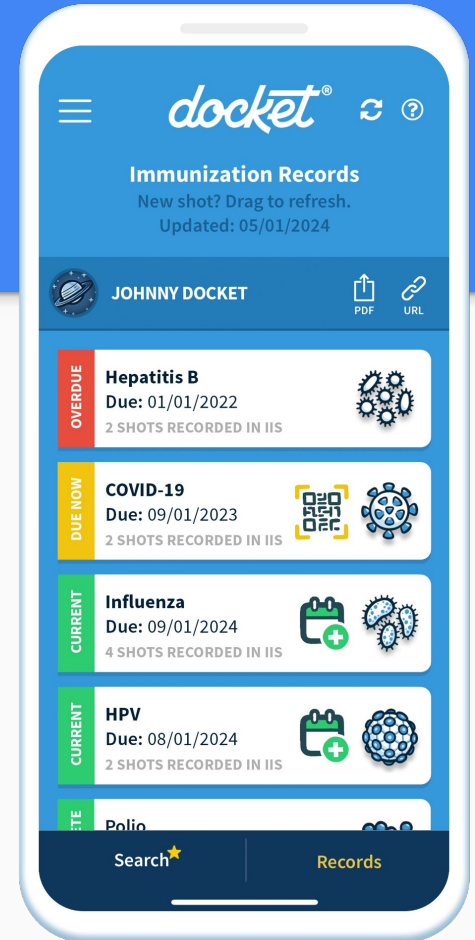
- Understand what Docket is and how to use the Docket application.
- Examine the provider's role as it pertains to the Docket application.
- Explore resources that are available for information about the Docket application.
- Review options to help troubleshoot patient, parent, and guardian concerns while using the Docket application.
- Explain the Immunization Unit's role as it pertains to Docket.

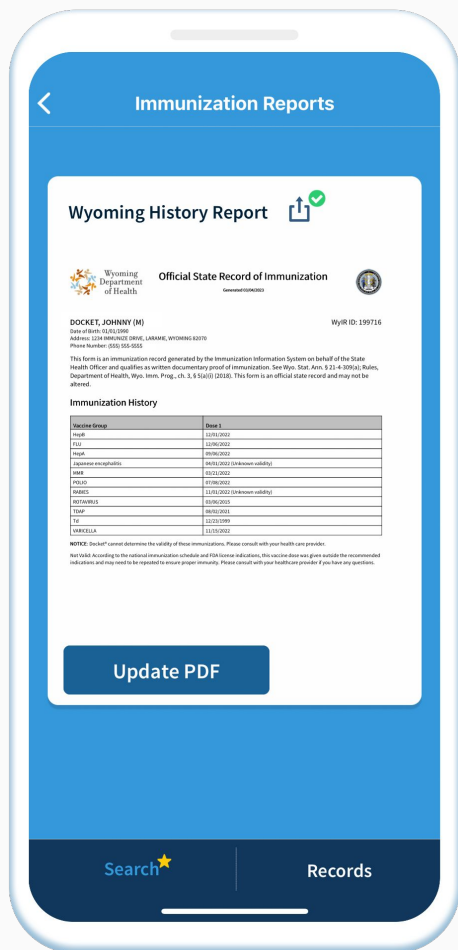
What is the Docket Application?

What is the Docket application?

Docket is an application that searches the Wyoming Immunization Registry (WyIR) using basic demographic information to display an official immunization record on a mobile device.

Anyone at least 18 years of age with a vaccine record in the WyIR can use the Docket application to view their own immunization record or to view the immunization record of someone for whom they are the parent or legal guardian.





The Docket application produces an Official State Record of Immunization!

This record is good for instances such as:

- School and child care entry
- College admission
- Travel
- Personal records
- Vaccination status for clinical care decisions

Healthcare Provider's Role for Docket



Healthcare providers play an important role in regard to the Docket application. Healthcare providers may:

- Promote the Docket application to patients who inquire about their immunization record.
- Update patient demographics and immunization information in the WyIR to allow for accurate search and display of immunization records in the Docket application.

The Docket application does not replace other forms of record requests.

- Providers may still provide records to a patient from the WyIR or an Electronic Health Record system, if requested. In addition, patients can request a record through the Immunization Unit using the process outlined on our website.

Role of School Employees



School employees play an important role in regard to the Docket application. School staff may:

- Promote the Docket application to parents who inquire about their own or their child or dependant's immunization record.
- Update student demographics or enter historical immunization information for a student in the WyIR to allow for accurate search and display of immunization records in the Docket application.* (* School WyIR users must have edit access to be able to edit demographics and immunization records.)

The Docket application does not replace other forms of record requests.

- School staff may still provide records to a parent, from the WyIR, if requested.** (**School WyIR users may only access WyIR records for students who attend the school for which they are assigned and for which consent has been obtained.) In addition, parents can request a record through the Immunization Unit using the process outlined on our website.

Role of Child Care Facilities



Child Care Facility (CCF) staff play an important role in regard to the Docket application. CCF staff may:

- Promote the Docket application to parents who inquire about their own or their child or dependant's immunization record.

The Docket application does not replace other forms of record requests.

- In addition, parents can request a record through the Immunization Unit using the process outlined on our website.

Docket - Immunization Unit Help Desk

The Immunization Unit has delegated a help desk specifically designed to assist Docket users and providers with questions and concerns regarding the Docket application, and to process WyIR Patient Inquiry Forms.

Docket users can be referred to:

docket.helpdesk@wyo.gov or users may call

307-777-7952 for Docket help desk assistance.

Docket Application Resources



Patients, parents, and guardians may contact a clinic, school, or CCF to seek help with the Docket application. Providers, school staff, and CCF staff are in no way obligated to serve as the Docket help desk but may choose to assist. To do so, there are some helpful resources provided on the website.

For Docket status updates (e.g. planned maintenance, unexpected outages) or to ask troubleshooting questions, Docket users can tweet at [@dockethealthapp](https://twitter.com/dockethealthapp).

Navigate to the Immunization Unit [Website](#) > Immunization Records and Docket > then scroll to the 'Learn More About Docket' section.

Learn More About Docket

- [Getting Started \(pdf\)](#)
- [Frequently Asked Questions \(pdf\)](#)
- [Biometric Tip Sheet \(pdf\)](#)
- [Delete Search \(pdf\)](#)
- [About Docket Health \(pdf\)](#)
- [WyIR No Match Found/Review and Try Again \(pdf\)](#)
- [WyIR Patient Inquiry Form_FILLABLE \(pdf\)](#)

For more information, reach out to docket.helpdesk@wyo.gov or call 307-777-7952.

Visit Docket's website at <https://docket.care/>.

Using the Docket Application

Logging in to Docket

Step 1: Download the Docket application from the Apple App Store, or from Google Play.

Step 2: Type in a valid email address, or utilize the 'Sign-in with Apple or Google' buttons.

Step 3: Docket will send a link to the email address provided containing a link to validate and sign in to the Docket application.



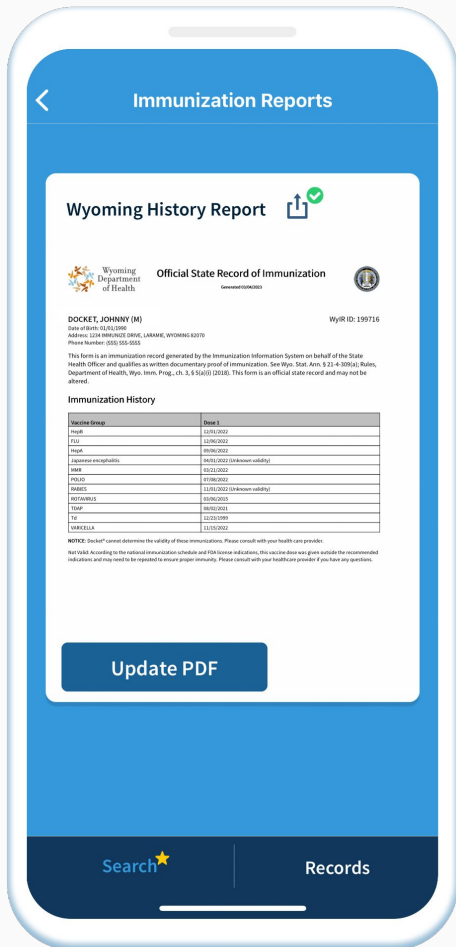
Logging in to Docket

Step 4: Using the same device, navigate to the email inbox for the email address provided to find the link.

Step 5: Click the link in the email to confirm the provided email address.

Step 6: Using the required fields in the Docket application, fill in the information on the 'Account Info' screen to continue to a record search.



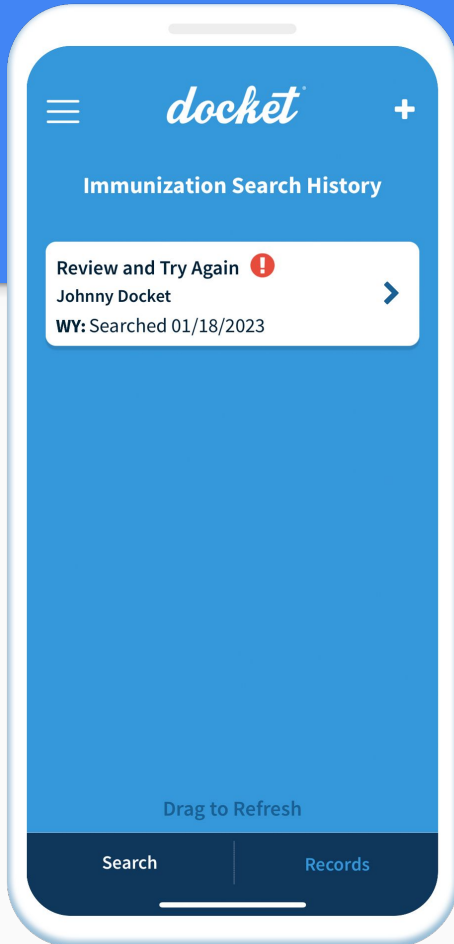


Any Docket user with a record in the WyIR and with a valid email address and or phone number on file with WyIR can access their individual, child, or dependant's immunization records using Docket.

A Docket user's name, date of birth, and legal sex entered in to the Docket application must match their WyIR record exactly.

Navigating Patient Concerns

Navigating Patient Concerns - No Match Found



The Docket user's first and last name, date of birth, and legal sex must match the user's WYIR record exactly. If this criteria does not match while authenticating in the Docket Application, users will encounter a 'Review and Try Again' > 'No Match' notification.

The Docket user must also have a valid email address or phone number included on their patient demographic page in the WYIR.

Navigating Patient Concerns - No Match Found, Continued



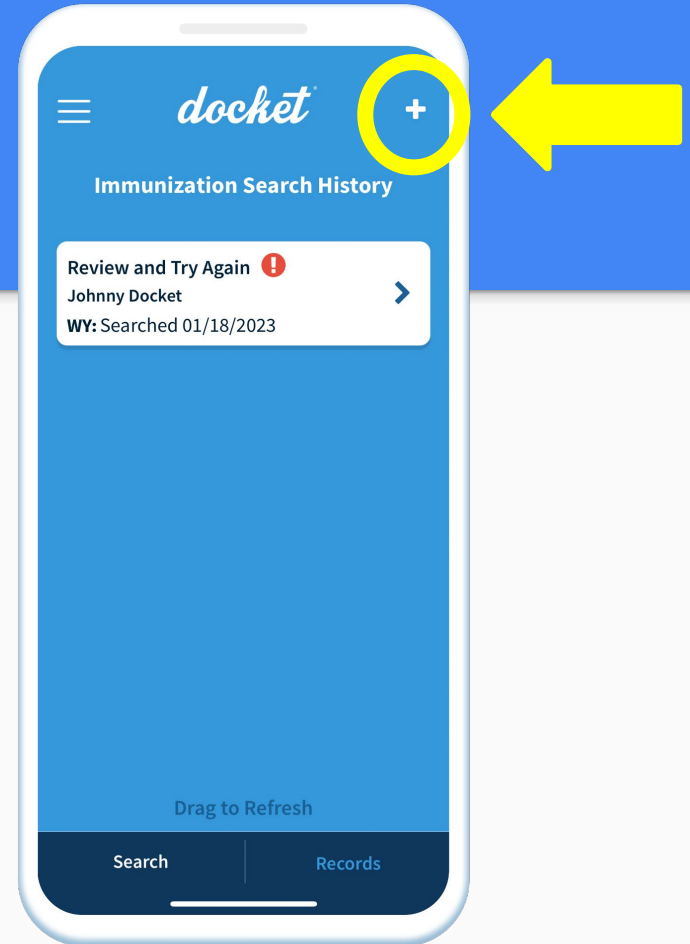
If a Docket user encounters “Review and Try Again” (“No Match”) search result in the Docket application, their demographic information entered in Docket does not match their WyIR record - OR - they do not have a phone number or email address on file with WyIR.

To assist a Docket user, providers may:

- Ask the Docket user to verify that the information provided in the Docket application is correct.
- Direct Docket users to the WyIR Patient Inquiry form on the Immunization Unit [website](#) to request that the Immunization Unit updates the user’s WyIR patient demographics.

Navigating Patient Concerns - No Match Found, Continued

Once a Docket user's demographics have been updated in the WylR record including a valid phone number or email address, the Docket user should retry their search from the beginning by tapping the (+) icon on the "Immunization Search History" screen.



Navigating Patient Concerns - Missing or Incorrect Vaccinations



The Docket application will display all vaccinations for that user that have been reported to the WyIR.

If a user has concerns regarding the vaccines, such as missing or incorrect vaccination information, providers may:

- Make corrections to vaccinations that have been administered by the healthcare facility making the changes.
- Add missing vaccines if provided an Official Record of Immunization. **Word of mouth is not an acceptable form of vaccine verification.** * With WyIR edit access only.
- Direct users to the “Record Amendment Request” form on the Immunization [website](#) for the Immunization Unit to amend vaccine information.

Why Would Vaccines be Missing from the WyIR?



Vaccinations for a Docket user may be missing from a record due to the following circumstances:

- Vaccines were administered by healthcare providers outside of Wyoming are not required to be reported to the WyIR.
- Vaccines administered by the US Military, Veterans Affairs, Indian Health Services, and tribal health agencies are not required to be reported to the WyIR.
- The WyIR was created in 2000. Vaccines administered prior to the creation of WyIR may not have been reported by your healthcare provider.
- Vaccines were administered prior to the requirement of Mandatory Reporting to the WyIR on February 7, 2018 may not have been reported.

What is a Verified Official Record of Immunization?

Official Record Of Immunization

Only the following documentation should be referenced when verifying a patient's vaccination history to be entered in to the WyIR:

- An immunization record generated from the Immunization Information System (IIS) established by the Department or any other State's IIS;
- An immunization record certified by a primary health care provider;
- An immunization record certified by a licensed physician, or the physician's designee; or
- An immunization record certified by a public health authority.

Data Elements of a Verified Record

In order to be considered valid and be used to enter historical information into the WyIR, an immunization record must contain the following data elements:

- Source of the record;
- Patient's name;
- Patient's date of birth;
- Name of each vaccine administered; and
- Month, day, and year each vaccine was administered.
- Certification by a licensed physician, his designee, or by any public health authority.



Immunization Unit's Role for Docket



The Immunization Unit is here to provide patients, providers, school staff, and CCF staff with Docket help desk services to address questions and concerns related to the Docket application and Immunization records. In addition, the Immunization Unit will:

- Promote, educate, and provide resources on the Docket application;
- Process WylR Patient Inquiry forms, when accompanied with proper proof of identification, to update patient demographics;
- Process Record Amendment Request forms, when accompanied with proof of identification and an Official Record of Immunization; and
- Work continuously with members of the Docket team to ensure application success.

Reminder!



Any Docket related questions or concerns can be directed to
docket.helpdesk@wyo.gov

Questions and concerns referred to the Docket help desk allow the Immunization Unit to assess common questions, concerns, and processes to provide the Immunization Unit with an opportunity for continuous quality improvement.

Questions?

Thank You!

Contact us:

Wyoming Department of
Health

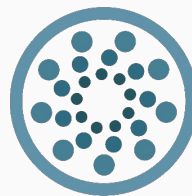
Immunization Unit

Docket Help Desk

docket.helpdesk@wyo.gov

(307) 777-7952

www.immunizewyoming.com



IMMUNIZATION UNIT

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