



# Provider Detail Error Reports (PDER) Office Hours

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## What are Provider Detail Error Reports?

- The Provider Detail Error Report (PDER) is a report generated from the Wyoming Immunization Registry (WyIR) for our provider locations that are interfaced with the WyIR.
- This report provides a summary of the messages exchanged between the Electronic Health Record (EHR) and the WyIR, to include vaccine reporting and query, depending on the type of interface connection established.



## Provider Responsibilities

When a provider organization interfaces with the WyIR, it is a requirement of the organization that errored messages be corrected and resubmitted to the WyIR to meet mandatory reporting requirements.

The monthly PDER sent to interfaced organizations helps with this process. The PDER should be reviewed each month and steps should be taken to correct and resubmit any errored messages.



## Who Receives PDERs and When?

- Every month, around the 25th, designated contacts will receive a PDER for the organization that they represent.
- The report will contain information regarding errors and warnings in interface messages that are flagging in the WYIR.
- Along with the errors and warnings, the report will show the facility at which the errors occurred, as well as the type of error or warning. This will allow errors and warnings to be corrected.



## Why are PDERs important?

- Summarize the quality of data entering the WyIR and returning to provider EHRs.
- Provide the opportunity for data quality assessment and improvement.
- Serve as a “second-check” to ensure the number of patients that have been administered a vaccination have been accounted for and reported to the WyIR.

# Example of a PDER Report

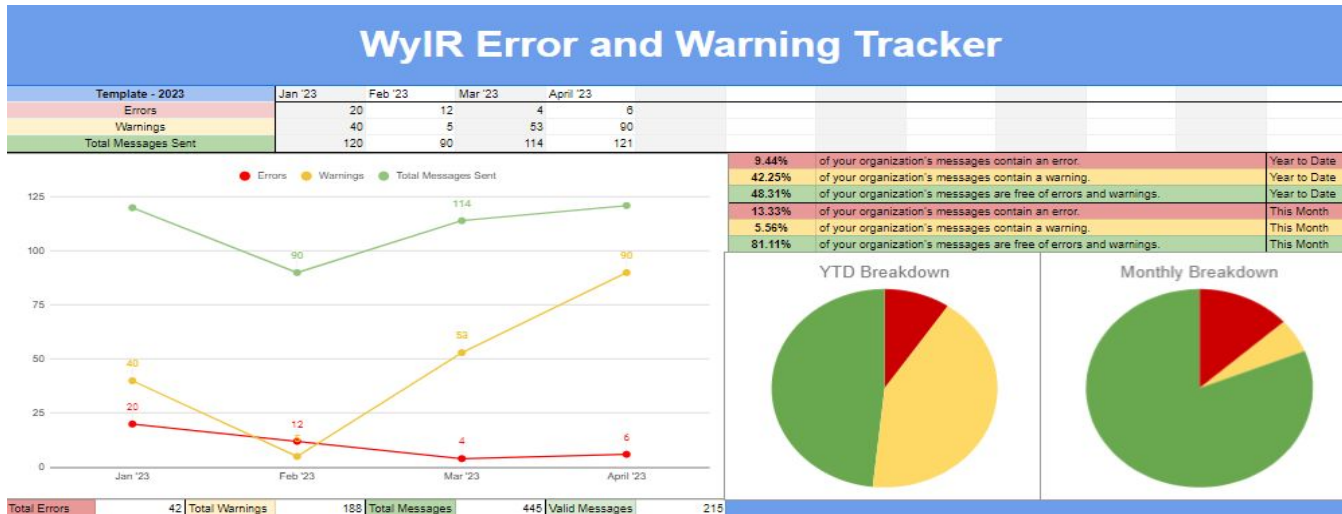
Provider	Representative Facility	User	Profile	# Messages	# unique MRN	# Errors	# Warnings
****	SIISCLIENT****	HL7-***	517	47	42	0	15
****		HL7-***	517	572	0	0	0

Provider	Representative Facility	User	Profile	Import Log ID	Error / Warn	Date Sent	MRN	Issue	Issue Location	Message Control ID
***	SIISCLIENT****	HL7-***		11111111	W	#####	****	patient address st	PID-**	111111
***	SIISCLIENT****	HL7-***		22222222	W	#####	****	vaccination vfc st	PID-**	222222
***	SIISCLIENT****	HL7-***		33333333	W	#####	****	patient address st	PID-**	333333
***	SIISCLIENT****	HL7-***		44444444	W	#####	****	Patient phone of U	PID-**	444444
***	SIISCLIENT****	HL7-***		55555555	W	#####	****	Patient phone of U	PID-**	555555
***	SIISCLIENT****	HL7-***		66666666	W	#####	****	patient address st	PID-**	666666
***	SIISCLIENT****	HL7-***		77777777	W	#####	****	Patient phone of U	PID-**	777777
***	SIISCLIENT****	HL7-***		88888888	W	#####	****	Patient phone of U	PID-**	888888
***	SIISCLIENT****	HL7-***		99999999	W	#####	****	vaccination vfc st	PID-**	999999
***	SIISCLIENT****	HL7-***		11111110	W	#####	****	patient address st	PID-**	111110
***	SIISCLIENT****	HL7-***		12222221	W	#####	****	Patient phone of U	PID-**	122221
***	SIISCLIENT****	HL7-***		13333332	W	#####	****	Patient phone of U	PID-**	133332
***	SIISCLIENT****	HL7-***		14444443	W	#####	****	Patient phone of U	PID-**	144443
***	SIISCLIENT****	HL7-***		15555554	W	#####	****	vaccination vfc st	PID-**	155554
***	SIISCLIENT****	HL7-***		16666665	W	#####	****	vaccination vfc st	PID-**	166665
***	SIISCLIENT****	HL7-***		17777776	W	#####	****	Patient phone of U	PID-**	177776
***	SIISCLIENT****	HL7-***		18888887	W	#####	****	patient address st	PID-**	188887

# Dashboard

The Immunization Unit has added a data dashboard to the PDER. This dashboard helps track an organization's percentage of errors and warnings, and month to month trends. This is a great opportunity to assess data quality and monitor trends in the interface connection.





## Overview

The top section of each PDER will give you an aggregate summary of the data contained in the report.

Provider	Representative	User	Profile	# Messages	# unique MRN	# Errors	# Warnings
****	SIISCLIENT****	User ID #	***	152	148	0	20
****	SIISCLIENT****	User ID #	***	39	27	1	7
****	SIISCLIENT****	User ID #	***	3	2	0	0
****		User ID #	***	4	2	3	0

- **Representative ID:** The SIISCLIENT ID assigned to individual facilities. [The PDERs will now include a “SIIS Lookup List” to assist providers match the name of the facility associated with the SIISCLIENT.](#)
- **Messages:** Total number of messages sent to the WyIR from the facility EHR.
- **Unique MRN:** Total number of new Medical Record Numbers (MRNs) sent to the WyIR from the facility EHR.
- **Errors:** Total number of errors identified from the total of messages sent.
- **Warnings:** Total number of warnings identified from the total messages sent.





# Error and Warning Summaries

Up to two sections will display below the aggregate summary, depending on the type of errors and warnings in the PDER.

- The first section will summarize errors and warnings related to message level data.
  - This section will contain issues with patient demographics, insurance information, or MRNs, among other issues.
- Below the message level data is the vaccination section.
  - This section will contain a summary of the errors and warnings related to vaccine issues in the HL7 message.

Provider	Representative Facility ID	User	Profile	# Message	# unique M	# Errors	# Warnings
****	SIISCLIENT****	USER ID #	***	4	4	0	0
****		USER ID #	***	742	0	0	0
Message level issues to display.							
Vaccination issues to display.							



## Interpreting the Report

Provider	Representative Facility ID	User	Profile	Import Log ID	Error / Warn	Date Sent
****	SIISCLIENT****	****	***	987654321	W	3/14/2023 9:13
****	SIISCLIENT****	****	***	987654321	E	3/14/2023 9:14

Columns in each summary section note significant information that can help an organization determine what issue occurred, where in the HL7 message the issue happened, the date and time the message was submitted, and the patient record in which the issue occurred. The columns significant to providers are:

- **Representative Facility ID:** The WyIR ID assigned to individual facilities. This will identify the facility that sent the message. [The PDERs will now include a “SIIS Lookup List” to assist providers see the name of the facility associated with the SIISCLIENT.](#)
- **Error/Warn:** Indicates whether the information in the corresponding row was marked as an error or warning. E = Error, W = Warning.
- **Date Sent:** Indicates the date and time the message was sent to the WyIR (this may not match the date of administration depending on the reporting time).



## Interpreting the Report, continued

MRN	Issue	Issue Location	Message Control ID
9876	patient address street2 is unwanted	PID-11.2	
5432	vaccination cvx code is missing - Message Rejected	RXA-5.1, RXA-5.4	

- **MRN:** The patient identifier created and assigned by the organization's EHR system. This is the identifier facilities can use to look up patients in the EHR.
- **Issue:** A short description of the issue that caused the error or warning in the message. This information is important when working with EHR vendors on a resolution.
- **Issue Location:** Indicates the location of the segment inside of the HL7 message where the error or warning occurred. This information is important when working with EHR vendors on a resolution.



## Warnings and Errors

**Errors:** These are issues with HL7 message data that create a hard stop in the WyIR. Messages with errors do not reach a patient record, do not document in the WyIR, and do not decrement inventory from the WyIR. Errors indicate incorrect or missing data fields that the WyIR is unable to accept. **Errors must be reviewed and fixed and the message must be resubmitted or the information needs to be manually entered into the WyIR.**

**Warnings:** HL7 messages with warnings indicate data fields that contain or are missing data that the WyIR does not like. Warnings do not prevent a message from reaching the WyIR or reporting to a patient record. While warnings still allow for information to flow, these should be reviewed and corrected, when possible, and the HL7 should be resubmitted.



## Causes of Errors and Warnings

The root cause of an error or warning can differ. Errors and warnings may be caused from inaccurate programming and system development on the backend of an EHR, or they can be caused by inaccurate entry or selection in the EHR at the time of entry.

Examples:

**Issue “Vaccination CVX code is missing - Message Rejected”** - this is indicative of a CVX code missing or not mapped correctly to the associated vaccine in the EHR system. This could be a backend issue if these are auto-populated upon vaccination selection or this could have been a data entry mistake if this code must be manually selected.

**Issue “First name is missing”** - is an example of a message that was sent without a patient first name. This is likely a data entry issue.

# Common Errors and Warnings

The most common error the Immunization Unit addresses in interface connections is “**vaccination vfc status is missing - Message Rejected.**” This error occurs when a program eligibility status is either not selected for each vaccine in the EHR, or not mapped correctly in the EHR to send the data to the WyIR. To prevent this error, ensure program eligibility is selected for each patient, and for each vaccine. If program eligibility is selected, but this error is still occurring, work with your EHR vendor to assess appropriate mapping.

The acceptable “Vaccination VFC Status” are:

Values		User-defined Table 0064 - Financial Class	
WyIR	CDC	Description	Definitions
V01	V01	Not VFC eligible	Client does not qualify for VFC because they do not have one of the statuses below. (V02-V05)
V02	V02	VFC eligible-Medicaid/Medicaid Managed Care	Client is currently on Medicaid and < 19 years old and the vaccine administered is eligible for VFC funding.
V03	V03	VFC eligible- Uninsured	Client does not have private insurance coverage and < 19 years old and the vaccine administered is eligible for VFC funding.
V04	V04	VFC eligible- American Indian/Alaskan Native	Client is a member of a federally recognized tribe and < 19 years old and the vaccine administered is eligible for VFC funding.
V05	V05	VFC eligible-Federally Qualified Health Center Patient (under-insured)	Client has insurance, but insurance does not cover vaccines, limits the vaccines covered, or caps vaccine coverage at a certain amount and so client is eligible for VFC coverage at a Federally Qualified Health Center. The client must be receiving the immunizations at the FQHC or a FQHC designated clinic and < 19 years old and the vaccine administered is eligible for VFC funding.
V09	V09	Adult State	Client is receiving state supplied adult vaccine through the Vaccines for Uninsured Adults Program OR Adult Hepatitis Vaccine Program
V25	V25	State specific eligibility	Client is eligible for state supplied vaccine based on local specific rules and the vaccine administered is eligible



## Common Errors and Warnings

The most common **warning** the Immunization Unit addresses in interface connections is “**patient address street2 is unwanted.**” This warning occurs when a patient has an address line 2, such as an apartment or suite number, that is sent over as two separate line items in the message.

The WyIR can only accept one line for a patient address. To prevent this warning, all address information including apartment or suite number must be entered in the the “address line 1.” If the EHR being used has two separate address lines for entry, providers can either type the address into one line only, or work with their EHR vendor to concatenate address line one and address line two together to send them as one line in the HL7 message.



## Correcting Errors and Warnings

Every EHR system is different. It is important to partner closely with your EHR vendor when troubleshooting and correcting errors and warnings.

Some errors and warnings may be able to be fixed directly in the EHR. Others will require programming and development from the EHR vendor.

When unsure of the issues or how to resolve them, **the EHR vendor should be the first point of contact.** Information from the PDER can be provided directly to the EHR vendor to help resolve issues.

If no resolution can be found by working with the EHR vendor, the next point of contact is the WYIR Help Desk.





## Summary

- Providers connected to the WyIR via an electronic interface connection will receive a PDER monthly, starting on the 25th of each month.
- This report will display a summary of messages exchanged between the organization EHR and the WyIR. Included in this summary are the total number of errors and warnings.
- Errors should be corrected and resubmitted as soon as possible to meet mandatory reporting requirements. Warnings should be reviewed, and where possible, fixed and resubmitted.
- Errors and warnings can happen for numerous reasons. The first point of contact for troubleshooting errors should be the EHR vendor.
- The WyIR Help Desk can serve as a resource for issues unable to be resolved by the EHR vendor.



## WyIR Help Desk

For questions regarding an interface connection, the content in a PDER report, or other general WyIR functionality questions reach out to our WyIR Help Desk!

WyIR Help Desk

[wyr.helpdesk@wyo.gov](mailto:wyr.helpdesk@wyo.gov)

1-833-221-1451

Or utilize the chat function located in the lower left hand corner of the WyIR homepage.



## Resources

To find more information about the interface onboarding process please visit the Immunization Unit website at

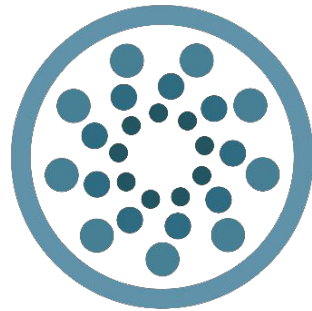
<https://health.wyo.gov/publichealth/immunization/wyir-wyoming-immunization-registry/>

Below are additional helpful resources to assist with interoperability and electronic interface connections.

- [HL7 v2.5.1 Implementation Guide](#)
- [IIS SOAP Web Service Guidance](#)
- [IIS Code Sets](#)



# Questions?



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