NMSIIS for Schools FAQs

1. **Can an immunization information system like NMSIIS really improve immunization rates?**
   Yes. For journal articles documenting IIS effectiveness, visit CDC's IIS publications database.

2. **Who should have access to NMSIIS?**
   NMSIIS can be accessed by healthcare providers, school nurses and administrators, and other authorized users.

3. **How can I become a NMSIIS user?**
   Please visit our Training Page for information on how to become a NMSIIS User.

4. **Can I access NMSIIS via my phone or tablet?**
   NMSIIS can be accessed by any Internet-connected device, however, it is not developed for mobile devices, so the screens may be difficult to view.

5. **Is there a cost to use NMSIIS?**
   No, NMSIIS is free to healthcare providers and schools.

6. **I had a NMSIIS account but have not used in and have forgotten my username and packet. Is my account still active?**
   Your account may need to be reactivated. You can contact the NMSIIS Help Desk (833) 882-6454to reactive your account.

7. **Can more than one staff in our organization use the same username and password to access NMSIIS?**
   No. For security reasons, each NMSIIS user should have their own username and password.

8. **What do I do if I am having trouble accessing NMSIIS?**
   Contact the NMSIIS Help Desk (833) 882-6454

9. **What are the hours for NMSIIS?**
   NMSIIS is available to users 24 hours a day with the exemption of scheduled maintenance. NMSIIS Help Desk staff are available Monday through Friday from 8:00 am to 5:00 pm MST. The Help Desk is closed from 12:00 pm to 1:00 pm MST for lunch.

10. **How is an account deactivated for staff who have left, retired, or relocated?**
    It is the responsibility of the location staff to notify the NMSIIS team of any staff that have left, retired, or relocated so that their user accounts can be updated as needed.

11. **What if parents do not want their child's record in NMSIIS?**
    The parent/guardian must complete a Decline to Participate in NMSIIS form to choose not to have their child's immunization record in NMSIIS.

12. **What is being done to protect the confidentiality of patients?**
    NMSIIS meets HIPAA privacy and security requirements. Only providers of immunizations will be able to directly edit a patient's vaccination records. When searching for a record, the search criteria requires specific and accurate information and search results will yield a limited number of matches in order to protect patient confidentiality. Each user of NMSIIS will have to sign a User Agreement stating that they understand the confidentiality of NMSIIS data and that they will be penalized if they violate that confidentiality or in any way abuse the information to which they have access. Each user of NMSIIS has to have an individual user account

and password. All access to the system and every transaction is recorded and such records can be reviewed and audited.

13. **What if I find an inaccurate record for a patient in NMSIIS?**
    Please contact the NMSIIS Help Desk (833) 882-6454.

Certificate of Exemption FAQs:

1. **What is required when submitting a Certificate of Exemption?**
   Completed Certificate of Exemption form
   - All fields, including school information, must be completed
   - Notary Public must notarize the form

   Required information must be included (i.e. physician's affidavit or a written affirmation)

2. **How are schools notified of an approved Certificate of Exemption?**
   It is the parent/guardian's responsibility to ensure that an approved copy of the exemption certificate is filed with the child's school. Additionally, school nurses and administrators can access NMSIIS to view approved exemptions.

3. **What communication does the parent/guardian receive from the Immunization Program?**
   If approved, the parent/guardian will receive a copy of the approved exemption certificate via mail to the address provided on the form. If disapproved, the parent/guardian will receive a copy of the disapproved exemption certificate, a letter identifying the reason for disapproval and a new Certificate of Exemption form via mail to the address provided on the form.

4. **Why would a parent/guardian not receive any communication on the status of their Certificate of Exemption?**
   If the mailing address provided is incomplete or undeliverable.

5. **What are common reasons for disapproval?**
   - Incomplete certificate
   - Use of an outdated form
   - The certificate is not signed and/or dated by the parent/guardian, or the parent/guardian did not sign the certificate on the same date as the date notarized
   - The certificate is not notarized
   - Missing affidavit, certificate, or written affirmation
     - Requesting a medical exemption without a current affidavit or certificate from a duly licensed physician
     - Providing a written affirmation for exemption based upon religious beliefs

6. **What happens after a Certificate of Exemption is disapproved?**
   A new Certificate of Exemption form will need to be completed and submitted.

7. **How quickly are exemptions processed?**
   Exemptions are processed in the order that they are received.