FAQs

For NCIR Users in Pharmacies

Accessing the NCIR

1. I am trying to access the NCIR for the first time. I have registered at the NCID site and have a user ID and password, but I'm still unable to login. What should I do?

Check to be sure that you have completed each of the following steps, which are detailed in the "Steps to Create a User ID" document on the website:

- Register online for a NCID account.
- Within 3 days of completing your online registration, open the NCID confirmation email and follow the link to validate your account.
- Give your user ID to your trainer or the Pharmacy Administrator.
- Wait for your Pharmacy Administrator to activate you and begin using the registry.

2. I registered online for a NCID user ID, but I did not receive a confirmation email. What do I do?

Check with your IT person to make sure that your firewall is not blocking emails from NCID. For more details, please see the "System Requirements" document located on the NCIR User Manual section of our website at http://www.immunize.nc.gov/providers/ncir.htm.

3. I registered online for a NCID user ID, but I did not validate the account within 3 days. What do I do?

You will have to register online again. When you receive the email, be sure to validate the link within 3 days.

4. I already have a NCID user ID with NC Tracks. Do I need to create a second user ID to use the NCIR?

Do not create another user ID for the NCIR. Make sure that the trainer or Pharmacy Administrator who will activate you in the registry is aware that you already have a user ID because of NC Tracks. Your trainer or Pharmacy Administrator will send your user ID to the NC Immunization Program so it can also be associated / synchronized with the NCIR.

5. The system is not letting me log into the NCIR. I'm locked out or inactivated. What should I do?

You are locked out of the system after 3 unsuccessful login attempts.

- If you know your password, you may either wait one hour or try to log in again or you can contact the ITS Help Desk at 1-800-722-3946 to have your account unlocked immediately.
- If you do not remember your password, the ITS Help Desk cannot recover it. You must register for a new NCID account and username. Your Administrator must deactivate the old username and add the new one.
- Your account is deactivated if you do not sign in for 90 days. It cannot be reactivated. You have to register for a new NCID account and have your Pharmacy Administrator activate it before you can use the NCIR again.

6. The NCIR timed out or I receive an error message when I try to log on. What can I do?

After 30 minutes of inactivity, you are official timed out of the NCIR. If you know you are not locked out or inactivated, try closing and reopening your browser window. If you are still not able to log in, please use your contingency plan until the NCIR is running again.

Managing NCIR Users (Activating/Inactivating)

7. Who should use the NCIR?

Users can be immunizing pharmacists as well as pharmacy technicians, interns, etc. You may have as many users as needed. Users are not allowed to share user IDs.

8. Our designated trainer does not work at our store location. Who activates and trains new employees once our store has been brought on the registry?

Designated trainers add all users the first time a store comes onto the registry. After that, those in your store with a Pharmacy Administrator role are responsible for activating and training new users. A new user's training should include watching the "NCIR Pharmacy Training Webinar for Store Users." The webinar can be viewed from the following website: http://ncpharmacists.org/displaycommon.cfm?an=1&subarticlenbr=106.

9. I work in multiple stores. How will that be addressed in the registry?

Pharmacy users who work at multiple stores will be added as a user in EACH of their stores. Each time you log into the NCIR you will see your list of stores and will be asked to select the appropriate store under which you will document immunizations. Once you are logged in, you are able to switch to another store at any time by clicking "Switch Org and Role" under Organizations under the left blue menu panel.

Documenting Immunizations

10. I am trying to add an immunization, but I keep receiving the following message: "This organization doesn't have any sites associated with it. You must have at least one site to add immunizations to the system."

This message indicates that you are on the screen for documenting doses using inventory tracked in the NCIR. Since pharmacists do not track their inventory in the NCIR, you must return to the History/Recommend screen and click "Historical Immunizations" to proceed.

11. I need to document a zoster immunization, but I can't find zoster in the list for adding immunizations. What do I do?

To enter a dose of vaccine that is not visible in the vaccine column on the grid for entering doses, click on the drop-down menu at the bottom of the column. Select zoster. You should now see it listed on the grid and can document the dose.

12. Can the person documenting the immunization in the NCIR be someone other than the pharmacist who gave the vaccine?

Yes. The name and title of the pharmacist who gave the immunization must be documented, but the information may be entered by another NCIR user in your store.

13. On the screen for documenting immunizations, what information should be entered in the text box in the Provider Organization column?

You should enter your store name, store number (if applicable), and the name and credentials of the provider who administered the dose.

14. Should oral typhoid be entered in the registry? What is the trade name for oral typhoid?

Pharmacists do not need to document oral typhoid in the NCIR. It is the responsibility of the prescribing MD to document the oral typhoid doses in the NCIR after they have confirmed that the patient actually completed the vaccine series. The trade name for oral typhoid is BernaTy21a.

Joining the NCIR

15. Our store is not using the NCIR or scheduled to join. What should we do to get on the registry?

Please contact the Immunization Program at ncir.pharmacists@dhhs.nc.gov. If you would like to familiarize yourself with the process, please see the pharmacist section of our website at http://www.immunize.nc.gov/providers/index.htm#pharmbill

16. Our store was told that we have to wait till the next enrollment phase to be brought on the registry. Why?

Our IT department requires that we set aside blackout periods for adding new stores to the registry. During this time, the system is monitored to ensure that everything is working properly.

About the NCIR

17. Where does the information in the NCIR come from?

Information comes from immunizations documented by medical homes, such as family providers, pediatric providers and health departments. Hospitals, schools and universities/colleges, juvenile correction centers, and other types of providers also document immunizations in the NCIR. Information is also received through an interface with Vital Records and Medicaid.

18. Will the patients we see already have a record in the NCIR? What if they do not have a record?

About 40% of adults in the state already have an immunization record in the NCIR. If your patient is not in the NCIR, you will need to create a record for them before you document the vaccine.

19. Does the system show vaccine recommendations for a patient? Does it keep up with a series and tell us when to give the next dose in a series?

The registry is updated to follow the most current Advisory Committee on Immunization Practices (ACIP) recommendations and guidelines. Immunization recommendations are displayed in a patient's record in the NCIR, including the earliest, recommended, overdue, and latest dates for due vaccines. Recommendations are based on client comments entered into the NCIR, immunization history entered into the NCIR, client age, and the current ACIP tracking schedule.

20. Are we able to add notes on client records in the NCIR?

You are not able to type notes anywhere in the NCIR. On the Client Comment tab (located to the right of the Responsible Person(s) tab), you are able to select a comment from a list of comments approved by the CDC. Comments include information about reactions to vaccines and other contraindication information. The comments you select can impact the vaccine recommendations for the patient.

Pharmacy/Immunization Law Questions

21. What vaccines are immunizing pharmacists allowed to administer without a specific prescription order?

The influenza vaccine may be administered without a specific prescription order to persons at least 14 years of age.
The following vaccines may be administered without a prescription order to persons at least 18 years of age: (1) Pneumococcal polysaccharide or pneumococcal conjugate vaccines; (2) Herpes zoster vaccine; (3) Hepatitis B vaccine; (4) Meningococcal polysaccharide or meningococcal conjugate vaccines; (5) Tetanus-diphtheria, tetanus and diphtheria toxoids and pertussis, tetanus and diphtheria toxoids and acellular pertussis, or tetanus toxoid vaccines.

22. Where can I find details about the current recommendations for the vaccines we are allowed to administer?

For detailed, vaccine-specific ACIP (Advisory Committee on Immunization Practices) recommendations, view the following website: http://www.cdc.gov/vaccines/hcp/acip-recs/vacc-specific/index.html.

23. Are we required to use the NCIR?

Yes. House Bill 832 specifies that, except for the influenza vaccine, pharmacists are required to access the NCIR **prior** to administering any immunization and record any immunization given to the patient in the NCIR within 72 hours of administration.

24. Our store had been administering immunizations prior to the new law. We are not using the NCIR. Can we still administer vaccines?

Pharmacists who were qualified to administer influenza, pneumococcal, and zoster vaccines prior to the effective date of the new law may continue to administer these vaccines only in accordance with the previous rules until June 30, 2014. Stores cannot administer the new protocol vaccines until they have been trained and granted access to the NCIR. The pharmacy section of our website (http://www.immunize.nc.gov/providers/index.htm#pharmbill) contains links to additional resources, including details about House Bill 832 and an Immunizing Pharmacist FAQs document from the North Carolina Board of Pharmacy.

25. Are we required to document vaccines that our store administered prior to joining the NCIR?

No, this is not a requirement.

26. If a patient's immunization history is not documented in the NCIR, do we have to enter it?

Once you join the NCIR, you are required to document any vaccine, except influenza, administered at your store. We encourage you to enter immunization records for patients who bring an official certificate of immunization.

27. What is an official certificate of immunization?

An official certificate of immunization, as required by state law, includes the patient's name, date of birth, name of vaccine, date administered, and name and address of the provider who administered the vaccine.

28. After we vaccinate, we have to make a good faith effort to contact the client's physician and let them know the client is vaccinated. Is that taken care of by entering it in the NCIR?

No. Documenting the immunization in the registry does not satisfy this requirement. Please use traditional channels to notify the patient's physician of the immunization.

29. If there is an internet, power, or NCIR outage, are we still able to immunize patients?

Yes. If the NCIR is not available and you are not able to look the client up prior to administering the vaccine, as required by law, you should still immunize the patient.

30. If the NCIR is not available, do we still have to document the immunizations administered?

Yes. You are required to have an alternative place to record immunization information in the event that the internet or NCIR is down. The information should then be entered into the NCIR as soon as reasonably possible. New Client Forms are available on our website for this purpose. You may print copies to keep in your store.

31. What are the VIS and VAERS requirements?

VIS requirement: For each dose of vaccine administered, a written copy of the relevant current Vaccine Information Statement (VIS) must be provided to the patient.

VAERS requirement: All required adverse events must be reported as they occur through the Vaccine Adverse Events Reporting System (VAERS) either electronically, by fax or mail.
The NCIR home page contains links to both the VIS http://www.immunize.org/vis/ and VAERS http://www.vaers.hhs.gov/reportable.htm websites.

Resources

32. Who do I contact if I have any questions?
Contact your store's designated trainer with any questions. Unless you want to report duplicate clients, please do not contact the NCIR Help Desk.

33. Where can I find basic instructions for using the NCIR?
The "Quick Reference Guide" on the pharmacy section of the Immunize NC website (http://www.immunize.nc.gov/providers/index.htm#pharmbill) provides instructions specifically for pharmacy users. Topics include finding/adding clients, entering/editing client information, entering/editing immunization information, and adding/editing users.

34. Are there any additional user help resources in the NCIR?
- The NCIR home page contains announcements and links to resources relevant to the NCIR.
- The light bulb button (located on the blue menu bar at the top of the screen) opens an online help module for the specific NCIR page that you are viewing.
- The system user manual (located on the left, blue menu panel) provides detailed information/instructions.

For Pharmacy Trainers

35. Does each store I'm training have to sign a *Pharmacy Agreement*?
Yes. A separate Pharmacy Agreement must be signed by each store. Originally for chains, an initial Pharmacy Agreement was signed by corporate in order to initiate the training process, but this does not take the place of the individual store agreement. Please submit signed agreements to your account executive by email/fax.

36. Who do I contact if I have any questions or if the stores I train ask me questions that I cannot answer?
You may send inquiries through email to ncir.pharmacists@dhhs.nc.gov. You may also contact your designated account executive.

37. Who is the account executive for my store?

Independent (Mutual) Pharmacies, Carlie C's, Josef's, Mast, Drugs America and Health Care Center	Account Executive: **Nikki Barbour** Fax: (919) 870-4823; Email: Nikki.Barbour@dhhs.nc.gov; Phone: (919) 707-5595
Independent (Non-Mutual) Pharmacies	Account Executive: **Hope Watson** Fax: (919) 870-4823; Email: Hope.Watson@dhhs.nc.gov; Phone: (919) 707-5557
Costco, Farm Fresh (SuperValu), Food Lion, Ingles, Kerr Drug, Kmart, Kroger, BI-LO and Sam's Club Pharmacies	Account Executive: **Brittney Wooten** Fax: (919) 870-4823; Email: Brittney.Wooten@dhhs.nc.gov; Phone: (919) 707-5116
Rite-Aid Pharmacies	Account Executive: **Kathryn Carney** Fax: (919) 870-4823; Email: Kathryn.Carney@dhhs.nc.gov; Phone: (919) 707-5597
Walgreens Pharmacies	Account Executive: **Nikita Spears** Fax: (919) 870-4823; Email: Nikita.Spears@dhhs.nc.gov; Phone: (919) 707-5569

If you do not see your store listed above, please contact **Nikita Spears** for additional information.

38. If I'm the only person in the store who will access the registry, do I still need to send in a training store roster?
No.

39. I cannot locate my store in the NCIR to add store users. What should I do?
Please contact your account executive for assistance.