# Vaccine Record Update Request - Supplemental Information
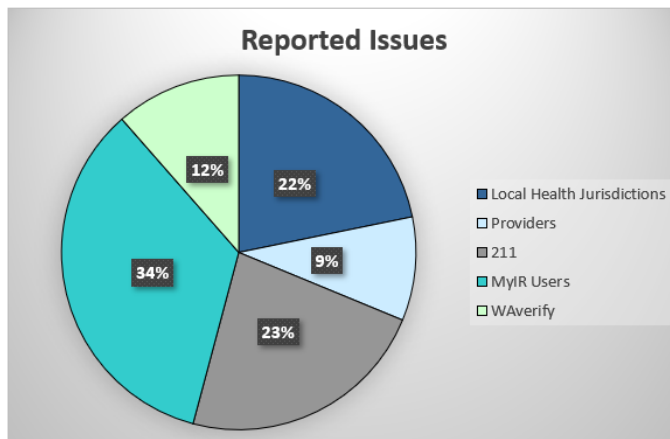
**URL-** [COVID-19 Vaccine Records Update Request (wa.gov)](COVID-19 Vaccine Records Update Request (wa.gov))

**Testimonials from nurses/agency staff-**

- "I talked to a soldier from Joint Base Lewis McChord who was helping to organize an urgent deployment for his team. He made multiple attempts to contact our office to get a digital copy of the COVID-19 vaccination records for his team and he was unsuccessful. He was able to use our new process to easily upload vaccination cards for his team and they were able to access their vaccination records quickly. However, he had difficulties with his captain's record, which wasn't showing up in the country of deployment's system. After several calls with this soldier to try to figure out the issue, we determined that the lot number was the issue. I was able to rectify this and we were successful in getting the team ready for deployment. The REDCap survey helped to streamline the process for this team rather than going through multiple mailboxes and phone numbers in the agency."
- This process allowed clinical staff to work with program staff to ensure that medically verified clinical information was entered into the WAIIS. Clinical staff provided clinical oversight of the process and data, reviewed COVID-19 vaccination cards for medical integrity, confirmed lot numbers based on CDC's lot number spreadsheet, and contacted healthcare providers to confirm appropriate dates and lot numbers. Program staff provided support with the enormous number of requests by entering the information in WAIIS after clinical staff confirmation.
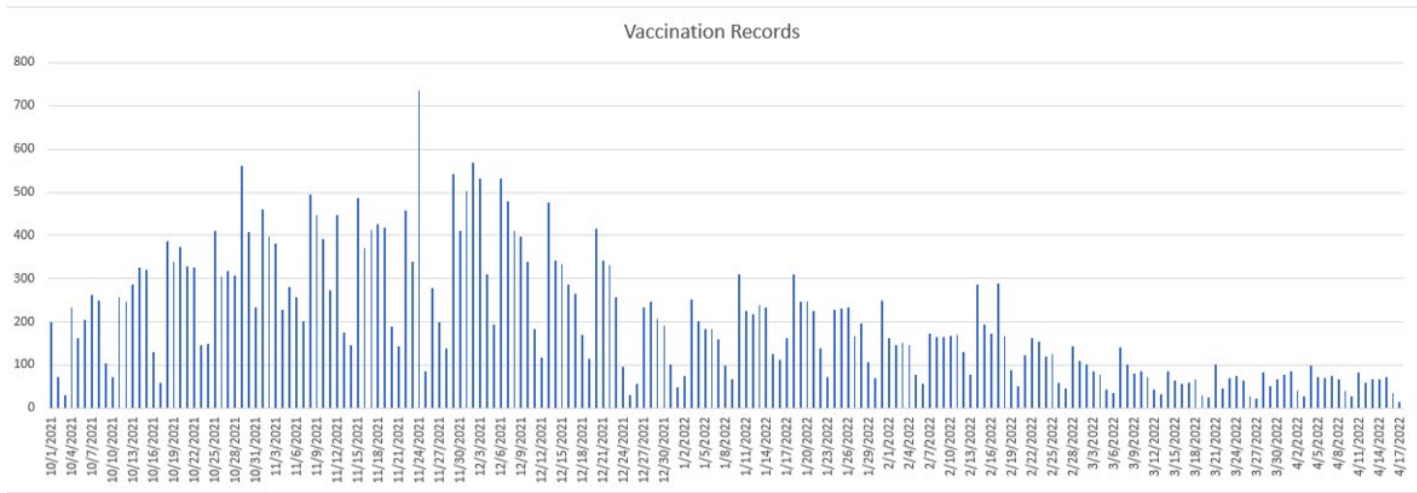
**Evidence via Graphs-**



Who's Affected?

**Reported Issues**

Pie chart values: 22% Local Health Jurisdictions, 9% Providers, 23% 211, 34% MyIR Users, 12% WAverify

- **Highest number of complaints from MyIR help tickets**
- **211**
- **LHJ's unable to verify information**
- **WAverify non-matching**
- **Providers unable to enter info**

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**Graph to reflect 211's call volume regarding Missing or inaccurate COVID-19 vaccination information. The graph demonstrates a significant decrease in call volume after the survey was launched and accessible to the public.**

## 211 Data

**Vaccination Records**

**This graph reflects a 97% success rate from records updated to surveys received.**

## Survey Stats as of 4/15/2022

Legend: ■ Surveys Received  ■ Record Updated  ■ Awaiting Additional Info

Categories: Phase 1- 1/10/2022, Phase 2- 3/30/2022, Total since Initial Launch