

HL7 Frequently Asked Questions (FAQ)

Q1: When do we stop sending in the paper consents?

A1: The SAIRS team will advise your clinic location when paper submission can stop.

Q2: Do we still have to use the consent forms from SAMHD?

A2: Once you are advised to stop paper submission, SAIRS no longer needs those consent forms from your clinic. However, if you are a VFC provider, remember that you still must meet all VFC documentation requirements such as VFC eligibility, vaccine consent, vaccine refusals, VIS date, etc.

Q3: What do we do if our EMR system has technical issues and is unavailable?

A3: If your EMR system is down temporarily, you can use the SAMHD consent form and

a) Submit by mail, OR

b) Use for data entry once system recovers.

Please be sure to notify the SAIRS Team. If the system is down for an extended period of time, you can be quickly trained for direct entry reporting.

Q4: Can I still look up and print shot records for patients?

A4: Yes. Your clinic should have at least one SAIRS user account (you cannot share). Passwords expire every 120 days. SAMHD will not accept record requests. Please call the help desk for all password issues @ (210) 207-5071.

Q5: What if our HL7 clinic contact no longer works here?

A5: The secondary contact will take over as the primary contact and a new secondary contact needs to be assigned. Please notify the SAIRS Team A.S.A.P.

Q6: How do we register for Meaningful Use?

A6: Please direct all questions regarding meaningful use to www.cms.gov or your EMR Vendor.