

## ImpactSIS Frequently Asked Questions:

### **1. Where is ImpactSIS now?**

*www.OhioImpactSIS.org*

### **2. Where do I find my username and password?**

*Username should be the same as in the old system. Password is available from odhgateway- you can follow steps in [this document](#)*

### **3. Can you restore the option to choose ImpactSIS from the ODH Gateway?**

*Since the new system was not developed by ODH, the system will no longer be available from odhgateway. We apologize for the inconvenience and suggest that you bookmark the new address (#1).*

### **4. When I login to ImpactSIS, why don't I see the Organization and Facility I expect?**

*We apologize. Please call us at 1-866-349-0002 with your contact information and the organization you would have expected to see. We will have to research and get back to you.*

### **5. ImpactSIS is asking for an email address, but it won't take our shared office address.**

*Unfortunately, the new system requires that each user have a unique email address to use for communication and password resets. If you don't have a unique work email address, you may need to set up a new account with an email provider like Gmail or Yahoo.*

### **6. I don't see the most recent shots from my patient even though I know we just sent them a few days ago in an electronic file.**

*Some patients may be awaiting deduplication, a process in which incoming and existing records are compared to encourage consolidation of patient records. If you'd like to check on a particular patient, you can call 1-866-349-0002 and ask for a review of that patient's date of birth to see if the patient is stuck there.*

### **7. When will I get my order?**

*Inventory Management->Voms 2.0->make sure you are viewing as the facility (two gray ovals in the top white bar)->Orders & Returns->Orders & Transfers has the status. Usually 7-10 days after ordering.*

### **8. Why is my vaccine inventory wrong?**

*When we migrated data from the old system, not everyone's migrated correctly. You may not see certain lots that you have received recently either because you have not gone to 'Orders & Transfers' to click the 'Receive' button. If you have received but the lot is still not in inventory, it should be added within an hour, but that is a bug we are working to fix so that it goes to inventory immediately.*

### **9. How do I MOGE or inactivate a patient?**

*To MOGE or inactivate a patient you must first search for the patient. Once the correct patient is found click on Edit at the bottom of the demographics page. Under Status > Patient Status> using the drop down menu > select inactive-no longer a patient > save.*

**10. We may not always know mother's maiden name and it is required. What should we do?**

*If unknown, default mom's maiden name to the last name of the patient you are adding.*

**11. What's the purpose of the "wild card" rather than just plain searching by person full name?**

*In the old ImpactSIS a "fuzzy" search was the default. In the new system you have to specify the wild card and if using a wild card search, both first & last name have to contain a wild card.*

**12. Do you have to add a comment every time you place an order or only if there was an incident?**

*Yes, you have to add your high and low freezer or refrigerator temperatures since the last time you ordered.*

**13. We have to do a physical count within 5 days ordering, and how long do we have to place order after count?**

*You have 5 days from the time you do your accountability to place your order, the area that you put you temps will be the comments section and that is the mandatory field. Without the temps your order will be delayed.*

**14. How often do we reconcile the lot numbers? Just 5 days before ordering?**

*You may reconcile your lots at any time but yes, within 5 days before you place an order is when it is mandatory.*

**15. Why are my practice's shots from May showing as 'Historical'?**

*Unfortunately, there are limitations to migrated data. Going forward you shots should show as administered in your office and decrement from your inventory when we can identify the lot. We will look at whether there are system-wide corrections we can make to immunization records in the coming months that result in fewer immunizations recorded as 'historical'.*

**16. I re-set my password, but the system won't let me log in.**

*Please close the browser, open it, and try the new credentials again.*