

# Florida SHOTS Private Provider FAQs



## LOGGING IN

### Q. I'M HAVING TROUBLE LOGGING IN. HOW CAN I RESET MY PASSWORD?

**A.** Click on the “**Need Password Assistance?**” link on the Florida SHOTS login page. From there, simply enter your organization’s Login ID and your user name and click “Submit.” Correctly answer your security questions, and you will be able to create a new password. You will need to change your password every 90 days or your access will expire. If it has been more than 60 days since your password has expired, you will need to contact your Local Organization Administrator or the Florida SHOTS helpdesk to reactivate your access.

## PATIENT RECORDS

### Q. WHAT SHOULD I DO IF A PATIENT HAS MORE THAN ONE RECORD IN FLORIDA SHOTS?

**A.** If you have thoroughly reviewed the duplicate patient records and determined that they are the same patient (match parent/guardian, verify current/previous addresses, etc.), it is possible to edit the records to match, and the system will automatically merge them. However, we highly recommended that you contact the Florida SHOTS Help Desk with the patient’s full name, date of birth, and all state identification numbers, and they will assist with the merge.

### Q. I RECEIVED AN ERROR MESSAGE THAT MY PATIENT’S NAME IS “NOT PERMITTED.” WHAT SHOULD I DO?

**A.** To protect from test patients or false records, Florida SHOTS maintains a list of certain “invalid” names. If your patient has a name from the list (such as Master, Boyd, Test, etc.), please contact the Florida SHOTS Help Desk to unlock that patient record. Once unlocked, you will be able to access the record as usual.

### Q. WHY DOES MY PATIENT HAVE A VACCINE DOSE FLAGGED AS O\*?

**A.** On the “Vaccinations” menu a “O\*” means that the dose is considered invalid. You can hover your mouse over the dose number and a text box will explain the reason. Invalid doses will not show up on the Form 680. If you feel that the invalid dose should be considered valid, call the Florida SHOTS Help Desk to speak with one of our nurses for review and a possible dose override.

### Q. HOW DO I DOCUMENT A PATIENT AS HAVING HAD THE VARICELLA (CHICKENPOX) DISEASE?

**A.** To add the Varicella disease to a patient record:

1. Go to “**Observations**” on the patient data menu.
2. On the **Observation List** page click “**Add New Observations.**”
3. Select “**Varicella**” for Vaccine Group and “**Immunity to a disease**” in the check boxes next to “**Include observation types.**”
4. Click on “**Show Matching Observations**” button.
5. Select “**Healthcare provider verified history of or diagnosis of Varicella**” from the Description List.
6. Enter “**Date Identified**” and “**Disease Year.**”

7. Click on the “**Next**” button.
8. Click on the “**Submit**” button on the upper left corner to save.

#### Q. WHICH PART OF THE DH 680 FORM SHOULD I USE?

A. When creating a DH 680 form, you must first choose the correct part of the form to use for each patient. Your choices are:

- **Part A:** For patients who are up-to-date for their age and **meet the age-appropriate school requirements for grades K-12**; or for the 7th-grade requirements only.
- **Part B:** For temporary medical exemptions—meaning the patient has **received all the possible vaccinations they can for now** (up-to-date, but not for all K-12 requirements). The system may pre-populate a suggested expiration date equal to 15 days after the earliest next recommended due date amongst all series that are not complete. You can also enter an expiration date—generally 15 days after the next scheduled vaccination appointment.
- **Part C:** For **permanent medical exemptions including observations**.

#### Q. HOW DO I CLOSE A PATIENT RECORD WHEN I’M FINISHED?

A. To correctly release a patient record, click on “**Release Patient Record**” found under the Florida SHOTS “Patients” menu. Otherwise, the record may become locked for up to two hours—preventing access, and/or preventing vaccine records from uploading.

## DATA EXCHANGE

#### Q. HOW CAN I TELL IF MY VACCINES ARE UPLOADING CORRECTLY FROM MY EHR SOFTWARE?

A. We encourage data upload participating practices to check your Upload Log Reports regularly to ensure vaccinations are uploading properly. To learn how to generate and understand these reports, go to [www.flshotsusers.com](http://www.flshotsusers.com) and click on “**Private Provider Training**” and “**Recorded Webinars**” to find the “**Data Upload Log Reports**” webinar to walk you through the process. You can also contact Whitney Hachem, our Post-Implementation Specialist, at (813) 351-0213 or by email at [Whitney.Hachem@flhealth.gov](mailto:Whitney.Hachem@flhealth.gov) to schedule a one-on-one training.

## HELP DESK

### FREE TECHNICAL SUPPORT:

877-888-7468 (SHOT)

MONDAY – FRIDAY, 8 A.M. TO 5 P.M. EASTERN

#### INCLUDING:

- Merging duplicate patient records
- Adding account administrators
- Unlocking Florida SHOTS accounts
- Questions about any Florida SHOTS features
- Requesting Florida SHOTS materials