



National Immunisation & Vaccination System (NIVS)

User Guide



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1. Introduction

The National Immunisation & Vaccination System is used for recording Covid Vaccinations for healthcare workers and patients.

This document contains information on:

- how to register for an account so you can access NIVS
- how to use the NIVS system to record vaccinations

It is designed as a 'step by step' guide to navigate users through all steps of the process.

Please note that any data shown on screen shots is not 'real' and has been created for training purposes only.

2. Register for a NIVS account

To register/set up an account for NIVS access, please contact your **Superuser** within your organisation.

They will create an account for you, whereby you will receive an activation email from OKTA to set your password and security questions.

Once you have activated your account, you will be able to login to NIVS https://nivs.ardengemcsu.nhs.uk/home as a 'COVID VACCINATOR'. You will automatically be set up as a 'covid vaccinator', therefore you no longer need to request your role.



Please note:

If you are unable to login to NIVS (once you have activated your account) please contact agem.nivs-covid@nhs.net

If you require a password reset, please contact the helpdesk agem.nivs-covid@nhs.net

Please note – if you require a large number of users onboarding, please contact <u>agem.nivs-covid@nhs.net</u>. We can do a bulk upload. We aim to do this within 48 hours. If urgent request is required, please contact your superuser within your organisation as this is a quicker process.

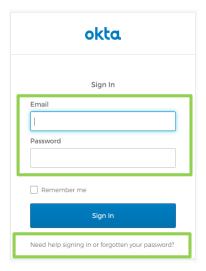
3. Accessing NIVS

Once your account has been activated you can now begin to access NIVS.

3.1 Sign in to NIVS

Now you have access to NIVS via your Insights account, please login using this link https://nivs.ardengemcsu.nhs.uk/home

This screen will appear – enter the email and password for the account you created here

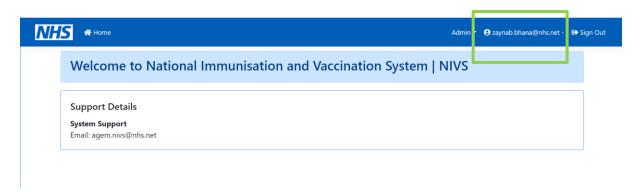


You can also reset your password here, by selecting 'Need help signing in or forgotten your password?' highlighted above.

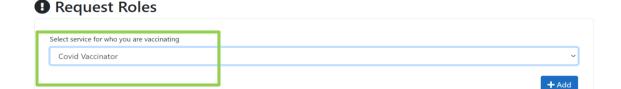
3.2 Request a Role

The first time you access NIVS you will need to select a user role.

1. In the top right-hand corner of the screen, you will see your email address. Please click here to view your 'user profile'.



2. Under your 'user profile' there is a section called 'Request Roles'. Please select Covid Vaccinator on the drop-down list and click add.



Once you have requested your role. Please email <u>agem.nivs-covid@nhs.net</u> to get your account approved. We will require approval from your lead before approving.

You will receive an email confirmation once your account has been approved.

Please note:

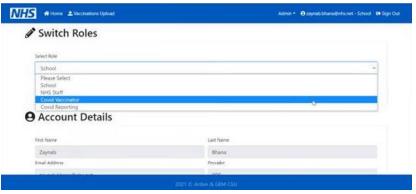
Once you have activated your account and login to NIVS, you will automatically be set up as a 'covid vaccinator'. If you require access to another role, the request must come from your organisation SPOC(s) to agem.nivs-covid@nhs.net

If we do not have approval from your SPOC, you request will not be accepted.

3.3 Multiple roles/switching roles

If you have multiple roles approved:

- 1. Select your email address to view your user profile
- 2. Use the 'Switch Roles' section at the top of the page to change/confirm your role



3. Select the role you wish to enter information from the drop-down menu and then select 'Submit'. (Roles must be pre-approved for you to view them in this drop down).

4. Using NIVS

Now you have your permissions set you can start to navigate through NIVS

4.1 Home Page

The NIVS home page displays the Arden & GEM CSU NIVS Helpdesk contact details in the event that you require system support. We are contactable via email agem.nivs-covid@nhs.net or via phone 0121 611 0187.

You will see two options on the home page: 'Patient' and 'Batch'

Welcome to National Immunisation and Vaccination System | NIVS

Support Details
System Support
Email: agem.nivs-covid@nhs.net

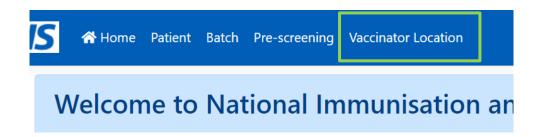
Patient
Here you can add a new patient, search or edit existing patients.

Batch
Here you can add a new batch, search or edit existing batches.

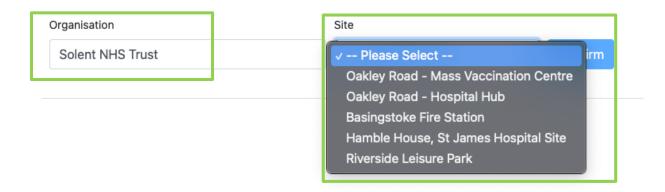
4.2 Setting your Vaccination Organisation and Site

Vaccinators are working in multiple sites and organisations to deliver the vaccination program. in addition, with the onset of Mass Vaccination Centres colleagues may now also be vaccinating in different care settings.

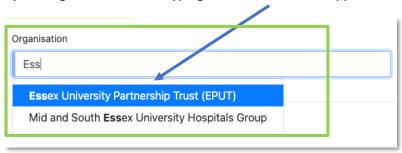
To ensure vaccinations are recorded to the correct site and organisation you will prompted with the following screens when you log into the system and select 'Patient' or 'Batch' before you can proceed further. You can also do this by selecting Vaccinator Location located at the top.



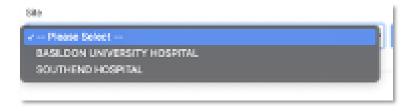
There is no longer a requirement to select a Vaccination Service Type, just an Organisation and Site. The site selected will determine if the vaccinations are being undertaken in a Hospital Hub of Mass Vaccination Centre.



1. Select your 'organisation' - start typing the name and it will appear here



2. A list of relevant sites will then be available from the drop-down list to select



The system will then confirm these selections to you (see below) and this will enable you to continue adding batches and vaccinations.



4.3 Changing your Vaccination Organisation and Site

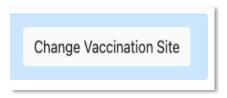
To change the site you are working at, either log off and log back in or select the 'Vaccinator Location' button



This will confirm which organisation and site you are already vaccinating for



If you need to change this – 'Click' on the change vaccination site button



And repeat the steps from Section 4.2 Setting your Vaccination Organisation and Site.

4.4 Pre Screening

A pre-screening is required to be recorded prior to a vaccination. This functionality allows for two different processes to be supported, a direct vaccination route where pre-screening is recorded and a vaccination given by the same user, or a two-step process where patients are pre-screened in one area, and then vaccinated in another.

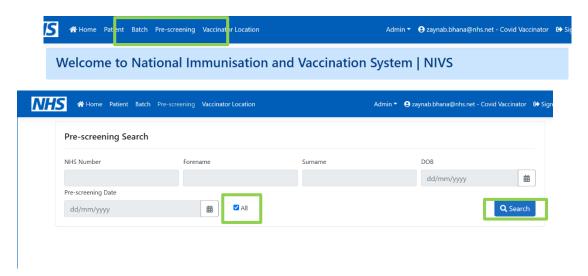
The patient screen shows the following:

- 1. A list of pre-screenings where the vaccination has not been recorded (it does not mean that a pre-screening is absent, if you have a completed vaccination record, then the pre-screening was completed. If a record appears here it is only to enable the users to enter the vaccination details, once complete this record will move to vaccinations.
- 2. A list of vaccinations recorded; these vaccinations include the pre-screening data.

The pre-screening section shows those pre-screenings without a vaccination record, press select to complete the vaccination details.

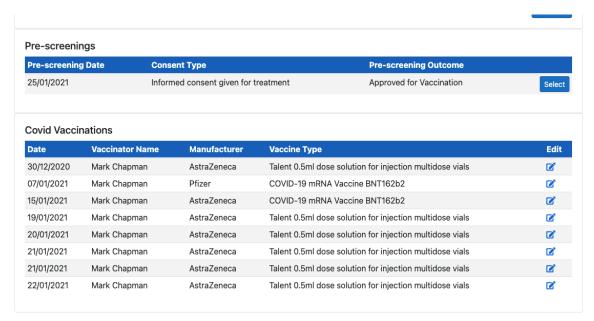
Once complete, the record will no longer be there, but will add to the list of records in Covid Vaccination Area. The pre-screening questions will have to be filled out and submitted when uploading patients second vaccination, as the questions still apply.

To search for an existing pre-screening for a patient, click on the Pre-screening functionality at the top.

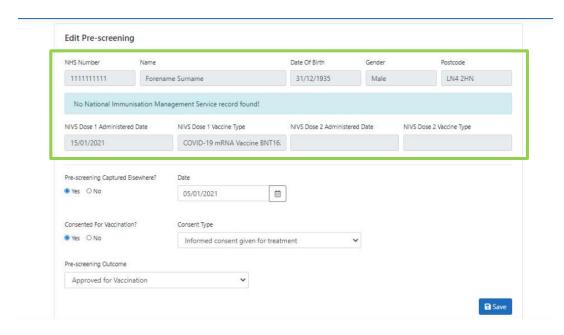


The 'All' box will be already ticked as a default. By clicking search, this will bring up a list of all patient records who have had a pre-screening, but no vaccinations have been uploaded.

To search for a specific patient, untick the 'all' box and fill in details and 'search'.



Click edit for the correct record.



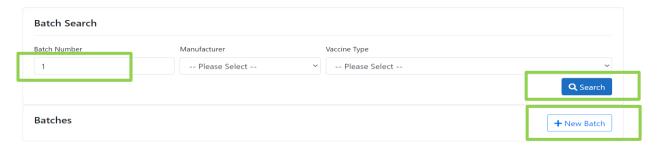
Greyed out fields cannot be amended. Once You click save, you will then be able to upload Covid Vaccination for patient.

4.5 Batches

To add batch information, select 'Batch' from the options on the home page. This will take you to a batch search screen.

- > Batches can be added for both the Pfizer and the Astra Zeneca Vaccine.
- You can search for previously added batches by Batch Number, Manufacturer or Vaccine Type

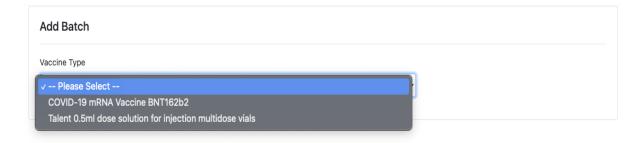
To add new batch information, you will need to enter 'some detail' -e.g. 1 in the search fields and click 'Search'



The option of '+ New Batch' will appear

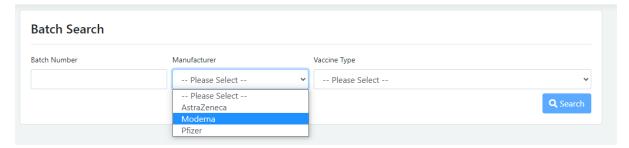
When adding a batch, the 'Vaccine Type' must be selected.

- Covid-19mRNA is the Pfizer Vaccine
- Talent 0.5ml Dose is the AstraZeneca Vaccine

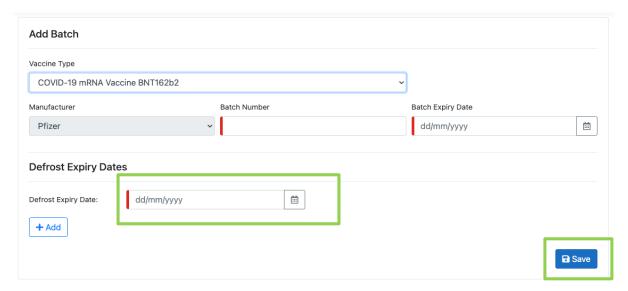


By selecting the vaccination type, you will automatically be taken to the correct page to add new batch details.

In preparation for the MODERNA Vaccine, it is now possible to set up batches for this.



All fields marked/highlighted in Red on the screen shot below are mandatory.



For the Pfizer Vaccination & Moderna Vaccine, there is a requirement to submit 'Defrost Expiry Dates' as this vaccination is frozen. You can add/remove multiple defrost expiry dates (addressed on next slide). Once all fields have been filled out, click 'Save' to create batch.

The screen (below) for the AstraZeneca Vaccine is the same but does not have 'Defrost Expiry Date'.



Batch Number for <u>AstraZeneca</u> will be in the format of 7 characters - 2 upper case letters followed by 5 numbers (e.g. AA99999).



The program has informed us of new batch numbers from Astra Zeneca. The application has been updated to allow these batch numbers to be recorded.

4121Z042
4121Z043
4121Z044

For <u>Pfizer</u>, it will be 6 characters - 2 letters and 4 numbers (AA9999) the application will now enforce this format to support data quality of batch recording.

For Moderna, Batch Numbers consist of a strong of 9 numbers.

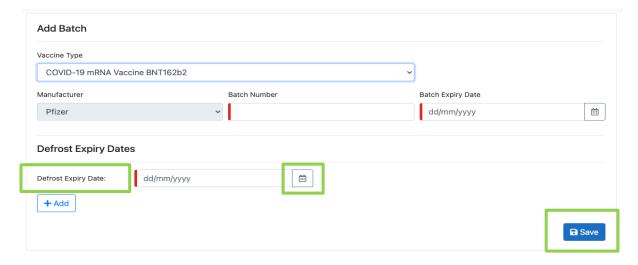
N.B. the application enforces this format to support the data quality for batch recording.

4.4.1 Pfizer - Expiry Dates

As the Pfizer Vaccinations need to be frozen NIVS allows the input of multiple Defrost Expiry Dates.

To do this:

1. Click '+Add' button



2. Click on the calendar icon to select a date then click 'Save'.

N.B: All fields marked in Red are Mandatory.

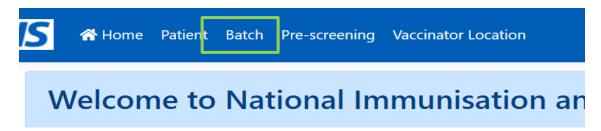


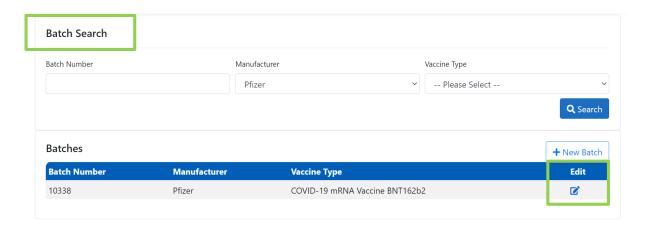
The 'Batch Expiry Date' will be the overall expiry date of Vaccination batch.

The 'Defrost Expiry Date' will be the expiry date for the amount of vaccinations you have taken out to use; not all vaccinations will be used in one go.

The next time vaccinations are defrosted you are required to 'add' and input the expiry date for that batch, and so on.

When the batch has successfully saved you can search for it





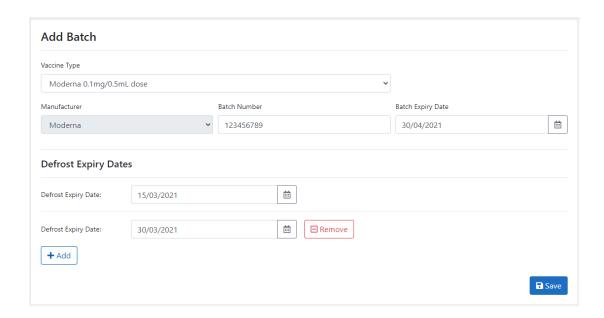
and click 'Edit' to add more Defrost Expiry Dates as required or amend incorrect info.

4.4.2 Moderna Vaccine

Like the Pfizer, The **MODERNA Vaccine** also requires you to add 'defrost expiry dates'. This can be done the same way as the Pfizer.

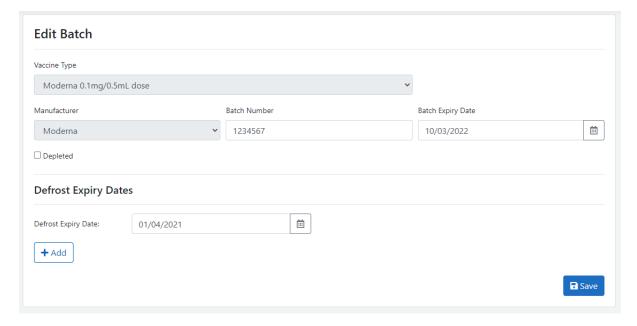
Add a new batch and fill out required info then save.

This can later be edited to remove expiry dates, or add new ones.



• Batch Number for Moderna Validation.

The program have informed us that the batch number validation should be 7 numbers rather than 9, therefore an update has been made to enforce this requirement.



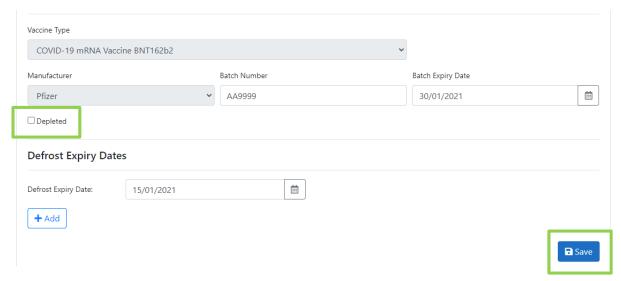
4.4.3 Editing Batches

As above, by searching batches on the **'batch search'** page, you can edit existing batches by selecting the edit icon on the right.

You can assign a batch to '**Depleted'** status. This will remove that specific batch from appearing in the main vaccination screen to help minimise the vaccination batches captured.

To do this:

1. Edit the existing batch and tick 'Depleted' then click 'Save' to change the record.



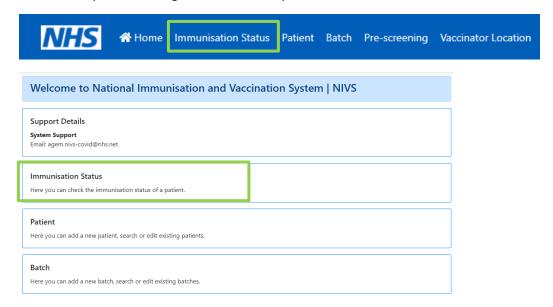
2. If this is done in error, untick the 'Depleted' box and it will be reactivated.

N.B. Audits of batch data changes are recorded within the NIVS application.

5. Immunisation Status

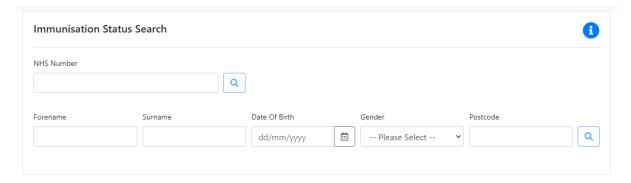
This is a new functionality requested by for those services who are working in clinical settings with vulnerable patients, who want to offer the vaccination to patients using their service.

This functionality allows you to search for patients and view their vaccination history without the need to do a full patient registration. The functionality still requires a successful match to PDS to enable the system to bring back the correct prior vaccination details.

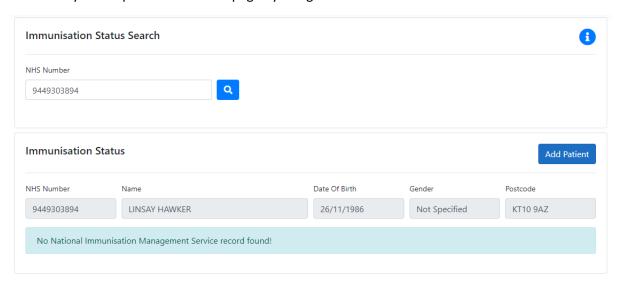


Immunisation Status Search

As with patient registrations, either enter the NHS Number or the Patients Demographic Details. A match to PDS is required, as the NHS Number is needed to pull back prior vaccination data from the national data repository in NIMS.

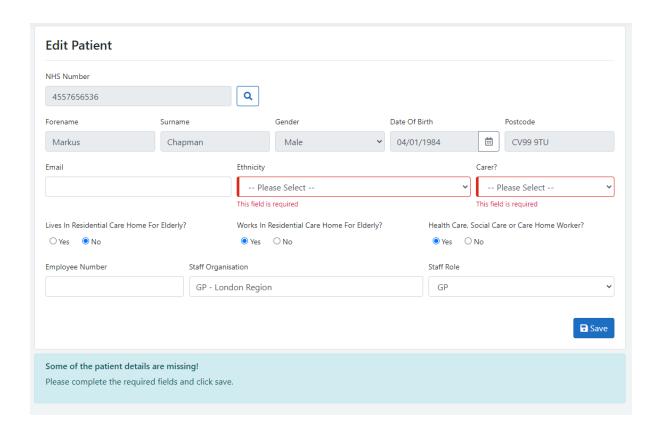


If a successful match is made, the up to date details in the national data are made available, as you will have been using in both the Pre-Screening and Vaccination Screens. If the patient is unknown in NIVS then you can proceed from this page by using the ADD PATIENT button.

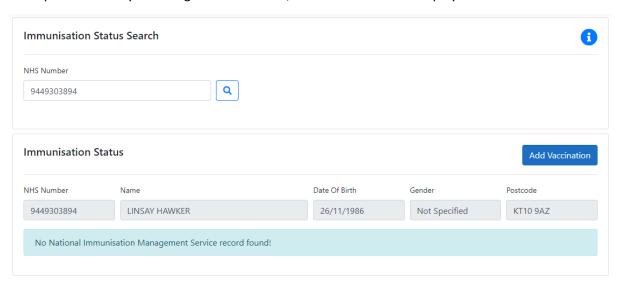


The ADD PATIENT button, opens the usual registration screen for completion. The details from the previous search are retained and the rest of the mandatory fields will need to be completed.

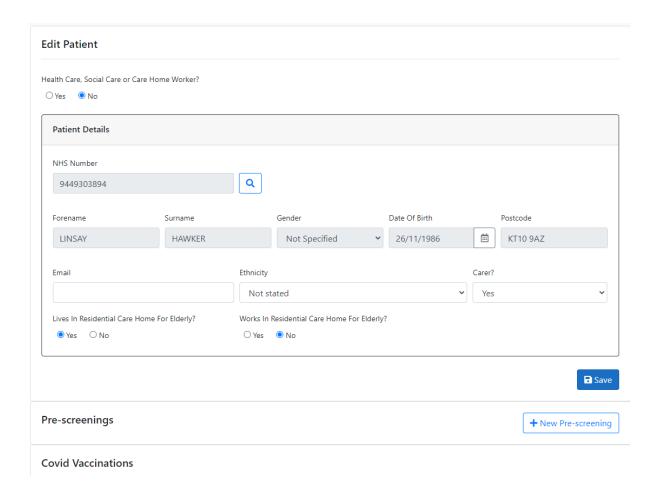
With the introduction of extended attributes only coming into effect in January, there are a number of patients without these recorded. NIVS will now mandate the collection of these attributes prior to further vaccinations being able to be recorded. Once you select the patient then the screen below will ask the user to complete the mandated extended attributes.



If the patient already has a registration in NIVS, then the button will display ADD VACCINATION.



The ADD VACCINATION button will take you directly into the patients record for you to be able to add a new Pre-Screening assessment and subsequent vaccination.



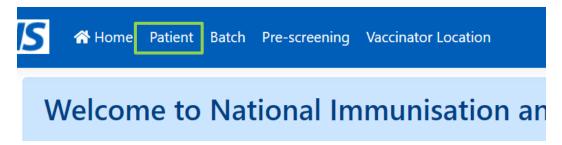


AUDIT: As with every add, edit or delete in a patient record, every search records an audit log of the user searching, the date and timestamp of that search as well as the NHS Number of the patient searched for.

6. Adding a Patient or Staff member

To add patient information, select 'Patient' from the options on the home page.

This will take you to a patient search screen. Please search for something to be shown '+New Patient'.



N.B. Appendix 1 has details of the mandated field requirements within NIVS



The 'Patient Details' screen will appear (see below) where you can add both Patient and Health Care Worker Vaccinations.

1. Complete all required fields – marked/highlighted in Red.

Please Note:

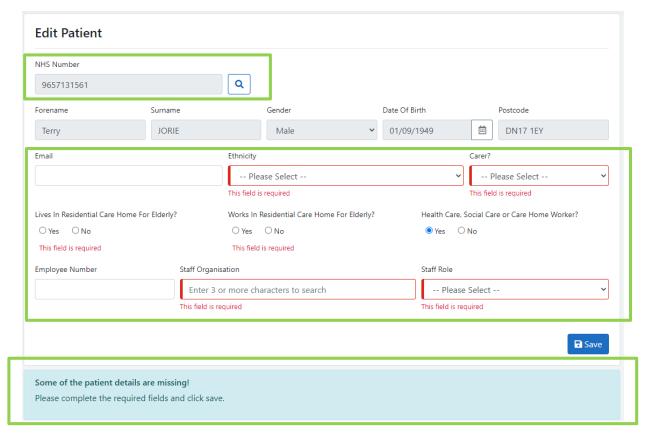
1. Due to PDS integration, you can use the patients NHS number and search using the magnifying glass to populate the rest of the demographic fields.

A valid record must be returned from that search to enable users to continue to record the vaccine. The application has a live link to the Patient Demographic Service and as such all NHS Numbers and relevant Demographics details held there. Where an NHS number is unable to be found, a local record of the vaccination should be retained.

In response to the program's requirements for update monitoring, we have been required to capture some additional data on the patient's registration screen.

Email address – to support later functionality to automatically send patients emails relating to the vaccine they have and other post vaccination details

- > Ethnicity
- > Is the patient a carer
- > Does the patient live in a residential home for older people
- > Does the patient WORK in a residential care home for older people.



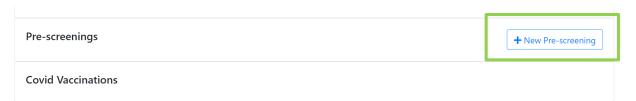
if 'Patient' is selected – Staff details/requirements will disappear.



Once you have searched and found the details required the screen will be populated and you can then click **'Save'** to continue. The below sections will then show 'Pre-Screenings & Covid Vaccinations'.

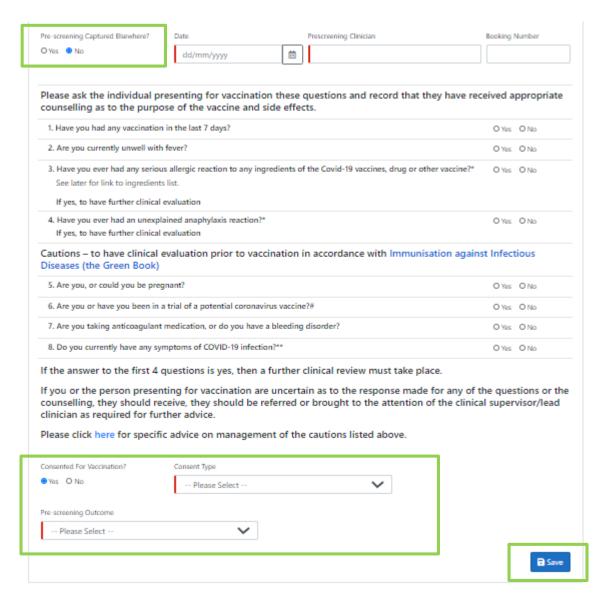
In the case where incorrect patient details are populate, you will need to update your 'Spine' records. Once this has been done, please 'edit' patient record (demonstrated section 9). You can click on the magnifying glass next to patient NHS number to re-populate details.

Before being able to upload covid vaccinations, users must select '+ New Pre-screening'



7. Pre-Screening Patient Validation

If you are submitting a vaccination for a newly added patients, you will be presented with the **'Covid Vaccination Pre-screening'** page.



Towards the end of the pre-screening, there will be some mandatory Enhanced safety questions on the outcome of the pre-screening and the type of consent.

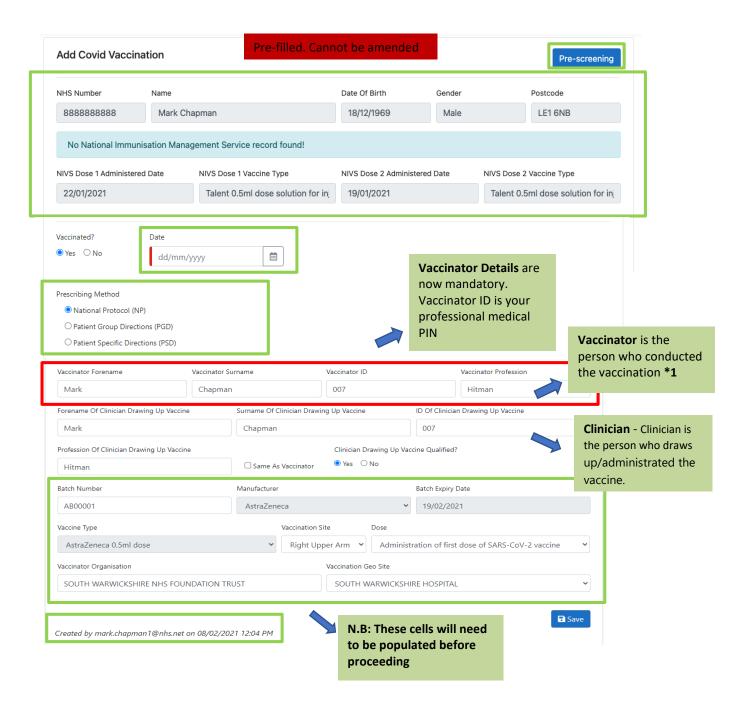
These details need to be filled out and 'Save' clicked prior to vaccinating the patient. You will then be able to add Covid Vaccination Record.

8. Adding a Patients vaccination record

Once you have clicked **'Save'** you will see this screen, below. The first row of data is pre-filled from the previous screens you have completed and cannot be amended at this stage.

If you have incorrect details and need a record deleting please email <u>agem.nivs-covid@nhs.net</u> with details of the issue.

N.B. All fields marked/highlighted in Red are Mandatory (see Appendix 1).



Please Note: When inputting the date, please select the correct date, which will then provide a drop down on 'Batch Number'. By selecting the correct batch, this will populate Manufacturer, Batch Expiry Date and Vaccination type.

Due to feedback regarding the capture of the 'Prescribing Method'



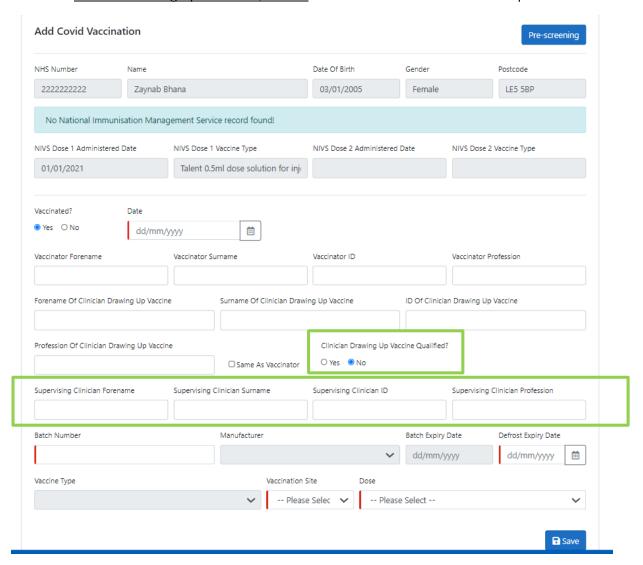
*1 Vaccinator Information is automatically populated in line with the user account. If an admin person is uploading on behalf of vaccinator these details will need to be amended to the vaccinator name and details.

^{*2} Vaccinator & Clinician ID is the professional Pin number staff member holds.

To support data entry, the system has been adapted to keep the last values entered for the 3 sets of Clinicians and pre-populate these in the vaccination record. Whilst this has to be entered on the first time you log in in a day, it will retain these values after the first record is completed. If you subsequently change the values, the system will retain those last values.

If you have selected an incorrect batch number, then re-select your vaccination date and the application will allow you to select a different batch number. Click **'Save'**

• If 'Clinician Drawing Up Vaccine Qualified' ticked NO. The below fields are required.

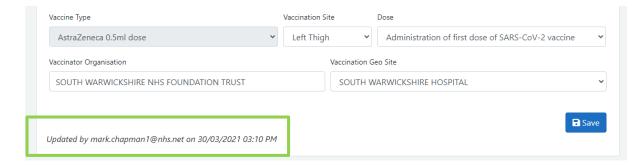




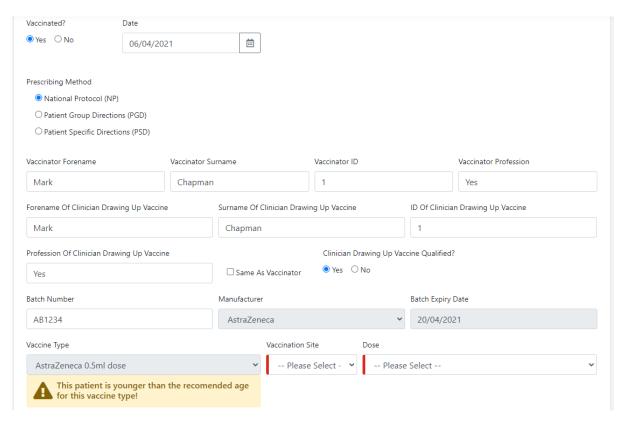
As shown on the screenshot below, users can now change the vaccinating organisation and location if entered in error, while adding vaccination details. In addition, the user who entered or last updated the vaccination record is displayed at the end of the page.

Created = Added by the user

Updated = Changed by the user

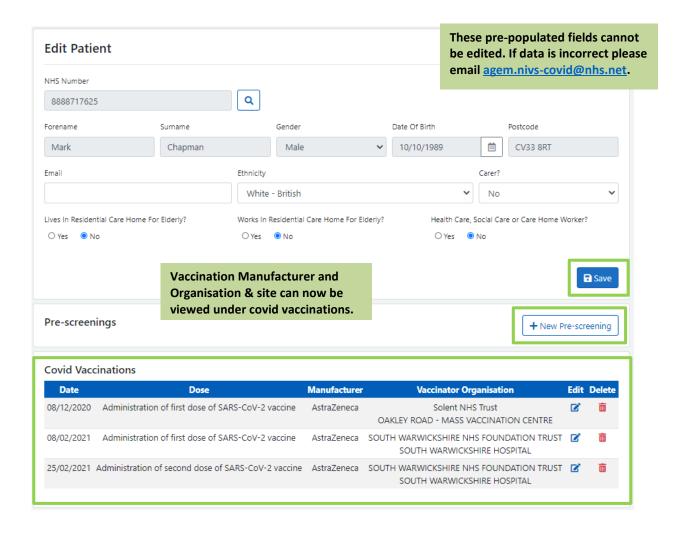


Age Restrictions - Due to new updates in the system, the application will now warn the user
when a vaccine is being recorded against a patient who is between 16-17 where the vaccine
has been identified as for only 18 year olds and over. Whilst it will not stop you recording
the vaccination, the system will display a warning.



If you have selected an incorrect batch number, then re-select your vaccination date and the application will allow you to select a different batch number. Click **'Save'**

Once saved, you will be taken to this next screen. Where you will be able to add a second covid vaccination record or edit the first one to add an adverse reaction.



To add a second vaccination, please select **'+New pre-screening'** and follow instructions as explained above (Point 6).

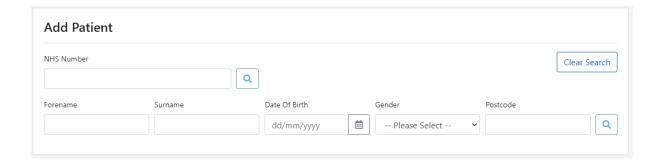
To edit/add an adverse reaction to a patient, please click the **'Edit'** icon. You will then be shown the following page.

9. Adding a patient with no NHS number

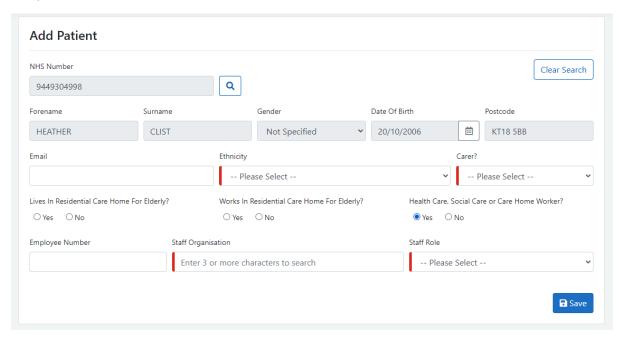
We have developed the functionality to enable Trusts to record vaccination for those patients who do not have NHS Numbers. To accommodate the requirements of this release we have had to make some fundamental changes to the registration process.

ADDING A PATIENT

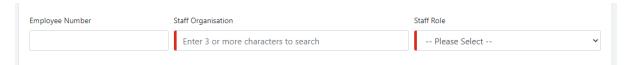
When adding / registering a new patient, the layout of the screen has changed. It is now a requirement to search for the PDS for the demographic details you have.



Upon completion of the search, you have returned a patient successfully then you will need to complete the screen below.



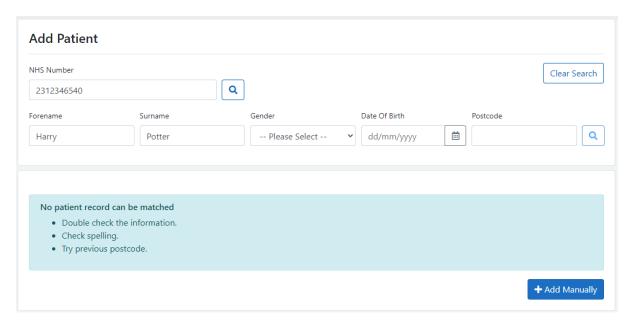
The Heath Care, Social Care or Care Home Worker select has moved position on the screen. If you select this option, the employee number, staff organisation and staff role will appear. If the patient has a match record in our ESR data, the Employee Number and Staff Organisation will automatically be populated.



Complete the mandatory fields and press save to register the patient.

10. Adding a patient manually

If when adding a patient, a PDS match cannot be found, the system will prompt you on how you might refine your search to get a match. If you still cannot find a match, then click on the Add Manually button.

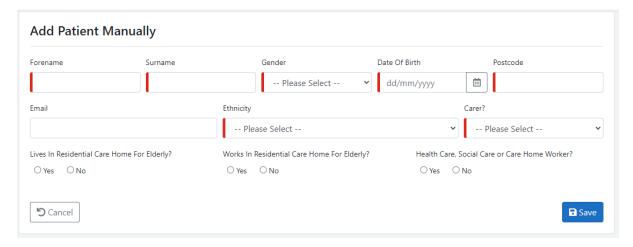


When adding a manual patient, you must confirm that you have tried to match PDS and that you accept the clinical risks of registering a patient without an NHS Number.



An audit of this decision is recorded by the system.

Once confirmed, the user will need to complete the rest of the registration details.



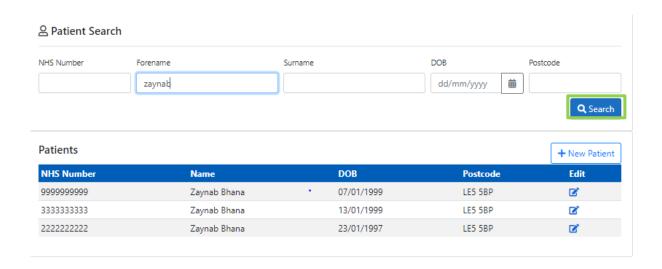
Clicking save will add the record. To prevent duplication, a check is made on the Forename, Surname, Gender, DOB and Postcode, if there is a match in the existing system, the application will prevent you from competing that registration.

11. Editing a Patients vaccination record

Patient Records can be searched by clicking 'Patient' on the homepage and searching identifying details. To edit a record, click on the edit function.

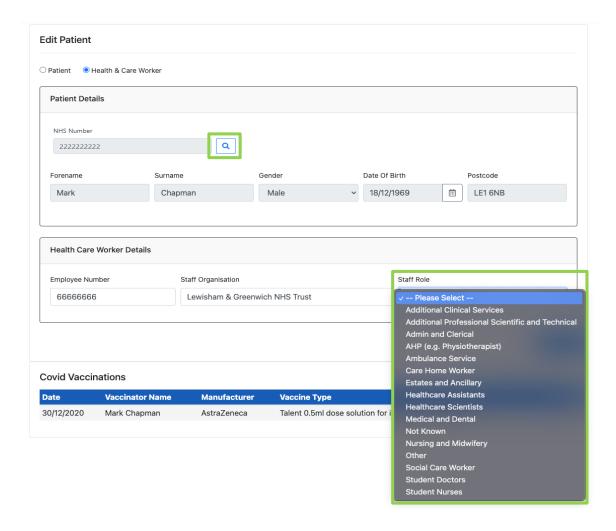
To edit patient, select patient on the home bar. Please then search for the desired record.

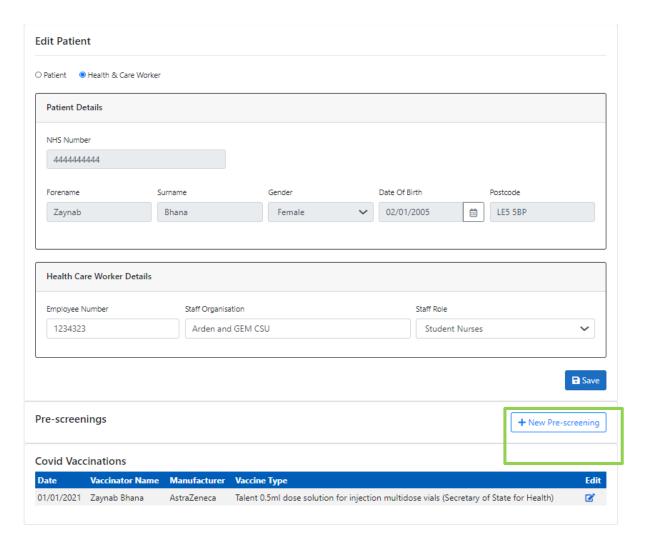




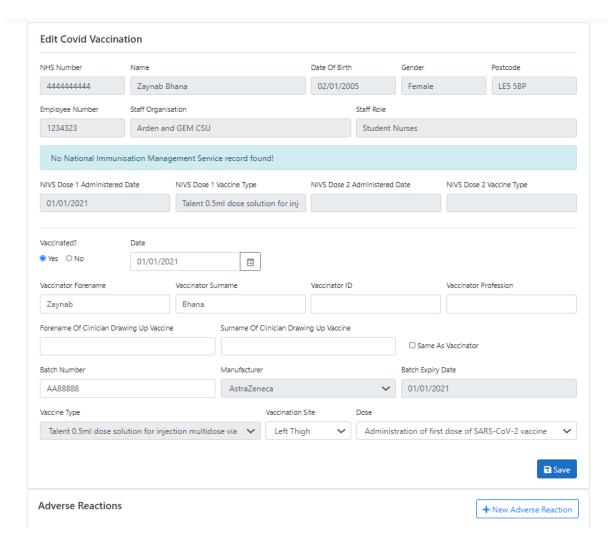
Upon selecting the record and clicking the 'edit' icon, you will come across this page. Only Health Care Worker details can be amended. Demographic details cannot be amended manually.

To update 'incorrect' demographic details, please update your 'Spine' Records. You can then click the magnifying glass when 'editing' patient. This will re-populate the demographic details with the correct information (based on updates made to spine records).





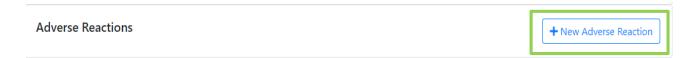
A second vaccination can be added by selecting '+ Pre-screening', or an existing vaccination record can be amended or an adverse reaction can be added.



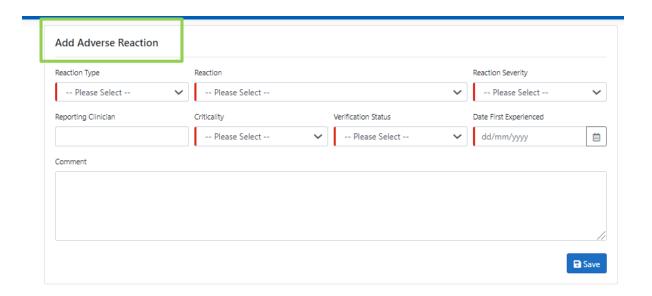
To add an adverse reaction, select '+new adverse reaction' which will take you to this page. All mandatory fields will be marked in Red.

12. Adding Adverse Reaction data

Once a Covid Vaccination is recorded the option to add adverse reactions details will appear. Select **'+ New Adverse Reaction'** to bring up the data entry screen. This can be completed at time of vaccination if the reaction is immediate or the vaccination record can be edited after the observation period, by using the search screen to locate the patient record and selecting the pencil edit icon.



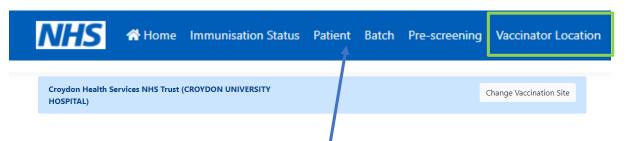
To add an Adverse reaction, select **'+new adverse reaction'** which will take you to this page. All mandatory fields will be marked in red.



13. Adding a second Vaccination

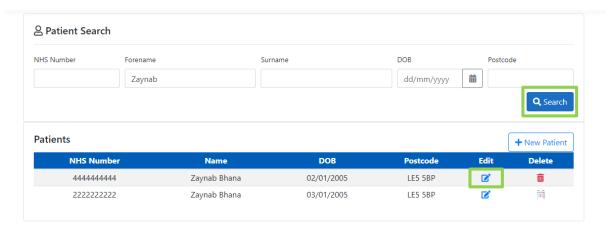
As the roll-out for the second vaccination has gone live, please follow these steps to add a second vaccination to a patient.

Login to NIVS and fill out your Vaccinator Location

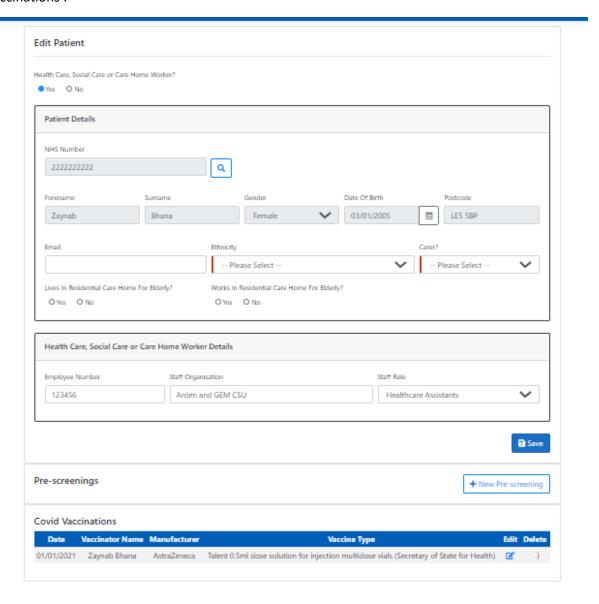


You can then search for existing patient record. If a patient's first vaccination has been inputted to NIVS, you can search via the Patient search section

Enter details and click search. Any existing patient records will appear. Click 'edit' on the correct record.



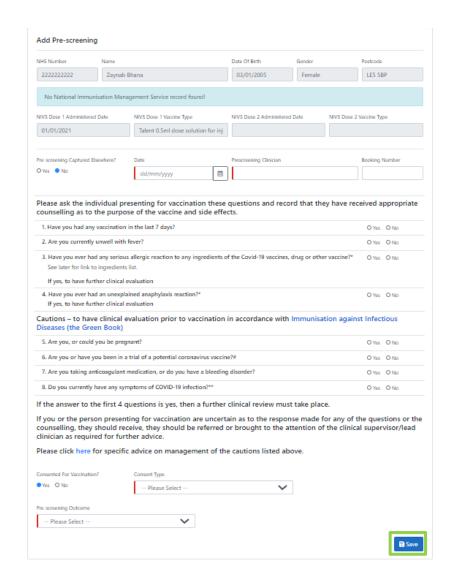
This will take you to the patient record. The first vaccination record will show under 'covid vaccinations'.



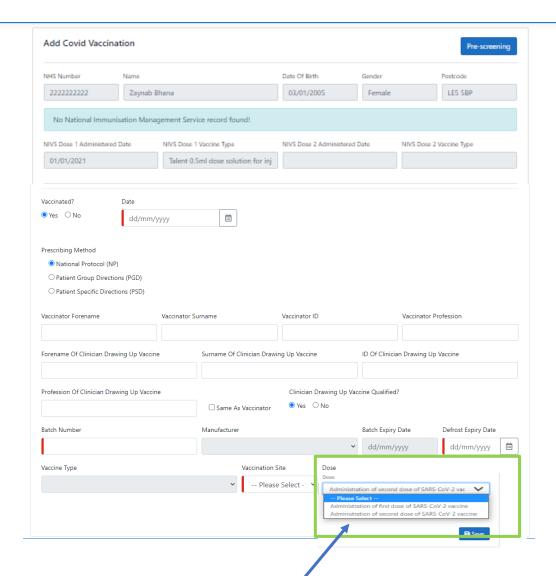
To add a **Second Vaccination**, Please, click '+ New Pre-screening'. The pre-screening record is mandatory to add a vaccination. Fill out pre-screening section and click save, to be able to add vaccination.

Please do not edit first vaccination record when adding second vaccination.

A pre-screening record will have been done for the first vaccination. Once a vaccination record is inputted, the pre-screening record disappears. It is mandatory to add a new pre-screening, prior to uploading a second vaccination as the questions still apply.



By clicking save, this will automatically take you to add vaccination.



Fill out vaccination details and select 'Administration of second dose of SARS-CoV-2 Vaccine' then save.

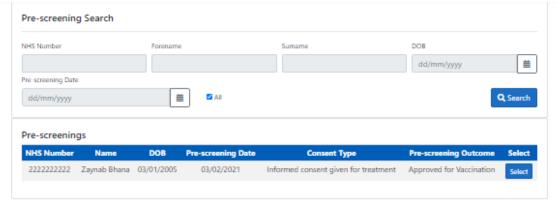
Please ensure you select the second dose.

13.1 Pre-screening done prior to second vaccination

If the second pre-screening has been done, prior to the second vaccination, this will appear on patient record. You can search via the pre-screening functionality on NIVS.



Untick 'all' and fill in details to search for a specific record or click search with the 'all' box ticked.

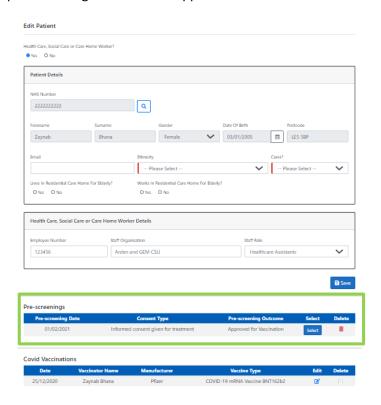


This will bring up all pre-screening records.

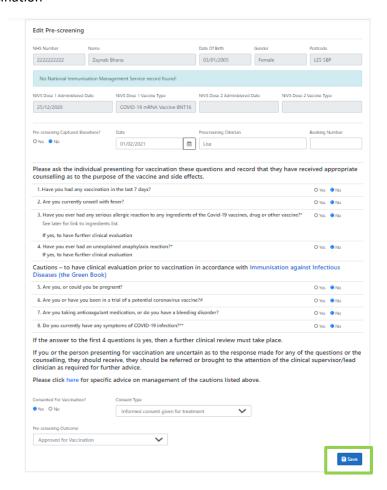
Select the correct record, which will take you to the pre-screening. Check all details are correct before clicking save to proceed to vaccination.

13.2 Pre-screening record on patient records.

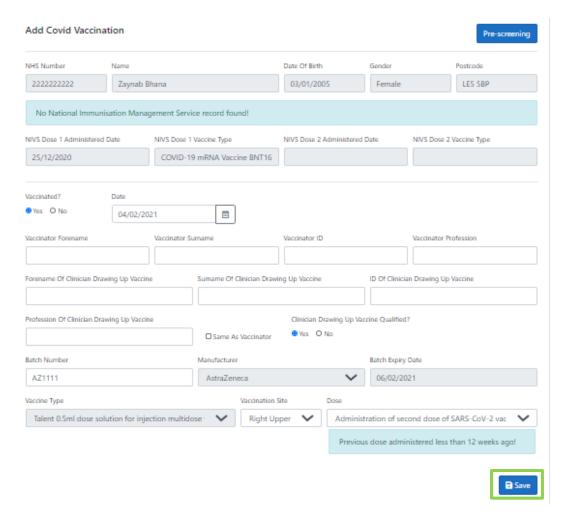
When editing patient, if a pre-screening record has been done and no vaccination has been completed for it, the pre-screening record will appear on the patient record. Once a vaccination has been done, this pre-screening record will disappear.



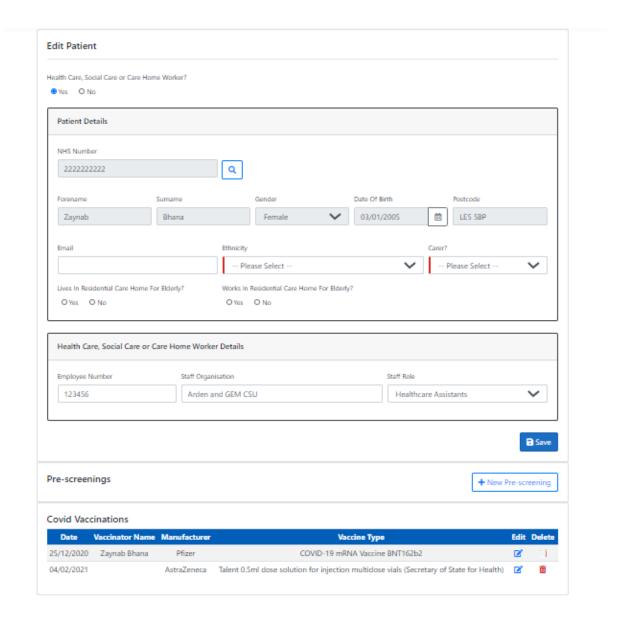
Select the pre-screening, and double check all details are correct before clicking save to proceed to add second vaccination



This will take you to add vaccination.



A pop up may appear as prompt. The record will still save. Once saved the patient record will show as having 2 vaccinations and any pre-screening record will disappear.

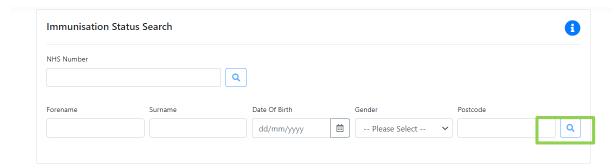


13.3 Patient vaccinated elsewhere

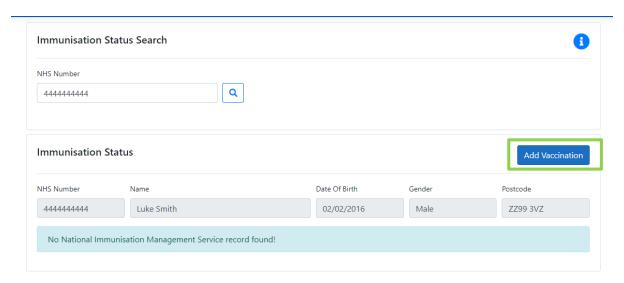
If a patient has been vaccinated elsewhere, you can now search this via immunisation search.



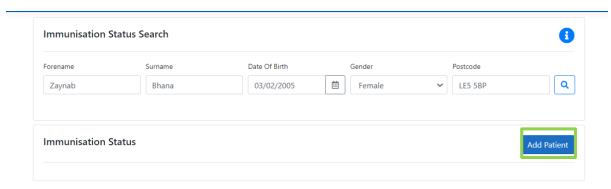
You can search via NHS number or demographic details. If a record is located, it will show.



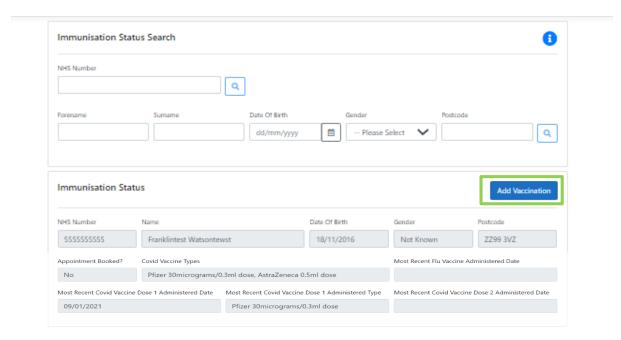
As demonstrated this patient does not have a vaccination record. You can add vaccination by clicking 'add vaccination'.



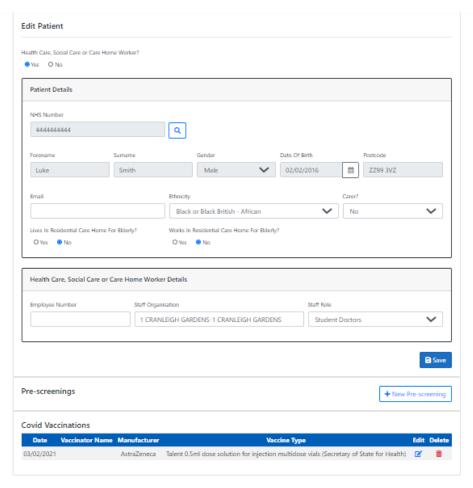
If a record is not located. You can click 'add patient'



If a patient has already received a first vaccination, this will be shown.



Click 'Add vaccination' to proceed. This will take you to the patient record, where you can '+ new-preening' for second vaccination.





Please do not edit the first vaccination record.

If the patient has not been uploaded to NIVS previously, you will need to fill in patient details, before proceeding to add pre-screening and add second covid vaccination.

14. Deleting a pre-screening record, patient record or patient vaccination record.

This is a new functionality that can only be done by the **superuser** within your organisation.

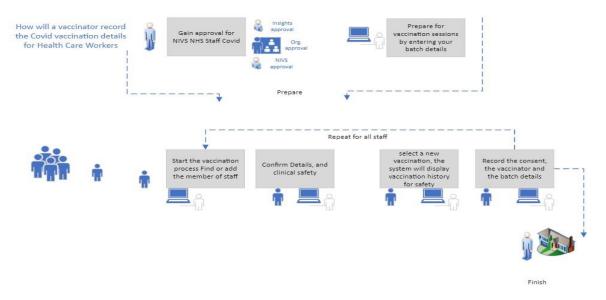
Due to the sensitive nature of this role, this access can only be granted to your organisation SPOCs or any request that has come from a SPOC.

Please note We can only grant access to 3 users within this organisation. Any further requests from users will be rejected.

You will no longer need to contact the helpdesk to amend/delete records.

15. Covid Vaccination Journey

This diagram illustrates a high-level overview of the process.



16. Additional Information and Troubleshooting Resources

If you have any problems with the steps in this document please consult the 'Knowledge Articles & Fixes' document which can be found <u>HERE</u>

Additional help and support can also be found in the 'Frequently Asked Questions' document HERE

If these additional resources do not resolve the problem or you have any further questions please contact us agem.nivs-covid@nhs.net

17. Additional Support

However, where the above steps do not work then please use the *Knowledge Articles & Fixes* document which can be found HERE.

For any additional help please contact the service desk.

The service desk operates:

Monday to Friday - 8am to 6pm

Saturday & Sunday - 8am to 4pm

Email: agem.nivs-covid@nhs.net

Phone: 0121 611 0187

You can find further information and supporting documentation for NIVS Covid <u>HERE</u> on the Arden &

GEM website.

18. Appendix

For a breakdown of the mandatory data capture fields within NIVS, please see the Covid Capture Mandated Fields document which can be found here: https://www.ardengemcsu.nhs.uk/nivs

Version	Version Date	Author/Changes	Description
1.0	16.12.2020	Zaynab Bhana	Initial version
2.0	04.01.2021	Elizabeth Rushton	Updates Included
3.0	20.01.2021	Diane Clark	Updated detail. New format
4.0	26/01/2021	Zaynab Bhana	Updated
V.5	11/02/2021	Zaynab Bhana	Updated approved by Elizabeth
			Rushton
V.6	15/02/2021	Zaynab Bhana	System updates – Approved by ER
V7	16/02/2021	Zaynab Bhana	Adding second vaccination
			updates. Approved by ER
V8	31/03/2021	Zaynab Bhana	Updates – Approved by ER
V9	12/04/2021	Zaynab Bhana	Updated