

Client Records: Frequently Asked Questions

The purpose of this document is to be a quick reference for MIIC Users. All the information in this document can be found in more detail at [MIIC User Guidance and Training Resources](http://www.health.state.mn.us/people/immunize/miic/train/index.html) (www.health.state.mn.us/people/immunize/miic/train/index.html).

I cannot find my client in MIIC. What do I do?

Participation in MIIC is optional which may impact finding your client's record. Visit [Client Search and Printing Immunization Records](http://www.health.state.mn.us/people/immunize/miic/train/clientsearch.pdf) (www.health.state.mn.us/people/immunize/miic/train/clientsearch.pdf) to learn more about searching for clients using multiple data points. If you are sure your client does not exist in MIIC, and your client has not requested to opt-out of MIIC, you can create a new client following the steps in [Entering New Clients](http://www.health.state.mn.us/people/immunize/miic/train/newclient.html) (www.health.state.mn.us/people/immunize/miic/train/newclient.html).

My client is coming up as deceased. How do I fix this?

MIIC routinely receives information on death certificates from the Office of Vital Records. Providers can also change their client's MIIC status to 'Deceased' if they've received trusted information that their client is deceased. Records of deceased individuals are restricted. If you feel your client's record has been marked deceased in error, contact the MIIC Help Desk at 651-201-5207 or health.miichelp@state.mn.us. When sending protected health information, remember to send via encrypted email.

Why is my client's record locked to a specific organization and what do I do?

Clients can choose to limit access, or lock, their or their child's record to a specific organization. They can do this by asking their provider to lock it or by completing the [MIIC Privacy Setting Change Request](https://redcap.health.state.mn.us/redcap/surveys/?s=EMYEDFRAKE) (<https://redcap.health.state.mn.us/redcap/surveys/?s=EMYEDFRAKE>). If your client has confirmed they consent to your organization viewing their record and no longer wants their record locked, contact the organization the record is locked to and request they unlock the client's record.

Why does my client have an also known as (AKA)?

AKAs are created when a client's last name, first name, or DOB are manually changed in MIIC through the user interface. This may occur when a client's name or date of birth has changed, or if they go by a nickname at a different provider location.

Can an AKA be removed?

Yes. An AKA can be removed if it is appropriate to do so. Removing an AKA does not remove the immunizations that were submitted under the alias name. Contact the MIIC Help Desk with the MIIC ID at health.miichelp@state.mn.us for guidance.

My client has two or more records in MIIC. Can these be merged?

Yes. Carefully review each record to confirm both records belong to your client. Note the MIIC ID's and email the MIIC Help Desk at health.miichelp@state.mn.us with the MIIC ID's and indicate the ID associated with the current information. Do not send protected health information, such as client name

and date of birth, via unencrypted email. The MIIC Help Desk will merge the two records and provide you with a new MIIC ID. **Once records are merge, they cannot be unmerged.**

Why can't I edit a client's date of birth (DOB)?

If the Birth Date field is not editable, it means a Minnesota birth certificate is on file with MIIC. Use other identifiers to confirm this record belongs to your client. Confirm the client's date of birth and then contact the MIIC Help Desk with the client's MIIC ID. MIIC Help Desk staff can investigate and offer guidance on the next steps.

My client's record has an incorrect immunization on their record. How do I fix it?

MIIC stores data from many provider organizations. If an immunization is incorrect, you need to contact the organization that reported the immunization in question and request that they correct it. MIIC Help Desk staff cannot remove an immunization from a client's record since MIIC does not own the data in question. Only the reporting organization can confirm if the immunization was reported in error or was correctly reported to the client's record.

I think a record contains immunizations from multiple people. What do I do?

MIIC uses a complex matching algorithm to add an individual's immunizations to their MIIC record without creating multiple records for the same person. This matching logic isn't always perfect, and sometimes MIIC incorrectly thinks two records belong to one person. This is most likely to occur in situations where two people have very similar names and birthdates (such as twins or persons with common names). If you think your client's MIIC record contains immunization data for multiple people, contact the MIIC Help Desk with the MIIC ID of the record. To prevent immunization data from incorrectly being added to your client's record, always report accurate and complete demographics to MIIC when known. Information such as the client's mother's maiden name can help keep records separate when there are two people who otherwise share very similar names and/or birthdates.

MIIC help

For additional assistance, contact the MIIC Help Desk at health.miichelp@state.mn.us or select the help desk button in the upper right of the screen.

Do not send protected health information via unencrypted email.

Minnesota Department of Health
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health.miichelp@state.mn.us | www.health.state.mn.us/miic

04/09/2025

To obtain this information in a different format, call: 651-201-5207.