

Provider Frequently Asked Questions

- **What is WV MyIR?**

WV MyIR gives patients access to their own and their family members' immunization records and allows them to download and print official copies to satisfy the requirements of schools, camps, state agencies, employers and others who require proof of immunization.

- **What are the goals of WV MyIR?**

WV MyIR aims to reduce the administrative burden of immunization records requests for you and your staff, improve immunization rates and empower patients to take greater control over their health.

- **How does WV MyIR work?**

WV MyIR is a consumer portal that connects with **West Virginia's** immunization information system. The program allows patients to view and print official copies of their immunization records.

- **Does WV MyIR provide official immunization records?**

Yes, the immunization records provided by **WV MyIR** are official certificates that can be used to satisfy requirements by schools, camps, employers and others who require proof of immunization.

- **How much will it cost patients to use WV MyIR?**

WV MyIR is free for patients and providers.

- **What is your role in WV MyIR?**

Your practice is vital to the success of **WV MyIR**. Your role includes educating consumers and creating awareness of **WV MyIR**, communicating the benefits of using **WV MyIR** to access immunization records and approving patients' initial account requests.

- **Is it easy to register patients in WV MyIR?**

Registering patients in **WV MyIR** is a simple, one-time process that generally takes less than two minutes. Your office reviews and approves the application during the visit, matches records from the state immunization information system and provides each patient with a program user guide.

- **Can my patients pre-register for WV MyIR?**

Yes, patients may start the enrollment process online, and your office can simply review and complete the application during the visit.

- **How long will it take to activate a patient's account?**

Activating a **WV MyIR** account is a two-step process that takes just minutes for you and your patients. First, your office reviews and approves the application during the visit. If the patient has not enrolled in advance, your office provides a secure, temporary password/PIN and a program user guide. The patient then logs in at home or elsewhere and activates the account. The patient now has access to family immunization records.

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Inject more
CONTROL
into your patients'
immunization records.

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Provider Frequently Asked Questions, continued

- **How soon will a patient be able to see their updated records following an immunization?**

The timeframe will vary depending on how frequently your office updates the state immunization information system. As soon as the immunization data has been saved into the system, it will be displayed in **WV MyIR**.

- **Can any healthcare provider use WV MyIR?**

At this time, only **WV Statewide Immunization Information System (WVSIS)** participants and their staff can access immunization records through **WV MyIR**. The state immunization program determines the eligibility of providers to participate in the program.

- **What if a patient identifies an inaccuracy in their immunization records?**

Patients should alert your staff to incomplete or inaccurate immunization records. Only you or your staff may update or add records in the **WVSIS**.

- **Does WV MyIR keep patients' records secure?**

Yes. Patients use a unique, temporary password/PIN to activate their account and set their own private password. Besides your immunization records, no other personal information is available through the tool, and records can only be modified by you or your staff.

- **How long do patients have to activate their account?**

Patients have 10 days to log in to **WV MyIR** and activate their account. If they do not activate the account within 10 days, they will need to contact your office.

- **Does WV MyIR work with Blue Button?**

Yes, **WV MyIR** is Blue Button-capable. Blue Button is a way for your patients to get their health records electronically to review and share, helping them achieve their health goals. For more information please visit healthIT.gov/bluebutton.



- **What if I need help authenticating a patient account?**

You and your patients may access a technical support hotline by calling **1-855-214-9381**.

- **Who should I contact if I have further questions on the program?**

Additional information on the program is available at www.stchome.com/myir.net.

Sign up today... it's easy! Call or visit us online today for additional information:

1-800-642-3634 • WV.MyIR.Net

