

## PROCESS FOR REPORTING HL7 TRANSMISSION ISSUES

### ARE THE VACCINES ADMINISTERED BY THE FACILITY REPRESENTED IN MCIR?

Troubleshooting missing immunization information in the MCIR system must begin with the organization where the transmission issue began.

The chart below illustrates the path that an HL7 immunization message follows on its way to MCIR. Follow the message transmission path to determine where the issue began and contact the appropriate entity.

### BEGIN TO TROUBLESHOOT:

1. Confirm your message is received by MCIR and there is an ACK (acknowledgment) back.
2. If you don't get an ACK follow this diagram, (Figure 1)

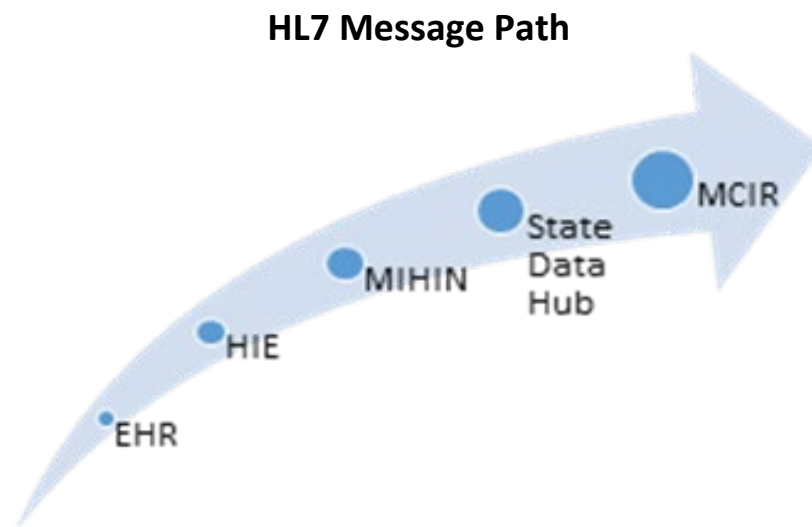


Figure 1

### NO ACK Message

If the message is successfully sent from the EHR, but you didn't receive an ACK, then you will need to contact your Health Information Exchange (HIE) or MiHIN.

The HIE will work on your behalf to determine why you did not receive an acknowledgement (ACK).

### Troubleshooting Clues

Possible reasons you might not obtain it are:

- HIE, MiHIN or State of Michigan's Health Enterprise Bus (HESB) is not responding.

## **What Next?**

If you have not received a message from one or more of these organizations, then contact them to verify which organization is the problem and when you should resend the messages.

If it is MCIR that is not responding, then you will receive an ACK which will indicate “**MCIR is down**” or “**In Maintenance.**”

## **ACK RECEIVED, BUT WITH ERRORS**

If you receive an ACK with errors, then verify that your HL7 message header 4 (MSH-4) has the correct HL7 facility ID. If you don't know the HL7 facility ID for your practice please reference the [HL7 Viewer User Reference Guide](#)

Check the MCIR HL7 viewer or MCIR Transfer Report for the facility following the instructions in one of these two documents:

1. HL7 Transfer Report Tip Sheet found on [HL7-VXU page](#) or [HL7 Transfer Report Tip Sheet](#)
2. HL7 Viewer User Reference Guide found on the [HL7-VXU page](#) or [HL7 Viewer User Reference Guide](#)

**Once an HL7 issue has been resolved please resubmit the missing vaccines.**

Questions please contact your [MCIR regional team](#).