

**Subject: Contingency Plan Policy for NCIR Private Providers and Local Health Departments**

**Effective: May 1, 2008**

**Policy:**

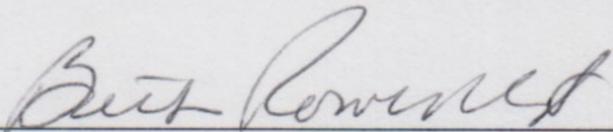
It is the policy of the Immunization Branch that all local health departments and private providers who use the NCIR have a contingency plan in place for those circumstances when the NCIR is not available.

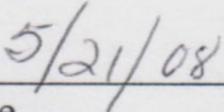
In the event of a short-term outage of the NCIR or Internet, where the NCIR cannot be accessed by the physician's office or local health department, the provider should attempt to obtain an up-to-date immunization record from the parent of the child who is presenting for immunizations. If the parent cannot produce an up-to-date immunization record, then the provider should consider administering those immunizations that the ACIP routinely recommends for a child of that particular age. It is best practice, and a recommendation of the Immunization Branch, to maintain a current paper copy of the child's immunization record from the NCIR in the patient chart in case an outage occurs.

In the event of a local ISP (internet service provider) outage, the IB recommends that:

- 1) Provider calls the local health department and requests that the client's record be looked up in NCIR, and a copy faxed to the provider.
- 2) If Option 1, is not feasible, then the provider should contact the NCIR Help Desk at 1-877-873-6247 for assistance.

Providers should have copies of the "request new client form" in a folder for use in the event of an NCIR or Internet outage. This form is to be used to record data on clients that will later be entered into NCIR. This form can be found on the Immunization Branch website at [www.immunizenc.com](http://www.immunizenc.com), under the NCIR section, provider information area.

  
Approved by

  
Date