OSMOSSIS
Ocean State Management of State-Supplied Immunizations System

Online Self-Study Program

Revised: April 2019
Any practice that orders State-Supplied Vaccines (SSV) must complete the following Self-Study Program. The Program must be completed by the practice’s listed Vaccine Contact.

Process

1. Review slides on various topics, including Inventory Reporting, Ordering, Temperature Logs, Delivery, Receiving Shipments, Activating Lot #s, Returns/Waste, Transfers, Order History, etc.

2. Answer summary/review questions at the end in order to receive an OSMOSSIS activation code.

3. Log into OSMOSSIS with the activation code to begin using the system.
Logging In (1/2)


Steps:
1. Click the above link
2. Enter the SSV system through the KIDSNET or SSV Login portal

*If you have a KIDSNET User ID it is recommended that you go through the KIDSNET portal. All others should use the SSV portal.*
Steps:
1. Once on the **SSV Login Page**, enter your practice’s SSV PIN and Medical Director/Lead Prescriber’s license number.
2. Once you fill in the required Login information you will be directed to the **SSV Practice Menu** page.
Please note the following:

- Practice name and PIN
- Practice and Vaccine Contact info
- Assigned RIDOH Immunization Rep

Features

- Update practice information
- Offer RIDOH the ability to view activity on your computer screen in real time
- Access the Office of Immunization’s Resource Manual, which contains important forms and resources

Click the OSMOSSIS link to begin the vaccine management process
Once you click the OSMOSSIS link you will be brought to the Practice Attestation page where you will be asked to attest to being one of the authorized agents of the practice available to place a vaccine order. Authorized agents include:

- Lead Physician
- Practice Contact
- Vaccine Contact

Select your name from the list and then click Yes, Continue. You will then be brought to the Vaccine Order Menu page.

If your name does not appear on this screen, you have not been authorized to order vaccines on behalf of the practice. See your Practice or Vaccine Contact for approval.
On the **Vaccine Ordering Menu** page, choose an option from the available list.

Note: certain options are not always available. For example, **Place Vaccine Order** is only available when:

- **MONTHLY** vaccine – a minimum of 30 days has passed since your last monthly order
- **INFLUENZA** vaccine – a minimum of 5 days has passed since your last influenza vaccine order

Options may also be unavailable if there are still outstanding processes that need to be completed (e.g. transfers, receiving shipments, etc.)

Each of the buttons within the box are associated with that vaccine order type (**Monthly** or **Influenza**).

The options at the bottom of the screen are **provider-specific**, not order-specific.
Information on this page includes:

Practice identifiers based on the information submitted during the annual enrollment period:
- Practice Name
- Alpha Name (created and used by DOH)
- Practice SSV PIN
- Practice Contact (name and phone)
- Vaccine Contact (name and phone)
- Lead Physician License #
- Assigned Immunization Representative

**Order ID**: each time you sign in to the Vaccine Ordering Menu a new Order ID is created

**Next Order Date**: shows the next available date for your practice to order vaccines. Once that date has passed, “NOW” will be displayed

**Order Status**: current order status can be: New, Incomplete, Submitted, Approved/Declined/Held, In Process, Shipped, or Received
Active vs. Inactive Buttons

Choose an option from the available list of active links/buttons.

If you hover your mouse over an option and get a red circle with a line through it, it means that option is currently unavailable. Options that are available will be a darker shade and display a finger point cursor when hovered over.

As mentioned, restrictions may be based on processes that have not yet been completed, such as Transfers, Receiving a Shipment, eligible order date not yet reached, etc.
The first link on the Vaccine Ordering Menu page for both Monthly and Influenza orders is the **PRINT OUT Current Inventory Lot# Report**.

Click this link to get a printout of all the Lot #'s that the system recognizes as part of your current vaccine inventory. Bring the form to your storage unit to record the vaccine quantities on hand for each Lot #. This information will be needed for the inventory section of your vaccine order.

The Lot # form is **print only**. You cannot enter data into the fields of this form on the computer.
Lot# Printout (Sample)

This is a sample of what the Lot # printout will look like. Bring it to your storage unit and fill in the quantities for each Lot # listed on the report.

Vaccine information included on form:
- Vaccine type (grouped by the “short name”)
- National Drug Code (NDC)
- Brand
- Doses per package/carton
- Unit Presentation (short description)
- Lot number
- Lot quantity (on-hand inventory) field

If you do not have any inventory of a certain Lot #, the system will require you to enter a zero (0) in the field. Once you enter zero quantity of a Lot # it will no longer appear in your inventory (effective next order).
Once you have completed the **Current Inventory Lot# Report**, you are ready to start the vaccine ordering process.

**Place Vaccine Order** – click this link to start the Order Wizard process.

The first step in the process is entering any **Returns/Wasted** vaccines. If it is your first time in the system, select “No” for this option since your on-hand inventory has not yet been established in the system. In future reports you will be able to complete the Returns/Waste section of the wizard (Returns/Waste will be discussed later in this tutorial).

Note: the next few slides will address **Monthly Vaccine Orders** only. Influenza ordering will be covered later.
After selecting “No” to Returns/Wasted reporting you will be directed to the appropriate vaccine reporting pages.

If your practice only offers adult vaccines you will be directed to the Report Adult Vaccine Inventory page.

If your practice only offers pediatric vaccines the system will bypass the adult portion of the ordering process.

If your practice offers both adult and pediatric vaccines, you will be required to complete both the Adult and Pediatric sections of the order process.

These steps are decided based on your Practice Profile when you enrolled in the SSV program.

For this demonstration, we will proceed as a family practice offering both adult and pediatric vaccines.

**Note: Do not use the Back or Forward arrows of your internet browser. If you use these buttons you will be kicked out of the OSMOSSIS system and your data will not be saved.**
On the **Report Adult Vaccine Inventory** page you will be required to enter the number of **DOSES** for each state-supplied vaccine NDC and Lot # that you currently have stored in your practice. If you no longer have any doses of a particular Lot #, you need to report a zero (0) quantity in the field, in order for that Lot # to be removed from your inventory for future reporting.

Use the information gathered from the **Lot # Print Out** form to complete the inventory sections.

Only report state-supplied vaccines on the inventory reports; **DO NOT** include privately purchased vaccines.

**Page Navigation** – use the **Previous** and **Next** buttons to navigate through each page of the order process. Use the **Save & Continue Later** button if you have to leave the system for any period of time.
On the Report Pediatric Vaccine Inventory page, you will be required to enter the number of **DOSES** for each state-supplied vaccine NDC and Lot # that you currently have stored in your practice. If you no longer have any doses of a particular Lot # you need to report a zero (0) quantity in the field, in order for that Lot # to be removed from your inventory for future reporting.

Use the information gathered from the Lot # Print Out form to complete the inventory sections.

Once again, only report state-supplied vaccines on the inventory reports; **DO NOT** include privately purchased vaccines.
Vaccine Ordering – Adult

On the **Place Adult Vaccine Order** page, enter the amount of each vaccine that you wish to order. Please note that vaccines are to be ordered by **Dose Quantity**, and must be multiples of the "Doses Per Package". For example, if the dose per package is 5 - order in multiples of 5, if dose per package is 10 - order in multiples of 10, etc.

Orders should include the number of doses you will need in order to maintain at least a 30-day supply of vaccine beyond your next order date. For example, if you order every 30 days, order enough vaccine for 60 days; if you order every 60 days, order enough vaccine for 90 days, etc.

**Adult Special Initiative** vaccines are only to be ordered by practices that have received permission by RIDOH for special initiative projects.

All **Order Quantity** fields must include a value. If you are not ordering a specific vaccine, please indicate so by entering a zero (0) in the order field.
The instructions for placing pediatric vaccine orders are the same as for adult orders:

On the **Place Pediatric Vaccine Order** page, enter the amount of each vaccine that you wish to order. Please note that vaccines are to be ordered by **Dose Quantity**, and must be multiples of the “Doses Per Package”. For example, if the dose per package is 5 - order in multiples of 5, if dose per package is 10 - order in multiples of 10, etc.

Orders should include the number of doses you will need in order to maintain **at least a 30-day supply of vaccine beyond your next order date**. For example, if you order every 30 days, order enough vaccine for 60 days; if you order every 60 days, order enough vaccine for 90 days, etc.

**NEW:** KRDA represents the KIDSNET Reported Doses Administered amount of each vaccine reported since the last order date. This number should be compared to the Calculated Doses Administered (CDA). The envelope icon will appear if the 10% allowed variance is exceeded.**
Special Pediatric vaccines are vaccines that should be ordered only if regular vaccines cannot fill a need due to patient-specific medical reasons. These vaccines may require special circumstances for order approval and may delay the order approval process.

If you have any special requests or instructions regarding your order, please **DO NOT** send a separate email concerning your order. It may not be reviewed before your order is processed. Instead, please include a note by selecting the "Send note to RIDOH about this order" link. This note will be displayed on the order for RIDOH to review before approving the order.

All **Order Quantity** fields must include a value. If you are not ordering a specific vaccine, please indicate so by entering a zero (0) in the order field.
Temperature Reporting

Storage unit temperatures can be reported in four ways:

1. **Fax** - fax your temp log to 401-222-3805, as you do currently

2. **Email** - email a copy of your temp log to Vaccine@health.ri.gov

3. **Cloud** - if you have a Cloud-Based Logger supplied by RIDOH, the temperatures will be retrieved automatically through the cloud account

4. **Previous Log** - if RIDOH has a recent temperature report on file for your practice, the Previous Log Submitted Within Last 30-Days option will already be selected

Whichever method you choose, temperature information is required for an order to be approved. Failure to submit temperature information within 5 days of order submission will incur an Order Declined decision.

An email will be sent to the Vaccine Contact on record when it is submitted, approved, and shipped. If you wish to receive notifications at additional email addresses, enter them on this page.
A practice is required to report the delivery address and office hours that are available for vaccine delivery each time an order is placed. Please plan accordingly for vacations or holidays. Practices are responsible to have staff in the practice on the days identified on the Delivery Instructions page.

Please note that a **PO BOX address is not an acceptable delivery address.**

You must select at least two delivery times for the week. This information must be updated with every order.

**Special Delivery Instructions** should only be used if you need to identify a specific area of the practice for delivery, e.g. back door, front desk, etc. These instructions must not exceed 14 characters (including spaces).
The Vaccine Order Summary page allows you to review your order before you submit it.

Should you need to make any changes, click on the Previous or Next buttons to navigate to the page on which you need to make changes.

**As a reminder, do not use the Back or Forward arrows of your internet browser. If you use these buttons you will be kicked out of the OSMOSSIS system and your data will not be saved.**
Once you have reviewed your order, click the **Submit Order** button to send your order to RIDOH for processing.
Upon submission of your order you will see the **Vaccine Order Confirmation** page. This page verifies that your order has been submitted to RIDOH for approval.

RIDOH will review the submitted order and may make modifications if necessary. You will receive an email once your order has been approved, at which time you will be able to see the approved order on your **Order History** screen.

If all required documentation has been received, barring extenuating circumstances RIDOH should make a decision on your order within **2 business days**.

### Vaccine Order Confirmation

The following order has been submitted to HEALTH for processing on Monday December 17, 2012 03:35PM.

Once your order is APPROVED by HEALTH it should be delivered within 10 business days.

Check your order history to get a copy of your APPROVED order.

<table>
<thead>
<tr>
<th>Order ID</th>
<th>29975</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
<td>New</td>
</tr>
</tbody>
</table>

### Vaccine Delivery

- **Monthly Vaccine** order – up to 10 business days from the date approved
- **Influenza Vaccine** order – up to 5 business days from the date approved

**Vaccine Order Confirmation**

The following order has been submitted to HEALTH for processing on Monday December 17, 2012 03:35PM.

Once your order is APPROVED by HEALTH it should be delivered within 10 business days.

Check your order history to get a copy of your APPROVED order.

| Exit Order Wizard |
Once an order has been approved, it will be transmitted to CDC for shipment. Upon release of the product from the Distribution Center your Vaccine Order Menu will be updated to show that there is a shipment to receive. The information will include both the shipment date and a tracking number. Once the product is delivered, you will need to “receive it into OSMOSSIS”.

Click the Packing Slip Delivery # to view shipment details, where you can receive the product when it arrives.

Click the Tracking # to access the website of the shipping company where you can view the status of your delivery.
In this example, the page to the left will open when you click **Packing Slip Delivery #10574** to receive products shipped by McKesson Specialties.

Fill in the date the shipment was received at your facility and verify that the vaccine arrived within the acceptable temperature ranges by looking at the temperature strips included in the package.

Once shipment arrives, immediately receive the product into inventory. Contact RIDOH immediately at 401-222-6737 if the product in the container does not match that on the packing slip, or if the shipping temperature is out of acceptable range.

Shipping errors must be reported to RIDOH within **4 hours of delivery** to receive credit for reporting shipping errors.
Once you enter the shipment delivery information, a box will appear instructing you to receive the products of the delivery; click Return to form.

If you try to complete receipt of shipment without entering Date Shipment Received and answering the temperature range question, you will see an error box pop up requiring that you complete the data. Click Return to form.
Verify that the products you received match the products and quantities listed on the Receive Shipments page.

The next step is to confirm the quantity of vaccine that was delivered by product Type, NDC Code, and Lot #. The Recv’d Doses field will already be populated by the shipping file RIDOH received from McKesson. Verify that this number matches the quantity in the shipping container for each vaccine type. If product shipped does not match, change the quantity of Recv’d Doses accordingly.

You must report any quantity discrepancy to RIDOH within 4 hours of delivery. Do not discard the packing slip; RIDOH will need it to verify the delivery discrepancy.

Once you have made any necessary changes – or to receive the shipment as indicated – click Receive Shipment.

Note: OSMOSSIS will not allow you to place another vaccine order until all outstanding deliveries are “received into the system”.

Verify the quantities of products received match the quantities listed on the packaging slip.
Receiving Frozen Shipments

To receive frozen vaccine deliveries directly from Merck Pharmaceuticals, click N/A (Direct-Ship) in the Receive Shipment from Distributor section.

The receiving process is the same for frozen vaccines as for non-frozen, as indicated on the previous pages.

Be sure to enter all quantities in direct-ship boxes on this page. OSMOSSIS knows how many boxes are included in the shipment but does not know how many doses are in each box.
Receiving Damaged Shipments

If a product is received out of acceptable temperature ranges (as indicated by the enclosed temperature strip) please contact RIDOH within 4 hours of delivery, **before** receiving the delivery into OSMOSSIS.

If it is decided that the product is no longer viable, select **No** in answering the question regarding whether the “Vaccine arrived within the allowable temperature ranges”. After selecting **No**, you will see the **Verify Dose Count** message appear. Click **Return to form**.

You will still need to verify that all products indicated on the packing slip, in the package, and on the shipping summary file uploaded to OSMOSSIS match.

Once all product quantities are verified or adjusted, select **Receive Shipment** and another pop-up message will appear confirming that you want to continue with the return of vaccine that was shipped inappropriately.

All products in the order must be “received” before an automatic replacement order will be created. Automatic return will not be created until the replacement order is approved by RIDOH.
Receiving Multiple Packages

If a product shipment includes multiple boxes and packing slips for one order, you will need to receive each box/packing slip independently.

By clicking on the Packing Slip Delivery #, OSMOSSIS will open the receiving window for that packing slip only. Complete the entire receiving process for each individual packing slip before moving to the next one.

The example to the left shows a delivery of refrigerator-stable (non-frozen) vaccines in three boxes, and one delivery of frozen vaccines. As you can see, the order ID is the same for all shipments, indicating they are part of the same order.
Box #1 contains one vaccine that has two different lot numbers to fulfill the adult portion of the order.

Box #2 contains 25 more doses for the adult portion of the order.
Box #3 contains the final 25 doses for the adult portion of the order.

Box #4 contains the direct-ship (frozen) portion of the order. OSMOSSIS knows how many boxes are included in the shipment, but does not know how many doses are in each box. Therefore, you must enter the total of all direct ship boxes on this page.
Activate Lot #

You may need to reactivate a Lot # in the event that you forget to report a vaccine or accidentally indicated zero inventory in your previous inventory reports.

By clicking **Activate Product Lot** at the bottom of your Adult/Pediatric Inventory Report pages, an active window will open for you to enter the specific information about the product you wish to activate. Complete the information required for each dropdown category and click **Activate**. The product will immediately show up in your inventory report.
If you have wasted vaccines or vaccines that need to be returned, you will need to complete the **Vaccine Return/Waste** report for each affected product and Lot #.

Please note the differences between a **Return** and **Wasted** vaccine.

Complete the following steps for a vaccine Return or Waste:
1. Select the **Return** or **Waste** Button
2. Select Order Type:
   - Pediatric or Pediatric Specialty
   - Adult or Adult Specialty
   (From this point on the system will pre-ppopulate your entries if there is only 1 choice available.)
3. Select vaccine type, vaccine brand, package type, NDC code, Lot #, and reason [for waste or return] from dropdown menus
4. Enter quantity of doses to be returned
5. Choose to **Add Another** return or waste, or click **Next** to complete the process.
Vaccines may be transferred between 2 or more enrolled SSV practices.

Transferring vaccine is a 2-step process requiring initiation by the practice releasing the vaccine, and acceptance/rejection by the receiving practice.

This module operates similarly to the Return/Waste module, with additional information needed such as the practice to which the vaccine will be transferred.
Transferring Vaccine (2/2)

To transfer vaccine, select the appropriate option from each drop-down category: order type, vaccine destination (the practice the vaccine is being transferred to), other vaccine specifics, and the quantity of doses being released/transfered.

As mentioned previously, OSMOSSIS will pre-populate categories if there is only 1 answer choice available.

Once you **Save** the transfer request, the receiving practice will be notified and be required to accept the transfer, after which the inventory will be released from one practice and added to the other.
The **View Order History** link will allow you to follow the status of a current order being processed as well as view previous orders.
Click **View Order History** to view current and past orders in a chronological sequence (newest to oldest).

Included on this page is seasonal influenza information, including the previous season’s doses administered and current season “Reserve” quantities.

Select **Order ID** to view an order’s information.
Order information includes dates for when the order was:

- Submitted by practice
- Approved by RIDOH
- Processed to CDC
- Shipped from the distributor
- Received by the practice

You can also review the vaccines that were ordered, approved, shipped, received, wasted, and returned.
Select **Product Lot Expiration Report** to view all vaccines currently in your inventory that have expired or will expire within the next 120 days.

This report should be reviewed frequently to make sure that your practice is not using expired vaccines. The way to prevent this is to **rotate vaccine inventory properly**. This means using older vaccines before using newer ones. Failure to rotate inventory properly is considered negligent and may result in the practice having to pay for replacement of expired vaccines.
After clicking *Product Lot Expiration Report*, you will see all the product information including NDC Code, Lot #, and Expiration Date.

If your practice feels that it will not be able to use all of a vaccine before it expires, please contact RIDOH and we will try to assist you in finding another practice that can use the vaccine. It is the responsibility of the practice to initiate this request and make all arrangements with any receiving practice that may be identified.

RIDOH cannot guarantee that it will be able to find a practice that is able to use the vaccine.
The next few screens will discuss influenza vaccine ordering. They will address specific items for **Influenza Vaccine Orders** that are different than regular Monthly Orders.

Once you have completed the **Current Flu Inventory Lot# Report** printout, you are ready to start the vaccine order process.

Click **Submit Dose Admin Report / Flu Vaccine Order** to start the order process.
Influenza Ordering

After completing or bypassing the Returns/Waste screen, the flu vaccine ordering process is very similar to that of monthly vaccines.

The main difference is that you must enter information about the influenza vaccine doses that were administered to patients on a weekly basis. This will be covered on the following pages.
The Inventory Tracking and Vaccine Order pages for both adult and pediatric influenza vaccine work the same as those for regular vaccines, covered earlier in the presentation.

Please remember that if you are ordering vaccine outside the norm (i.e. have a special request or instruction regarding your order) click **Send Note to RIDOH about this order** and describe the special request; do not send a separate email.

Any orders outside the norm without a note will be held until RIDOH can identify the special need by the provider’s office, or will be processed without the special need being approved.
After you click **Next** on the **Vaccine Order** page, you will arrive at the **Doses Administered** section of the report. A window will pop up showing the last date that vaccines were reported. Please make note of that date, and only report vaccines administered *after* that date to prevent duplicating reporting doses administered.

**IMPORTANT:** It is important to accurately report flu doses administered, because practices are allowed seasonal flu vaccine based on the amount of vaccine that was reported as administered during the *previous* flu season.

Failure to report doses administered accurately will impact your flu vaccine supply the following year.
On the **Doses Administered** page you will be required to report doses administered by **age group** and **vaccine presentation** for both Pediatric and Adult patients.

Please note that all fields require data entry. If no vaccines were administered to an individual in any field you must enter zero (0).

In the **OSMOSSIS Calculated Doses Admin\’d** column, hover your cursor over a number in the field and a pop-up window will appear showing how the system arrived at this number. If your data does not match that in the system, it is due to an entry error by the practice. Please compare the information in the table to ensure it matches your data records.
Doses Administered (continued):

**Priority Group Reporting** – indicate how many of the patients from the **Age Group Reporting** fall under any of the priority groups. If a patient falls under multiple priority groups please only include them in the first available option (e.g. a pregnant healthcare worker would be reported under **Pregnant Women**).

**Report Submit Option** – select whether you are:
- reporting doses administered and need additional flu vaccine
- reporting doses administered and **do not** need additional flu vaccine
- submitting a final report

Your answer will dictate which screen appears next – either the regular order process or a pop-up asking you to confirm your choice.

At the bottom of the screen you will see a history of all flu vaccines that were reported as administered to date.

Once you have completed all the information, click **Next**.
The Temperature Log, Delivery Information, and Summary pages work the same for flu vaccine as they do for regular monthly vaccines, as previously covered.

Please remember to click **Submit Order** at the bottom of the Summary Page. Failure to click this button will result in your order being listed as **incomplete**, and it will not be processed by RIDOH.

Once your order has been submitted you will see the confirmation page indicating date and time of submission. Please note this information along with the **Order ID** in case you need to contact RIDOH for assistance with this order.

Please note that all flu order IDs will begin with the letter “F”.
Final Step:

• Now that you have completed the OSMOSSIS Self-Study presentation, the final step is completing a **Review/Exam**, after which you will receive an OSMOSSIS activation code.

• Please click the **Review/Exam** link below to be brought to the OSMOSSIS Review/Exam. Once you complete the Review/Exam you will be directed on how to activate the OSMOSSIS link for your practice.

[Click Here for the Review/Exam](#)
Thank you.

Denise Cappelli
Acting Vaccine Manager
Office of Immunization
401-222-6737
Denise.Cappelli@health.ri.gov

www.health.ri.gov