Frequently Asked Questions About
URI Health Services Requirements for New Students

1. How does the immunization compliance process work?

Students need to complete the following actions in their patient portal.

- Rhode Island (In-state) students who received their vaccinations in RI, will have their vaccination dates automatically downloaded from the state immunization registry. You can check your status under the Immunizations tab in the patient portal. You will still need to complete the TB Screening Questionnaire and other required forms under the patient portal Forms tab. Please DO NOT enter your own vaccination dates unless directed to do so.

- Out-of-State students over the age of 18 (except those who received their vaccinations in AK, AR, HI, NC, NH, ME, VT and DC) can complete an online form and consent in the patient portal to request that your vaccination dates be sent directly to your URI patient portal from the state(s) in which you received them. See details under the Immunizations tab. Please DO NOT enter your own vaccination dates if you complete this online form unless you are directed to do so. You will still need to complete the TB Screening Questionnaire and the other required forms under the patient portal Forms tab.

- International students and domestic students who are not eligible to request their vaccines (under the 18 years of age or received vaccines in AK, AR, HI, NC, NH, ME, VT and DC), must enter your vaccination dates under the Immunizations tab and then upload proof of those dates via the Uploads tab of the portal. Follow these steps:
  - Obtain a copy of your immunization record from your medical provider or previous educational institution.
  - Go to the Immunizations tab in the patient portal and enter ALL immunization dates under the correct headings, then click "Submit".
  - Immediately upload proof/documentation of all immunizations under the Uploads tab and click "Upload".

IMPORTANT: No records are accepted via mail or email - only via the process above. Additionally, they must be written or translated into English.

Students should periodically check their Portal to see detailed information about their compliance status and what might be missing. Additionally, students should check their URI email account regularly for messages regarding the status of their Health Services requirements.

2. How will I know if I am missing any immunizations or forms requirements?

After you have submitted your immunization dates AND uploaded records (proof of dates), the Health Services staff will need to review them. Please do not call or email to check your status – this will only slow down our process to verify dates – instead, check your status under the Immunizations tab in the patient portal. You will see a status in the middle of the

page, as well as a list of missing immunizations in red on the right lower part of the screen. Any immunization listed in yellow is awaiting verification from Health Services staff.

If your vaccination dates were downloaded from a state immunization registry, checking your status under the Immunizations tab will let you know if you are missing any vaccinations.

3. If my vaccination dates are not downloaded from a state immunization registry, where can I get a copy of my immunization record to enter the dates and upload proof of the dates?

You can locate your immunization records several ways:
- Contact your medical provider.
- Ask your prior educational institution for a copy.
- Contact your military branch if you were in the military.

4. I received an email stating I am "non-compliant", what do I do?

First, log in to the patient portal to see what immunizations are missing. If you feel that you have received said immunization and don't understand why it is listed as missing:
- Have you checked your messages in the patient portal to see if you received some guidance about it?
- Have you entered the date(s) of all of your immunizations under the Immunizations tab?
- Have you uploaded proof of the vaccine? Does the proof show your name and date of birth? Is it an official document from your medical provider?
- Have you received the vaccine within the specific guidelines listed in the patient portal?

5. I am a parent and want to speak with someone about my student's immunization records, what do I do?

URI Health Services is legally and ethically obligated to protect the confidentiality of students' records under the Family Educational Rights and Privacy Act (FERPA). If students have questions regarding their immunizations or forms requirements and have reviewed the directions on the patient portal and the FAQ's and need further assistance, they can email health@etal.uri.edu or call the Immunization Coordinator at 401-874-4612.

6. How can I get access to a copy of my URI Health Services immunization record?

- Go to your patient portal select the Immunizations tab and then click the green Print icon.
- Former students who do not have access to the patient portal can email health@etal.uri.edu to request historical vaccine records from URI Health Services.

7. I have a religious or medical exemption for the required vaccinations, what do I do with it?

Students may apply for exemption from state-required immunizations on grounds of permanent medical contraindication or conflicting religious beliefs. The specific exemption forms can be requested via email to health@etal.uri.edu.

Once the form is completed, it needs to be uploaded in the patient portal under the Uploads tab (select Exemption Form). The Immunization Coordinator will reach out to you if any information is missing.

8. I did not receive my vaccinations in Rhode Island. How do I request my vaccination records from the state immunization registry(ies) where I received my vaccines?

You must be 18 years of age to consent to the release of your vaccination dates.

This service is not available for AK, AR, HI, NC, NH, ME, VT, and DC currently.

- **Applicable for Domestic Students**
    - Log onto your patient portal
    - Select "Immunizations"
    - Select "Request My Out-Of-State Immunization Registry Records" (yellow button)
    - Select "Add New Residence"
    - Add First Name (Legal first name when the vaccine was administered)
    - Add Last Name (Legal last name when the vaccine was administered)
    - Select Sex (Legal sex when the vaccine was administered)
    - Input Address (Street, City, State, Zip):
        - Please enter your most recent address in each state where you received vaccines.
            - If you have lived in one state your entire life, add that address, city, state and zip.
            - If you lived in multiple residences or multiple cities in one state, only enter your most recent address.
        - Example: You lived in two different cities in Florida and two cities in South Carolina, you enter only one address for Florida and one address for South Carolina.
    - Click "Add Residency" after each address you need to enter. Then click "Save".
        - If you only have one residency to add, click "Save".
        - If you entered more than one residence, check addresses for accuracy. Then click "Save". If you made a mistake, click the pencil icon and make necessary changes. Once corrections have been made, click "Save".
    - Accept the Consent/HIPAA Release popup window.
    - After you have added a Residence History for each state where you received vaccinations, click the "Finish & Submit" button.
    - Once you have submitted successfully you should see a Status at the bottom right of each residence you entered.
    - Please check back in 24 hours for updates.

Note: You will receive a notification of status change via email when there is an update to a Submitted Request's status that instructs you to check your patient portal account for details. The exact scripting of the notification is: "Your immunization request query has been updated. Please log in to the patient portal to view your status."

9. How do I check on the status of my immunization request?

We suggest you come back in 24 hours and at that time, follow the steps below.

1. Log onto your patient portal
2. Select the "Immunizations" tab on the left-hand of your screen.
3. If your request is matched and all your required immunizations are listed on your patient portal, you will see "Verified".
4. If your request did not match, you will see "NO DATA" or "NOT COMPLIANT".
5. If your status is "NO DATA" or "NOT COMPLIANT" **DO NOT** submit the request again, follow the directions listed below in FAQ #10.
6. Scroll down and look at the missing requirements on the bottom right of your screen (this is the easiest route).
7. You may also select the "View Missing Immunization" icon button to launch another window outlining the requirements you are missing.
8. If your request returned No Data at all, you are required to enter the dates of each of your individual vaccines under the appropriate heading title.

Note: You will receive a notification of status change via email when there is an update to a Submitted Request's status that instructs you to check your patient portal account for details. The exact scripting of the notification is: "Your immunization request query has been updated. Please log in to the patient portal to view your status."

10. What if I am…
- **An international student?**
- **A student who is under 18 years old and cannot consent to the out of state immunization search?**
- **A student who lives/lived in AK, AR, HI, NC, NH, ME, VT, or DC?**
- **A student whose immunization request failed or returned partial results?**

- Obtain a copy of your vaccination dates (see #3 above)
- Select the Immunizations tab
- Select the drop-down box for each vaccine. Add the dates for each of the "NO DATA" vaccines listed.
- Once you have entered all of your vaccine dates, select "Submit".
- After you submit, you must go to the Uploads tab to upload proof of the dates.
  - **Prior to uploading documents:**
    - Check that your full name and date of birth are located on each individual page.
    - If uploading a document from your provider, your provider must have signed and/or stamped the document (or it must be a printout from an official electronic health record).
    - Your document must be in ENGLISH, if not, you must have this document translated in English.
    - Images must be .gif, .png, .tiff, .jpg, .jpeg. Documents must be .txt or .pdf.
    - Files must be smaller than 4 MB in size.
    - Scan in black and white or at a setting of 150 DPI to create a smaller file.
  - **How to upload:**
    - It is easiest to log into the patient portal from a mobile device (smart phone). Go to the Uploads tab, select "Immunization Record(s)",

click "Select File", then "Take Photo or Video". If the photo looks clear, select "Use Photo".
- Continue for all documents and images you need to upload

Alternatively, you can…
- Select "File"
- Select "Immunization Record(s)"
- Browse to your documents and upload your immunization document
- Select "Open"
- Once your file is showing under Immunization Record(s), click "Upload" (bottom right)
- Continue for all documents and images you need to upload

- **After you enter your dates and upload your documents:**
  - Awaiting Review
    - Once you have entered your dates and uploaded your documents, your Missing Immunization boxes on the right of the immunization screen will turn yellow. This means your account is "Awaiting Review" by Health Services staff. It is not necessary to send a message to ask if it has been reviewed. Your account will be reviewed as quickly as possible, and you will receive a message when your status is updated.
  - Review Process
    - Verified: If your documents and vaccine dates have met URI Health Services requirements, your status will show "Verified" and you will receive an email indicating this.
    - No Data or Not Compliant: If your documents or dates do not meet URI Health Services requirements, you will receive an mail indicating why your document or date was not accepted, with clear directions on the next step.
    - Health Services staff will review your documentation, if all is in order your status will change from No Data or Not Compliant to Verified.
    - You will not be considered compliant with the immunization requirements until you have entered the dates, uploaded proof AND the immunization records are reviewed by Health Services staff. You also must complete the TB Screening form (and other patient required forms) under the Forms tab.

11. What and where is the TB Screening Form?

This form is in the patient portal. Please login to the patient portal and select the "Forms" tab. You will see the Tuberculosis (TB) Screening Questionnaire under the "Patient Required Forms" tab.

If the answer is YES to any of the questions listed on this questionnaire, Health Services requires a health care provider to complete the TB Risk Assessment Form, Bring this form to your healthcare provider to complete (prior to coming to campus). If you cannot have this form completed by your healthcare provider, you can have an IGRA blood test done at Health Services upon your arrival.

12. What if I do not have my vaccination records?

If you do not have any vaccine documentation, please contact your healthcare provider to request blood titers to test your immunity to measles, mumps, rubella, hepatitis B, and varicella. Once you receive these results, you will know what vaccines you are still required to receive (including Tdap and meningococcal if under age 22 as these cannot be tested with a titer).

13. I had chickenpox (varicella) as a child (after my 1ˢᵗ birthday), does this mean I meet the varicella requirement?

If you have had the varicella disease (chickenpox), your healthcare provider must sign documentation stating the month and year you had the disease. If you do not have this documentation, you can have a varicella titer drawn, if positive, we will accept this result. If it is negative, you will need to receive follow-up vaccines through your healthcare provider or through Health Services.

14. I had MMR (measles, mumps, and rubella) titers drawn, but only one was positive. What do I do?

If you had a measles, mumps AND rubella titer drawn and one or more of the results were negative, you will need to receive follow-up vaccines (MMR) either through your healthcare provider or URI Health Services when you arrive on campus.