

Frequently Asked Questions

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Inject more
ANSWERS
into your family's
immunization records.

- **What are the benefits of [Program Name]?**

[Program Name] provides quick and easy online access to your family's official immunization records. You can download and print official copies for schools, camps, employers or others that require proof of immunization.

- **Do I have to pay to use [Program Name]?**

No, [Program Name] is free.

- **How do I register for [Program Name]?**

There are two ways that you can get started with [Program Name]. You can visit your healthcare provider and ask him or her to set up an account for you, or you can start your enrollment online at the [Program Name] website, then visit your provider to complete the registration process. Your healthcare provider will approve the account request and set it up by matching records from the state immunization information system. If you have not registered in advance and set up a password, your healthcare provider will provide you with a temporary password/PIN that you can use to log in to [Program Name] and get started.

- **Are these official immunization records?**

Yes, the immunization records provided by [Program Name] are official certificates that can be used to satisfy requirements by schools, camps, employers and state agencies that require proof of immunization.

- **Does [Program Name] keep my health records and personal identity secure?**

Yes, [Program Name] is designed to ensure that only you, your healthcare provider and other authorized users can access your family's immunization history. Besides your immunization records, no other personal information is available through [Program Name].

- **How can I use immunization records that I download or print from [Program Name]?**

There are many occasions when you may need proof of your family's immunizations — registering your children for school or camps, applying for state support such as WIC, seeing a new healthcare provider or preparing for foreign travel.

- **How soon will I be able to see my updated records following an immunization?**

Your healthcare provider will be able to give you an estimate of when your updated records will be accessible within [Program Name].

- **How can I correct a mistake in my family's records?**

To make changes to your family's immunization record, contact your healthcare provider and give them the correct information. You cannot make changes to your immunization records through [Program Name].

- **What if I change healthcare providers?**

You will continue to have access to your immunization records through [Program Name], even if you change healthcare providers. In fact, [Program Name] is helpful when meeting with a new provider, so that he or she has a more complete picture of your immunization history.

- **What if I move or have recently moved?**

You will continue to enjoy access to [Program Name], even if you move to a different state. However, records from other states most likely will not appear in [Program Name].

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Technical Support Hotline 000-000-0000