

PROCESS FOR REPORTING HL7 TRANSMISSION ISSUES

A facility checks their MCIR Electronic Submission Summary Report (ESSR) and discovers missing vaccine record(s) that did not get processed in MCIR.

What should the facility do?

1. Check if the message did get sent from the Electronic Health Record (EHR) system. If it did;
2. Check to see if a MCIR Acknowledgement (ACK) was received. Here are examples of a VXU message header and an ACK returned.

VXU message header (MSH segment):

```
MSH|^~\&|P00000000022322|1111-11-11|MCIR|MDCH|20160210170326-0500||VXU^V04^VXU_V04|MCIR0000000302C3E0|P|2.5.1||NE|AL|
```

ACK returned for the above VXU message:

```
MSH|^~\&|MCIR|MDCH|P00000000022322|1111-11-11|20160210122104-0500||ACK^V04^ACK|20160210122104-0500.1198|P|2.5.1|
```

```
SFT|MCIR|0|MDCH|2|
```

```
MSA|AA|MCIR0000000302C3E0|Message accepted. Confirmation: 0B59DF54EB1939CCF2F59F51BF38961B-8379|
```

Notes:

- MSH-10 (Message Control Id) of the VXU message should correspond with MSA-2 of the ACK message
- A MCIR ACK has 3 segments: MSH, SFT and MSA
 - AA indicates the message was accepted
 - AE indicates there is an error with the message

Recheck your ESSR report for errors.

3. If you find that the message did not get sent from the EHR or you don't have access to ACK messages ask your EHR Vendor or Health System IT Support to assist you.
4. If you find that the message did get sent from the EHR, but you didn't receive an ACK, you'll need to contact your Health Information Exchange (HIE). The HIE will work on your behalf to determine where your message(s) went.

➤ Reference this website for HIE contact information: <http://mihin.org/exchanges/>

Make sure your HL7 message header (MSH segment) has these 4 required fields populated correctly, otherwise MCIR will not receive your message:

- **MSH 4:** Sending Facility. Must be populated and should be in the format of #####-##-##. This is a unique Facility ID assigned by MCIR for each site location.
- **MSH 5:** Receiving Application. Must be populated with: **MCIR**
- **MSH 6:** Receiving Facility. Must be populated with: **MDCH**
- **MSH 10:** Message Control Id (ST) 00010. Format: String. A unique id for this message that is generated by the sending system. Must be unique for a given day.

Detail information can be found in the MCIR HL7 Specification Guide:

https://www.mcir.org/wp-content/uploads/2014/09/MCIR_HL7_Spec_Guide.pdf