

# Provider Frequently Asked Questions

- **What is AZ MyIR?**

AZ MyIR gives patients access to their own and their family members' immunization records and allows them to download and print official copies to satisfy the requirements of schools, camps, state agencies, employers and others who require proof of immunization.

- **What are the goals of AZ MyIR?**

AZ MyIR aims to reduce the administrative burden of immunization records requests for you and your staff, improve immunization rates and empower patients to take greater control over their health.

- **How does AZ MyIR work?**

AZ MyIR is a consumer portal that connects with ASIIS, Arizona's immunization information system. The program allows patients to view and print official copies of their immunization records.

- **How do I access AZ MyIR?**

As a participating ASIIS provider, you automatically have AZ MyIR access. To access AZ MyIR, log in to ASIIS, click on MyIR under the Main section in the left navigation pane. That link will take you directly to the MyIR website (AZ.MyIR.net).

- **Is MyIR training available?**

Yes, log in to AZ MyIR to access 2 training videos. Technical assistance is also available, click on the Help link at the top of the AZ.MyIR.net webpage or call 1-855-214-9381

- **Does AZ MyIR provide official immunization records?**

Yes, the immunization records provided by AZ MyIR are official certificates that can be used to satisfy requirements by schools, camps, employers and others who require proof of immunization.

- **How much will it cost patients to use AZ MyIR?**

AZ MyIR is free for patients and providers.

- **What is your role in AZ MyIR?**

Your practice is vital to the success of AZ MyIR. Your role includes educating consumers and creating awareness of AZ MyIR, communicating the benefits of using AZ MyIR to access immunization records and approving patients' initial account requests.

- **Is it easy to register patients in AZ MyIR?**

Registering patients in AZ MyIR is a simple, one-time process that generally takes less than two minutes. Your office reviews and approves the application during the visit, matches records from the state immunization information system and provides each patient with a program user guide.

- **Can my patients pre-register for AZ MyIR?**

Yes, patients may start the enrollment process online, and your office can simply review and complete the application during the visit.

- **How long will it take to activate a patient's account?**

Activating a AZ MyIR account is a two-step process that takes just minutes for you and your patients. First, your office reviews and approves the application during the visit. If the patient has not enrolled in advance, your office provides a secure, temporary password/PIN and a program user guide. Then the patient logs in at home or elsewhere and activates the account. The patient then has immediate access to family immunization records.

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Inject more  
**CONTROL**  
into your patients'  
immunization records.

# Provider Frequently Asked Questions, continued

- **How soon will a patient be able to see their updated records following an immunization?**

The timeframe will vary depending on how frequently your office updates the state immunization information system. As soon as the immunization data has been saved into the system, it will be displayed in AZ MyIR.

- **Can any healthcare provider use AZ MyIR?**

At this time, only ASIIS participants and their staff can access immunization records through AZ MyIR. The state immunization program determines the eligibility of providers to participate in the program.

- **What if a patient identifies an inaccuracy in their immunization records?**

Patients should alert your staff to incomplete or inaccurate immunization records. Only you or your staff may update or add records in ASIIS.

- **Does AZ MyIR keep patients' records secure?**

Yes. Patients use a unique, temporary password/PIN to activate their account and set their own private password. Besides your immunization records, no other personal information is available through the tool, and records can only be modified by you or your staff.

- **How long do patients have to activate their account?**

Patients have 10 days to log in to AZ MyIR and activate their account. If they do not activate the account within 10 days, they will need to contact your office.

- **Does AZ MyIR work with Blue Button?**

Yes, AZ MyIR is Blue Button-capable. Blue Button is a way for your patients to get their health records electronically to review and share, helping them achieve their health goals. For more information please visit [healthIT.gov/bluebutton](http://healthIT.gov/bluebutton).

- **What if I need help authenticating a patient account?**

You and your patients may access a technical support hotline by calling 855-214-9381.

- **Who should I contact if I have further questions on AZ MyIR?**

Additional information on the program is available at AIPO MyIR website.

- **Where can I get AZ MyIR marketing materials?**

Please visit the AIPO website (<http://azhealth.gov/my-ir/provider>) for a wide variety of AZ MyIR marketing materials.



**Sign up today... it's easy! Visit AZ MyIR**

online for more information:

**AZ.MyIR.net**

