PROVIDERS:

How do I get my password reset?
You can choose the ‘Reset/Forgot Password?’ link on OSIIS.health.ok.gov, email us at OSIIShelp@health.ok.gov, or call 405-271-7200 to get a prompt response.

I received my vaccine shipment, but there isn’t a notification in OSIIS to receive it into inventory.
This is manually updated in the system. Please allow 24-48 hours for a message to be generated.

I need vaccines and have done a force order, when will I be receiving them?
Contact your IFC or send an email to VFChelp@health.ok.gov for urgent needs.

I need to know when vaccine orders will be shipped, I’m almost out.
Orders are pulled on the 4th and the 19th of each month; however, this is subject to change when the date falls on a holiday.

I received a notification in OSIIS to accept shipment into inventory, but I haven’t received the shipment yet.
Shipments can take up to 7-10 days to arrive, due to some vaccines being shipped directly from the manufacturer. If you still haven’t received your shipment after 10 days, contact VaccineHelp@health.ok.gov.

How do I add/remove a nurse on the GIVEN BY list or a provider to the ORDERING AUTHORITY list?
Only OSIIS Help Desk staff can add or remove a nurse or provider from the GIVEN BY and ORDERING AUTHORITY lists. Contact the OSIIS Help Desk and, if you are adding a provider, have the provider’s NPI number, License number, and Medicaid ID number (if applicable), ready to give to the OSIIS Help Desk staff.

I am a site administrator and we have nurses who work at multiple sites, why can’t I add them to our other sites?
While a user can have access to multiple sites with a single username and password, only OSIIS Help Desk staff can add additional sites to an existing user’s account. Contact the OSIIS Help Desk to add a site to an existing user.

I am not currently enrolled in OSIIS, how do I gain access?
To apply for access to OSIIS, fill out an Authorized Site Agreement at OSIIShelp.health.ok.gov. Once your application is received, approved, and processed, a site and administrative user accounts will be created. Site and User account information will be sent via email to the site administrators listed on the application. Administrators can then add additional users in OSIIS.

What are the responsibilities of an OSIIS Site Administrator? – There are a variety of duties associated with being an OSIIS Site Administrator. These duties are listed on the front page of the OSIIS Authorized Site Agreement, which can be found at OSIIShelp.health.ok.gov.

I’m new to OSIIS, is there training available?
Training is available on the OSIIS website at OSIIShelp.health.ok.gov, where there are links for OSIIS Tip Sheets and Training Power Points. Also, the OSIIS Help Desk is available for questions or clarification.
INDIVIDUALS:

How are exemptions processed?
The school that the child is enrolled in provides the exemption form to the parent. The parent fills out the form and returns it to the school. The school will then send the form to the Oklahoma State Department of Health, Immunization Service division. The request is processed by Immunization Service and the response is sent back to the school.

I live out of state, how can I get a copy of my (or my child(ren)’s) immunization record?
A request can be submitted to the OSIIS Help Desk by phone or email at (405) 271-7200 or OSIIShelp@health.ok.gov. You will be provided with a form to complete and sign, and also instructions on how to finish submitting your request.

I live in Oklahoma, how can I get a copy of my (or my child(ren)’s) immunization record?
Visit your local County Health Department (not the State Department of Health) and bring a photo ID to submit with your request. To find the nearest County Health Department, visit www.ok.gov/health and visit the Community Health page.

I noticed that my (or my child(ren)’s) name is wrong on the immunization record. How can I get this changed?
A request to have the name corrected, along with a copy of the correct birth certificate or adoption decree where the new name is specified, will need to be sent to OSIIShelp@health.ok.gov.

Can I log into OSIIS to access my (or my child(ren)’s) immunization record?
Currently OSIIS does not offer the public online access to their immunization record. A request for a copy of your immunization record can be submitted to the OSIIS Help Desk at OSIIShelp@health.ok.gov, or you can visit a County Health Department with a photo ID.

I need to get myself (or my child(ren)) current on immunizations. Can I come to the Oklahoma State Department of Health main office location in Oklahoma City?
Immunizations are not administered at our main office in Oklahoma City. Contact your provider, pharmacy, or a County Health Department to see if they administer the immunizations that you are in need of.