

Kentucky Immunization Registry (KYIR) Onboarding Contact Information

**Position
Description**

**Contact them
if...**

Contact Details

	KHIE OUTREACH COORDINATOR	KYIR ONBOARDING ANALYST	KYIR HELPDESK
	<p><i>The Outreach Coordinators assists Providers with the KHIE enrollment Process.</i></p> <ul style="list-style-type: none"> • <i>Point of Care is not listed on the Live KHIE chart for the immunization feed.</i> • <i>Interested to start the process to onboard with KHIE/ KYIR.</i> • <i>Not on the Provider Onboarding Report posted on the webpage.</i> • <i>Questions pertaining to KHIE.</i> • <i>Coordinators are available by region. Contact information is found at: https://khie.ky.gov/Get-Started/Pages/default.aspx</i> 	<p><i>The Onboarding Team works to connect (HL7) and validate the Immunization Messages (VXU) to KYIR. The team works to connect QBP feeds (queries).</i></p> <ul style="list-style-type: none"> • <i>Initial connection via KHIE to KYIR</i> • <i>Resolve broken feed. Messages are not crossing to Registry.</i> • <i>Respond to technical questions about KYIR or HL7 .</i> • <i>Review KHIE KYIR onboard status.</i> • <i>Maintain the public webpage https://chfs.ky.gov/agencies/os/oats/Pages/kir.aspx</i> • <i>KYIR onboard staff is available Monday to Friday from 7 am to 4 pm EST.</i> <p style="text-align: center;"><i>chfsoatskir@ky.gov</i></p>	<p><i>Assists user with non-HL7 related issues in KYIR. Works with VFC enrollments and responds to health related questions about KYIR.</i></p> <ul style="list-style-type: none"> • <i>Provides authorized access to KYIR.</i> • <i>Trains users on KYIR.</i> • <i>Responds to general questions about KYIR.</i> • <i>Explains navigation in KYIR.</i> • <i>Direct the emails and calls to KYIR.</i> <p><i>The KYIR Helpdesk is available Monday through Thursday from 8 AM to 4 PM EST and on Friday 8 AM to Noon EST.</i></p> <p style="text-align: center;"><i>KYIRhelpdesk@ky.gov</i></p>