## Webinar on Digitalisation of National Immunisation Program (NIP)

14 July 2022



### **Points to Ponder**

- 1. Do you have people coming to you complaining of missing vaccination records?
- 2. Do you find it hard to keep a book for physical records of immunisation?
- 3. Do you know that the immunisation records are important for school registration and travelling overseas?
- 4. Have you ever wished for a digital record of immunisation and it can be kept in a place where you can easily retrieve it? For eg inside your mobile phone?



## INTRODUCTION

Digitalisation of the National Immunisation Program (NIP) is aimed at enabling and improving the current manual process by leveraging on available successful digital platform and eventually digitise NIP data.

E.g. The National COVID-19 Vaccination Program (PICK)

- MyVAS as the provider portal
- MySejahtera as the user interface
- VMS for vaccine track and trace



### OBJECTIVE

• Digitalise the National Immunization Program work process by recording and storing vaccination records digitally.

### **NEEDS STATEMENT**

- Need for a more efficient vaccination recording and storing mechanism.
- Need for an Immunization registry.
- Leverage on MyVAS which was developed for National COVID-19 vaccination program to achieve this objective.

### METHODOLOGY

- Enhance MyVAS (Malaysian Vaccine Administration System) to serve as a provider portal to record vaccination transactions.
- Create a vaccination database as a source of truth to systematically collect, collate, analyze and interpret vaccination data.
- Provide API's to integrate with MyHDW and any other related MOH systems if needed.



### **METHODOLOGY**

Enhance MySejahtera as a user front end to view vaccination records and provide digital certificate.



9:41	all <sup>a</sup>	≈ 🗖
< Vaccin	ation	
AHMAD BIN ALI Identification No. XXXXXXXXXX_01	Date of Birth 12/6/2020, 8:34	AM
Administered		
At Birth ( National Immunisatic BCG (Bacille Calmette G Taken on : 1st July 2022	on Programme ) <b>uérin) vaccine</b>	>
Optional		
Typhoid (TYP) Vaccine Taken on : 1st July 2022		>
Not Administered		
At Birth ( National Immunisatic BCG (Bacille Calmette G	on Programme ) <b>uérin) vaccine</b>	>
Exempted		
2 Months (National Immunisa DTaP-Hib-HepB-IPV (Dip Upcoming	ition Programme ) htheria-Tetanus	>



Since 28th June 2022, there was 6999 transactions done in Government Hospital in whole Malaysia.

First baby to have a vaccine digital certificate in Malaysia

23 June 2022

## **Please Scan for Questions**



# **USER MANUAL**

Malaysia National Immunisation Program (MyNIP)



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# 1.0 Onboarding Health Facility Into MyVAS

1. Please fill in the details in the link below :

https://forms.gle/ejyzaRpaM7Bqb1r37

(Onboarding Request Form)

## **2.0 Activation of MyVAS Account**

= 附 Gmail	٩	Search mail	*		۱		
+ Compose	÷		3 of 4	4	>		
Inbox 1		MySejahtera Health Facility Vaccination Registration $\scriptstyle\rm Interval}$		ę	90	1	
<ul> <li>Starred</li> <li>Snozed</li> <li>Sent</li> <li>Drafts</li> <li>More</li> </ul>		donotrepty@mysejahtera.org to me = Dear Sir / Madam, Thank you for your registration as a health facility for vaccine administration. Please clock on the URL below to continue the regularization process:	Wed, 15 Sept, 19:04 📩	*			a) Kindly check your registered email for the <b>activation link.</b>
Meet New meeting Join a meeting Hangouts The Republic of		https://myseiahtera.malaysia.gov.my/checkin/businessProfile?id=6141d3465c1ac1541ac633883oak Gross-sglobered_size_sartingin ar you hoodin tentity accessing following to https://myseiahtera.malaysia.gov.my/myuas Regarts. CPRC MOH (Ministry of Health Malaysia)				Ī	Click on the first link to proceed to <b>activate</b> your MyVAS account.
No recent chats Start a new one		the Reply the Forward					

b) User will be directed to the **Registration Page** and must fill in the required details with red asterisk.

c) Click submit. Once submitted, the MyVAS account is deemed activated.

	Con Data	
	step 3 of 4	
Health Facility Profile		
Jser Name*		
ex-tst-002@uat.com		
lealth Facility Name*		
Hospital Besar EX		
realth Facility Code*		
EX-TST-002		
Contact Name*		
Contact Name		
Current Address*		
Current Address		
	6	
Postcode*		
Postcode		
State*		
W.P. Kuala Lumpur	~	
District*		
W.P. Kuala Lumpur	~	

= M Gmail	٩	Search mail	194 194 194	0	۲	
+ Compose	÷			3 of 4	٢	>
Inbox 1		MySejahtera Health Facility Vaccination	Registration Index *		ē	Ø
<ul> <li>Starred</li> <li>Snoozed</li> </ul>	4	donotreply@mysejahtera.org to me +		Wed, 15 Sept, 19:04 📩	4	
Sent Drafts More		Dear Sir / Madam, Thank you for your registration as a health facility for vaccine admin Dianae click on the LIGIt below to profilm the resistration encourse.	istration.			
Meet Me New meeting	ſ	tradac calc or the one cost in the one cost in the high statement process     https://mysejathera.malaysia.gov.mv/checkin/business/Profile/7d=61     Once registered, you can login to your health facility account using	41d3465c:tac1541ac63388koralieren ollowing link			
<ul> <li>Join a meeting</li> <li>Hangouts</li> </ul>	L	httos://nysejahtera.malaysia.gov.my/myvaa Regards.				
The Republic of +		CPRC MOH (Ministry of Health Malaysia)				
		A Reply Forward				
No recent chats Start a new one						

d) Post activation, kindly refer to the email and click on the second link <u>https://mysejahtera.malay</u> <u>sia.gov.my/myvas</u>

to proceed to log in.

#### Login



e) For **first-time login.** Open the browser and type the URL below: https://mysejahtera.malaysia.gov.my/myvas

#### Login

Please fill in details



	OTP verification
	CTP verification Enter the OTP sent to your registered email address ex-tst-002@uat.com
	An OTP will be sent to your registered email address. Kindly enter above to login. If you do not receive it within 5 minutes, kindly try again
	Submit
	Need Help?

f) User need to request OTP for **first-time login**. After that, OTP will be sent to the **registered email**.

Check your registered email for OTP.

Input the given OTP in the portal and click **Submit.** 

Please choose a password
Password*
Password
Confirm password*
Confirm password
Confirm Authorization Code*
Contribution22000 Code
Submit
Submit Your password should contain:
Stipmit Your password should contain: • Minimum 6 characters
Stipmit Your password should contain: • Minimum 6 characters • Maximum 25 characters
Stipmit Your password should contain: • Minimum 6 characters • Maximum 25 characters You will be asked to input your authorization code

g) Set a password and authorization code for future logins:

- Authorization Code will be used when user accesses the "Add Vaccinee" feature
- The Authorization Code cannot be the same as the login password
- Password can be reset by selecting Login with OTP in the login page

# **3.0 Logging In To MyVAS Account**

#### Login



For **first-time login**. Open the browser and type the URL below: https://mysejahtera.malaysia.gov.my/myvas

#### Login

Please fill in details



#### **Password Verification**



#### **Password Verification**

Username

 mysjcprc@gmail.com

 Password
 Enter the password.

 Click the button

 Submit
 "Submit".

Need Help?

# 4.0 MyVAS Homepage For National Immunization Programme (NIP)

### Welcome Klinik Viv and Fara



1. Upon logging into the MyVAS system, user will see different modules in the HomePage.

- 2. Modules visible will depend on the role given by MyVAS Admin.
- 3. Click on "National Immunisation Programme" to proceed with vaccination.





# **5.0 How To Add Vaccinators**







$\langle$		Add Health Officer ×	
PP\	/		
U	Home	Name Add Health	
Гď	Overview	MMC Number*	d) Fill up the vaccinator
<b>1</b> 0	Booking Manageme System	MMC Number	Name and MMC Number (Registration
	Vaccination Records	Cancel Save	Number) and click the
	Add Vaccinee	12345 🖍 🖬	bullon Save
ورو وازو	PPV QR Code	4 Dr sabah hspn 31233	

Health Officer List	The Vaccinator name will be listed in the Health Officer list.		
Location: Hospital Sultanah Bahiyah		Ado	Health Officer
# Name	MMC Nu	ımber	

### 6.0 Patient Registration 6.1 New User (Newborn without IC/Passport Number)



English 🔻

 $\langle \rangle$ Administer Vaccination to Patient Home Гď NIP Overview B Add NIP Vaccination View NIP Vaccination Ŕ Records Hospital Sultanah Bahiyah 0 Account Settings (<sup>1</sup>) Logout

#### Home / National Immunisation Programme Add Vaccination

Search Vaccinee			
IC / Passport / Identi	fication Number		Search
		Ad	d Vaccinee
Patient Name	Type of Identifica ion	Identification Number	MySJ ID
	Please search for an IC / Passp	ort number to view records	
	b) Click on " <b>Add V</b> a	accinee".	

Home / National Immunisation Programme  $\langle \rangle$ Add Vaccination c) Click on "Add Newborn" (IC/ Administer Vaccination to Patient Passport not available) to begin the process. IC / Passport / Identification Number Search NIP Overview E Add NIP Vaccination Add Vaccinee X Add Vaccine entification Number MySJ ID View NIP Vaccination Records to view records Add New Born Add Child (IC / Passport not available) (IC / Passport not available) Hospital Sultanah Bahiyah 0 Account Settings (1)Logout

#### Add Vaccination



		Add Vaccination	
	Add Vaccinee		
Please select the dropdown options for variables:	Name*	step 2 of 3 Baby of User 115 Select	e) Vaccinee's name will be automated as
1. Nationality	Gender*	Select	"Mother's name"
2. Gender 3. Mother's Parity	Mother's Parity*	Select *	
4. Relationship	Relationship with Guardian*	Select •	
with Guardian	Date of Birth*	20/06/2022	
6. Time of Birth	Time of Birth*	12:30	
7. Place of Birth	Place of Birth*	Select	
8. Ethnicity 9. State	Ethnicity*	Select *	
10. District	Address*	Address	Please fill in:
	State*	Select *	1. Address 2. Postoodo
Mother's Name,	District*	Select *	3. Father's Name
and Mother's	Postcode*	Postcode	4. Father's
Identification	Contact Number*	Contact Number 8	Identification
automated	Mother's Name	User 115	
according to	Mother's Identification Number	USER115	
Mother's details	Father's Name	Father's Name	1
	Father's Identification Number	Father's Identification Number	Click Vaccinee Verification
	Γ	Back Vaccinee Verification Done	
		step 3 of 3	
-------------------------	-----------------------	-------------	
Vaccinee Details			
Name:	Baby of User 115		
Nationality:	Malaysian		
Type of Identification:	IC Number		
Identification Number:	USER115_1		
Gender:	Female		
Date of Birth:	20-06-2022		
Time of Birth:	08:30		
Place of Birth:	Hospital (Government)		
Ethnicity:	Malay		
Address:	No 9		
State:	Johor		
District:	Batu Pahat		
Postcode:	12347		
Contact Number:	123456786		

Contact Number:	123456786
Mother's Name:	User 115
Mother's Identification Number:	USER115
Father's Name:	AHMAD
Father's Identification Number:	123456

16

Vaccine Schedule

Name:	User 115
Identification Number:	USER115
MySejahtera User ID:	user115@uat.com
Vaccine Schodule	

I have verified that the above Vaccinee and Guardian Details are correct, including the following:

Select

- MySejahtera User ID
- IC No / Passport

f) Select "**Vaccine Schedule**" based on the gender:

- •
- NIP (Male) NIP (Female) •

view & Submit				
		step <b>3</b> of 3		
Vaccinee Details				
Name:	Baby of User 115			
Nationality:	malaysian			
Type of Identification:	Passport No			
Identification Number:	USER115_1			
Gender:	Female			
Date of Birth:	2022-06-20			
Time of Birth:	08:30			
Place of Birth:	Hospital (Government)			
Ethnicity:	Malay			
Address:	TAMAN WARISAN			
State:	WP Putrajaya			
District:	W.P. Putrajaya			a) Ticl
Postcode:	62000	1		9/110
Contact Number:	123456789			ensun
Mother's Name:	User 115			
Mother's Identification Number:	USER115			
Father's Name:	FARIS			
Father's Identification Number:	12345678			
Guardian Details				
Name:	User 115			
Identification Number:	USER115			
MySejahtera User ID:	user115@uat.com			
Vaccine Schedule				
Vaccine Schedule	NIP (Female)			
<ul> <li>I have verified that the above Va</li> <li>MySejahtera User ID</li> <li>IC No / Passport</li> </ul>	cinee and Guardian Details are correct, including	the following:		
			h)	Click "Subr

g) Tick on the verification box after ensuring the details filled are correct.

### 6.0 Patient Registration 6.2 New User (Child with IC/Passport Number)



Cvervie



Vaccination R

Home / National Immunisation Programme

#### Add Vaccination





Please select the dropdown for variables:

- 1. Nationality
- 2. Type of Identification
- 3. Gender
- 4. Relationship with Guardian
- 5. Date of Birth
- 6. Time of Birth

7. Place of Birth

- 8. Ethnicity
- 9. State
- 10. District

d Vaccinee			
		step 1 of 3	
Name*	Name		
Nationality*	Select	•	
Type of Identification*	Select	Please fill in:	
Identification Number*	Identification Number	1. Vaccinee's N	an
Gender*	Select	- Z. Identification	I
Relationship with Guardian*	Select	3. Address	
Date of Birth*	20/06/2022	• 4. Postcode	
ime of Birth*	:	5. Contact Num	ıb
Place of Birth*	Select	6. Mother's Nar	ne
ithnicity*	Select	Identification	ı
Address*	Address	Number	
State*	Select	8. Father's Nan	۱e
District*	Select	9. Father's	•
Postcode*	Postcode	Number	•
Contact Number*	Contact Number		
Mother's Name	Mother's Name		
Mother's Identification Number	Mother's Identification Number		
Father's Name	Father's Name		
Father's Identification Number	Father's Identification Number Back Vaccinee Verification Done	Click Vaccinee Verification Done.	

user115		Search
Guardian Details		c) Enter guardian's details
Name: Identification Number:	User 115 USER115	<ol> <li>Enter guardian's IC/Passpor Number.</li> <li>The guardian's details will be</li> </ol>
MySejahtera User ID:	user115@uat.com	automatically listed if the guardian had a verified MySejahtera ID.

	Add vaccination	
view & Culturait		
view & Submit		
		step <b>3</b> of 3
Vaccinee Details		
Name:	shameer	
Nationality:	Malaysian	
Type of Identification:	ic-number	
Identification Number:	220620145937	
Gender:	Male	
Date of Birth:	2022-06-20	
Time of Birth:	00:24	
Place of Birth:	Hospital (Government)	
Ethnicity:	Chinese	
Address:	NO 9	
State:	Johor	Ensure all the Vaccinee
District:	Johor Bahru	Details are correct.
Postcode:	39000	L
Contact Number:	123456789	
Mother's Name:	YATIE	
Mother's Identification Number:	123456789	
Father's Name:	OMAR	
Father's Identification Number:	123456789	

Guardian Details		
Name:	User 115	
Identification Number:	USER115	
MySejahtera User ID:	user115@uat.com	
Vaccine Schedule		
Vaccine Schedule	NIP (Male)	d) Please select <b>"Vaccine Schedule</b> "
I have verified that the above Value	NIP (Female)	oropdown options: ● NIP Male • NIP Female
<ul> <li>MySejahtera User ID</li> <li>IC No / Passport</li> </ul>		
	Back Submit Vaccinee Details	are correct before
k on the verification box after		clicking Submit
ing the details filled are correct	CT.	Vaccinee Details.

## **7.0 Vaccination Process**



		Add Vaccination		
lo	lentity Verification		Edit	
			Step 1 of 4	
	Vaccinee Details			
	Name:	Name		
	Nationality:	Malaysian		
	Type of Identification:	IC Number		
	Identification Number:	XXXXXX-XX-XXXX		
	Gender:	Male		
	Date of Birth:	DD-MM-YYYY		_
	Time of Birth:	НН:ММ АМ		
	Place of Birth:	Public Hospital		
	Ethnicity:	Malay		
	Address:	Address		
	State:	Selangor		
	District:	Hulu Selangor		
	Postcode:	50000		
	Contact Number:	60123456789		
	Mother's Name:	Test Guardian X		
	Mother's Identification Number:	XXXXXX-XX-XXXX		
	Father's Name:	Test Father X		
	Father's Identification Number:	XXXXX-XX-XXXY		

b) Ensure all the **Vaccinee's details** are correct.

Guardian Details		
Name:	Test Guardian X	
Relationship:	Mother	
Nationality:	Malaysian	
Type of Identification:	IC Number	
Identification Number:	XXXXX-XX-XXXX	
MySejahtera User ID:	601123456789	
Vaccine Schedule		
Vaccine Schedule:	NIP (Male)	
<ul> <li>I have verified that the following</li> <li>MySejahtera User ID</li> <li>IC No/Passport</li> </ul>		c) Ensure <b>guardian's details</b> are correct. Tick the verification box.
	Back Vaccinee Verification Done	

Guardian Details		
Name:	Test Guardian X	
Relationship:	Mother	
Nationality:	Malaysian	
Type of Identification:	IC Number	
Identification Number:	XXXXXX-XX-XXXX	
MySejahtera User ID:	601123456789	
Vaccine Schedule		
Vaccine Schedule:	NIP (Male)	
<ul> <li>I have verified that the following</li> <li>MySejahtera User ID</li> </ul>		
IC No/Passport	Back Vaccinee Verification Done	Click on <b>"Vaccinee</b> Verification Done" to proceed with the vaccination process.

### **ASSESSMENT PAGE**

Anthropometry Length / Height (cm)*	Length / Height (cm)	$\rightarrow$	Insert vaccinee length/height (cm) in numerical <b>without</b> decimal
Weight (kg)*	Weight (kg)		Insert vaccinee weight (kg) in numerical <b>with</b> decimal
Head Circumference (if applicable) (cm)	Head Circumference (cm)	$\rightarrow$	Insert vaccinee head circumference (cm) in numerical <b>with</b> decimal
BMI (kg/m2)	BMI (kg/m2)		BMI value will be auto-calculated based on length/height and weight

<b>Assessment</b> Fill in before administering the vaccine			
1. Body Temperature °C	37		
2. General health condition	Well \$		
3. Past medical history	No		If vaccinee has Past Medical History, kindly
4. Current medical illness	No		dropdown options
5. Severe allergies or reaction towards previous vaccination (if applicable)	No +	-	

#### 6. Is the vaccinee currently experiencing the following:

	•		
	Yes	No	Not Known
Seizures	0	0	0
Diarrhea / Vomitting			٥
Received immunoglobulins (within 9 months)			٥
Thrombocytopenia disease			٥
Received chemotherapy / cancer treatment			٥
HIV infection			0

Select either "**Yes**", "**No**", or "**Not Known**". Once selected, the answer for each question will be automatically filled accordingly.

If the answer to one or more question is/are different from the main answer, kindly select the appropriate answer.

Assessment Status		
Proceed to Vaccination?	Yes	Select Yes if there are no issues to proceed with vaccination.
Select NIP Interval*	At Birth	Select based on Interval in the vaccination schedule.
Select Vaccine Name*	Hepatitis B vaccine (Birth dose)	Select vaccine name based on NIP interval input.
	Back Proceed to Vaccination Once done, to Vaccinatio	Click Proceed n.

### If unable to proceed for vaccination,

Assessment Status Proceed to Vaccination?	No	1. Select " <b>No"</b> if have issues to proceed with vaccination. Once
	Select Status	you choose No, please select the dropdown option for
Choose Vaccinator	Vaccinator Details ~	<ul><li><b>"Status"</b>:</li><li>Rescheduled</li></ul>
ID	Vaccinator MMC ID	Required Cancelled
Select NIP Interval*	Select	2. " <b>Reason</b> " will be
Select Vaccine Name*		dropdown based on status selection.
Select NIP Interval and Vaccine Name		
	Back Submit Assessment Results Click on "Submit Asse Results"	essment

#### Assessment Status

#### Proceed to Vaccination?

Select NIP Interval\*

Select Vaccine Name\*

No
Rescheduled Required
Reason
Required Pre-Vaccination Assessment
General Condition Unwell
Fever > 37.5°C
Defaulted
Developed severe adverse effects following immunization
add-vaccination.seizure
add-vaccination.diarrhea
Vomitting
Received immunoglobulins (within 9 months)
Received chemotherapy / cancer treatment

V

Assessment Status		
Proceed to Vaccination?	No	~
	Cancelled	~
	✓ Reason Parents/Guardians not agreeable	
	Vaccinator Details	~
	Vaccinator MMC ID	
Select NIP Interval*	Select	~
Select Vaccine Name*		~

#### Assessment Status

Proceed to Vaccination?	No	.]
	Exempted ~	•]
	✓ Reason Absolute contraindicated Unfit for vaccination	•]
	Vaccinator MMC ID	
Select NIP Interval*	Select ~	-
Select Vaccine Name*	~	-

### **VACCINE ADMINISTRATION PROCESS**

#### Administration

	Step 3 of 4			
You have selected to administe	r BCG vaccine at Birth			
1. Status	Completed			
2. Dose Date & Time	Date Time	]	≯	To select date and time. Choose Date from the calendar shown and Time will be default as current time. You can change accordingly.
6 Vaccine/Diluent Batch No		1		Please fill un "Batch no, or Lot
o. vacene/Dident Daten No.			◄	No" based on the vial of vaccine.
8. Vaccinator Details	Name			
	ID		≯	Please select the dropdown options for Vaccinator Details.
	Back Dosage Administered, Vaccination Completed	]	→	Click <b>Dosage Administered,</b> Vaccination Completed.





		step 4 of 4
Vaccinee Details		
Name:		
Identification Number:		
Facility Details		
Health Facility Name	Hospital Sultanah Bahiyah	
Health Facility Address	guar chempedak 08800 kedah	
Anthropometry		
_ength / Height (cm):	30 cm	
Weight (kg):	3 kg	
Head Circumference (if applicable) (cm):	cm	
3MI (kg/m2):	33.33 kg/m2	
Assessment		
1. Body Temperature °C:	37 °C	
2. General health condition:	Well	
3. Past medical history	No	
4. Current medical illness	No	
<ol> <li>Severe allergies or reaction towards previous vaccination (if applicable)</li> </ol>	No	
<ol><li>Is the vaccinee currently experiencing the following:</li></ol>		
Seizures	No	
Diarrhea / Vomitting	No	
Received immunoglobulins (within 9 months)	No	
Thrombocytopenia disease	No	
Received chemotherapy / cancer treatment	No	
HIV infection	No	
Administration		
Select NIP Interval	At Birth	
Select Vaccine Shot	Hepatitis B vaccine (Birth dose)	
1. Status	Completed	
2. Dosage Date & Time	Jun 20, 2022, 1:17:00 AM	
6. Vaccine Batch Number	0000000001	
3. Vaccinator Details	ummi (12345)	
		C

After completion of Steps 1-3, user will be able to view the **summary** in Step 4.

Please ensure all details in summary are correct.

Click on the **Print** button to print Vaccination Summary Details.

## **8.0 Vaccination Records**





## 9.0 Helpdesk

## Primary Channel: myvashelpdesk@mysejahtera.org

## **Operation Hours:** Monday - Sunday 8:00AM - 8:00 PM

## **Q&A** Session



# 1. How do we onboard a MyVAS-MyNIP account? Can we use our existing MyVAS account?

**A:** We have enabled the MyNIP function for all GPs with existing MyVAS account. For GPs who are new to MyVAS, please fill up the application form as per attached later.

### 2. Are we using the same account for all health officers in the same GP?

**A:** As for now, only **ONE (1)** MyVAS-MyNIP is allowed to be onboarded. Further system enhancements will be made later in which each health officer need to enter an in-app OTP/ code for every transaction they made.

3. How do we change a child's IC/Passport number when they have reached 2 months old for subsequent vaccination schedules?

**A:** Once you have entered the old IC/Passport number and proceeded with the vaccination process, there will be an **"Edit"** button at the first step which is **"Identity Verification"**. You can edit the IC/Passport number accordingly.

#### 4. Who are the target group for MyNIP?

**A:** Our main target is all children who are receiving immunisation based on the National Immunisation Program and any optional or additional vaccines Eg; Meningococcal, Typhoid, Influenza etc.

5. If I have a 3 month old vaccinee with no previous records, am I allowed to include him/her in this new system? How about the previous vaccination records? Do we have a manual upload system for past vaccination records?

**A:** This system can be used to key in any immunisation record at any date and time in the vaccination schedule timeline. However, only the records keyed in MyVAS will be visualised in MySejahtera application. Currently, the Manual Upload function for previous vaccination records is still being developed. 6. What if we have wrongly submitted a patient's detail?

A: Kindly email your issues to our Helpdesk myvashelpdesk@mysejahtera.org

Please indicate the subject of the email as follows:-NIP : Issue description Email will be attended within 24hrs

We will also invite the Person In Charge (PIC) of each GP clinic to a WhatsApp group where you are able track your submitted issues by providing the ticket number you are given based on each issues you have reported to the Helpdesk.

#### 7. Can we transact a backdated vaccination record?

**A:** MyVAS-MyNIP is able to record vaccinations that are backdated retrospectively. However, please be reminded that this will delay the display of digital vaccination certificate in the Mysejahtera application later.

8. Can the digital vaccination certificate be displayed in both parents' phones?

**A:** Only one of the parents is able to view the digital certificate in their phone.

9. How much time is needed to fill up the necessary details to complete a vaccination transaction?

**A:** The time needed to fill up all the required variables for each transaction is averaged at 5 to 7 minutes per transaction.

### 10. What should we do if we are unable to search a guardian in MyNIP?

**A:** Guardians should have a verified Mysejahtera ID in order to be searchable in the MyVAS system.
## 11. What do we do if we encounter twin deliveries? How do we decide on the vaccinee's parity number?

**A:** For twin deliveries, the vacciness's parity number is represented by the number of births the mother has undergone. The vaccinee's parity number should also follow the sequence of newborn delivered. For example,

The first twin delivered will be identified as the parity number 1, and the second twin delivered will be identified as parity number 2.

## **FREQUENTLY ASKED QUESTIONS**

12. How do we search for a newborn who has been successfully registered in the MyVAS-MyNIP but has not done any vaccination transaction yet?

**A:** At **Add NIP Vaccination** page, search the **Vaccinee ID** by using this formula **"Mother's IC\_parity"** 

For example; Mother's IC Number: NIPTESTOO Parity: 2 Vaccinee ID:

NIPTESTO0\_2

				Select Language English
$\bigcirc$	Home / National Immunisation Pro Add Vaccination	igramme		
U Home	Administer vaccination to Patient			
	Search Vaccinee NIPTEST00_2			Search
Add NIP Vaccination				Add Vaccinee
View NIP Vaccination Records	Patient Name	Type of Identification	Identification Number	MySJ ID
	Baby of AMELIA TEST	IC Number	NIPTEST00_2	niptest00@gmail.com