

## Consumer Access to COVID-19 Immunization Records with Docket FAQs

### Functionality

#### **1. What is Docket?**

Docket™ connects you directly with immunization registries (including the New Jersey Immunization Information System) to deliver up-to-date COVID-19 immunization records for individuals and their families. You can use the Docket™ app to provide proof of COVID-19 immunizations.

#### **2. Will I be able to access my complete vaccination history or just the COVID-19 doses?**

Docket is currently only displaying COVID-19 vaccination details for NJ residents. In the future, we will expand access for other immunizations as well.

#### **3. I need proof of mine or my family members' COVID-19 vaccinations. Where can I find this information?**

You can access your official COVID-19 immunization reports directly from Docket. You can export PDFs of your records by clicking the share button and clicking "Download PDF".

#### **4. What do I do if I have punctuation (e.g. hyphen or apostrophe) in my name?**

Please try searching using multiple combinations of your name - with and without the punctuation. If you are unable to access your record via Docket, please submit a request to the NJIS support team by clicking on the following link(<https://njdeptofhealth.atlassian.net/servicedesk/customer/portal/4/group/14/create/65>).

#### **5. Is this a vaccine passport?**

No, this is not a vaccine passport. The intent of Docket is to allow you to digitally access your COVID-19 immunization records, to use at your discretion.

#### **6. Can I use a QR code, like the NY Excelsior pass?**

At this time, we do not have a QR code available. In the near future, we plan to roll out this feature, which you may use at your discretion.

## Data and Privacy

### **1. What data are you storing?**

NJ has an immunization information system which captures your name, phone number, and demographic details which you shared at the time of immunization. We use this data to show you your COVID-19 immunization record, through Docket.

### **2. Is my data secure? Who is able to access my data?**

Your data are securely stored and securely transmitted. Your data can only be accessed by someone that has access to the phone number or email address on file associated with your COVID-19 immunization record.

### **3. Is this FHIR-enabled?**

Docket is \*FHIR-enabled and meets federal standards for data sharing. (\*FHIR stands for Fast Healthcare Interoperability Resources and is a standard describing data formats and elements and an application programming interface for exchanging electronic health records).

## Operations

### **1. Why is Docket is not displaying my records?**

There are a few scenarios that may prevent Docket from displaying your records:

- Multiple possible matches in NJIIS, misspelled names, etc.
- To access your records, please visit NJIIS and submit a Ticket to the team who will respond to your query within 1 to 3 business days. Submit a ticket to the NJIIS support team at the following link

(<https://njdeptofhealth.atlassian.net/servicedesk/customer/portal/4/group/14/create/65>).

### **2. My personal or immunization details have changed, what should I do?**

Please contact the NJIIS team at this link:

(<https://njdeptofhealth.atlassian.net/servicedesk/customer/portal/4/group/14/create/65>) on the NJIIS website to update your personal information.

Please also ensure your healthcare provider has the correct information in their records.

### **3. Why use an app like Docket for my personal health records?**

Docket is a CDC-approved application used in multiple states (Utah and Minnesota, for example) that adheres to federal standards for data security and offers a simple way for New Jerseyans to access their COVID-19 immunization records.