



# **National Immunisation & Vaccination System (NIVS) Covid User Guide**

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## Accessing NIVS

Thank you for your interest in the National Immunisation & Vaccination System (NIVS) for recording Covid vaccinations.

To expedite the process for accessing NIVS- Covid a pre approved form can be submitted with your details attached to [agem.nivs-covid@nhs.net](mailto:agem.nivs-covid@nhs.net) from the Lead Contact/SPOC within your trust. If you do not know who the lead contact is return the form directly to us and we will contact them on your behalf (where known). You will be kept informed of progress at each stage of the process. Once you receive an email like this, informing you that your 'NHS Improvement account' has been created, no further registration action is required, you will simply need to activate your account to proceed. (NHS Improvement account is merely the old terminology for Insights account, so rest assured you will have been granted the correct account type.) This is the preferred and advised way to gain an account.

You're receiving this email because you've signed up to our improvement hub or one of our digital services, like Model Hospital or SITREP.

Dear James,

Your request for an NHS Improvement account has been approved.

In order to complete your registration, please click the following link:  
<https://nhsi.okta-emea.com/welcome/x2dxzy9Y78VF5P2yySao>

Your username is [admin+testnivs@model.nhs.uk](mailto:admin+testnivs@model.nhs.uk)

We're using Okta to securely manage your access to our online services, including the improvement hub, Model Hospital, and others which are currently in development. If you have any questions about this please email [IT Service Desk](#)

Many thanks,  
 NHS Improvement

This is an automatically generated message by Okta. Replies to this email are not monitored or answered.

Alternatively, you can register for an Insights account via this link: <https://apps.model.nhs.uk/register>. Complete all the required fields and then select 'Register' at the bottom of the page. Once approved, you will then receive an email to activate your account, create a password and set up security questions.

When you register, if you are informed that you already have an account, please proceed to log in to the Insights platform via this link:

<https://apps.model.nhs.uk/products>

Scroll through the list of available products until you locate the NIVS tile, and click 'Request Access'. If the tile indicates that you already have access you can access NIVS via this tile or via the direct application link: <https://nivs.ardengemcsu.nhs.uk/home>

**National Immunisation & Vaccination System (NIVS)**

The NIVS is an application developed to capture vaccinations at point of delivery in re...  
[read more](#)

**Request access**

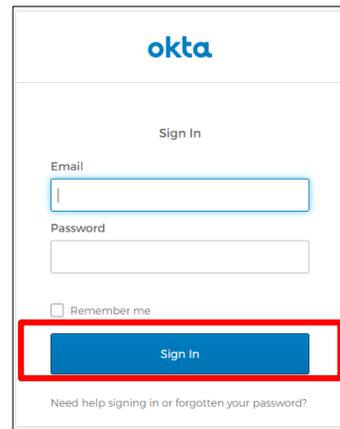
Categories: Data collection

## Login & Role Selection

Once you have access to NIVS via your Insights account, please login

(<https://nivs.ardengemcsu.nhs.uk/home>)

You will sign in via the OKTA screen. This is also where you can reset your password by selecting 'Need help signing in or forgotten your password?'



The screenshot shows the OKTA Sign In page. It includes fields for Email and Password, a 'Remember me' checkbox, and a 'Sign In' button. A red box highlights the 'Sign In' button. Below the button is a link: 'Need help signing in or forgotten your password?'.

If you have never accessed NIVS before, or if you already have a NIVS account but now need to submit information pertaining to Covid vaccinations, the first thing you will need to do is request your role. In the top right hand corner of the screen, you will see your email address. Please click here to view your user profile. Under your user details there is a section called 'Request Roles'. From the drop down menu, select 'NHS Staff Covid' / 'Patient Covid' and then 'Add'. This will send a request to our helpdesk and you will receive confirmation via email once this approved.



The screenshot shows the 'Request Roles' section. It has a title 'Request Roles' with an information icon. Below is a label 'Select service for who you are vaccinating' and a dropdown menu. The dropdown menu is open, showing 'Please Select', 'NHS Staff Covid', and 'Patient Covid'. The 'NHS Staff Covid' option is highlighted in blue. A red box highlights the 'Add' button at the bottom right of the dropdown menu.

If you have a NIVS account with multiple roles, select your email address to view your user profile and use the 'Switch Roles' section at the top of the page to change your role. Select the role you wish to enter information for from the drop down menu and then select 'Submit'.

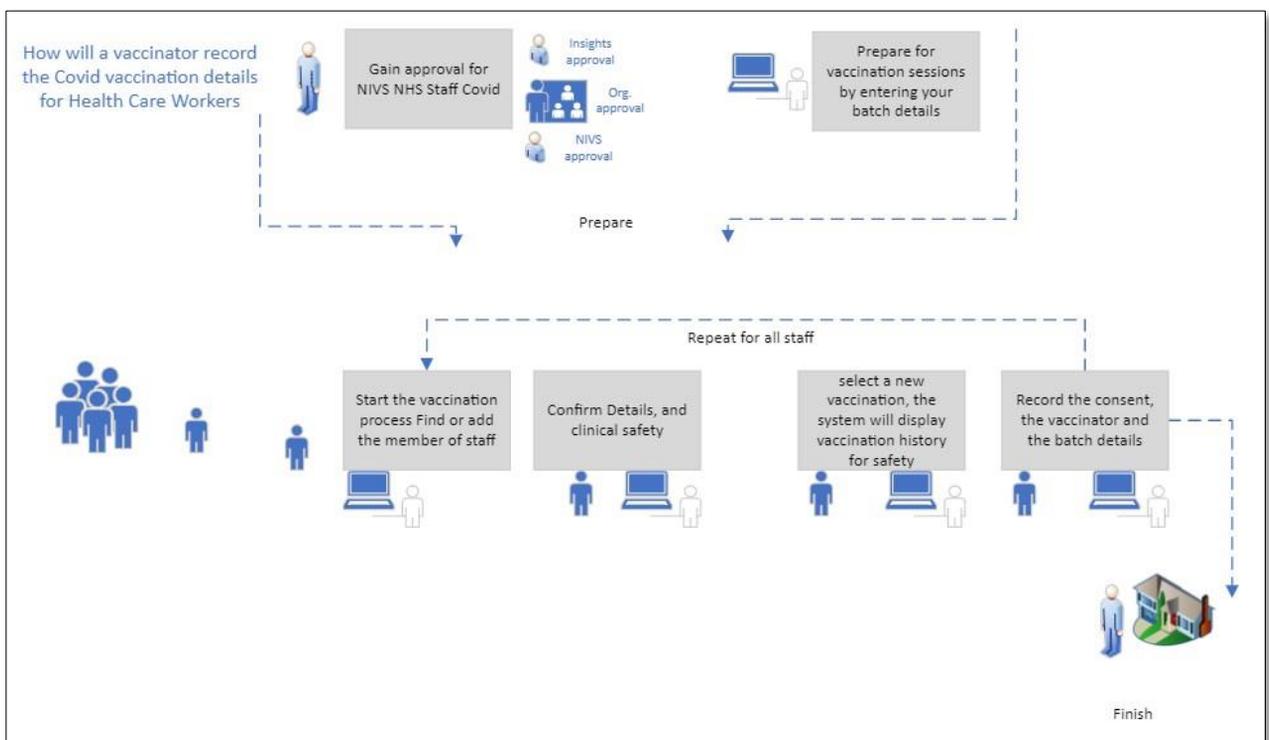
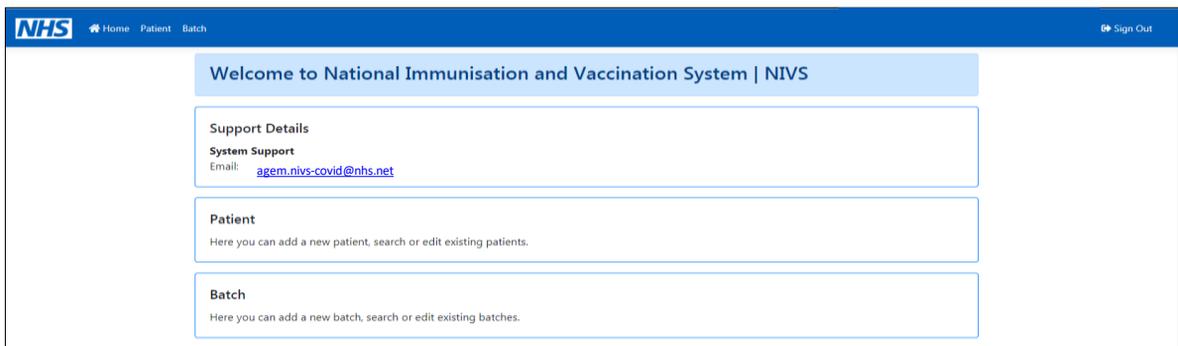


The screenshot shows the 'Switch Roles' section. It has a title 'Switch Roles' with a pencil icon. Below is a label 'Select Role' and a dropdown menu. The dropdown menu is open, showing 'NHS Staff Covid'. A red box highlights the '+ Submit' button at the bottom right of the dropdown menu.

## Home Page & User Journey

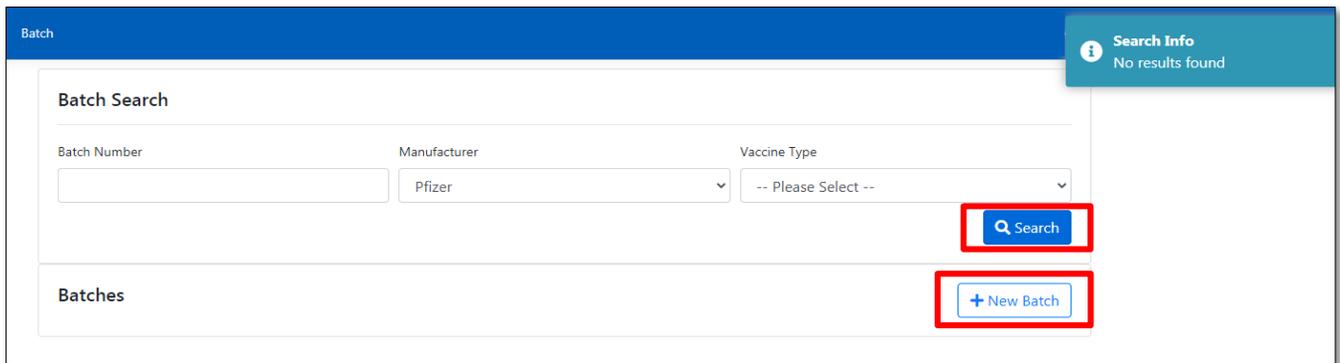
The NIVS home page displays the Arden & GEM CSU NIVS Helpdesk contact details in the event that you require system support. We are contactable via email ([agem.nivs-covid@nhs.net](mailto:agem.nivs-covid@nhs.net)) or via phone (**0121 611 0187**).

There are two options on the home page: 'Patient' and 'Batch'. Guidance on using these two sections is in the following pages.



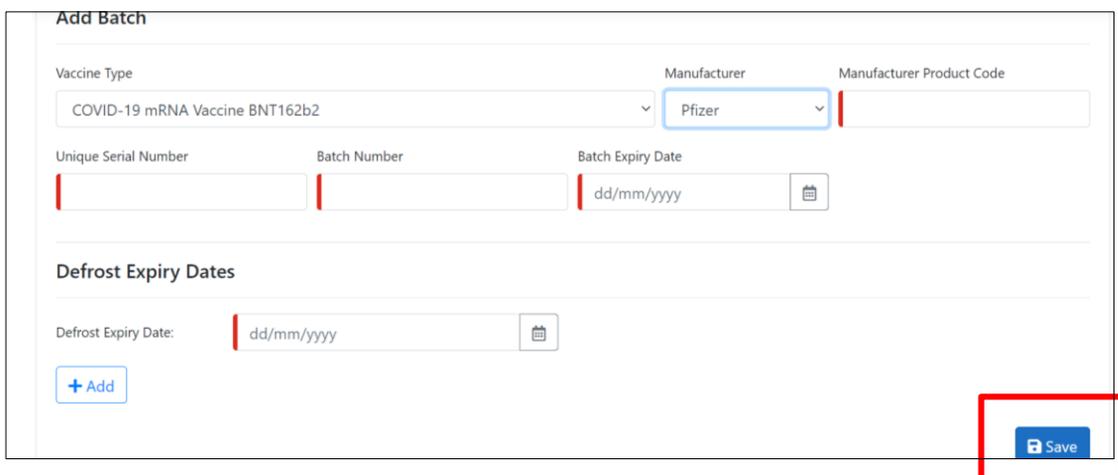
## Batches

To add batch information select 'Batch' from the options on the home page. This will take you to a batch search screen. You can search on Batch Number, Manufacturer or Vaccine Type. To add new batch information, you will need to enter details in the search fields and click 'Search'. The option of '+ New Batch' will then appear.



Next, a batch data entry screen will appear. Select the vaccine type and manufacturer from the drop down menus, and use the calendar icons to add the batch expiry date and defrost expiry date. All mandatory fields, indicated with a red line, will need to be completed to save the batch information.

Defrost Expiry Date explained on next slide.



## Default Expiry Dates

As the Pfizer Vaccinations need to be frozen, there is a functionality to input multiple Defrost Expiry Dates. Click on the calendar icon to select a date then click save. All fields marked in Red are Mandatory.

**Add Batch**

Vaccine Type: COVID-19 mRNA Vaccine BNT162b2 | Manufacturer: Pfizer | Manufacturer Product Code:  

Unique Serial Number:   | Batch Number:   | Batch Expiry Date: dd/mm/yyyy 

---

**Defrost Expiry Dates**

Defrost Expiry Date:   dd/mm/yyyy 

+ Add Save

The 'Batch Expiry Date' will be the overall expiry date of Vaccination batch. The Defrost Expiry Date will be the expiry date of the amount of vaccinations you have taken out to use, as all vaccinations will not be used in one go. The next time vaccinations are taken out, it is required to input the expiry date for that selection and so on.

**Batch Search**

Batch Number:   | Manufacturer: Pfizer | Vaccine Type: -- Please Select --

🔍 Search

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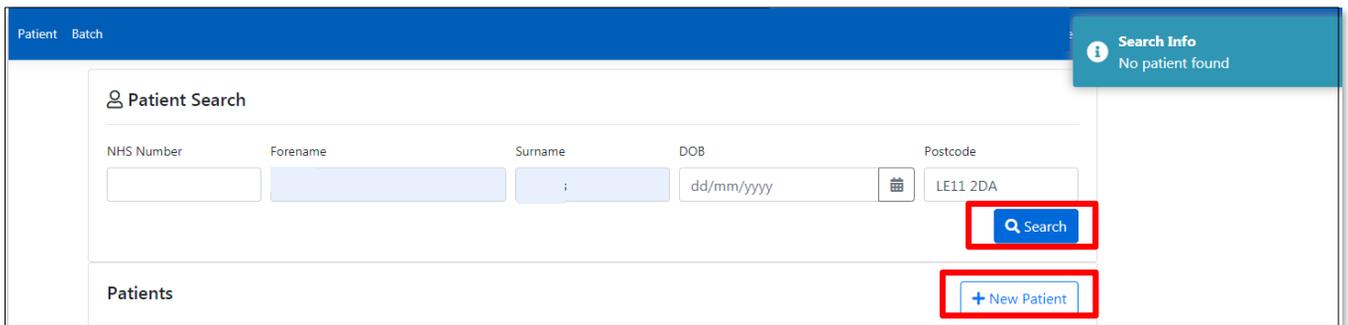
**Batches** + New Batch

Batch Number	Manufacturer	Vaccine Type	Edit
10338	Pfizer	COVID-19 mRNA Vaccine BNT162b2	<span style="border: 1px solid red; padding: 2px 5px;">✎</span>

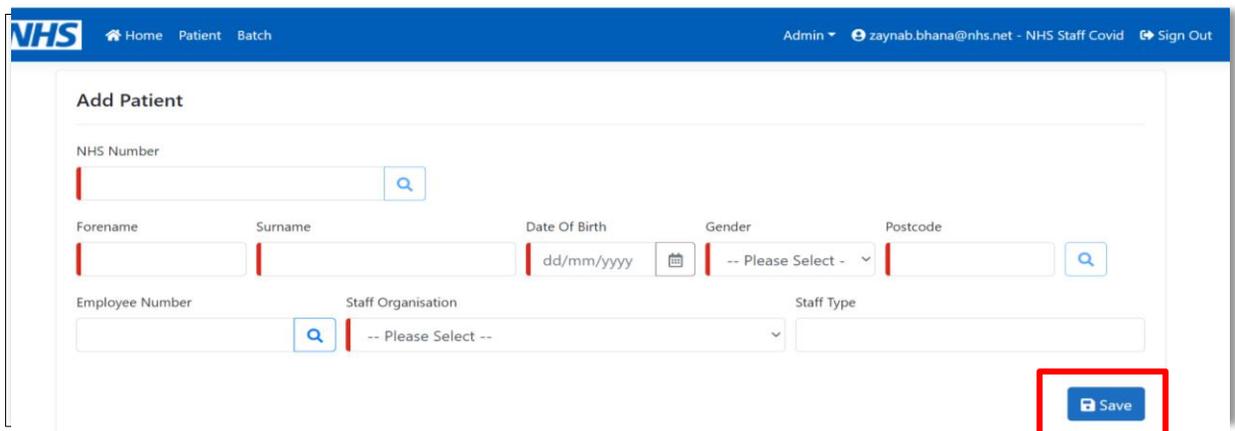
Once the batch has successfully saved, you can search for your batch and click edit to add Defrost Expiry Dates or amend incorrect info.

## Patients

To add patient information select 'Patient' from the options on the home page. This will take you to a patient search screen. You can search on NHS Number, Forename, Surname, Date of Birth or Postcode. To add a new patient, you will need to enter details in the search fields and click 'Search'. The option of '+ New Patient' will then appear, to add a new patient if they are not on the list or there are no results.



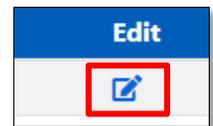
Next, a patient data entry screen will appear. Complete all mandatory fields, indicated by a red line. If you have the patient's NHS Number complete this field and then select the magnifying glass search icon to populate the other demographic details. If you do not have the NHS Number, complete the demographic details and then select 'Search for NHS No' or enter Employee Number and search. This will populate all fields. Once all the information is complete select 'Save'.



When uploading 'Patient Vaccinations' employee /staff fields will not appear.

## Patients – Adding a Covid Vaccination

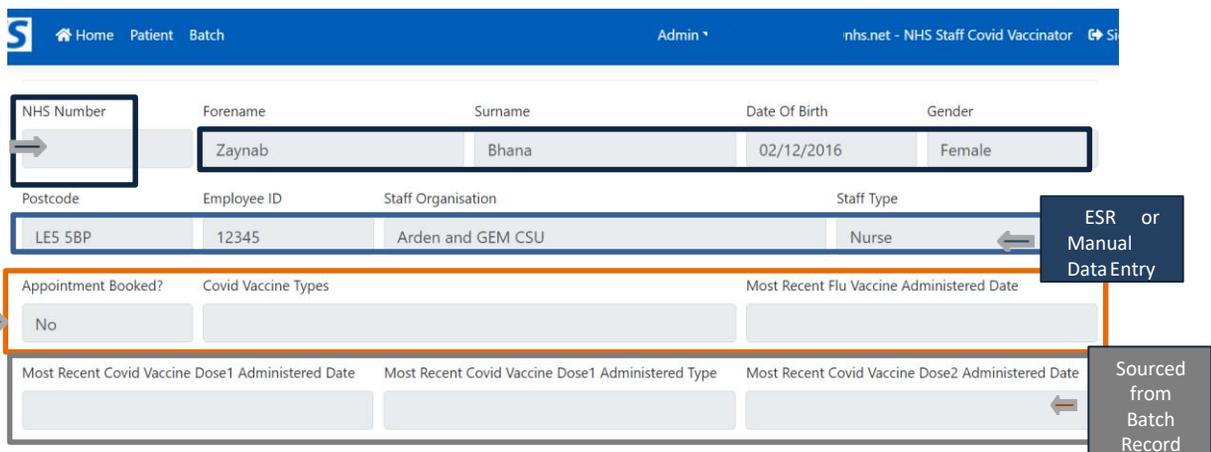
Once you have saved a patient record the option to '+ New Covid Vaccination' will appear. If you had previously added a patient record and now need to add vaccination information, use the patient search screen to locate the record and then click on the pencil edit icon on the right hand side of the record.



Covid Vaccinations

+ New Covid Vaccination

Please see the below, indicating where data will be pre-populated on the Vaccination record, including the source of this information, and the fields that will need to be completed manually. Ensure all mandatory fields, indicated by a red line are completed, and then click 'Save'.



The screenshot shows the 'NHS Staff Covid Vaccinator' form. The form is divided into several sections:

- Header:** Home Patient Batch Admin \* nhs.net - NHS Staff Covid Vaccinator
- Personal Information:** NHS Number (NHAIS, ESR or Manual Entry), Forename (Zaynab), Surname (Bhana), Date Of Birth (02/12/2016), Gender (Female).
- Staff Information:** Postcode (LES 5BP), Employee ID (12345), Staff Organisation (Arden and GEM CSU), Staff Type (Nurse).
- Vaccination Information:** Appointment Booked? (No), Covid Vaccine Types, Most Recent Flu Vaccine Administered Date.
- Additional Information:** Most Recent Covid Vaccine Dose1 Administered Date, Most Recent Covid Vaccine Dose1 Administered Type, Most Recent Covid Vaccine Dose2 Administered Date.

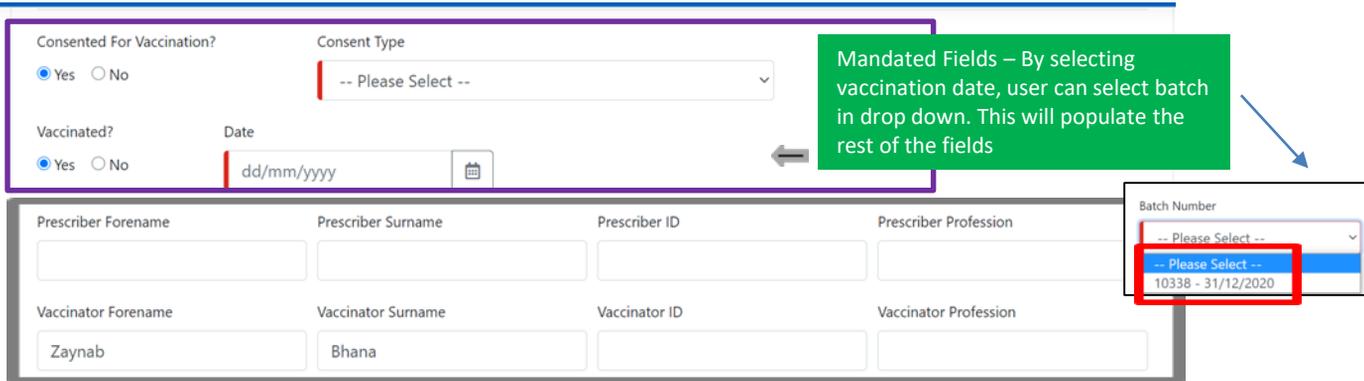
Annotations indicate data sources and mandatory fields:

- NHAIS, ESR or Manual Entry:** Points to the NHS Number field.
- NIMS Source if NHS Number is Present:** Points to the Appointment Booked? field.
- ESR or Manual Data Entry:** Points to the Covid Vaccine Types field.
- Sourced from Batch Record:** Points to the Most Recent Covid Vaccine Dose1 Administered Date field.

A red line highlights the Appointment Booked?, Covid Vaccine Types, and Most Recent Covid Vaccine Dose1 Administered Date fields, indicating they are mandatory.

Automatically populated fields if Dose 1 has already been inputted

## Patients – Adding a Covid Vaccination



Consented For Vaccination?  Yes  No

Consent Type

Vaccinated?  Yes  No

Date

Prescriber Forename

Prescriber Surname

Prescriber ID

Prescriber Profession

Vaccinator Forename

Vaccinator Surname

Vaccinator ID

Vaccinator Profession

Batch Number

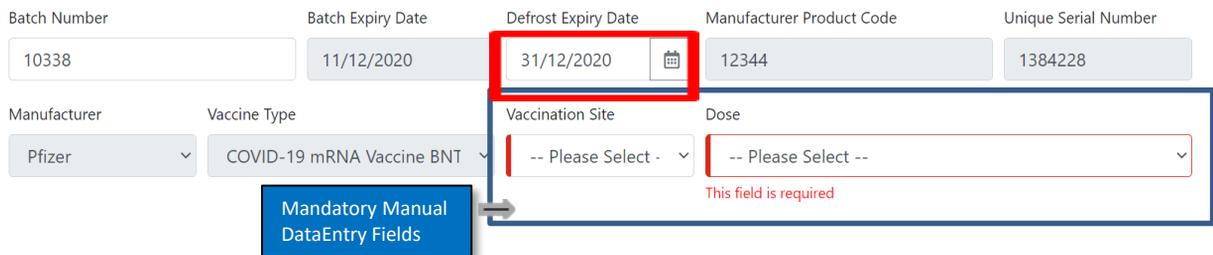
Batch Number

Batch Number

Vaccinator Information automatically populated with user account. If an admin is uploading on behalf of vaccinator. These details will need to be amended to vaccinator name and details. Defrost Expiry Date can be amended here if required.

Prescriber details – Person who has approved vaccination (Doctor, Pharmacist)

Vaccinator details – Person who has conducted vaccination



Batch Number

Batch Expiry Date

Defrost Expiry Date

Manufacturer Product Code

Unique Serial Number

Manufacturer

Vaccine Type

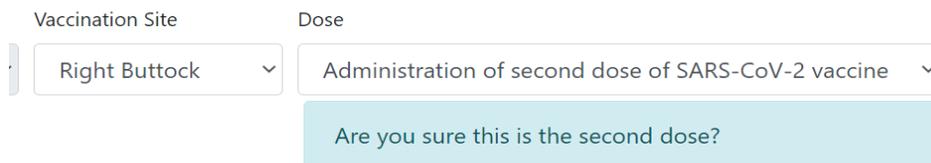
Vaccination Site

Dose

This field is required

Mandatory Manual DataEntry Fields

Pop-up message will be shown if user is inputting incorrect dosage.



Vaccination Site

Dose

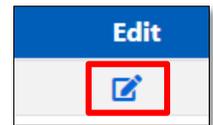
Are you sure this is the second dose?



Click save once all fields have been filled out and are correct.

## Patients – Adding an Adverse Reaction

Once you have added a Covid Vaccination the option to add adverse reaction details will appear. Select '+ New Adverse Reaction' to bring up the data entry screen. This can be completed at time of vaccination if the reaction is immediate or the vaccination record can be edited after the observation period, by using the search screen to locate the patient record and selecting the pencil edit icon.



Complete all mandatory fields indicated by a red line, using the drop down menus and calendar icon. There is a free text box to add any relevant comments. Finally, click 'Save'.

**Add Adverse Reaction**

Reaction Type	Reaction	Criticality
<input type="text" value="-- Please Select --"/>	<input type="text" value="-- Please Select --"/>	<input type="text" value="-- Please Select --"/>

Verification Status	Date First Experienced
<input type="text" value="-- Please Select --"/>	<input type="text" value="dd/mm/yyyy"/> 

Comment

## Contact Us

**Website:** <https://nivs.ardengemcsu.nhs.uk/home>

For any **application queries**, please contact the **Arden & GEM CSU NIVS Covid Helpdesk** –

**E-mail support:** [agem.nivs-covid@nhs.net](mailto:agem.nivs-covid@nhs.net)

**Telephone:** 0121 611 0187

For any **Insights Platform queries**, please contact [itservicedesk@nhseandi.nhs.uk](mailto:itservicedesk@nhseandi.nhs.uk)

Version	VersionDate	Author	Approver Name	Description
1	26.11.2020	Rebecca Atkins		Initial Version
2	03.12.2020	Zaynab Bhana		Updated V.1
3				