



RESOURCE AND PATIENT MANAGEMENT SYSTEM

Immunization Module

(BI)

Installation Guide & Release Notes

Version 8.3
November 2008

Office of Information Technology (OIT)
Division of Information Resource Management
Albuquerque, New Mexico

PREFACE

This manual provides information regarding only the loading and installation of the Indian Health Service RPMS Immunization Module v8.3 software. Information regarding the setup of Immunization v8.3 (site parameters, keys, letters, etc.) is provided in the Immunization v8.3 user manual.

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1.0 Release Notes

1.1 Background

The original RPMS Immunization tracking software was written in the 1980s. Version 7.0, which was a complete rewrite of the Immunization software, began in 1996 with consultation from a national team of IHS field staff that developed a set of design requirements for the software. The current version 8.3 software replaces v8.21, v8.2, v8.1, v8.0, v7.1, v7.0, and v6.8.

2.0 New Features of Version 8.3

The following features are new to version 8.3, categorized by Menu Options:

2.1 Most Important New Features

2.1.1 New feature on Add/Edit Immunization Screen

A new feature has been added to Add/Edit an Immunization screen that allows entering the Lot Number first (rather than vaccine). On immunization entry screen, skip directly to the Lot# field and select a Lot Number; the vaccine field populates automatically. This feature only works when adding a NEW immunization visit. For edits of previous visits, selection of Lot Number is limited to the existing Vaccine.

2.1.2 New Lot Inventory Display Options

Several display options have been added to the Lot inventory display/report:

- 1) By Unused Doses (least first)
- 2) By Expiration Date
- 3) By Lot Number
- 4) By Vaccine Name, then by Unused Doses
- 5) By Vaccine Name, then by Exp Date
- 6) By Vaccine Name, then by Lot Number.

The display of Inactive Lot Numbers is now an option. By default, they are not displayed.

2.1.3 New Full-screen Editing of Vaccines and Lot Numbers

New full screen capabilities for editing vaccines and lot numbers, with extensive pop-up screens for help and warnings. The screens present all of the information at once (rather than sequentially) and should be more intuitive for editing purposes.

2.1.4 Influenza Forecast for Ages 5-18 Years of Age

Influenza vaccination will now be routinely forecast for patients 5 to 18 years of age and will only be forecast from September 15 through the end of March 15.

2.2 Patient Menu

2.2.1 New VFC Field

A VFC (Vaccine For Children) eligibility option has been added to the Add/Edit Immunization Visit screen. Options are: Unknown, Not Eligible, Medicaid, Uninsured, Am Indian/AK Native, Federally Qualified, State-specific Elig, Local-specific Elig . If the patient's Beneficiary Type is American Indian/Alaskan Native, then this field will default to AI/AN.

2.2.2 New Females Only parameter on Lists & Letters

On the Lists & Letters screen, a new "females only" option has been added to the Patient Group parameter. This may be helpful in lists and letters relating to HPV.

2.2.3 Skin Test Reading in Millimeters No Longer Required for Historical

On the PPD Skin test add/edit screen, a reading in mm is no longer required when entering a Result on immunizations with a Category of Historical Event.

2.2.4 New Prompt for Other Location

A prompt has been added that alerts users when they have entered more than the allotted 50 characters for Other Location while editing an Imm (or Skin Test) Visit. A pop-up message will say, "Your Other Location Name will be shortened to 50 characters" (rather than simply deleting the entire field).

2.2.5 New Health Care Facility Parameter

The Lists & Letters Report has a new Health Care Facility Parameter, with default equal to user's logon site. This will help users on multi-facility machines to hone their lists and letters to patients registered at their own facility.

2.2.6 Age Display Reflects Forecast Date

The display of the patient's Age on the Patient View Screen and in Lists & Letters has been changed to reflect the patient's age on the Forecast Date chosen. In other words, if a forecast date other than today is selected, the patient's age will be recalculated and displayed to reflect the his/her age on the selected date.

2.2.7 Problem Fixed When Editing Outside Location

When editing an Immunization visit, if the location changed from the user's default location to an Outside Location, the edit failed. This has been corrected.

2.3 Reports Menu

2.3.1 New Combinations for Two-year-olds Report

The Two-Year-Old report has been updated with 3 new combinations:

- 1) 4DTaP 3polio 1MMR 3HepB 3Hib 1Var 4Pneumo
- 2) 4DTaP 3IPV 1MMR 3Hib 3HepB 1Varicella 4pneumo 2HepA 3Rotavirus
- 3) 4DTaP 3IPV 1MMR 3Hib 3HepB 1Varicella 4pneumo 2HepA 3Rotavirus
2Influenza.

2.3.2 New Pediatric Flu Report Added

A new Pediatric Flu report for children, ages 6 – 23 months and 6 – 59 months, has been added, which covers the influenza season in accordance with the national standard (9/1 – 12/31 of a given year).

2.3.3 3 – 27 Month Report Name Change

The name of “Quarterly Report” has been changed to the “3 – 27 Month Report.”

2.3.4 New Help Messages on Add Lot Number Screen

When a lot number is being added, the user is allowed to see all vaccines in the Vaccine Table. However, if an Inactive vaccine is selected, a message displays indicating that the vaccine must first be activated (on the Manager Menu) or that a different vaccine must be selected.

2.3.5 PPD Modifications

The Vaccine Table software has been changed to permit “PPD” as a selection for contraindications. PPD is blocked, however, from being selected from Vaccine Table when entering new immunizations.

2.3.6 History of Chicken Pox in Adolescent Report

The Adolescent Report has been improved to include patients with a history of Chicken Pox as equivalent to a first dose of Varicella vaccine. As a result, “Hx of Chicken Pox” will now count towards being up-to-date (or “current”) in the 1:3:2:1 combination (1-TD_B, 3-HEPB, 2-MMR, 1-VAR or Hx of Chicken Pox).

2.4 Manager Menu

2.4.1 New Key for Lot Number Managers

A new column has been added to the Key Holders screen to display who has the Lot Number Edit key. (The name of the key has been changed from BI LOT NUMBER NON-MANAGER to BIZ LOT ONLY to fit better in the column report). The capability of allocating/deallocating the BIZ LOT ONLY Key has been added to the MGR Key Management program.

2.4.2 Help Regarding VFC Lots

Help text has been added regarding VFC Lots. It suggests appending “-vfc” to VFC Lot Numbers. This will help solve the issue of one lot number being part VFC and part not VFC.

2.4.3 NOS Updates to Vaccine Table

On Vaccine Table, all NOS vaccines now have “NOS” appended to them as a standard form: 14:IG,NOS; 17: HIB,NOS; 31: HEP AP,NOS; 45: HEP B,NOS; 82: ADENOV,NOS; 85: HEP A,NOS; 88: FLU,NOS; 89: POLIO,NOS; 90: RABIES,NOS; 91: TYPH,NOS; 92: VEE,NOS; 98:TST,NOS; 108: MENING,NOS; 109: PNEUMO,NOS; 112: TETTOX,NOS; 122: ROTA,NOS.

2.4.4 Better Error Logging Control

A new system level parameter has been created to control the degree of error logging that takes place at the host file level. This will help to diagnose forecasting problems and will also help to limit the size of the immerror.log file.

2.4.5 Imm v8.3 now appears in the Top of All Screens

The Immunization Package version number (e.g., Imm v8.3) now appears in the top left corner of all data entry screens and menus. This will help Tech Support staff in assisting users.

2.4.6 Lot Inventory Low Supply Alert Now Vaccine Specific

The Lot Inventory Low Supply Alert is now specific and editable for each lot number. The Low Supply Alert Site Parameter will now function as an overall default value for lots that do not have a Low Supply Alert specific to them.

2.4.7 Update Vaccine Table and Manufacturers Table

The Vaccine Table and Manufacturers Table have been updated with changes to CVX or MVX Codes made by CDC in recent months. A new vaccine: *Kinrix*, DTaP-IPV, CVX=130 has been added. Also a new manufacturer, Acambis, has been added to the Manufacturers table.

2.5 Other

2.5.1 New PEP's for EHR

Two new Public Entry Points (PEP's) have been created for adding and deleting Contraindications: ADDCONT^BIRPC4, DELCONT^BIRPC4. These may be used by EHR in the future to permit adding and deleting contraindications via EHR.

2.5.2 Multiple CPT codes for CVX codes

The ability to add multiple CPT codes for CVX codes has been added. This will improve the import of CPT-coded visits (e.g. Hep B CVX code 43 = CPT 90743 and 90746).

2.5.3 EHR now decrements the inventory of a Lot Number

EHR does now automatically decrements the inventory of a Lot Number when immunizations are added through EHR.

2.5.4 Error with Lowercase “e” Fixed

A system error would occur when a lot number contained a lowercase “e” followed by one or more numbers (interpreted internally as an exponential form). This has been corrected.

2.5.5 New VIS Default

There is a new VIS Default date of 1/30/2008 for DTaP, Hib, IPV, HepB, PCV & rotavirus and any combinations of these, such as Comvax and Pediarix.

2.5.6 64-Bit Testing

Further progress and testing has been conducted with Immserve 64-bit files for IHS sites running 64-bit environments for various operating systems, including AIX and Windows.

2.5.7 Local Active vs. Inactive Vaccine Setting Preserved

The “Active” field for vaccines is no longer reset by the Restandardize function (Manger menu). This change was made in order to preserve local site settings.

3.0 Installation Notes

Prefix: BI

Current Version: 8.3

Warning: Read entire notes file prior to attempting any installation.
--

3.1 General Information

1. Make a copy of this distribution for offline storage.
2. Print all notes/readme files.
3. It is recommended that the terminal output during the installation be captured using an auxport printer attached to the terminal at which you are performing the software installation. This will ensure a printed audit trail if any problems should arise.

3.2 Contents of Distribution

- bi__0830.k—KIDS Installation file
- bi__083i.pdf—Installation Guide & Release Notes (this document)
- bi__083t.pdf—Technical Manual
- bi__083u.pdf—User Manual

3.3 Requirements

- Kernel v8 or later
- FileMan v22
- Immunization v8.21 or later, or Immunization never before installed
- XB/ZIB v3.0 through patch 11 (xb__0300.11k)
- V Files patch: AUPN v99.1 patch 16 (aupn9910.16k)
- PCC Data Entry patch APCD v2.0 patch 8 (apcd0200.08k)
- PCC Health Summary v2.0 through patch 13 (apch0200.13k)
 - For enhanced Health Maintenance Reminders
- PCC Data Transmission v2.0 through patch 7 (apcp0200.07k)
 - For submission of data to IHS Headquarters

- QMan v.2.0 through patch 17 (amqq0200.17k)
 - For QMan searches regarding Immunizations
- PCC Management Reports v3.0 through patch 17 (apcl0300.17k)
 - For Immunization Reports under PCC Management Reports
- PIMS v5.3 through patch 1004
 - Only necessary if the site is using PIMS
- Cache 4.1 or later
- Cache \$ZF Heap of at least 124335

Note: It is *critically important* that the screen handling codes for C-VT100 in the Terminal Type File be up-to-date.

4.0 Installation Instructions

In all Namespaces running RPMS Immunization:

1. Be sure that a good backup of the Cache database has been obtained and is available. Disable logins and ensure all users are off, or at least ensure that PCC Data Entry for immunizations is not occurring and that Health Summaries are not being printed.
2. Save and delete the routines BI*.
3. Under the KIDS menu select Installation, and then select Load a Distribution.
 - a. At the "Enter a Host File:" prompt, enter the filename **bi_0830.k** preceded by the appropriate pathname for your system (for example, /usr/spool/uucppublic/bi_0830.k).
 - b. Answer **YES** to questions concerning "Continue to load" and "Environmental Check Routine."
4. Verify Checksums in Transport Global.
5. Under the same KIDS Installation menu, select **Install Package**.
 - a. Enter **IMMUNIZATION 8.3** (or press the spacebar).
 - b. At the "DEVICE:" prompt, select HOME. Do not send the output of this installation to a printer, as there is some user interaction required (you may capture the output to a buffer or print screen).
6. At the programmer prompt run the routine BINTEG (> D ^BINTEG).
 - a. All routines listed should have an "ok" beside them.
7. Be sure that the three BIZ Security Keys are assigned to the site manager and immunization program manager. Also check the Site Parameters (IMM→MGR→ESP). Each site parameter presents online help when selected and can be successfully edited by knowledgeable people, even if they have not received training in the package.
8. Enable logins and/or BIMENU.
9. There are many telnet terminal emulators available today. Many of them lack features such as slave printing, printscreen, reverse scrolling, cut and paste, etc. NetTerm by Intersoft has proven to be an excellent telnet terminal emulator for Windows and NT. Trial license versions may be obtained online at: www.securenetterm.com.
10. All Site Parameters should be reviewed and edited as necessary on the "Edit Site Parameters Screen" (MGR→ESP).

<p>Note: If multiple RPMS sites/facilities are set up on one computer, the Site Parameters for <i>each site</i> must be reviewed and updated.</p>
--

11. Review the Package Setup Information found under the Manager Menu (MGR→PKG), which provides important information on options, security keys, devices, old menu options, the vaccine table, duplicate lot numbers, and more.

Note: The Package Setup Information is also printed in an appendix of the Immunization Module user manual.

4.1 Routines and Official Checksums

The following table provides information for routines and checksums.

Table 4-1. Routines and Checksums

Routine	Checksum
BIAGE	499370
BIAPCHS	586592
BICMGR	237705
BIDTAB	135472
BIDU	530304
BIDU1	326379
BIDUPLT	269520
BIDUPLT1	128946
BIDUR	787440
BIDUR1	193828
BIDUVLS	350801
BIDUVLS1	494452
BIDUVLS2	393043
BIDX	224365
BIENVCHK	38679
BIETAB	106337
BIEXP	180641
BIEXP1	368310
BIEXP2	413670
BIEXP3	218227
BIEXPRT2	427267
BIEXPRT3	727494
BIEXPRT4	233352
BIEXPRT5	648826

Routine	Checksum
BIEXPRT8	126861
BIFMAN	569577
BIHELP	175958
BIHS	80123
BIKEY	224108
BIKEY1	387440
BIKEY2	94168
BILETPR	472159
BILETPR1	947105
BILETPR2	141985
BILETPR3	353563
BILETPR4	171982
BILETVW	296066
BILETVW1	422278
BILETVW2	628876
BILOGO	220078
BILOT	692536
BILOT1	942018
BIMFI	188123
BINFO	99054
BIO	29382
BIOUTPT	940124
BIOUTPT1	563201
BIOUTPT2	660522
BIOUTPT3	519929
BIOUTPT4	995254
BIOUTPT5	382087
BIPATCO	297741
BIPATCO1	145177
BIPATCO2	249726
BIPATE	398880
BIPATER	391172
BIPATER1	298864
BIPATPF	274171
BIPATUP	417553
BIPATUP1	1062151

Routine	Checksum
BIPATUP2	366850
BIPATVW	461494
BIPATVW1	693056
BIPATVW2	745601
BIPATVW3	646109
BIPCC	81187
BIPOST	200470
BIPRE	320623
BIREP	442243
BIREPA	420682
BIREPA1	241796
BIREPA2	446159
BIREPA3	348923
BIREPD	473000
BIREPD1	310390
BIREPD2	539671
BIREPD3	417469
BIREPD4	647803
BIREPF	528733
BIREPF1	330617
BIREPF2	310031
BIREPF3	320562
BIREPF4	449770
BIREPL	484485
BIREPL1	313811
BIREPL2	441740
BIREPL3	638261
BIREPQ	508451
BIREPQ1	355720
BIREPQ2	329297
BIREPQ3	318436
BIREPQ4	455100
BIREPT	512020
BIREPT1	311577
BIREPT2	413850
BIREPT3	302203

Routine	Checksum
BIREPT4	584306
BIREPVP	357419
BIRESTD	334132
BIRPC	599804
BIRPC1	395945
BIRPC2	257947
BIRPC3	655064
BIRPC4	609292
BIRPC5	230835
BIRPC6	212533
BISCAN	428624
BISELEC1	617491
BISELEC2	400884
BISELECT	672762
BISITE	170207
BISITE1	303367
BISITE2	838291
BISITE3	674236
BISITE4	481927
BITEST	69914
BITN	1089181
BITN2	361951
BITRS	156036
BITX	24193
BITXA	159449
BITXB	150634
BIUTL1	820551
BIUTL11	952311
BIUTL2	856077
BIUTL3	426905
BIUTL4	902431
BIUTL5	460546
BIUTL6	648555
BIUTL7	878174
BIUTL8	566330
BIUTLFIX	522382

Routine	Checksum
BIVACED	388780
BIVACED1	352933
BIVGRP	225880
BIVGRP1	210233
BIVISIT	869393
BIVISIT1	514014
BIVISIT2	317749
BIVT100	202629
BIVTAB	237542
BIW	229067
BIXCALL	569481
BIXRPC	401725

5.0 Sample Installation

```
Kernel Installation & Distribution System

Edits and Distribution ...
Utilities ...
Installation ...

Select Kernel Installation & Distribution System Option: Installation

1      Load a Distribution
2      Verify Checksums in Transport Global
3      Print Transport Global
4      Compare Transport Global to Current System
5      Backup a Transport Global
6      Install Package(s)
       Restart Install of Package(s)
       Unload a Distribution

Select Installation Option: LLoad a Distribution
Enter a Host File: /usr/spool/uucppublic/bi__0830.k

KIDS Distribution saved on Dec 05, 2005@15:42:29
Comment: Immunization Package v8.3, 06/05/2007, CIM/ER/Demo User

This Distribution contains Transport Globals for the following Package(s):
  IMMUNIZATION 8.3
Distribution OK!

Want to Continue with Load? YES//
Loading Distribution...

Build IMMUNIZATION 8.3 has an Enviromental Check Routine
Want to RUN the Environment Check Routine? YES//
  IMMUNIZATION 8.3
Will first run the Environment Check Routine, BIENVCHK

Use INSTALL NAME: IMMUNIZATION 8.3 to install this Distribution.

1      Load a Distribution
2      Verify Checksums in Transport Global
3      Print Transport Global
4      Compare Transport Global to Current System
5      Backup a Transport Global
6      Install Package(s)
       Restart Install of Package(s)
```

Unload a Distribution

```
Select Installation Option: install Package(s)
Select INSTALL NAME:      IMMUNIZATION 8.3      Loaded from Distribution
Loaded
from Distribution 06/05/07@10:54:16
=> Immunization Package v8.3, 12/05/2005, CIM/ER/Demo User ;Create

This Distribution was loaded on Feb 11, 2004@10:54:16 with header of
Immunization Package v8.0b, 06/05/2007, CIM/ER/Demo User ;Created on Jun
01, 2007@15:42:29
It consisted of the following Install(s):
IMMUNIZATION 8.3
Checking Install for Package IMMUNIZATION 8.3
Will first run the Environment Check Routine, BIENVCHK

Install Questions for IMMUNIZATION 8.3

Incoming Files:

9000010.11V IMMUNIZATION
Note: You already have the 'V IMMUNIZATION' File.

9000010.12V SKIN TEST
Note: You already have the 'V SKIN TEST' File.

9002084 BI PATIENT
Note: You already have the 'BI PATIENT' File.

9002084.01BI CASE MANAGER
Note: You already have the 'BI CASE MANAGER' File.

9002084.02BI SITE PARAMETER
Note: You already have the 'BI SITE PARAMETER' File.

9002084.1 BI PATIENT IMMUNIZATIONS DUE
Note: You already have the 'BI PATIENT IMMUNIZATIONS DUE' File.

9002084.11BI PATIENT CONTRAINDICATIONS
Note: You already have the 'BI PATIENT CONTRAINDICATIONS' File.

9002084.12BI PATIENT FORECAST ERRORS
Note: You already have the 'BI PATIENT FORECAST ERRORS' File.

9002084.33BI TABLE ERROR CODE (including data)
Note: You already have the 'BI TABLE ERROR CODE' File.
```

I will OVERWRITE your data with mine.

9002084.4 BI LETTER

Note: You already have the 'BI LETTER' File.

9002084.45BI LETTER SAMPLE (including data)

Note: You already have the 'BI LETTER SAMPLE' File.

I will OVERWRITE your data with mine.

9002084.61BI USER SELECTIONS

Note: You already have the 'BI USER SELECTIONS' File.

9002084.62BI USER DATE-LOC LINE

Note: You already have the 'BI USER DATE-LOC LINE' File.

9002084.63BI USER AGE RANGE

Note: You already have the 'BI USER AGE RANGE' File.

9002084.7 BI PACKAGE INFORMATION (including data)

Note: You already have the 'BI PACKAGE INFORMATION' File.

I will OVERWRITE your data with mine.

9002084.8 BI TABLE REACTION (including data)

Note: You already have the 'BI TABLE REACTION' File.

I will OVERWRITE your data with mine.

9002084.81BI TABLE CONTRA REASON (including data)

Note: You already have the 'BI TABLE CONTRA REASON' File.

I will OVERWRITE your data with mine.

9002084.91BI TABLE DATA ELEMENT (including data)

Note: You already have the 'BI TABLE DATA ELEMENT' File.

I will OVERWRITE your data with mine.

9002084.93BI TABLE VACCINE GROUP (SERIES TYPE) (including data)

Note: You already have the 'BI TABLE VACCINE GROUP (SERIES TYPE)' File.

I will OVERWRITE your data with mine.

9002084.94BI IMMUNIZATION TABLE HL7/CVX STANDARD (including data)

Note: You already have the 'BI IMMUNIZATION TABLE HL7/CVX STANDARD' File.

I will OVERWRITE your data with mine.

9002084.97BI TABLE MANUFACTURERS (including data)

Note: You already have the 'BI TABLE MANUFACTURERS' File.

I will OVERWRITE your data with mine.

```
9999999.41IMMUNIZATION LOT
```

```
Note: You already have the 'IMMUNIZATION LOT' File.
```

```
Want KIDS to Rebuild Menu Trees Upon Completion of Install? YES// n NO
```

```
Want KIDS to INHIBIT LOGONs during the install? YES// n NO
```

```
Enter the Device you want to print the Install messages.
```

```
Enter a '^' to abort the install.
```

```
DEVICE: HOME// Virtual
```

```
Install Started for IMMUNIZATION 8.3 :  
Jun 05, 2007@10:54:50
```

```
Build Distribution Date: Dec 05, 2005
```

```
Installing Routines:  
Jun 05, 2007@10:54:51
```

```
Immunization v8.3
```

```
* v8.3 PRE-INIT PROGRAM *
```

```
9002084  
9002084.01  
9002084.02  
9002084.03  
9002084.04  
9002084.1  
9002084.11  
9002084.12  
9002084.33  
9002084.4  
9002084.41  
9002084.42  
9002084.43  
9002084.44  
9002084.45  
9002084.46  
9002084.47  
9002084.48  
9002084.49  
9002084.61  
9002084.611  
9002084.62  
9002084.63  
9002084.7  
9002084.701  
9002084.8  
9002084.81  
9002084.91  
9002084.93
```

```
9002084.94
9002084.97
9999999.41
```

```
Data Dictionary deletion complete.
Old BI standard tables deletion complete.
```

```
The Pre-Initialization Program is removing all old Remote
Procedure Calls. Please stand by...
```

```
The Pre-Initialization Program is removing all old Screenman
forms and blocks. Please stand by...
```

```
Screen deletions complete.
```

```
The Pre-Initialization Program is removing all old
List Templates. Please stand by...
```

```
The Pre-Initialization Program is removing all old Protocols
Please stand by...
```

```
Installing Data Dictionaries:
    Jun 11, 2008@10:54:58
```

```
Installing Data: ..
    Jun 11, 2008@10:54:59
```

```
Installing PACKAGE COMPONENTS:
```

```
Installing SECURITY KEY
```

```
Installing FUNCTION
```

```
Installing PRINT TEMPLATE
```

```
Installing INPUT TEMPLATE
```

```
Installing FORM
```

```
Installing PROTOCOL
  Located in the BI (IMMUNIZATION) namespace.
  Located in the BI (IMMUNIZATION) namespace.
  Located in the BI (IMMUNIZATION) namespace.
  .
  .
  .
  Located in the BI (IMMUNIZATION) namespace.
```

```
Located in the BI (IMMUNIZATION) namespace.
Located in the BI (IMMUNIZATION) namespace.

Installing REMOTE PROCEDURE

Installing LIST TEMPLATE

Installing OPTION
    Jun 11, 2008@10:55:01 Running Post-Install Routine: ^BIPOST.
    - This concludes the Post-Initialization program. -

                * CONGRATULATIONS! *

    You have successfully installed Immunization v8.3.

    Press ENTER/RETURN to continue or "^" to exit:

Install Completed
```

Figure 5-1: Shows the screens that will display during a typical installation

6.0 Contact Information

If you have any questions or comments regarding this distribution, please contact the OIT Help Desk (IHS).

Phone: (505) 248-4371 or (888) 830-7280 (toll free)

Fax: (505) 248-4297

Web: <http://www.ihs.gov/GeneralWeb/HelpCenter/Helpdesk/index.cfm>

Email: support@ihs.gov