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# **Consolidation of Immunization Provider Support**

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**Program Coordination and Integration  
Support Team(PCIS)**

# Introduction



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- Development of the PCIS Team
- Purpose and Mission
- PCIS Ticket Procedures
- Common Issues and What to Do (SURVEY)
- FAQ and Resources

# Development of Program Coordination and Integration Support Team (PCIS)



## Purpose and Mission of PCIS

The PCIS team is responsible for the coordination of ongoing system and process improvements that provide guidance for all Immunization Department stakeholders.

# End of Public Health Emergency Creation of PCIS



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The end of the Public Health Emergency (PHE) led to the consolidation of immunization provider support and accountability. As a result, the Program Coordination and Integration Support Team was created to:

- Work closely with providers
- Troubleshoot issues
- Refocus compliance measures
- Retrain on the best practices for Immunizations
- Reinforce the main objectives and requirements of Immunization programming.



# PCIS Team Structure

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## Three Teams

**Provider Support  
Help Desk**



**Provider  
Accountability Policy**



**Data Analysis**



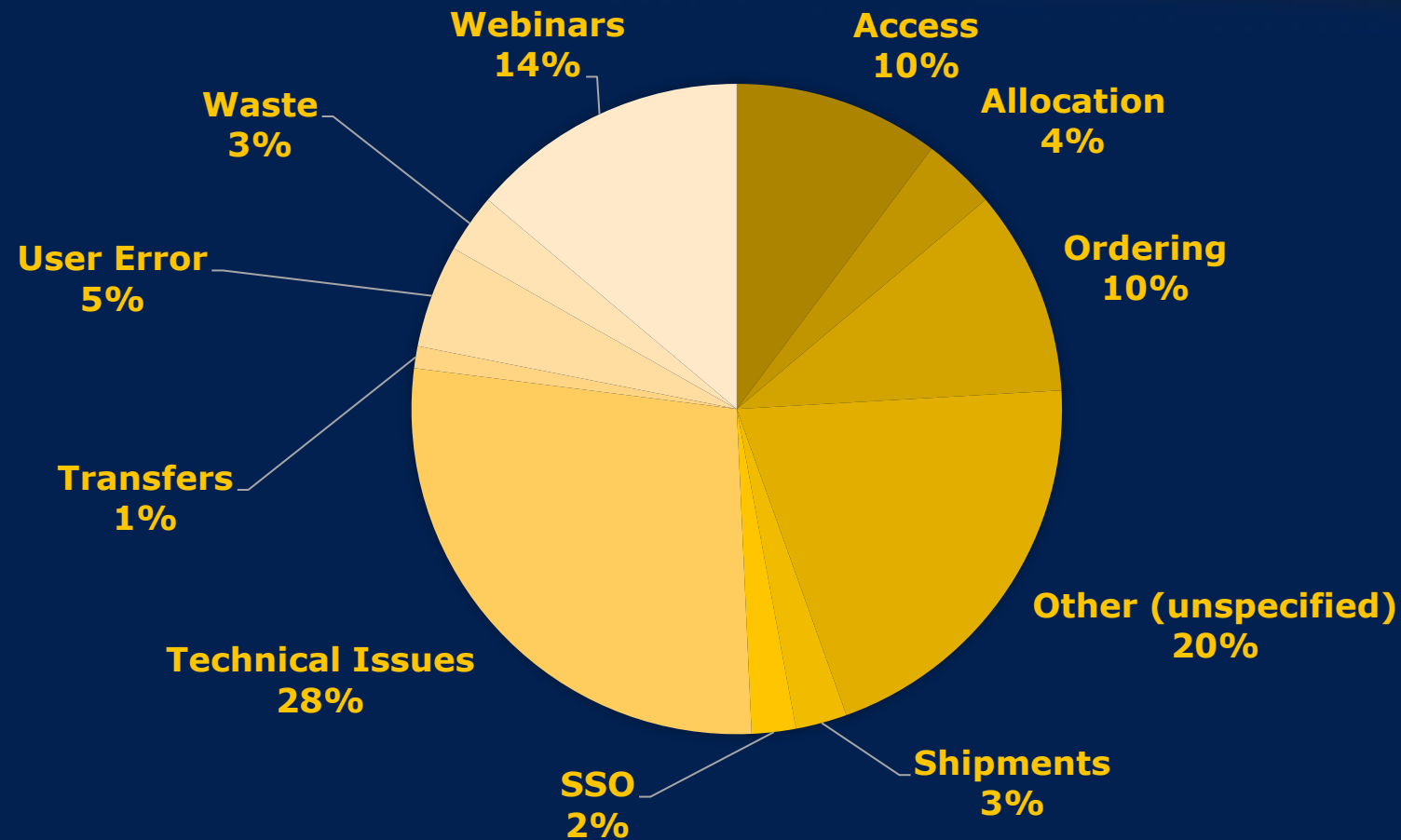
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# Common Issues and What to Do (SURVEY)



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# PCIS Help Desk Inquiry Process Provider View



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Inquiry called  
in

Help Desk asks  
questions to  
assess and  
gather  
information.

Help Desk  
begins to  
trouble shoot  
the ticket.

If the ticket  
has not been  
resolved, the  
Help Desk will  
connect the  
caller to the  
appropriate  
team to assist.

The Help Desk  
sends an email  
notifying the  
Provider and the  
next support  
team.

If the ticket has  
been resolved,  
the Help Desk  
notifies the  
Provider and  
then closes the  
ticket.

# Resources

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## More Questions?



## Immunizations Department



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# Thank you

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email [COVID19VacEnroll@dshs.texas.gov](mailto:COVID19VacEnroll@dshs.texas.gov).