**Immunization Team Plan: Cybersecurity & Loss to City Network Plan**

Drafted 10/9/18

This plan is to support the COOP, not replace it. In the case of loss of network and/or electricity, the Immunization (Imms) team would not have access to the internet, network files, phones, and fax. Immunizations are recorded in the Wisconsin Immunization Registry (WIR) which is an online portal. Most clinic forms and fact sheets are saved on the network and/or located in WIR. Vaccine information and policy/procedure for administration can be found on the network or in the Imms Manual located at each clinic site (EWO/SMO).

The Imms coordinator and lead Public Health Aide (PHA) will assure that printed materials and this plan are kept up to date at the Imms Clinics (EWO/SMO) located in the PHA file drawer.

Materials include:

* State Immunization Program contact list
* Consent Forms
* Screening Questionnaire
  + Adults (English, Spanish & Chinese)
  + Child/Teen (English, Spanish & Chinese)
* VIS for each vaccine in English
* HIPAA Privacy Practices Notice (English, Spanish & Chinese)
* Immunization Error Reporting Form
* Incident Report
* This plan

Imms Team Power Outage Plan

1. If there is no power to the clinic site, contact supervisor.
   1. If power outage will conflict with clinic, call clients to reschedule. Imms clinic will be cancelled in the event the clinic site (EWO/SMO) is without power.
   2. Clinics will continue to operate as long as paper documentation is available for immunization clinics. Imms coordinator and Imms Supervisor will consult and notify the Imms team if clinic will be cancelled.
2. Staff should try and log into computers/laptops. If unable to access the internet, contact Help Desk (608-266-4193) to report the issue. This may be the first call IT receives related to the event.
   1. Notify Imms Supervisor.
3. Imms Program Supervisor requests ICS begin meeting (within PHMDC), if not already done.
4. If unable to access the network or email due to lack of internet connection, try using WiFi or hotspot.
   1. All office locations have WiFi connections.
   2. Hotspots are available on certain smartphones (check with supervisor)
      1. Hotspots can be enabled relatively easily and quickly by asking Admin Support Supervisor (Melanie Jicha).
      2. Email can be access at cityofmadison.com
5. If possible, use laptops with Wi-Fi or hotspot to access WIR and cell phones to contact clients.
   1. WIR login: <https://www.dhfswir.org/PR/logoff.do>
   2. If staff do not have cell phone, consult with supervisor. Per Admin Support Supervisor, staff can have new cell phone within 1 business day. Jessica Wrathkey and Millicent Hutchinson are back-ups to Admin Support Supervisor and can obtain phones from Verizon.
6. If outage looks like it will less than three days and laptops and/or internet is not available:
   1. Clinics will continue to operate as long as paper documentation is available for immunization clinics. Imms coordinator and Imms Supervisor will consult and notify the Imms team if clinic will be cancelled. Backlog of immunization records will be entered into WIR when resources are restored.
   2. Staff will utilize paper consents and questionnaires (paper charting) for client immunization record management. Backlog of immunization records will be entered into WIR when resources are restored.
7. If outage looks like it will last three days or more:
   1. Imms program coordinator and Imms Supervisor will develop a plan for future immunization clinics. This may result in cancelling clinics or rescheduling clients for future clinic appointment times.
   2. PHNs will utilize paper consents and questionnaires (paper charting) for client immunization record management. Backlog of immunization records will be entered into WIR when resources are restored.

Immunization Team Cybersecurity Plan

In the case a cyberattack, the Imms team may not have access to the internet, network files, phones, and fax. Immunizations are recorded in the Wisconsin Immunization Registry (WIR) which is an online portal. Most clinic forms and fact sheets are saved on the network and/or located in WIR. Vaccine information and policy/procedure for administration can be found on the network or in the Imms Manual located at each clinic site (EWO/SMO).

Much of the below plan mimics what the team would do if the agency were to lose power or lose access to the City network. However, the duration of the event may be much longer than a few days of interrupted internet/network service.

1. Staff should try and log into computers/laptops.
   1. If unable to access network, contact City of Madison Help Desk (608-266-4193) to report the issue. This may be the first call IT receives related to the event.
   2. If unable to access WIR, call WIR Help Desk (608-266-9691) or email WIR Help Desk ([dhswirhelp@wisconsin.gov](mailto:dhswirhelp@wisconsin.gov)). This may be the first notification that WIR receives related to the event.
   3. If unable to access the network or WIR due to known cyberattack, consult with supervisor for next steps.
2. **For Cyberattack to the City Network**:
   1. Imms Program supervisor requests ICS begin meeting (within PHMDC), if not already done.
   2. The Imms program supervisor and program coordinator will attempt to locate laptops not associated with the network for program work. If possible, use laptops with Wi-Fi or hotspot to access WIR and cell phones to contact clients.
      1. WIR login: <https://www.dhfswir.org/PR/logoff.do>
      2. If staff do not have cell phone, consult with supervisor. Per Admin Support Supervisor, staff can have new cell phone within 1 business day. Jessica Wrathkey and Millicent Hutchinson are back-ups to Admin Support Supervisor and can obtain phones from Verizon.
   3. For any cyberattack to the network which impacts Imms work, the program supervisor and coordinator will develop a plan to communicate to providers in collaboration with the ICS team.
      1. State Immunization Program contact list, consent forms, screening questionnaires, VISs, HIPAA Privacy Practices Notices, Immunization Error Reporting Forms and Incident Reports are located in the Imms Clinics (EWO/SMO) located in the PHA file drawer
         1. Staff can make photocopies for any forms needed.
         2. Staff will utilize paper consents and questionnaires (paper charting) for client immunization record management. Backlog of immunization records will be entered into WIR when resources are restored by PHAs.
      2. If outage looks like it will less than three days and laptops and/or internet is not available:
         1. Clinics will continue to operate as long as paper documentation is available for immunization clinics. Imms coordinator and Imms Supervisor will consult and notify the Imms team if clinic will be cancelled. Backlog of immunization records will be entered into WIR when resources are restored.
         2. Staff will utilize paper consents and questionnaires (paper charting) for client immunization record management. Backlog of immunization records will be entered into WIR when resources are restored.
      3. If outage looks like it will last three days or more:
         1. Imms program coordinator and Imms Supervisor will develop a plan for future immunization clinics. This may result in cancelling clinics or rescheduling clients for future clinic appointment times.
         2. PHNs will utilize paper consents and questionnaires (paper charting) for client immunization record management. Backlog of immunization records will be entered into WIR when resources are restored.
3. **For Cyberattack to WIR:** 
   1. Imms Program Supervisor requests ICS begin meeting (within PHMDC), if not already done.
      1. For any cyberattack to WIR which impacts Imms work, Program Coordinator will coordinate messages with ICS communications section.
      2. State Immunization Program contact list, consent forms, screening questionnaires, VISs, HIPAA Privacy Practices Notices, Immunization Error Reporting Forms and Incident Reports are located in the Imms Clinics (EWO/SMO) located in the PHA file drawer
         1. Staff can make photocopies for any forms needed.
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Imms Program: Emergency Procedure for Back-Up Clinic

**Supplies Needed for Imms Clinic:**

**\*Note that Imms clinics should not be scheduled/conducted if there is no electricity. Appointments should be rescheduled**

* Laptop(s)
* Portable Printer
* White paper
* Pens
* Clipbards
* Paper Forms
  + State Immunization Program contact list
  + Consent Forms
  + Screening Questionnaire
    - Adults (English, Spanish & Chinese)
    - Child/Teen (English, Spanish & Chinese)
  + VIS for each vaccine in English
  + HIPAA Privacy Practices Notice (English, Spanish & Chinese)
  + Immunization Error Reporting Form
  + Incident Report
* Water/Juice/Snacks
* Emergency kit (epi)
* BP kit/monitor
* Hand Sanitizer/Soap
* Supply tote: needles, table covers, scale papers, alcohol wipes, bandaid & Gauze; Red Box, Gloves
* Vericor Cooler/Freezer Cooler
* Smaller coolers with ice packs and bubble wrap
* Thermometers/data logger
* Vaccine
* Privacy screens