



Hawaii State Immunization System (HiSIS) Public Portal Frequently Asked Questions (FAQs)

What is HiSIS?

The Hawaii State Immunization System (HiSIS) is a secure, confidential, cloud-based environment that stores immunization records of children and adults. Immunization registries help medical practices and other health care providers to keep patients of all ages up-to-date on vaccinations. Hawaii State immunization systems support health care providers and public health departments by collecting data on the immunization status of our communities. HiSIS allows community members to view administered immunizations in Hawaii and the capability to download their official immunization record.

What is the HiSIS Public Portal?

The “Public Portal” feature allows individuals, parents, and legal guardians to access records by submitting a “HiSIS Immunization Record Request (HiSIS IMMRR)” allowing you to view official immunization records captured by the State of Hawaii, which can be saved or printed. This record can be used as proof for school, daycare, work, or travel. The HiSIS IMM RR is a free, secured, online public portal, available to anyone that has received an immunization within the State of Hawaii.

What records are available in HiSIS?

1. **Full Immunization Record:** A complete list of all reported vaccines administered in Hawaii and reported to HiSIS, along with the vaccine that was administered and the age at the time the vaccine was administered.
2. **COVID-19 Record:** A list only of reported COVID-19 vaccines administered in Hawaii. It is not the original CDC card but is an official record of COVID-19 immunization.
3. **COVID-19 QR Code:** A secure, digital version of your COVID-19 record.

Who can access records in HiSIS?

Anyone that has received an immunization within the State of Hawaii can access their record.



Who will have access to my records in HiSIS?

Individuals will have access to their own records. For individuals younger than the age of 18, parents or guardians can also have access to the record.

How can I request my child's record through HiSIS?

Parents and guardians can request their child's record by completing the HiSIS IMMRR with the mobile phone number or email address associated with the child's record.

I do not have an email account; how can I access my records?

You can access your records with a valid mobile phone number. The mobile phone number must be in your record within HiSIS.

If there are any questions, please email DOH.HiSIShelp@doh.hawaii.gov or contact your local county public health office (if you're calling outside your county, enter "1" before 808):

Oahu HiSIS Help line: (808) 808-9805

Maui (Disease Reporting Line): (808) 984-8213

Kauai District Health Office: (808) 241-3563

Hawaii (Hilo Disease Reporting Line): (808) 933-0912

Hawaii (Kona Disease Reporting Line): (808) 322-4877

I am having issues accessing my record on the HiSIS Immunization Record Request Portal. What should I do?

Contact your healthcare provider to review your record and verify what is entered in your provider's electronic medical system. You won't find the record if the contact information does not match what the provider reported to HiSIS. To ensure security of records, an exact match is required when you search.

- Use the exact name you provided during your vaccination appointment.
- Use the email address and/or mobile phone number you provided at your vaccination appointment.
- Other required fields are date of birth and gender.
- Parents and guardians cannot pull up their adult (18 years and older) children's records.



An exact match is required to access your or your child's data in HiSIS. Please make sure the information you entered is typed correctly. If you still cannot find the record you are looking for, please contact DOH at (808) 808-9805 or DOH.HiSIShelp@doh.hawaii.gov

What if my record is incomplete?

If you were vaccinated and your or your child's record is incomplete/missing vaccination doses, please contact your healthcare provider to update your immunization record in HiSIS.

How do I use the immunization record request site?

Click here for step-by-step instructions on how to use the immunization record request site: [Hawaii State Immunization \(HiSIS\) Public Portal to retrieve your immunization records](#)

"HiSIS Public Portal FAQ" was reproduced from the FAQ created by the Philadelphia Department of Public Health, Immunization Program.

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