

School Nurse Module: Known Issues and Recommended Solutions

We are aware of several issues affecting the School Nurse Module. We are working with our vendor to investigate and resolve them as soon as possible. Thank you for your patience as we work through these concerns.

Known Issue	What You Can Do in the Meantime
Exemption status not updating compliance status on the roster	School reports such as the Student Aggregate Report and the Student Detail reports can be utilized to get information on student exemption and compliance status.
Phone number as a required field in the patient demographic page on school nurse module	Currently the issue is being investigated by the vendor. If a phone number does not exist for a student, please enter (222) 222-2222, as a placeholder phone number for the record.
Action report pulling up students in 'NOT DUE YET' status	• Running the Student Aggregate Report and checking the status in the 'UP TO DATE' column. • Confirming each student's compliance status in the individual record.
Multiple school functionality in SNM not working as intended	Currently the issue is being investigated by the vendor.

For further instructions please refer to the [CHIRP-Resources](#) section on our website.