

Immunisation Data Manual

A guide to support Immunisation Providers in maintaining accurate immunisation records in clinical software and the Australian Immunisation Register.



Contents

1	Introduction	5
2	Process Maps.....	6
2.1	Immunisation of New Child	6
2.2	Checking data accuracy	6
2.3	Notification of Cancellation Centrelink Payment.....	7
2.4	Getting Started with AIR.....	7
3	The Australian Immunisation Register (AIR)	8
3.1	About Australian Immunisation Register	8
3.2	AIR functions - Home Page Overview.....	8
4	Getting Started with the Australian Immunisation Register (AIR)	9
4.1	Register with Australia Immunisation Register	9
4.2	Request Access To AIR.....	10
4.3	Downloading the Authentication File	12
4.4	Logging on to AIR	13
5	Finding, Updating and Creating an Individual File.....	16
5.1	Finding an Individual	16
5.2	Updating an Individual Record.....	18
5.3	Creating an Individual.....	18
6	Individual Immunisation History	20
6.1	Checking Immunisation History	20
6.2	Recording a vaccine encounter.....	22
7	Reports Menu.....	26
7.1	Report menu overview.....	26
7.2	Requesting a report.....	27
7.3	Viewing a Report.....	31
8	Ensuring data accuracy	33
8.1	Utilising AIR 10A Overdue Report	33
8.2	Investigate reasons why record was not notified to AIR.....	33
9	Correcting Data Errors in AIR	34
9.1	Using Secure Email	34
10	Review Payment statement	37
11	Clinical Software – Medical Director.....	38
11.1	Accessing Online Guides.....	38

11.2 Tips and Recommendations 40

12 Best Practice 41

12.1 Opening the immunisation window in Best Practice 41

12.2 Recording a vaccine..... 42

12.3 Recording vaccines not in the immunisation schedule..... 43

12.4 Recording vaccines NOT given at your practice..... 44

12.5 Sending immunisations to AIR..... 45

12.6 Searching vaccines in Best Practice..... 45

1 Introduction

This document has been developed by the North Coast Primary Health Network and the North Coast Public Health Unit. It has been designed to support immunisation providers to correctly and efficiently capture the relevant information regarding immunisations. Having the correct information, immunisation providers can ensure they have an accurate reflection of the immunisation history and status for the individual as well as the correct immunisation rates for the provider and community. This allows further processes to be implemented to continue to improve immunisation coverage across the North Coast.

An accurate immunisation history is vital for every child to have. Having an accurate immunisation history ensures that children are more likely to receive the correct vaccines and be fully immunised against many harmful diseases. Additionally, immunisation records are linked to benefits supplied by Centrelink and affects eligibility to enrol in daycare facilities. Therefore, having errors in their immunisation record can have significant implications for their family.

This manual includes a step by step guide for the various processes required for:

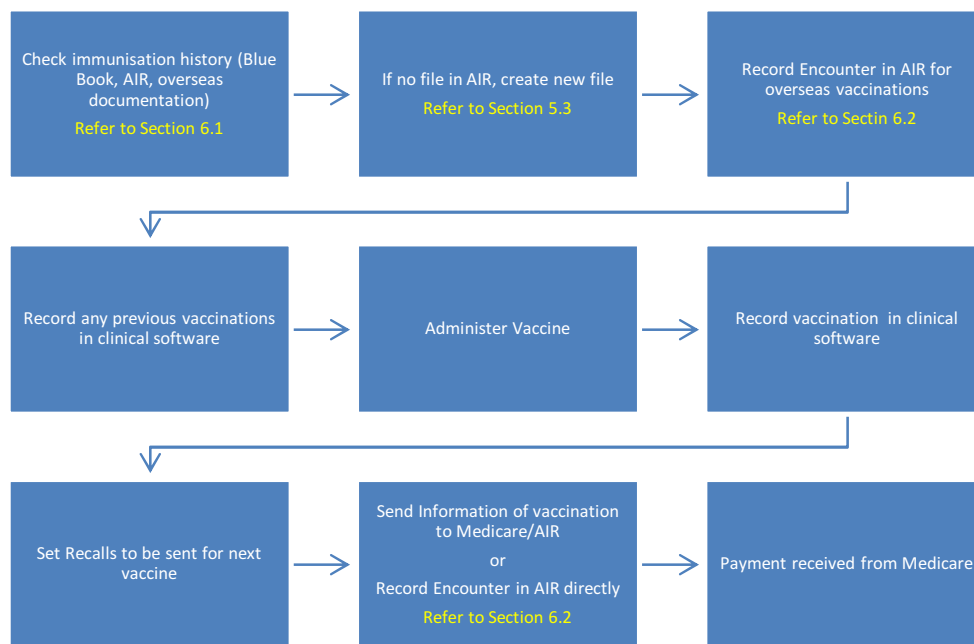
- recording the vaccination,
- Checking to ensure data has been recorded accurately and
- Management of overdue children

Where possible, links and screenshots have been included. These are subject to change as updates are made to the various websites and software. Any errors can be reported to ewall@ncphn.org.au

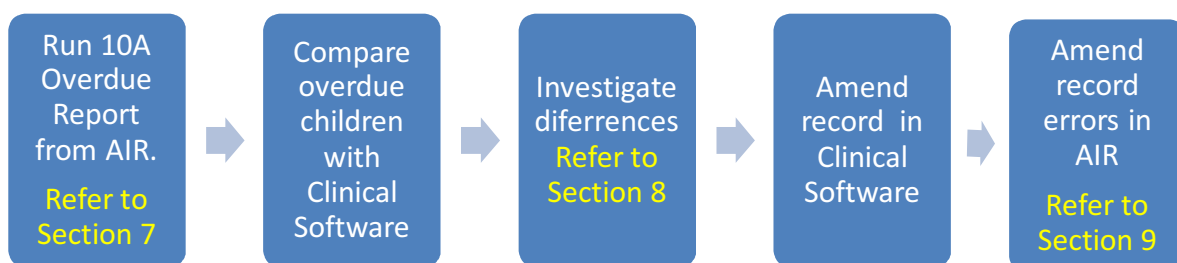
Clinical information and guidance regarding vaccines, schedules, cold chain and administration of vaccines should be directed to your local Public Health Unit on 1300 066 055.

2 Process Maps

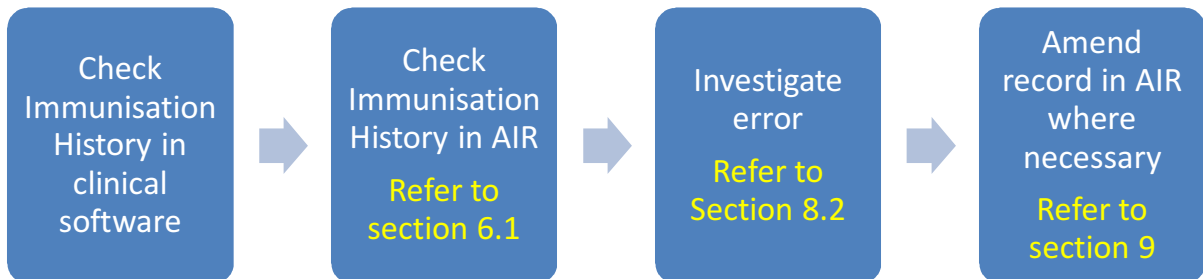
2.1 Immunisation of New Child



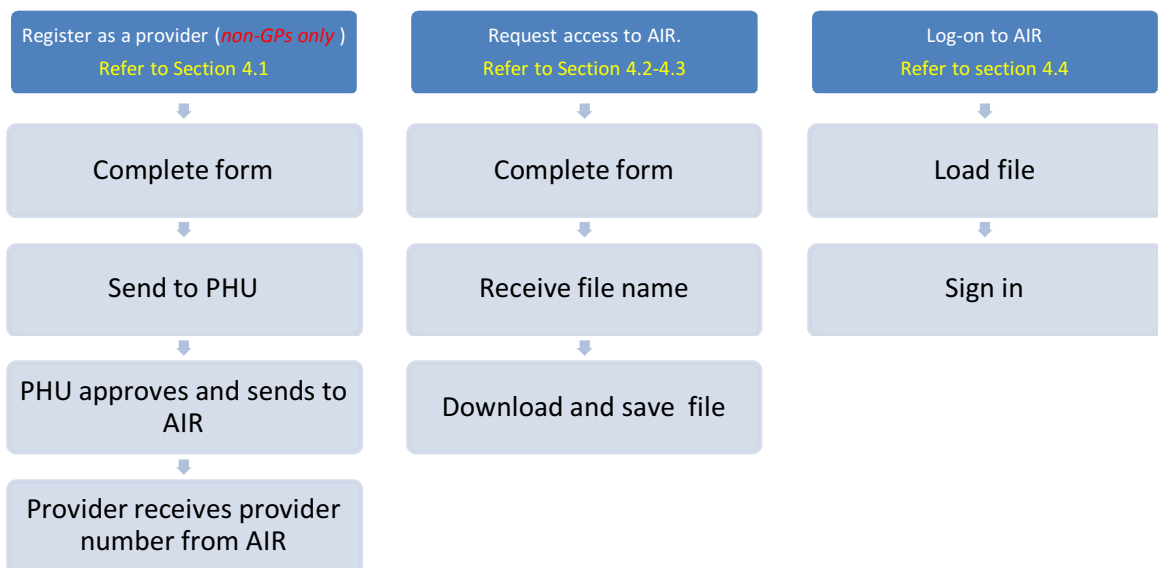
2.2 Checking data accuracy



2.3 Notification of Cancellation Centrelink Payment



2.4 Getting Started with AIR



3 The Australian Immunisation Register (AIR)

3.1 About Australian Immunisation Register

The Australian Immunisation Register (AIR) is a national immunisation register that records vaccines given to people of all ages in Australia. It was previously known as ACIR (Australian Childhood Immunisation Register). Since September 2016 it has also included adult vaccinations and therefore has dropped the reference to only childhood records.

Immunisation Providers can access The Australian Immunisation Register (AIR) online.

By having access to AIR, providers can:

- view and update immunisation records for individuals
- request, view or modify AIR reports (including overdue report for your practice)
- view your AIR claims submitted online and your most recent AIR statement of payment
- update your contact details
- send secure emails to the AIR (you can use this to correct notifications and errors)

3.2 AIR functions - Home Page Overview

The home page has two Menu boxes in which you can access different sections of AIR (screen shot below)

Main menu

- Australian Immunisation Register
- Reports Menu
- Claims Menu
- Identify Individual
- Payment Statements Menu
- Provider Menu
- Lockup
- Terms and Conditions
- Privacy and Security
- Secure Email(No new mail)

You are here: [Home](#) » [Australian Immunisation Register](#)

AIR Main Menu

This menu provides access to the following:

- [Reports Menu](#) lists the reports available for you to produce. This includes a variety of statistical and detailed reports.
- [Claims Menu](#) allows you to display details of claims submitted to the Immunisation Register.
- [Identify Individual](#) allows you to display the immunisation history for an individual.
- [Payment Statements Menu](#) Financial and Payment Statements. Statement Preference Update.
- [Provider Menu](#) allows you to amend your Internet contact details.

- [Reports Menu](#) lists the reports available for you to produce. This includes a variety of statistical and detailed reports.
- [Claims Menu](#) allows you to display details of claims submitted to the Immunisation Register.
- [Identify Individual](#) allows you to display the immunisation history for an individual. You can also add vaccine encounters.
- [Payment Statements Menu](#) Financial and Payment Statements. Statement Preference Update
- [Provider Menu](#) allows you to amend your Internet contact details.
- [Secure Email\(No new mail\)](#) allows you to email AIR directly.

4 Getting Started with the Australian Immunisation Register (AIR)

4.1 Register with Australia Immunisation Register

General Practitioners are automatically registered with AIR and use their provider number to request access and log-in. An immunisation provider who does not operate from a General Practice, must register with AIR as a provider, in order to access AIR. AMSs can register with AIR under a separate registration number to the GPs.

To register as an immunisation provider with AIR, non-GP providers need to:

1. Complete the online request access form:
Available at <https://www.humanservices.gov.au/organisations/health-professionals/forms/im004>
2. Send the form to local Public Health Unit:
Page three of the form, requires approval from the local state authority. Please send to your local Public Health Unit. Any questions regarding this approval can be directed to PHU on 1300 066 055
3. Await receipt of provider number from AIR:
Once approved, PHU will send this form to Human Services, who will then send the provider a provider number. This number can then be used to request access to AIR.

The screenshot shows the 'Australian Immunisation Register Application to register as a vaccination provider' form. It includes the Medicare logo and the Australian Government Department of Human Services header. The form is divided into sections for 'Purpose of this form', 'Applicant's details', and 'Filling in this form'. The 'Applicant's details' section includes questions about the applicant type (Individual or Organisation), name, and date of birth.

Australian Government
Department of Human Services

medicare

Australian Immunisation Register
Application to register as a vaccination provider

Purpose of this form
Use this form if you are an individual or organisation wanting to register as a vaccination provider and obtain a registration number for the purposes of sending immunisation data to the Australian Immunisation Register (AIR).
If you are a general practitioner with a registered Medicare provider number, you do not need to complete this form. You can use your Medicare provider number to submit data to the AIR.

Individual
An individual applicant is a person not operating as an organisation, who provides immunisation services.

Organisation
An organisation applicant is a body responsible for providing immunisation services (e.g. immunising council or hospital).

Filling in this form

- Please use black or blue pen
- Print in BLOCK LETTERS
- Mark boxes like this with a ✓ or X
- Where you see a box like this Go to 5 skip to the question number shown. You do not need to answer the questions in

Applicant's details

1 Are you applying as an:
Individual
Organisation **Go to 7**

Individual

2 Dr Mr Mrs Miss Ms Other
Family name
First given name
Second given name

3 Date of birth

4 Address

4.2 Request Access To AIR

To use AIR providers need to request access to AIR in order to receive the authentication file and password required to log in.

To request access:

1. Complete the [online request access form](https://www1.medicareaustralia.gov.au/ssl/acirCIRGRACC) available at <https://www1.medicareaustralia.gov.au/ssl/acirCIRGRACC>

You are here: [Home](#) » Australian Immunisation Register - Request Access

Request Access

Immunisation providers who have already registered with the AIR may request access to the AIR secure site.

Filling the form out below:

- Provider/Registration Number
 - Public Sector Providers - enter your number allocated for use with the AIR
 - Medicare general practitioners - enter your full provider number of your principal practice.
- Password
 - retain for use when initially accessing the AIR secure site
 - for security purposes you will be asked to change your password after initial logon and every six months thereafter.
- Email Address and Fax Number
 - may be used by Department of Human Services to provide you with information or assistance in relation to the AIR and Feedback Reporting Facility Internet sites
 - will not be released to any other party.
- After Validation
 - an authentication file name will be posted to your current mailing address (recorded on the AIR).

Call the AIR Internet Helpdesk on 1300 650 039 if you need further assistance.

Provider/Registration Number

Password Password must consist of 8 alpha/numeric characters

Verify Password

Email Address

Fax Number STD code number

Email Notification Yes No Email me when my reports have been produced

Any messages relating to the access request process will appear below

The online form:

You will require a provider number, a password (created by you), an email address and fax number.

- Provider/Registration Number
 - Medicare general practitioners - enter your full provider number of your principal practice.
 - Non-GP Providers - enter your number given to you after registering
- Password
 - This is to be created by you
 - retain for use when initially accessing the AIR secure site
 - For security purposes you will be asked to change your password after initial logon and every six months thereafter.
- Email
 - This email does not have to be that of the provider. It is best that it is the email address of staff that are completing request or will be accessing AIR

Once the on-line form is complete, click on tab 'Request Access'

2. Check the message box after submitting.

The message will confirm your successful request OR if the provider already has access, the message will state:

'You already have access to the Immunisation Register Internet site, if you are not sure of your logon details, please contact the Immunisation Register Help Desk at air@humanservices.gov.au or 1300 650 039'.

This means that the provider already has access to AIR and has previously been provided with an authentication file and has a password

3. Request a new file and/ or password reset

If the file has been misplaced and/or the password is not known, communicate this to Help Desk. A new authentication file name will be provided by email or letter or the password reset. Please note that this will often be addressed to the GP and therefore they should be advised to expect this.

4.3 Downloading the Authentication File

Medicare will send you an email/mail with an Authentication File Name (a combination of letters and numbers) after you have submitted the request for access to AIR online. This Authentication File Name allows you to download an authentication file to enable you access to AIR secure site. The authentication file is like a key that is required each time you log on to AIR. You need to save this file to your own computer for use each time you access AIR.

To Download the Authentication file:

1. Go to the Air website: <https://www1.medicareaustralia.gov.au/ssl/acircirssamn>
2. Click on link to download file.

Statement under Logon

'If you have not already downloaded your authentication file, please [click here.](#)'

The screenshot shows the Medicare AIR website interface. On the left is a 'Main menu' with links like 'Introduction to Health', 'Professional Online Services', 'Approved Pathology Collection Centre Services', 'Forms', 'User Guides', 'FAQs', 'Education', 'Administrative Position Statements', and 'Contact us'. The main content area is titled 'Logon' and includes instructions: 'Please click on the 'Browse' button to locate your authentication file and press the 'Send Authentication File' button.' Below this, a red circle highlights the text: 'If you have not already downloaded your authentication file, please [click here.](#)'. There is a 'Logon' section with an 'Authentication Filename' field, a 'Browse...' button, and a 'Send Authentication File' button. At the bottom, there is an information icon and text: 'The Department of Human Services Internet facility has been established for the use of authorised users only. An authorised user ITSD.'

3. Enter the details requested on the next window

The screenshot shows the 'Obtain Authentication File' page. It includes the breadcrumb 'You are here: Home - Authentication Filename' and the title 'Obtain Authentication File'. Below the title is the instruction: 'To obtain your authentication file, enter your details in the boxes below and click on the Download File button. Once you have downloaded your authentication file, please select the program from the navigational bar on the left.' The form has two input fields: 'User Name' and 'Authentication File Name', followed by a 'Download File' button.

Username: The GP provider/registration number that the access was requested under.

Authentication File Name: The number that Medicare provided you in the email/mail.

Click on 'download file'.

4. SAVE this downloaded file to the common drive.
Avoid downloading and saving to the desktop or My Documents of one person's log-in. If this person is away or leaves the organisation, no one else can access AIR.
5. Keep a record of passwords
You will be prompted to change your original password.. You may want to choose a word and add numbers at the end and change the number each time you are prompted to change password e.g. practice1, practice2. If more than one person in your practice using this AIR access, you need to notify them each time the password changes. If 3 unsuccessful password attempts are made, you will be logged out of AIR and will need

to contact the Immunisation Register Help Desk at air@humanservices.gov.au or 1300 650 039'.

4.4 Logging on to AIR

To log-in to AIR:

1. Get to Log-in page. This can be accessed in different ways:
 - The Health Professionals Online Services (HPOS) portal (General Practitioners only). <http://www.humanservices.gov.au/health-professionals/services/hpos/>
 - From Human Services website – 'AIR Login Only'
 - Via Direct website - <https://www1.medicareaustralia.gov.au/ssl/acircirssamn>

Information on Accessing AIR via HPOS information is available at:

<https://www.humanservices.gov.au/organisations/health-professionals/enablers/accessing-air-using-hpos#a1>

Further information on accessing HPOS via Proda:

<https://www.humanservices.gov.au/organisations/health-professionals/services/medicare/hpos>

2. Load the authentication file (previously saved)
 - a. Click on the 'Browse' button to locate your authentication file (window users), Mac computers have 'choose file'.

Screenshot from windows

Screenshot from Mac

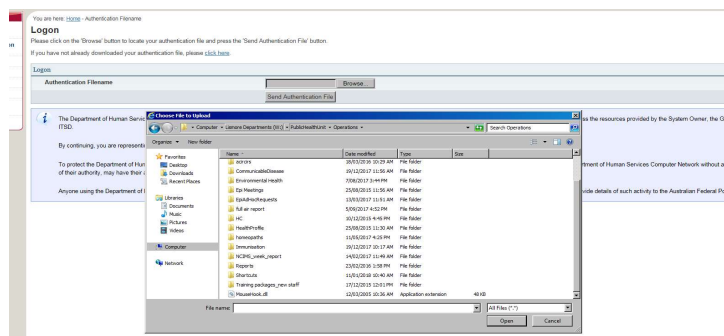
b. Select the authentication file

Clicking on 'Browse' or 'choose file' (as above) opens a text box where you can choose the authentication file to upload.

You need to go to the folder where you saved the authentication file you previously downloaded e.g. desktop, documents. The File is a series of numbers and letters, usually a htm file. E.g.. NP7259GP.htm

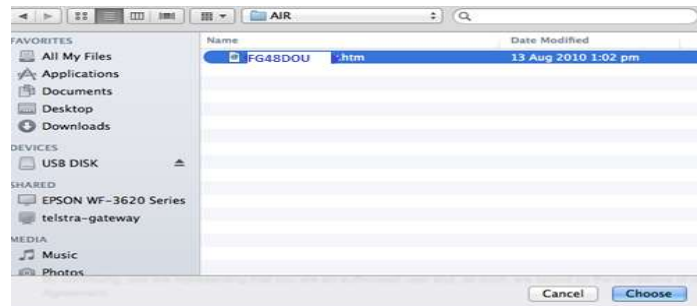
Double click on the authentication file or click and press open file (windows), or choose file (Mac). Once file is selected, it automatically fills into the browse area (windows) or the file appears after the choose file

Screen shot windows computer



Screen Shot Mac computer

c.



d. Send Authentication file

You are here: [Home](#) - Authentication Filename

Logon

Please click on the 'Browse' button to locate your authentication file and press the 'Send Authentication File' button.
If you have not already downloaded your authentication file, please [click here](#).

Logon

Authentication Filename

i The Department of Human Services Internet facility has been established for the use of authorised users only. An authorised user is deemed to be someone w
ITSD.

By continuing, you are representing that you are an authorised user and, as such, are bound by the conditions of use as defined in the associated User Agree

To protect the Department of Human Services Computer Network from unauthorised use and to ensure that it is functioning properly, system administrators m
excess of their authority, may have their activities monitored and recorded by system personnel.

Anyone using the Department of Human Services Computer Network expressly consents to such monitoring and is advised that if it reveals evidence of crimin

3. Enter username and password

A text box will appear after the Authentication file is sent requesting Username (provider number) and password. Enter these details and click on 'OK'.

You are here: [Home](#) - Authentication Filename

Logon

Please click on the 'Browse' button to locate your authentication file and press the 'Send Authentication File' button.
If you have not already downloaded your authentication file, please [click here](#).

Logon

Authentication Filename

i The Department of Human Services Internet facility has b
ITSD.

By continuing, you are representing that you are an auth

To protect the Department of Human Services Computer f
excess of their authority, may have their activities monito

Anyone using the Department of Human Services Compu

Authentication Required

i https://www1.medicareaustralia.gov.au is requesting your username and password. The site says:
"HIC-27/03/2018-12:57:28"

User Name:

Password:

5 Finding, Updating and Creating an Individual File

5.1 Finding an Individual

To find an individual's record:

1. Select 'Identify Individual' from the main menu.

The screenshot shows the 'Health Professional Online Services' header. Below it is a 'Main menu' sidebar with the following items: Australian Immunisation Register, Reports Menu, Claims Menu, Identify Individual (highlighted with a red arrow), Payment Statements Menu, Provider Menu, Lockup, Terms and Conditions, Privacy and Security, and Secure Email (No new mail). The main content area is titled 'AIR Main Menu' and contains a list of links: Reports Menu, Claims Menu, Identify Individual (highlighted with a red arrow), Payment Statements Menu, and Provider Menu. A list of descriptions follows for each link.

You are here: [Home](#) » [Australian Immunisation Register](#)

AIR Main Menu

This menu provides access to the following:

- [Reports Menu](#) lists the reports available for you to produce. This includes a variety of statistical and detailed reports.
- [Claims Menu](#) allows you to display details of claims submitted to the Immunisation Register.
- [Identify Individual](#) allows you to display the immunisation history for an individual.
- [Payment Statements Menu](#) Financial and Payment Statements. Statement Preference Update.
- [Provider Menu](#) allows you to amend your Internet contact details.

2. Search an Individual by:

- Medicare number and IRN (reference number on Card) or if you IRN is unknown you can enter date of birth or
- Without a Medicare number by entering surname, first name, date of birth (postcode can help but is not always necessary).

Once the individual's details are entered Click on 'search'

The screenshot shows the 'Australian Immunisation Register' interface. On the left is a sidebar menu with options: Claims, Identify Individual (selected), Individual Details, Record Encounter, Update Encounter, Payment Statements, Provider, Reports, Secure Email, and Lockup. The main content area is titled 'Identify Individual' and contains a search form with the following fields: Medicare Number, IRN, Surname, First Name, Date of Birth (with a calendar icon), and Postcode (split into two boxes). There are 'Search' and 'Clear' buttons at the bottom of the form.

If the individual is found:

3. Check details: name, date of birth, address, Indigenous status and Medicare number that appears in the top green border. Occasionally a search may identify an individual with similar details OR the individual may need to update their address with Medicare.

NOTE: Name and Medicare number has been blanked out on below screenshot for privacy reasons.

T [REDACTED] (DOB: Apr 2016) Medicare No 2 [REDACTED]
 Address 80 [REDACTED] 2486
 Current Indigenous Status Aboriginal but not Torres Strait Island origin

If any of the personal details that appear for this individual are incorrect, please request that the appropriate person contacts the Department of Human Services on 132 011.

Update Individual

Return Mail Indicator
 Notify returned mail for this individual

Save Cancel

Due Details ^

Immunisation Details ^

4. If your search was with name and date of birth, and an individual is found, the Medicare number should appear on the AIR record.
 If no Medicare number is present it can indicate an immigrating person currently without a Medicare Card or a duplicate error.

If the individual is not found:

5. Create new individual – See 5.3

5.2 Updating an Individual Record

Return mail indicator.

You can notify AIR/Medicare that the mail sent to this individual has been returned to you as 'not at this address'. This done by ticking the box on the Individual's record.

Duplicate Error

A duplicate error can occur when a person details are incorrect or details change e.g. Parent drops a double surname to single name e.g. as Wilson-Smith to Smith. Check child's details with Parent. Duplicates can be merged into one file by Emailing AIR.

Medicare number

This information will automatically merge by name, date of birth and address. If any of these details change between the recording of immunisation details to the allocation of a Medicare number, this may create a duplicate error,

5.3 Creating an Individual

If after performing the above search, there is no record found, a file will have to be created. There are 2 different ways to create an individual in AIR:

- Phone AIR 1800 653809 and have them create a file for the individual. You'll need their full name, date of birth, and address. This enables the file to be processed and visible to you immediately and enables multiple encounters to be recorded at any point.
- Create them through AIR online. This can take several working days (7-14) for the file to be processed. There is no visibility of the file during this time and whilst the one encounter can be processed on creation, any other encounter will not be able to be entered for another 7-14days.

To create individual file online:

1. Search for the individual (See section 5.1)
After searching for the individual on AIR if a file doesn't exist for them a statement will appear

"Individual not found. Please check keying, correct any details, or include extra details and select the Search again button to perform a new search, or record an encounter by selecting the Record Encounter button."

Australian Immunisation Register

Claims

Identify Individual

Identify Individual

Individual Details

Record Encounter

Update Encounter

Payment Statements

Provider

Reports

Secure Email

Lockup

Individual not found. Please check keying, correct any details, or include extra details and select the Search again button to perform a new search, or record an encounter by selecting the Record Encounter button.


Identify Individual

Medicare Number

IRN

Surname

First Name

Date of Birth 

Postcode

2. Select 'Record Encounter',
3. Complete address and Medicare details and the details of the first encounter (see 6.2).

6 Individual Immunisation History

6.1 Checking Immunisation History

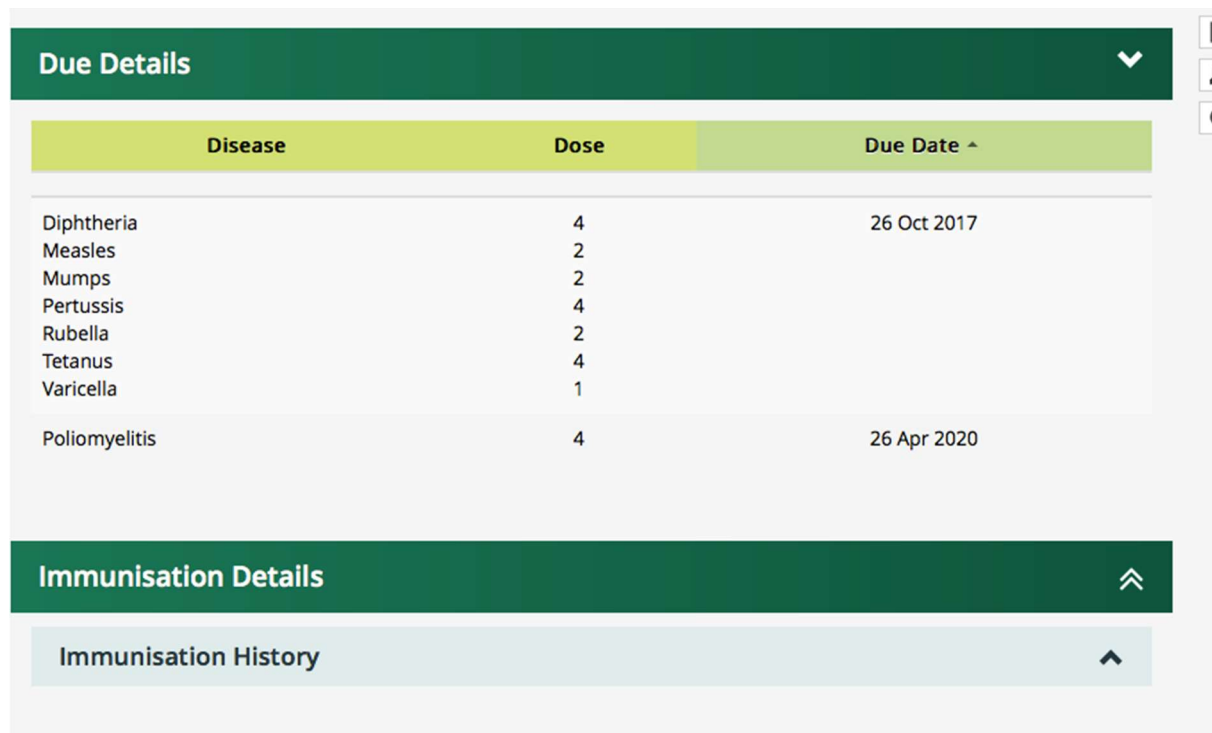
Immunisation history can be verified by:

- Sighting the child's blue book
- Sighting overseas documentation (which may or may not be recorded in AIR)
- Looking up history in AIR

To look up an individual's immunisation history in AIR:

1. Identify the individual and check details (see 5.1).
2. Review Vaccines Due / Overdue

Once found, the vaccines due are stated under Due Details of the file. Check the due date to see if they are 'overdue' or 'due' in the future.



Disease	Dose	Due Date ^
Diphtheria	4	26 Oct 2017
Measles	2	
Mumps	2	
Pertussis	4	
Rubella	2	
Tetanus	4	
Varicella	1	
Poliomyelitis	4	26 Apr 2020

Immunisation Details ^

Immunisation History ^

3. Review Vaccines given (as recorded in AIR)
 - Scroll down to see the details of immunisations that have been given
 - Click on the ^ on the right hand side of immunisation history (as above). This will display the person immunisation history (as below).



Immunisation Details ^

Immunisation History ^

- Review vaccines given

Date -	Vaccine/Brand -	Dose	Status -	Reason Code -
05 Jun 2013	Infanrix Hexa	1	Accepted	
05 Jun 2013	Prevenar 13	1	Accepted	
05 Jun 2013	Rotarix	1	Accepted	
28 Aug 2013	Infanrix Hexa	2	Accepted	
28 Aug 2013	Prevenar 13	2	Accepted	
28 Aug 2013	Rotarix	2	Accepted	
30 Oct 2013	Infanrix Hexa	3	Accepted	
30 Oct 2013	Prevenar 13	3	Accepted	
30 Apr 2014	Menitorix	1	Accepted	
30 Apr 2014	MMR II	1	Accepted	

Navigation controls: Page 1 of 2 (circled), Items per page: 10, 25, 50, 100 (circled)

This person has 2 pages of vaccine details, indicated by the numbers on the bottom left. The numbers on the bottom right indicate how many vaccines to a page, currently set at 10.

By clicking on 25 (or more) all vaccines will be displayed on the one page.

4. Review Status of vaccines given.

Sometimes a record of a vaccination is not accepted. This will show as a partially processed in the status column. A partially processed record will

- Show the individual as being overdue for that vaccine
- Impact a patient's Centrelink payments

The Status column

- Accepted The vaccine details have been accepted (as above example)
- Partially processed occurs where there is a conflict in the information supplied (as below). A partially processed vaccine will have a reason code. If you place the cursor over the code, it displays the reason. Examples are:
 - Code 103-Same antigen/dose has been previously reported by a different provider
 - Code 102- The same dose of antigen has been previously reported.

The example below is a notifying error with the dose number for the vaccine. Infanrix should have been recorded as dose 4. ProQuad should have been recorded as a dose 2. You can correct this by sending a secure email to advise AIR of the error.

06 Feb 2018	Infanrix	1	Partially processed	103
06 Feb 2018	ProQuad	1	Partially processed	102

6.2 Recording a vaccine encounter

A provider may wish to record an encounter directly into AIR for a number of reasons including but not limited to:

- Record overseas vaccination
- Not possible to record through practice software because
 - Not part of a general practice
 - The practice does not use MD but not Pracsoft
 - The practice uses Best Practice and the child does not have a Medicare number and therefore cannot be processed as part of a batch.

To record an encounter:

1. Identify the individual. Check indigenous status and record if not previously notified.
2. Check details of child, name, date of birth, address stated in the green header section.
3. Click on record encounter.
4. A text box appears (as below) for you to enter details.

The screenshot shows the AIR system interface. On the left is a navigation menu with options: Claims, Identify Individual, Individual Details, Record Encounter (circled in red), Update Encounter, Payment Statements, Provider, Reports, Secure Email, and Lockup. The main content area has a green header with patient information: Name (redacted), DOB (Apr 2013), Medicare No (redacted), Address (redacted), and Current Indigenous Status (Aboriginal but not Torres Strait Island origin). Below the header is a message: "If any of the personal details that appear for this individual are incorrect, please request that the appropriate person contacts the Department of Human Services on 132 011." The 'Record Encounter' section is titled 'New Encounter' and contains the following fields: 'Who performed this Immunisation Encounter' (a dropdown menu with 'Please Select' and a red arrow pointing to the dropdown arrow), 'Schedule' (a dropdown menu with '4 years'), and 'Date of Service' (a date input field with a calendar icon). Below these fields is an 'Episode Details' section with a 'Vaccine/Brand' field and a 'Type vaccine or antigen' field.

5. Use the drop down arrows (v) to enter the details
 - 5.1. Who performed the encounter?

NOTE: There is a choice for overseas vaccination

This screenshot shows the 'Record Encounter' form with the dropdown menu for 'Who performed this Immunisation Encounter' open. The dropdown menu options are: 'Please Select', 'I performed this encounter', 'Another provider performed this encounter in Australia', and 'This encounter was performed overseas'. The 'Schedule' field is set to '4 years' and the 'Date of Service' field is empty. The 'Episode Details' section is visible at the bottom.

5.2. In 'schedule' select appropriate age or 'Other'

NOTE: for overseas vaccination, it's often easier to select "other" rather than an age schedule. This gives you the availability to select different vaccines in the vaccine section. If you have an immunisation history by antigen rather than vaccine brand names, you can select generic antigens e.g. Generic DTPa

Screen shot when age specified in schedule field – note choice for vaccine/brand is limited.

The screenshot shows the 'New Encounter' form. The 'Who performed this Immunisation Encounter' field is set to 'Please Select'. The 'Schedule' field is set to '12 months'. The 'Date of Service' field is set to '30/04/2014'. The 'Episode Details' section shows three 'Vaccine/Brand' rows. The first row has a dropdown menu open, showing 'Type vaccine or antigen' at the top, followed by 'MMR II' (highlighted in blue) and 'Priorix'. Below the dropdown are 'Add' and 'Cancel' buttons.

Screen shot vaccine when selecting 'Other' in the schedule tab. Note that selection for vaccine/brand includes 'generic' options

The screenshot shows the 'Record Encounter' form. The 'Who performed this Immunisation Encounter' field is set to 'This encounter was performed overseas'. The 'Schedule' field is set to 'Other'. The 'Date of Service' field is set to 'dd/mm/yyyy'. The 'Episode Details' section shows a 'Vaccine/Brand' row with a dropdown menu open, showing 'ge' at the top, followed by 'Generic Diphtheria', 'Generic DTPa' (highlighted in blue), 'Generic Hepatitis A', 'Generic Hepatitis B', 'Generic HIB', and 'Generic HPV'. A 'Dose' dropdown menu is set to 'Please Select' and a '+' button is visible to the right.

6. **Adding more than 1 encounter for the same date.** e.g. An overseas history



To add another vaccine on the same date click on the '+' sign after adding the first vaccine.

Another row will appear under your first vaccine. You can keep adding as many vaccines as required for this date.

When completed click on 'Add'

The vaccines you entered will appear under 'Record Encounter'. They have NOT been sent to AIR. You can 'Submit' if this is the only date encounter you're notifying OR you can select 'Add Another' if you want to notify further vaccines given on a different dates (e.g. a immunisation history from overseas.) You can keep clicking 'Add Another' until entire history is prepared.

7. **Submit** Check details are correct before clicking on submit. You can edit details if incorrect by clicking on the 'pencil' Or delete errors by clicking on the 'bin'.

Date	Vaccine/Brand	Schedule	Dose	Who Performed the Encounter	Practice Location	Action
30 Apr 2014	Generic DTPa	Other	4	This encounter was performed overseas	-	 
	Generic MMR		2			

Add Another Submit

8. Review message. An error message will come up if it has not been processed. If the encounter has been successfully submitted you will receive a confirmation and a claim number. It is worthwhile recording the claim number for any future reference

Australian Immunisation Register

Claims

Identify Individual

Identify Individual

Individual Details

Record Encounter

Update Encounter

Payment Statements


Provider

Reports

Secure Email

Lockup

Confirmation

 **Success!**

The vaccination details entered for [redacted] have been received successfully.

Claim ID - W180221!

If any of the personal details that appear for this individual are incorrect, please request that the appropriate person contacts the Department of Human Services on 132 011.

7 Reports Menu

7.1 Report menu overview

[Reports Menu](#) lists the reports available for you to produce. This includes a variety of statistical and detailed reports.

On the AIR main Menu select 'Reports Menu'.

Health Professional
Online Services

Main menu

- Australian Immunisation Register
- Reports Menu**
- Claims Menu
- Identify Individual
- Payment Statements Menu
- Provider Menu
- Lockup
- Terms and Conditions
- Privacy and Security
- Secure Email (No new mail)

You are here: [Home](#) > [Australian Immunisation Register](#)

AIR Main Menu

This menu provides access to the following:

- [Reports Menu](#) lists the reports available for you to produce. This includes a variety of statistical and detailed reports.
- [Claims Menu](#) allows you to display details of claims submitted to the Immunisation Register.
- [Identify Individual](#) allows you to display the immunisation history for an individual.
- [Payment Statements Menu](#) Financial and Payment Statements: Statement Preference Update.
- [Provider Menu](#) allows you to amend your Internet contact details.

There are options for Request, Modify or View Reports.

A list of the reports available and their features can be found at:

<https://www.humanservices.gov.au/organisations/health-professionals/enablers/reports-available-from-air-site>

7.2 Requesting a report

It is necessary to request a report before you will have reports to view or modify. To request a 10A report:

1. Select 'Request Report'

You are here: [Home](#) » [Australian Immunisation Register](#)

Reports Menu

This menu provides access to the following:

- [Request a Report](#) lists the reports available for you to produce. This includes a variety of statistical and detailed reports.
- [Modify Reports](#) allows you to modify previously requested reports or delete an existing report.
- [View Reports](#) allows you to display and/or download reports you have previously requested.

2. **Select Report : AIR010A Due/Overdue Immunisation Report.**

And click on 'Request report'

This report identifies individuals due/overdue for immunisation based on your Practice Incentives Program (PIP) practice ID. NOTE: later you will need your Practice ID number (your practice manager should know this).

You are here: [Home](#) » [Australian Immunisation Register](#)

Request a Report

Please select which report you require

- AIR001A - Number of Individuals Registered with AIR
- AIR002A - Number (or percentage) of individuals who have received valid vaccinations
- AIR010A - Due/Overdue Immunisation Practice Report
- AIR011B - Due/Overdue Report - by Vaccination Provider
- AIR021A - Due/Overdue Report - by Medicare GP

3. Select reasons for requesting report e.g. to follow up individuals who are overdue for scheduled immunisation. Click 'OK'

You are here: [Home](#) » [Australian Immunisation Register](#)

Request New Report

Please indicate the purpose for which you intend to use the information contained in the report.

- To follow-up individuals who are overdue for a scheduled immunisation
- To contact individuals who are in a risk group because of an outbreak of a disease
- To maintain accurate records in order to provide an immunisation recall/reminder service
- To identify particular individuals requiring an immunisation service

If the purpose which you intend to use the information is not covered by the above, please specify the purpose below.

4. Enter the details of the report you are requesting:

Report Requirements

Name of Report
Please enter a name for this report

Frequency of Report Once Only Monthly Quarterly
Please select the frequency for this report
Monthly reports will produce on the first day of each month. Quarterly reports will produce on the first of January, April, July & October

Report End Date
Please enter an end date to cease production of monthly and quarterly reports, eg. 20.08.2014

Output of Report Comma Separated
(These reports may be imported into spreadsheet and database applications.)
 Printable Version
NOTE: All reports will be displayed on the View Reports page once they have been produced.

Practice ID
Please enter your PIP Practice ID

MBS Service Period
Include individuals seen for a MBS service within the practice in the last
Individuals with MBS services conducted during this period by providers at your practice will be included in the report.

Immunisation status Not Fully Immunised All Individuals
Please tick the immunisation status of those individuals you wish to be included in this report.

Not Fully Immunised - Overdue by Disease
Include individuals overdue for:

Age Breakdown Birth Date Range From To
 Age Range From To
NOTE: The maximum Age Breakdown Range is 10 years.

Include individuals where A Natural Immunity has been recorded A Medical Contraindication has been recorded A single visit was made to the practice during the service period.

Any messages relating to the Request Report process will appear below

- Name of report: This is your choice so that you go to view the report, you can select this report e.g. overdue for practice, overdue under 2 year olds
 - Frequency of report: options are once only, monthly, quarterly.
 - Report End Date: the date that you want the reports to stop being generated. You can modify or reorder report later.
 - Output of Report: 1. Comma separated (recommended). These reports may be imported into spreadsheet and database applications 2. Text These reports may be opened in a word processing application. Word will produce one sheet per person.
 - Practice ID: Entering this will give you the overdue children for all doctors at the practice. Your practice manager or head GP should know the Practice ID number.
 - MBS service period: Recommend selecting 24 months.
 - Individual Status: Recommend Selecting-Not fully immunised
 - Not fully Immunised: overdue by Disease- Recommend selecting 'All Diseases'
 - Age Breakdown: Can be selected by date of birth Or Age Range. Recommend- age range Birth-6 years.
 - Include individuals where: a Natural Immunity has been recorded, A medical Contraindication has been recorded, individual has returned mail. Recommend - selecting all
5. Click on 'OK' to go to next page.
 6. Select the individual details that you want to appear in the report.

The screenshot shows the 'Request New Report' form in the Health Professional Online Services interface. The form is titled 'Request New Report' and is for 'AIR010A - Due/Overdue Immunisation Practice Report'. It includes a 'Report Details Form' with several sections and checkboxes for selecting details to include in the report.

Report Details Form

INDIVIDUAL'S DETAIL FILE	<input type="checkbox"/> Individual's Medicare Number
	<input checked="" type="checkbox"/> Address Details
	<input type="checkbox"/> Returned Mail
	<input checked="" type="checkbox"/> Contact Number
	<input checked="" type="checkbox"/> Mobile Number
	<input type="checkbox"/> Email Address
	<input type="checkbox"/> Country of Birth
	<input type="checkbox"/> Multiple Birth Indicator
OVERDUE DETAILS FILE	<input checked="" type="checkbox"/> Due/Overdue Details
VACCINE DETAILS FILE	<input checked="" type="checkbox"/> Vaccine Details
NATURAL IMMUNITY/MEDICAL CONTRAINDICATION DETAILS FILE	<input checked="" type="checkbox"/> Natural Immunity
	<input checked="" type="checkbox"/> Medical Contraindication

Buttons: Clear, Send Report Request

Message: Any messages relating to the Request Report process will appear below. Your request for the report has been successful. This report will be displayed on the View Reports page once it has been produced.

NOTE: these details should be available in your medical software system. You can limit details to limit columns in the excel.

- Individual Details file- Recommended name, address, contact number
- Overdue Details File-Recommend due/overdue details
- Vaccine Details File-Recommend vaccine details.

7. Click on 'Send Request report'
8. Review confirmation message to ensure it has been successful.



Any messages relating to the Request Report process will appear below

Your request for the report has been successful. This report will be displayed on the View Reports page once it has been produced.

Please press the 'Modify Sort Sequence' button if you wish to view or change the pre-defined sort parameters for this report.

7.3 Viewing a Report

1. Select 'View Reports' from AIR menu

Main menu

- [Australian Immunisation Register](#)
- [Main Menu](#)
- [Reports Menu](#)
- [Request a Report](#)
- [Modify Reports](#)
- [View Reports](#)
- [Lockup](#)
- [Terms and Conditions](#)
- [Privacy and Security](#)
- [Secure Email\(No new mail\)](#)

You are here: [Home](#) » [Australian Immunisation Register](#)

Reports Menu

This menu provides access to the following:

- [Request a Report](#) lists the reports available for you to produce. This includes a variety of statistical and detailed reports.
- [Modify Reports](#) allows you to modify previously requested reports or delete an existing report.
- [View Reports](#) allows you to display and/or download reports you have previously requested.

2. Select the File you want to view by ticking the box. The overdue file is report number **AIR010A**. Select file, and then select 'view/download file' at the bottom of the same page.

Main menu

- [Australian Immunisation Register](#)
- [Main Menu](#)
- [Reports Menu](#)
- [Request a Report](#)
- [Modify Reports](#)
- [View Reports](#)
- [Lockup](#)
- [Terms and Conditions](#)
- [Privacy and Security](#)
- [Secure Email\(No new mail\)](#)

You are here: [Home](#) » [Australian Immunisation Register](#)

View Reports

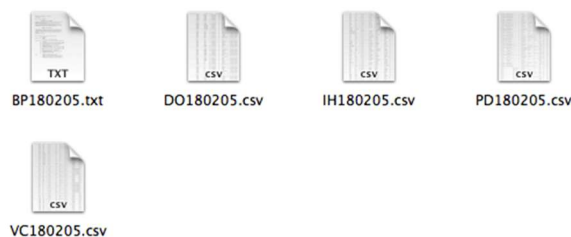
You may View/Download a report by selecting the report and pressing the View/Download Report button. If the report is available for viewing, the first 30 pages of the report will be displayed.

Downloaded reports are in zip format and you will need a decompression utility on your computer to view the file. Aladdin Expander and Stuffit Expander are free from the [Aladdin Systems web site](#).

You may delete multiple reports by selecting each report individually or by ticking the Select/Unselect all tick box and pressing the Delete Report button. This function may not be used in conjunction with the View/Download Report button.

Report Number	Report Title	Date Produced
<input checked="" type="checkbox"/> AIR011A	Due/Overdue Report - by Locality for data base	05/02/2018
<input type="checkbox"/> AIR011A	Due/Overdue Report - by Localities all details	05/02/2018
<input type="checkbox"/> AIR001A	Number of Individuals Registered with AIR all details	05/02/2018

3. Select relevant file. The download file will appear as a zip folder. The file that contains the list of overdue children list starts with the the Letters DO and the date in reverse e.g. 180205 is 5/2/18



4. Review the report

The downloaded report will have a file that contains an excel spread sheet with the details of the overdue children details. The information provided in the report varies depending on the tick boxes that boxes that were selected in requesting the report. You can use this report to follow up overdue children and compare with your own medical file if vaccines haven't been recorded in AIR.

A	B	C	D	E	F	G	H	I
report number	Mc Number	Surname	Given name	D.O.B	Disease	dose	date due	date overdue
1	415267593	Jones	Baby	22/03/2016	Meningococci	1	22/03/2017	22/04/2017
1	415267593	Jones	Baby	22/03/2016	HIB	4	22/03/2017	22/04/2017
1	415267593	Jones	Baby	22/03/2016	Measles	1	22/03/2017	22/04/2017
1	415267593	Jones	Baby	22/03/2016	Mumps	1	22/03/2017	22/04/2017
1	415267593	Jones	Baby	22/03/2016	Rubella	1	22/03/2017	22/04/2017

8 Ensuring data accuracy

Through reviewing the AIR 10A report, a provider can ensure that all vaccines given have been recorded correctly and implement relevant recall and reminder systems.

8.1 Utilising AIR 10A Overdue Report

1. Check overdue vaccine information against the child's immunisation history in your clinical records.
2. When both AIR records and clinical software are accurate and show child is overdue:
Response: Recall the child
3. When clinical software shows the child as overdue but AIR shows them as having had the vaccine:
Response: Update clinical software
4. When provider's record shows the vaccines were given and AIR shows them as overdue:
Response.
 - Investigate reason why record was not notified to AIR
 - Notify AIR of correct record (you can Email via secure email online – instructions below)

8.2 Investigate reasons why record was not notified to AIR

There are a number of ways to determine the reason behind why AIR was not notified.

- Check Immunisation history for any partially processed records (See Section [6.1 Page 19](#))
- Check previous notifications sent to AIR via software system.
NOTE: Medical Director and Pracsoft users. Notifications are not sent to AIR via software if there is NO Medicare Number. A batch with a child without a Medicare number will result in the entire batch being withheld, not just the child without the Medicare Number.

9 Correcting Data Errors in AIR

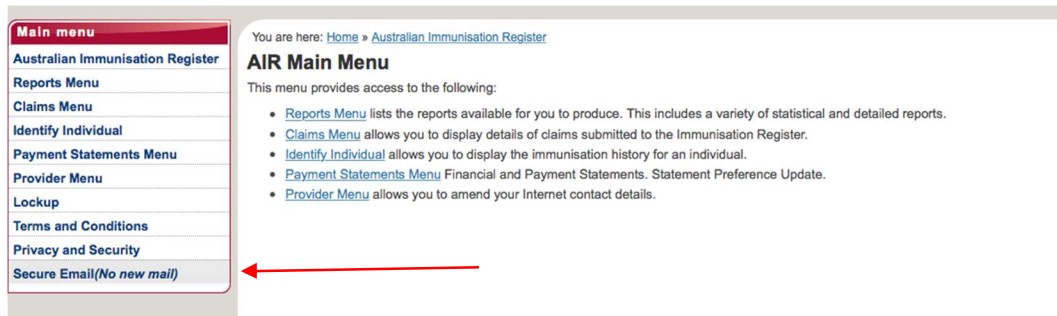
To correct errors that are in the immunisation file of an individual, providers can:

- Phone AIR on 1800653809
- Email directly to AIR via the secure email.

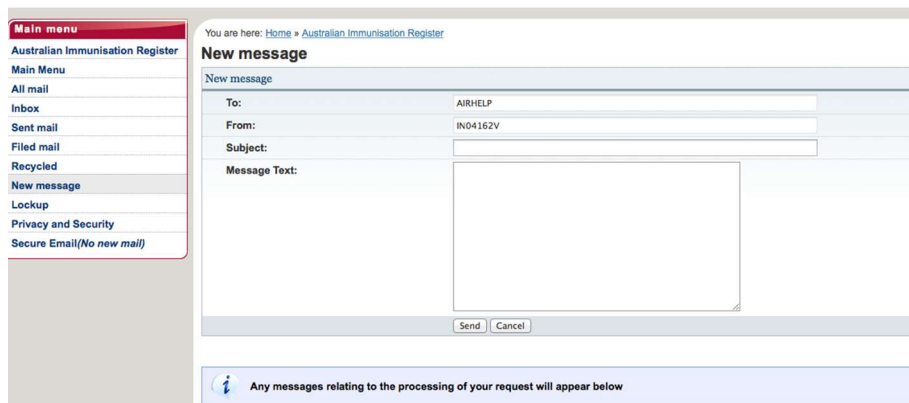
9.1 Using Secure Email

You can email AIR regarding errors in an individual records (e.g. wrong dose number recorded, wrong vaccine name), duplicates of individuals in AIR and any issues you are having with AIR.

1. Select 'Secure Email'.



2. Select 'New Message'



3. Fill in the Subject e.g. Error with dose number

Put the individual details in the body of the Message Text including Medicare Number Individual's name, date of birth and the reason for the message (as screen shot example below).

4. Select 'Send'.

You are here: [Home](#) » [Australian Immunisation Register](#)

New message


New message

To: AIRHELP

From: IN04162V

Subject: wrong vaccine name

Message Text:
M/C 2001542675 -4, Sue BROWN d.o.b. 12/03/2017 Infanrix dose 3 recorded on 20/09/2017 should have been recorded as Infanrix-hexa dose 3. please emend.

 Any messages relating to the processing of your request will appear below

5. Review Reply.







AIR will reply to your email.

To view previous emails, you can select all emails, or inbox. Messages that you have received from AIR will be in red.

You are here: [Home](#) » [Australian Immunisation Register](#)


Inbox

From the Inbox you may read, file, delete and reply to a message by selecting the message and clicking on the appropriate action button.

 All mail
  Inbox
  Sent mail
  Filed mail
  Recycled
  New email

	From	Date	Subject	Status
<input checked="" type="checkbox"/>	AIRHELP	25.01.2018	Re: Clear code	New
<input type="checkbox"/>	AIRHELP	18.01.2018	Re: immunisation Overseas	Read
<input type="checkbox"/>	AIRHELP	16.01.2018	Re: wrong dose recorded	Read
<input type="checkbox"/>	AIRHELP	15.01.2018	Re: wrong dose wilkins	Read
<input type="checkbox"/>	AIRHELP	24.10.2017	Re: duplicate record roberts	Read
<input type="checkbox"/>	AIRHELP	05.10.2017	Re: Duplicate Standford	Read
<input type="checkbox"/>	AIRHELP	27.09.2017	Re:Re:Re: duplicate doan	Read
<input type="checkbox"/>	AIRHELP	05.09.2017	Re: re dose wrong	Read
<input type="checkbox"/>	Select/Unselect all			

Link to Page:
1

 Any messages relating to the mail process will appear below

To read messages click on the tick box prior to the message and select read mail. You can file or delete message once read.

	From	Date	Subject
<input type="checkbox"/>	AIRHELP	25.01.2018	Re: Clear code
<input type="checkbox"/>	AIRHELP	18.01.2018	Re: immunisation Overseas
<input checked="" type="checkbox"/>	AIRHELP	16.01.2018	Re: wrong dose recorded
<input type="checkbox"/>	AIRHELP	15.01.2018	Re: wrong dose wilkins
<input type="checkbox"/>	AIRHELP	24.10.2017	Re: duplicate record roberts
<input type="checkbox"/>	AIRHELP	05.10.2017	Re: Duplicate Stanford
<input type="checkbox"/>	AIRHELP	27.09.2017	Re:Re:Re: duplicate doan
<input type="checkbox"/>	AIRHELP	05.09.2017	Re: re dose wrong
<input type="checkbox"/> Select/Unselect all			
<input type="button" value="Read Mail"/> <input type="button" value="File Mail"/> <input type="button" value="Delete Mail"/>			

Link to Page:

1



Any messages relating to the mail process will appear below

Current email

From:	AIRHELP
Subject:	Re: wrong dose recorded
Text:	<div style="border: 1px solid #ccc; padding: 5px;"> <p>Thank you for your e-mail.</p> <p>We have amended the records as per your request.</p> <p>Regards</p> </div>

10 Review Payment statement

You can view your payment statements and review the encounters that you have been paid for. You can see if there is reason why a payment didn't occur.

1. Click on payment Statement menu,

Main menu

- Australian Immunisation Register
- Reports Menu
- Claims Menu
- Identify Individual
- Payment Statements Menu
- Provider Menu
- Lockup
- Terms and Conditions
- Privacy and Security
- Secure Email(No new mail)

You are here: [Home](#) » [Australian Immunisation Register](#)

AIR Main Menu

This menu provides access to the following:

- [Reports Menu](#) lists the reports available for you to produce. This includes a variety of statistical and detailed reports.
- [Claims Menu](#) allows you to display details of claims submitted to the Immunisation Register.
- [Identify Individual](#) allows you to display the immunisation history for an individual.
- [Payment Statements Menu](#) Financial and Payment Statements. Statement Preference Update.
- [Provider Menu](#) allows you to amend your Internet contact details.

2. Click Immunisation Payment statement

Main menu

- Australian Immunisation Register
- Main Menu
- Identify Individual
- Lockup
- Terms and Conditions
- Privacy and Security
- Secure Email(No new mail)

You are here: [Home](#) » [Australian Immunisation Register](#)

Payment Statement Menu

This menu provides access to the following:

- [Immunisation Payment Statement](#) allows you to view monthly immunisation payment statements.
- [Immunisation Financial Statement](#) allows you to view immunisation financial statements.
- [Statement Preferences](#) allows you to update immunisation payment statement preferences.

3. View the immunisation notification reconciliation as a CSV.

Immunisation payment statements

The immunisation payment statement contains information about your Australian Immunisation Register (AIR) immunisation encounter payments for the month selected.

[Clear filters](#)

Provider Number	Statement Date	Immunisation payment statement	Immunisation notifications reconciliation report
N	24 Jan 2018	View PDF	View CSV
NI	14 Dec 2017	View PDF	View CSV
NI	22 Nov 2017	View PDF	View CSV
N	26 Oct 2017	View PDF	View CSV
N	20 Sep 2017	View PDF	View CSV
N	24 Aug 2017	View PDF	View CSV
N	25 Jul 2017	View PDF	View CSV

11 Clinical Software – Medical Director

11.1 Accessing Online Guides

Medical Director provides online guides for the recording, editing and reporting of immunisation. Outlined below are instructions on how to access these guides.

There is an overall video guide that can be found at: <https://vimeo.com/163480327/47d160350b>

To access written guides:

1. Go to Medical Director and pracsoft guides at: <https://www.medicaldirector.com/help/>
 - 1.1. [For how to enter and edit vaccinations, go to clinical](#)

MedicalDirector Online Help

The screenshot shows the 'MedicalDirector Online Help' interface. On the left is a dark navigation sidebar with categories like Acupuncture, Assessments, Cervical Screening, etc. The main content area has a search bar at the top right. Below it are several columns of links. The 'User Guides' column is circled in red, and the 'Clinical' link within it is also circled. Other columns include 'Hot Topics', 'Release Notes', 'Knowledge Base Articles', and 'FAQs'. On the right side, there are several informational boxes under the heading 'Get Involved'.

1.1.1. Under Clinical user guides choose Immunisations

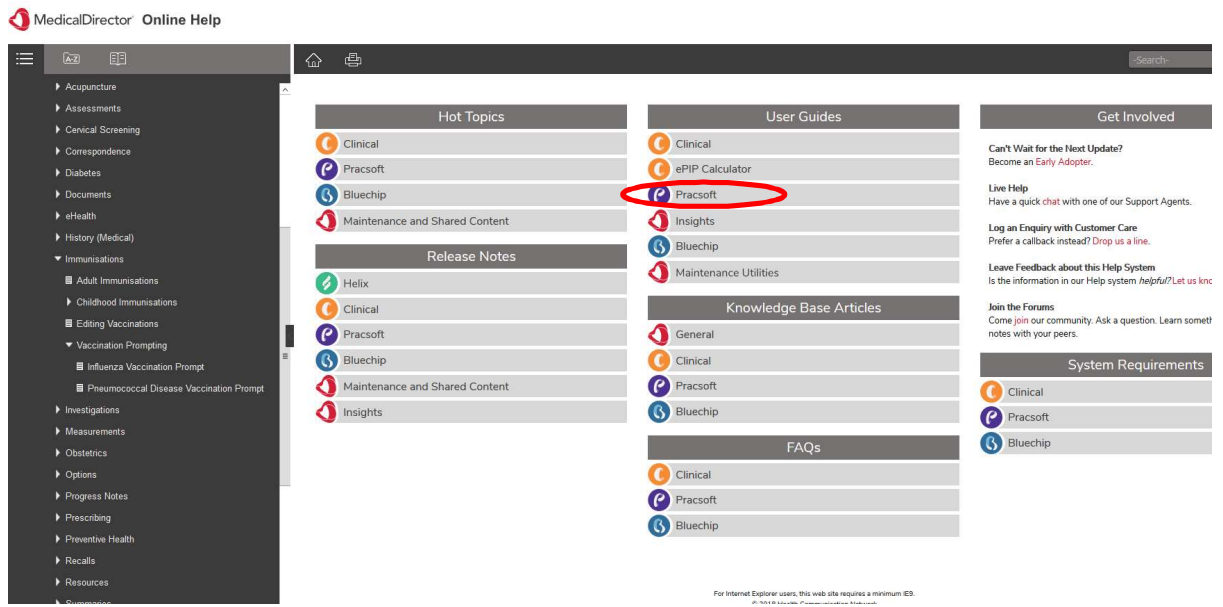
MedicalDirector Online Help

The screenshot shows the 'Clinical User Guide' page. The left sidebar is expanded to show 'Immunisations'. The main content area is a grid of 24 links arranged in 3 rows and 8 columns. The 'Immunisations' link in the second row, first column is highlighted in orange. Other links include 'Updates / Upgrading', 'Admin', 'Navigating Clinical', 'Practitioners & Users', 'Patient Basics', 'Actions', 'Assessments', 'Backup / Restore', 'Cervical Screening', 'Correspondence', 'Diabetes', 'Documents', 'Education', 'eHealth', 'Ethnicity', 'Exporting', 'Prescribing', 'Printing', 'Progress Notes', 'Prompts', 'Recalls', 'Reference', 'Settings', 'Searches and Statistics', 'Sidebar', 'SMS', and 'Tools and Devices'.

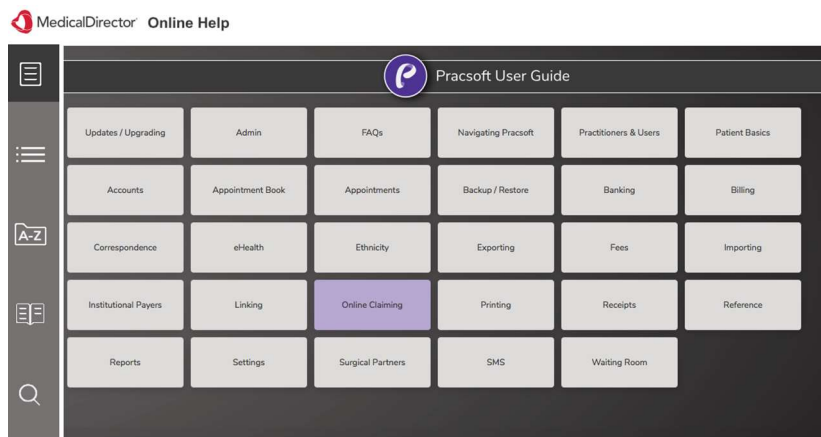
1.1.2. Choose topic of interest from the below options.



1.2. [For how to submit Immunisations to Medicare / Air go to Pracsoft](#)



1.2.1. Within Pracsoft User guide Click on Online Claiming.



1.2.2. Under Online claiming select Immunisation claims.

Online Claiming						
About	Adding Vouchers to a Claim	Batching Bulk Claims	Bulk Claims (Sending to Medicare / Vet Affairs)	Cancelling Claims & Deleting All Visits	Deleting Claims (Same-Day Delete)	DVA Online Claiming Workarounds
Easyclaim Overview	Easyclaim Bulk-Bill Overview	Easyclaim Claiming Overview	Easyclaim (Enabling)	Easyclaim Fully-paid Patient Claims	Easyclaim Part-paid Patient Claims	Easyclaim Reconciliation Reporting
Easyclaim Resubmitting Bulk-Bill Claims	Easyclaim Unpaid Patient Claims	Editing a Voucher	EFTPOS About and Use	Error Codes	Exception Codes DVA	Exception Codes Medicare
Exceptions (Resolving)	Facility IDs	History of Patient Claims	Immunisation Claims	Medicare Service Indicators	Nursing Home Claim Workaround	Online Claiming Setup
Online Patient Verification (OPV)	Online Veteran Verification (OVV)	Printing Claim Details	Receiving Bulk Payments Manually	Removing Vouchers from a Claim	Resetting a Claim's Status	Resubmitting Easyclaim Bulk-Bill Claims
Sending 'Store and Forward' Claims	Settings (EFTPOS/Easyclaim)	Settings (User)				

1.2.3. Choose from the following options:

- [About Immunisation Claims](#)
- [Before You Begin](#) – Setting up and linking Medical Director with PracSoft or other Clinical package
- [Processing Immunisation Claims](#) – How to prepare batches and submit to Medicare/ AIR
- [Viewing Claims History](#) – Viewing claims that have been submitted
- [Modifying Claims](#) – How to modify a claim
- [Troubleshooting Immunisation Claims](#) – What to do if a claim fails and common errors that occur

11.2 Tips and Recommendations

Apart from the above guides, there are some recommendations and tips for each step that may help.

- **Record Any Previous vaccinations in Clinical Software**
 - When entering a vaccine that has been administered elsewhere, enter in the comments field where it was verified that the vaccination had been administered. Eg sighted in blue book, Sighted in AIR
- **Send Information to Medicare / AIR**
 - Recommend reviewing the batch before sending. This will ease picking up records that will not be processed before sending and enabling them to be fixed easier.
 - The record starting with A are vaccinations. You can process these separately to other encounters.
 - Note that children with no Medicare number will not be processed and will hold up entire batch.

12 Best Practice

Best Practice has a range of online tutorials. Below are just a few of the basic functions. Please note that these could vary with different versions of Best Practice.

12.1 Opening the immunisation window in Best Practice

Open the patient's file.

Click on the Immunisation tab on the bottom left hand side of the patient's file (**screen shot 1**). This will display the recommended Australian immunisation schedule.

NOTE: Three Rotavirus doses are listed in the schedule until you select a vaccine. If Rotarix is selected the third dose will disappear from the schedule.

Screen shot 1 Opening the Immunisation window.

The screenshot shows the Best Practice software interface for a patient named Miss Baby Babby. The interface includes a menu bar (File, Open, Request, Clinical, View, Devices, PCEHR, Help) and a toolbar with various icons. The patient's details are displayed at the top, including Name, Address, Medicare No., and Record No. The 'Immunisations' tab is selected in the left-hand navigation pane, and the immunisation schedule is displayed in the main window. The schedule includes checkboxes for various vaccines at different ages, such as Diphtheria, Tetanus, Pertussis, Hep B, HIB, Polio, Pneumococcus, and Rotavirus. The 'Immunisations' tab is highlighted with a red box in the screenshot.

Item	Reaction	Severity
Not recorded		

Type	Due	Reason
It will be the patient's birthday on Thursday!		

Add		Edit	Delete	Print
Birth: <input type="checkbox"/> Date given: <input type="text"/>				
2 months:				
Diphtheria, Tetanus, Pertussis, Hep B, HIB, Polio	<input type="checkbox"/>			
Pneumococcus	<input type="checkbox"/>	Rotavirus	<input type="checkbox"/>	
4 months:				
Diphtheria, Tetanus, Pertussis, Hep B, HIB, Polio	<input type="checkbox"/>			
Pneumococcus	<input type="checkbox"/>	Rotavirus	<input type="checkbox"/>	
6 months:				
Diphtheria, Tetanus, Pertussis, Hep B, HIB, Polio	<input type="checkbox"/>			
Pneumococcus	<input type="checkbox"/>	Rotavirus	<input type="checkbox"/>	
12 months:				
Measles, Mumps, Rubella	<input type="checkbox"/>	Hepatitis A	<input type="checkbox"/>	
Meningococcal C/HIB	<input type="checkbox"/>			
12 - 18 months:				
Pneumococcus	<input type="checkbox"/>			
18 months:				
Measles, Mumps, Rubella, ChickenPox	<input type="checkbox"/>	Hepatitis A	<input type="checkbox"/>	
4 years:				
Diphtheria, Tetanus, Pertussis, Polio	<input type="checkbox"/>			

12.2 Recording a vaccine

To record an encounter, select the vaccine given by 'clicking' within the tick box after the vaccine listed in the BP immunisation schedule (*Screen shot 2*).

This will open a vaccine box for you to enter vaccine, billing Provider, administrator of vaccine, site, route, date, batch number, sequence (dose number) and comment.

The date field will automatically fill with the current date.

The batch number can be stored for future vaccinations, but will need to be checked that it is correct each new administration of same vaccine. Select 'save'. (*Screen shot 2*)

Screen shot 2 Selecting the vaccine listed in the immunisation schedule

The screenshot displays a medical software interface for a patient named 'Miss Baby Babby'. The main window shows the patient's details, including name, address, Medicare number, and birth date (18/06/2014). A table lists immunisation schedules for various ages (2 months, 4 months, 6 months, 12 months, 18 months, 4 years). The 'Immunisations' menu item in the left sidebar is circled in red. A 'Childhood immunisations' dialog box is open, showing a list of available vaccines. The 'Billing provider' field in the dialog is also circled in red.

Available vaccines:

Vaccine	Against
Infants Hexa	Diphtheria, Tetanus, Pertussis, Polio

Billing provider: Dr. F. Findacure

Given by: Dr. F. Findacure

Site: [Empty]

Route: IMI SC Oral Intradermal

Date given: 15/06/2015

Batch No.: [Empty]

Comment: [Empty]

Send reminder **Reminder date:** 15/06/2015

Save batch number

Save **Cancel**

12.3 Recording vaccines not in the immunisation schedule

In the patients file with the Best Practice Immunisation window open, select 'Add' located above the immunisation schedule (**Screen shot 3**).

An Immunisation box will appear that list other vaccines. Highlight vaccine and it will fill the field of vaccine given.

Provide the other required immunisation information, provider, person giving vaccine, site, route, date, sequence (dose number), batch number

Screen shot 3 Selecting a vaccine not in the schedule

The screenshot displays a medical software interface for a patient named Miss Baby Babby. The main window shows the patient's details and a list of immunisations. A red box highlights the 'Add' button above the immunisation schedule. An 'Immunisation' dialog box is open, showing a list of available vaccines. The 'Bexsero' vaccine is selected, and its details are filled in the 'Vaccine given' field. The dialog box also includes fields for 'Billing provider', 'Given by', 'Site', 'Route', 'Date given', 'Batch No.', and 'Comment'. The 'Send reminder' checkbox is checked, and the 'Reminder date' is set to 15/06/2015.

Available vaccines:

Vaccine	Against
Agrippal	Influenza
Avaxim	Hepatitis A
BCG	Tuberculosis
Bexsero	Meningococcus B
Boostrix	Pertussis, Diphtheria, Tetanus

Vaccine given: Bexsero

Billing provider: Dr. F. Findacure

Given by: Ms. N. Nurse

Site: Left anterior thigh

Route: IMI SC Oral Intradermal

Date given: 15/06/2015

Batch No.:

Comment:

Send reminder **Reminder date:** 15/06/2015

Save batch number

Buttons: Save, Cancel

12.4 Recording vaccines NOT given at your practice

It's advisable to keep a record of vaccinations that your patient has received. You can add vaccines to your patient's file that were not administered at your practice by listing them in the immunisation section as 'not given here' (**Screen shot 4**).

Select vaccine given either from the Immunisation schedule window or from Add vaccine tab. Record vaccine and select billing provider "Not given here". **Vaccinations recorded as 'not given here', will not transfer to the immunisation list in Best Practice to be transferred to ACIR.**

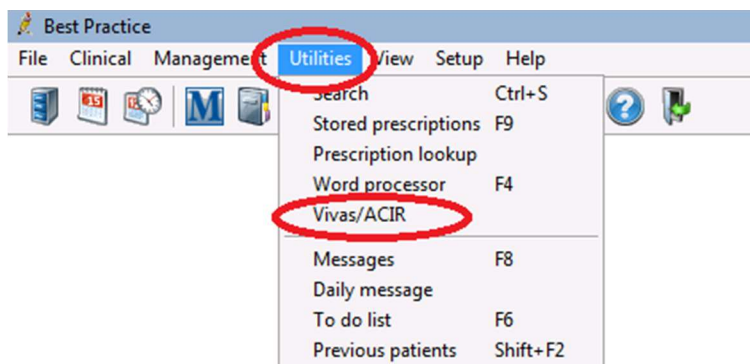
Screen shot 4 Recording vaccines not given by your clinic

The screenshot shows a medical software interface for a patient named Miss Baby Bobby. The patient's details include D.O.B.: 18/06/2014, Age: 11 mths, Sex: Female, and Address: 6 Hope St, Wahville 1000. The interface displays a list of immunisations with columns for 'Add', 'Edit', 'Delete', and 'Print'. A 'Childhood immunisations' dialog box is open, showing available vaccines: Infanrix Hexa and Diphtheria, Tetanus, Pertussis, Polomy. The 'Billing provider' dropdown is set to 'Not given here'. Other fields in the dialog include 'Given by' (Not given here), 'Site' (IM), 'Route' (Oral), 'Date given' (15/06/2015), and 'Batch No.'. The 'Send reminder' checkbox is checked, and the 'Reminder date' is 15/06/2015. The 'Save' and 'Cancel' buttons are visible at the bottom of the dialog.

12.5 Sending immunisations to AIR

On the Best practice home page, (patients files closed). Select 'Utilities' tab and then select 'Vivas/ACR' (**Screen shot 5**)

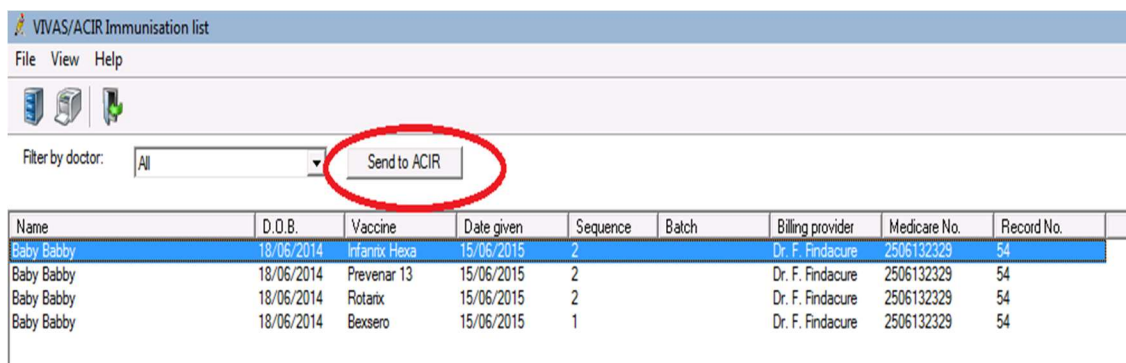
Screen shot 5 Selecting the vaccinations to send to AIR



A list will be generated of the vaccines recorded. Check that the information is correct and required fields are entered (name provider is GP or billing provider, not a nurse), sequence (dose number), Medicare number. This list can be printed for future reference, although the list will also be stored and be able to be viewed in the "view" section of this application.

Select 'send to ACIR' (**Screen shot 6**). NOTE: 'send to ACIR' tab will not be highlighted, if there are no vaccines in the list to be sent.

Screen shot 6 Sending vaccination details to ACIR



12.6 Searching vaccines in Best Practice

Searching vaccines given in Best Practice.

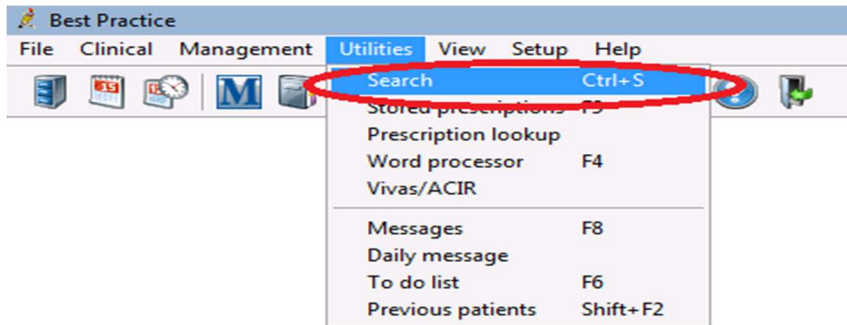
There are 2 methods to search immunisations in Best Practice.

1. Via the UTILITIES tab.
2. Via the CLINICAL tab.

Searching immunisation via the utilities tab

Select utilities, search (**screen shot 7**)

Screen shot 7 Searching using the Utilities tab

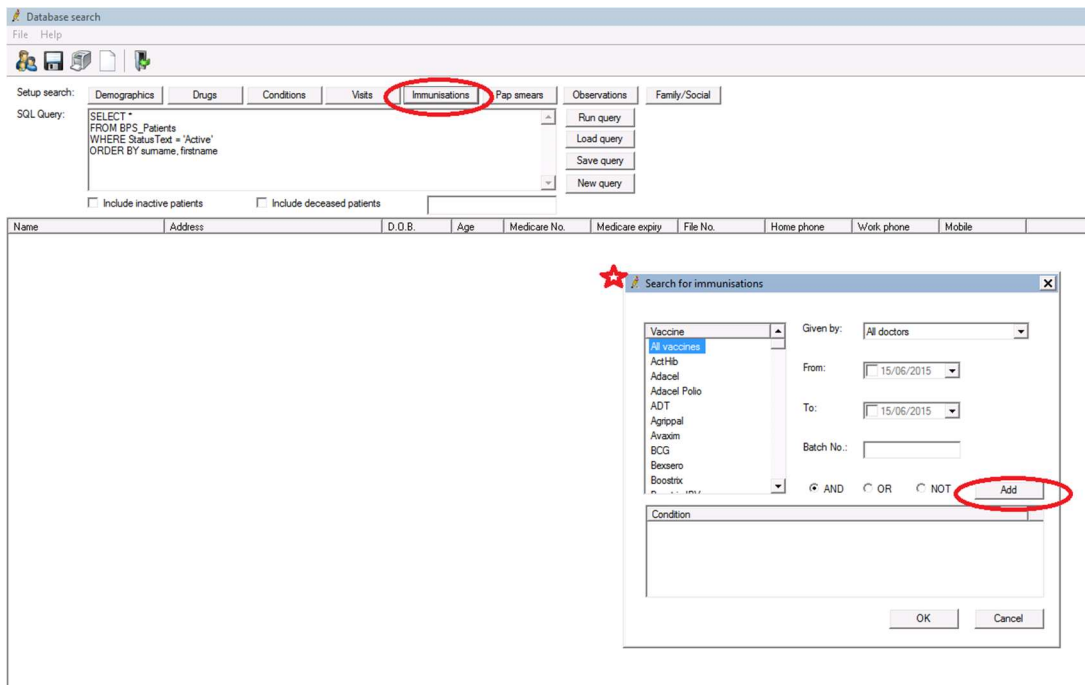


A data base search box will appear which offers varies areas to search in Best Practice.

Select 'immunisation' (**Screen shot 8**)

A search for Immunisation box will appear in which you can select fields to search. The search fields include vaccine, given by, date range, batch number.

Screen shot 8 Searching using the immunisation box



Multiple vaccines can be listed by highlighting a vaccine than selecting Add, reselecting another vaccine and selecting 'add'. (**Screen shot 9**)

Screen shot 9 Selecting multiple vaccines

The screenshot shows the 'Database search' application interface. The 'Immunisations' tab is selected in the 'Setup search' section. The SQL query section contains the following query:

```
SELECT *
FROM BPS_Patients
WHERE Status Text = 'Active'
ORDER BY surname, firstame
```

The 'Search for immunisations' dialog box is open, showing a list of vaccines: Adacel, Adacel Polio, ADT, Agrippal, Avaxem, BCG, Bexsero, Boostrix, Boostrix-IPV, and CDT. The 'Vaccine' dropdown is set to 'Vaccine'. The 'Given by' dropdown is set to 'All doctors'. The 'From' date is 7/10/2014 and the 'To' date is 15/06/2015. The 'Batch No.' field is empty. The 'AND', 'OR', and 'NOT' radio buttons are selected. The 'Add' button is highlighted. The 'Condition' section shows the following conditions:

```
AND Vaccine = Adacel
AND Vaccine = Bexsero
AND Vaccine = Boostrix
```

The 'OK' and 'Cancel' buttons are at the bottom of the dialog box.

When the required search fields are completed, select 'OK'. The search box will disappear and the information will appear in the SQL query section of the data base search. Select 'run query' (**Screen shot 10**) and search results will appear. NOTE: search results shows patients details but not vaccine or dose number.

Screen shot 10 Using the SQL query section of the data base search

The screenshot shows the 'Database search' application interface. The 'Immunisations' tab is selected in the 'Setup search' section. The SQL query section contains the following query:

```
SELECT *
FROM BPS_Patients
WHERE Status Text = 'Active'
AND InternalID IN (SELECT InternalID FROM Immunisations WHERE VaccineID = 133 AND RecordStatus = ...
ORDER BY surname, firstame
```

The 'Run query' button is highlighted in red. The 'Include inactive patients' and 'Include deceased patients' checkboxes are unchecked. The '1 matching record' label is visible. The search results table is shown below:

Name	Address	D.O.B.	Age	Medicare No.	Medicare expiry	File No.	Home phone	Work phone	Mobile
Bobby, Baby	6 Hope St, Wishville, 1000	18/06/2014	11 mths	2506132329 - 9	31/03/2018	54			

Searching immunisation via the clinical tab

You can search immunisations by selecting clinical, search, immunisation. **(Screen shot 11)**

Individual vaccines can be searched in this section. The results will display the vaccine, dose date given, Medicare number and given by.

Screen shot 11 Vaccination search using the clinical tab

🔍 Immunisation list

File View Help

🖨️ 📄 📌

Vaccine: Given By: Print each doctor's list on separate pages when printing details
 Start date: End date: Bom before: Bom after:

Name	D.O.B.	Vaccine	Date given	Sequence	Batch	Given by	Medicare No.	Record No.
Baby Babby	18/06/2014	Bexsero	15/06/2015	1		Dr. F. Findacure	2506132329	54