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

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.

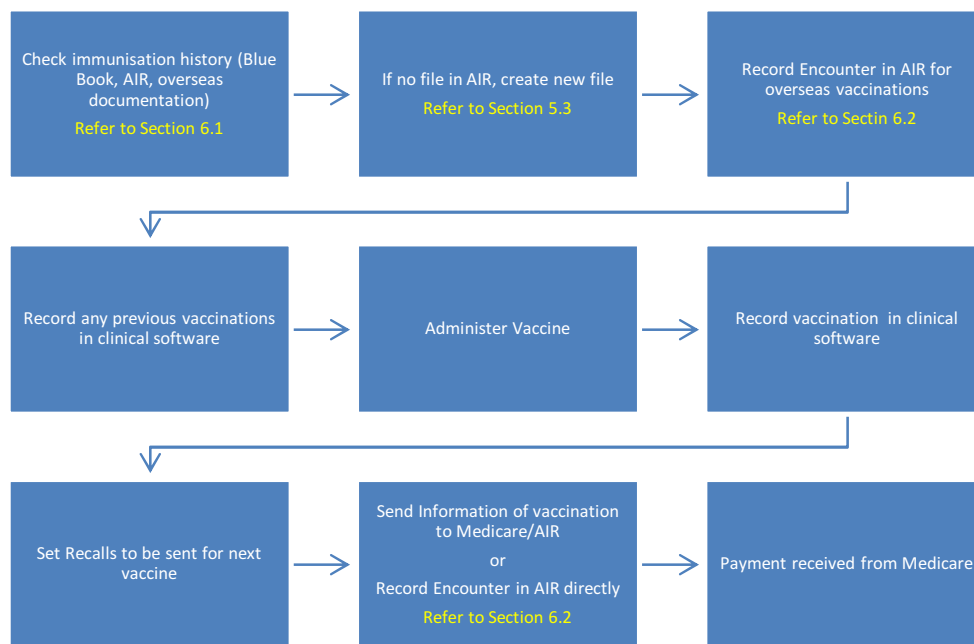This manual includes a step by step guide for the various processes required for:

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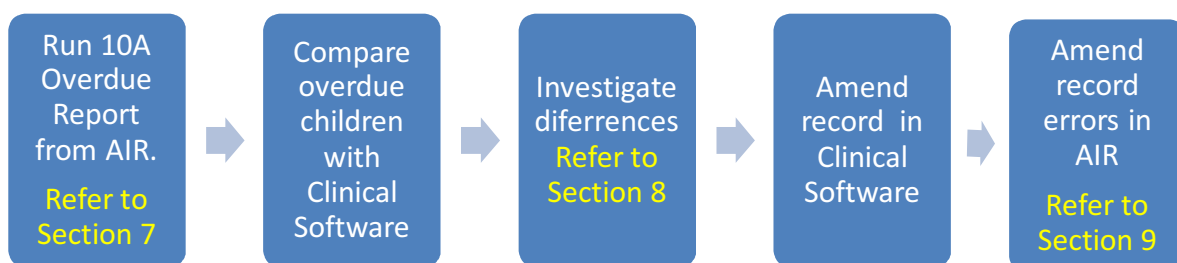
Clinical information and guidance regarding vaccines, schedules, cold chain and administration of vaccines should be directed to your local Public Health Unit on 1300 066 055.
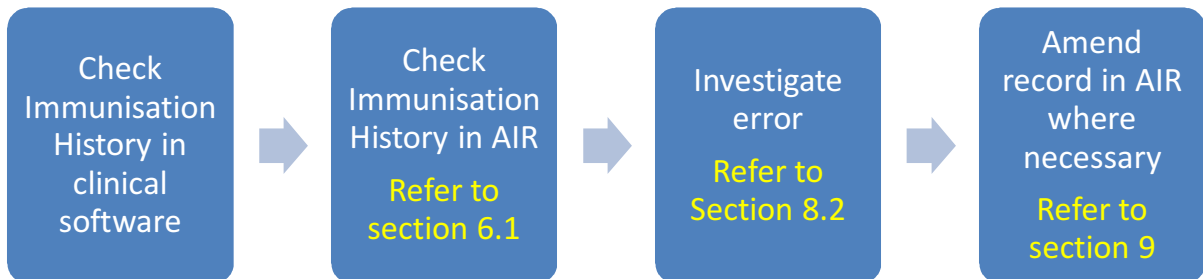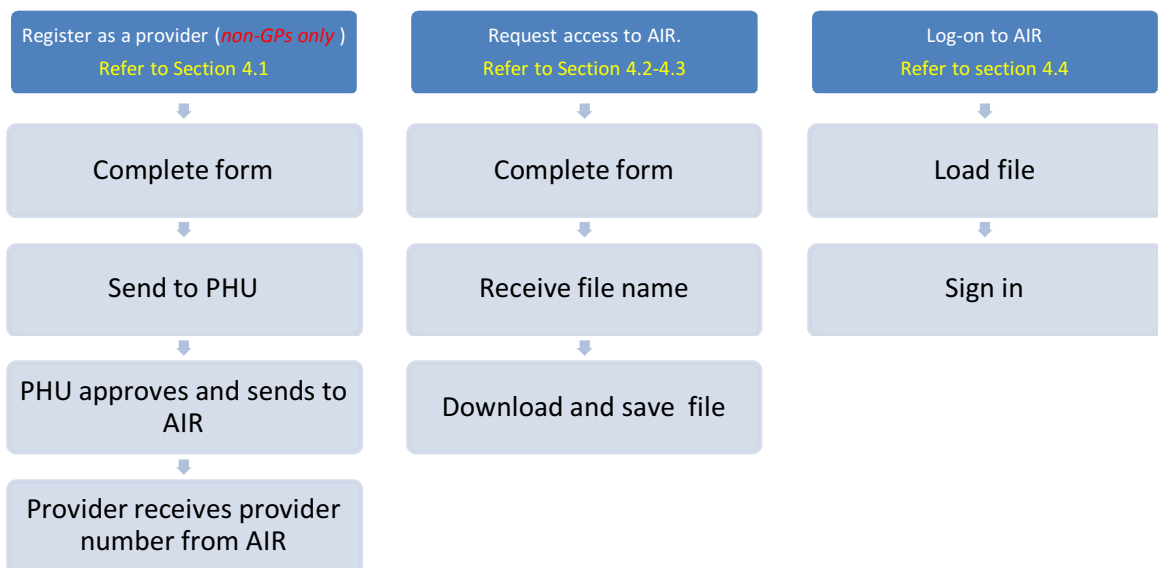
2 Process Maps

2.1 Immunisation of New Child

Check immunisation history (Blue Book, AIR, overseas documentation) Refer to Section 6.1	→	If no file in AIR, create new file Refer to Section 5.3	→	Record Encounter in AIR for overseas vaccinations Refer to Sectin 6.2
Record any previous vaccinations in clinical software	→	Administer Vaccine	→	Record vaccination in clinical software
Set Recalls to be sent for next vaccine	→	Send Information of vaccination to Medicare/AIR or Record Encounter in AIR directly Refer to Section 6.2	→	Payment received from Medicare

2.2 Checking data accuracy

Run 10A Overdue Report from AIR. Refer to Section 7	→	Compare overdue children with Clinical Software	→	Investigate diferrences Refer to Section 8	→	Amend record in Clinical Software	→	Amend record errors in AIR Refer to Section 9

2.3 Notification of Cancellation Centrelink Payment

Check Immunisation History in clinical software	→	Check Immunisation History in AIR Refer to section 6.1	→	Investigate error Refer to Section 8.2	→	Amend record in AIR where necessary Refer to section 9

2.4 Getting Started with AIR

Register as a provider (*non-GPs only*) Refer to Section 4.1	Request access to AIR. Refer to Section 4.2-4.3	Log-on to AIR Refer to section 4.4
Complete form	Complete form	Load file
Send to PHU	Receive file name	Sign in
PHU approves and sends to AIR	Download and save file	
Provider receives provider number from 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)

- 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.

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 available at
   https://www1.medicareaustralia.gov.au/ssl/acirCIRGRACC

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.'

3. **Enter the details requested on the next window**

   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

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'.

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.

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'

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.

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	Baby
First Name	Cute
Date of Birth	15/11/2017
Postcode	

Search   Clear   Record Encounter

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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
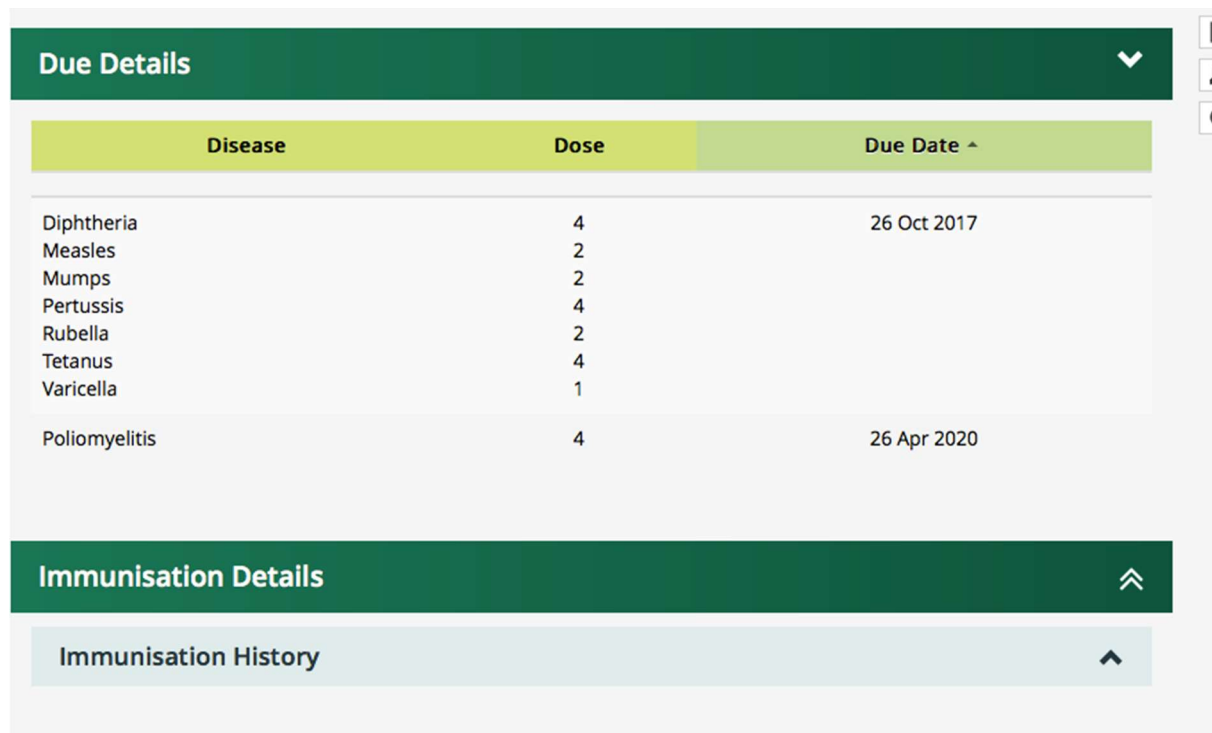
Immunisation history can be verified by:

- 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.

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

o 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	

1 2 »   10 25 50 100

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 curser over the code, it displays the reason. Examples are:
    o Code 103-Same antigen/dose has been previously reported by a different provider
    o 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 uses 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.

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

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.

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

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

   To add another vaccine on the <u>same date</u> 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 <u>'Submit'</u> if this is the only date encounter you're notifying OR you can select <u>'Add Another</u>" 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'.

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

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 '.

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 a10A report:

1. Select 'Request Report '

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).

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.

[   ]

[Clear]   [OK]

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

Report Requirements

Name of Report *Please enter a name for this report*	AIR 10A 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*	DD.MM.CCYY 🗓
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 *Individuals with MBS services conducted during this period by providers at your practice will be included in the report.*	*Include individuals seen for a MBS service within the practice in the last* 3 Months ⌄
Immunisation status	*Please tick the immunisation status of the ... wish to be included in this report.* ⦿ Not Fully Immunised ◯ All Individuals
Not Fully Immunised - Overdue by Disease	*Include individuals overdue for:* All Diseases ⌄
Age Breakdown	*Please select the age breakdown you wi... led.* ◯ Birth Date Range From [ ] ⦿ Age Range From Birth ⌄ To [10 years] 🗓 *NOTE:The maximum Age Breakdown Ra... s 10 years.*
Include individuals where	☐ A Natural Immunity has been recorde ☐ A Medical Contraindication has been ☐ A single visit was made to the practice ... service period.

[Clear] [OK]

Dropdown list:
3 months
6 months
9 months
12 months
18 months
2 years
3 years
4 years
5 years
6 years
7 years
8 years
9 years
10 years
15 years
20 years
25 years
30 years
35 years
40 years
45 years
50 years
55 years
60 years
65 years
70 years
75 years
80 years
80+ years

ⓘ 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. <u>Comma separated</u> (recommended). These reports may be imported into spreadsheet and database applications 2. <u>Text</u> 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.

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

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

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

BP180205.txt   DO180205.csv   IH180205.csv   PD180205.csv

VC180205.csv
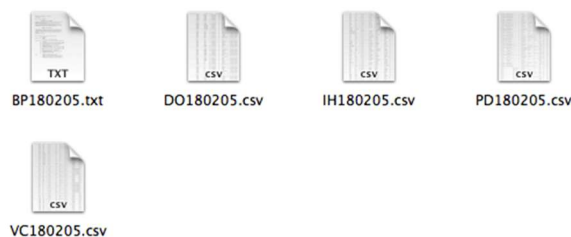
4. Review the report

    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	Meningococc	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 Immmunisation 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'.
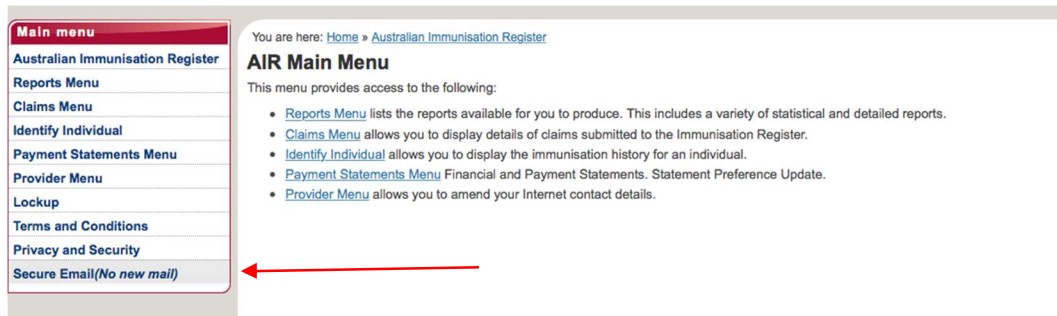
2. Select 'New Message'
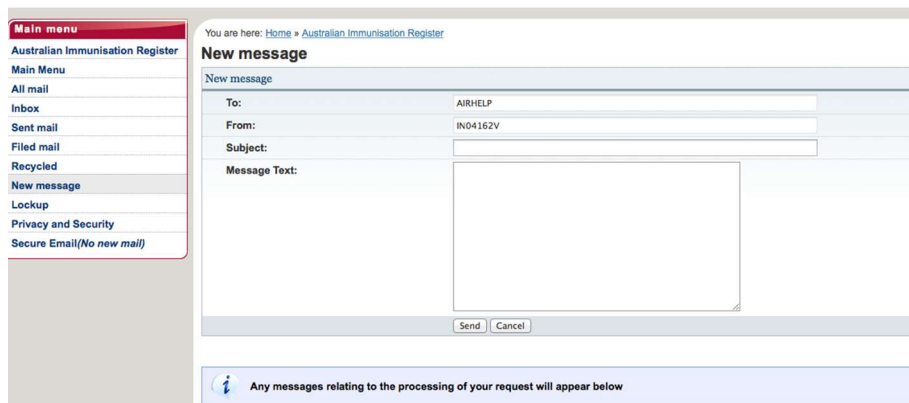
3. Fill in the Subject e.g. Error with dose number

   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).

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4. Select 'Send'.

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.

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
☐	AIRHELP	25.01.2018	Re: Clear code
☐	AIRHELP	18.01.2018	Re: immunisation Overseas
☑	AIRHELP	16.01.2018	Re: wrong dose recorded
☐	AIRHELP	15.01.2018	Re: wrong dose wilkins
☐	AIRHELP	24.10.2017	Re: duplicate record roberts
☐	AIRHELP	05.10.2017	Re: Duplicate Standford
☐	AIRHELP	27.09.2017	Re:Re:Re: duplicate doan
☐	AIRHELP	05.09.2017	Re: re dose wrong
☐	Select/Unselect all		

[Read Mail] [File Mail] [Delete Mail]

Link to Page:

1

ℹ **Any messages relating to the mail process will appear below**

Current email

From:	AIRHELP
Subject:	Re: wrong dose recorded
Text:	Thank you for your e-mail.
	We have amended the records as per your request.
	Regards

[Reply]
[File Mail] [Delete Mail]

---

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,

2. Click Immunisation Payment statement

3. View the immunisation notification reconciliation as a 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

       1.1.1.Under Clinical user guides choose Immunisations

1.1.2.Choose topic of interest from the below options.

1.2. [For how to submit Immunisations to Medicare / Air go to Pracsoft](#)
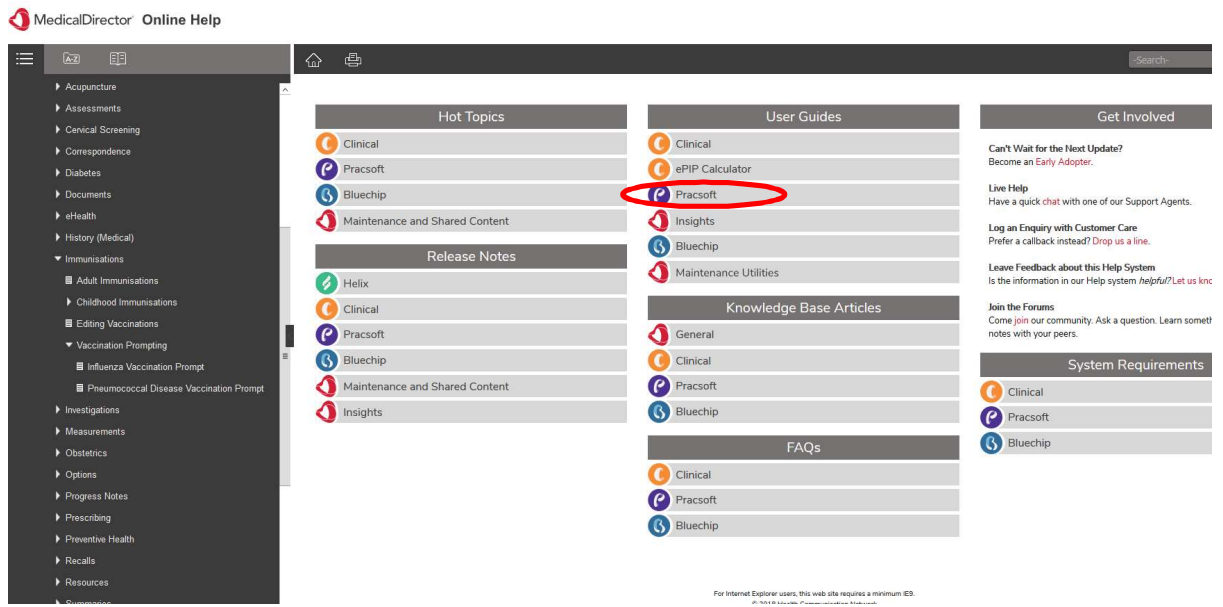
1.2.1.Within Pracsoft User guide Click on Online Claiming.
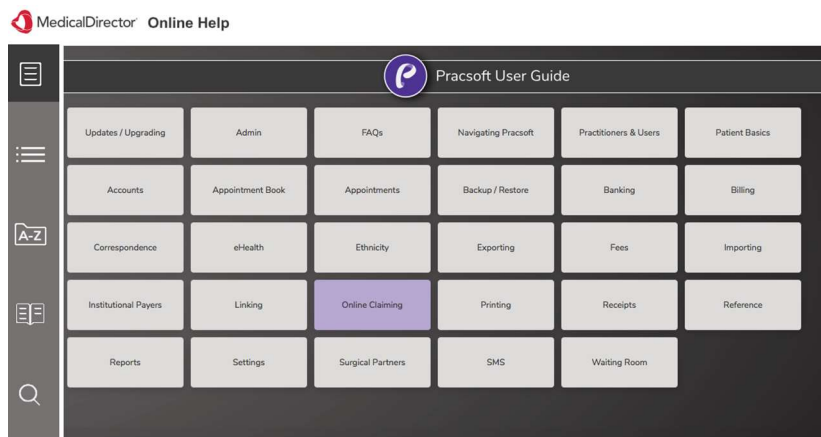
1.2.2. Under Online claiming select Immunisation claims.

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.
<u>NOTE:</u> 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.

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

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

12.4 Recording vaccines <u>NOT</u> 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 administrated 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

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
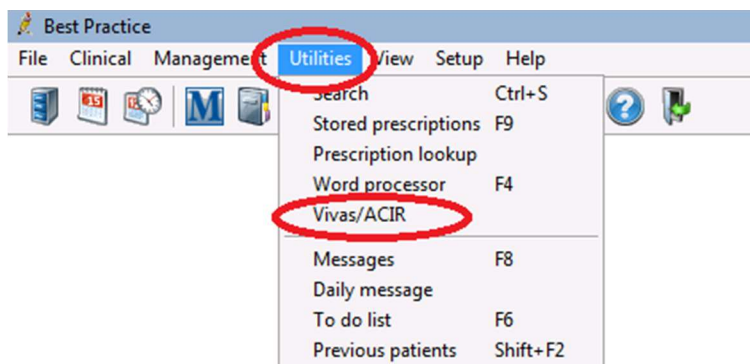
A list will be generated of the vaccines recorded. Check that the information is correct and required fields are entered (name provider is GP or billing provider, not a nurse), sequence (dose number), Medicare number. This list can be printed for future reference, although the list will also be stored 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*
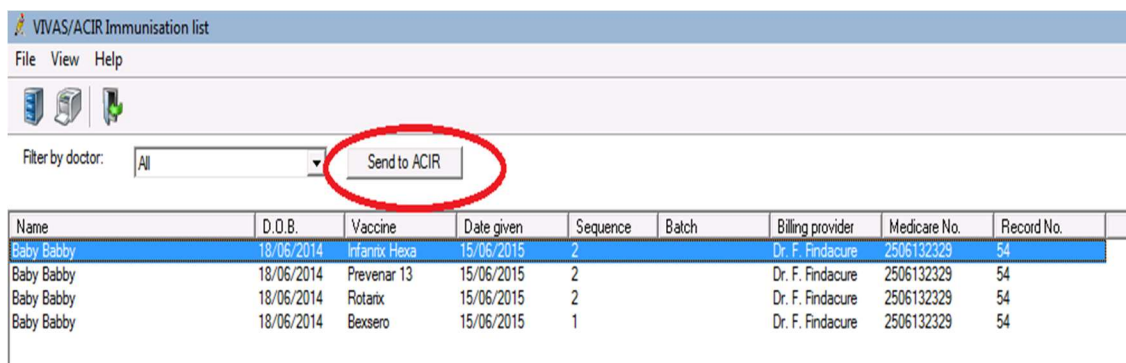
12.6 Searching vaccines in Best Practice

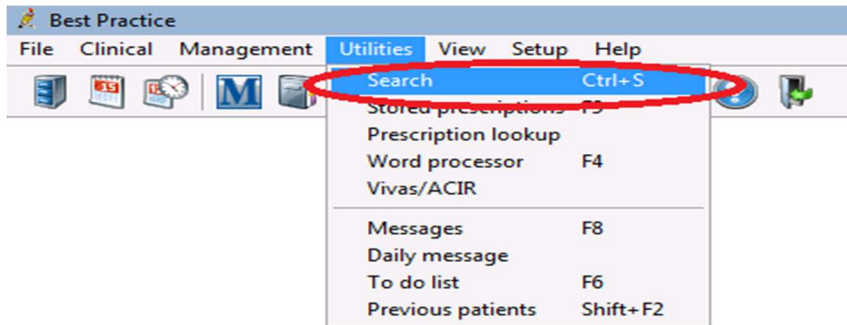**Searching vaccines given in Best Practice**.

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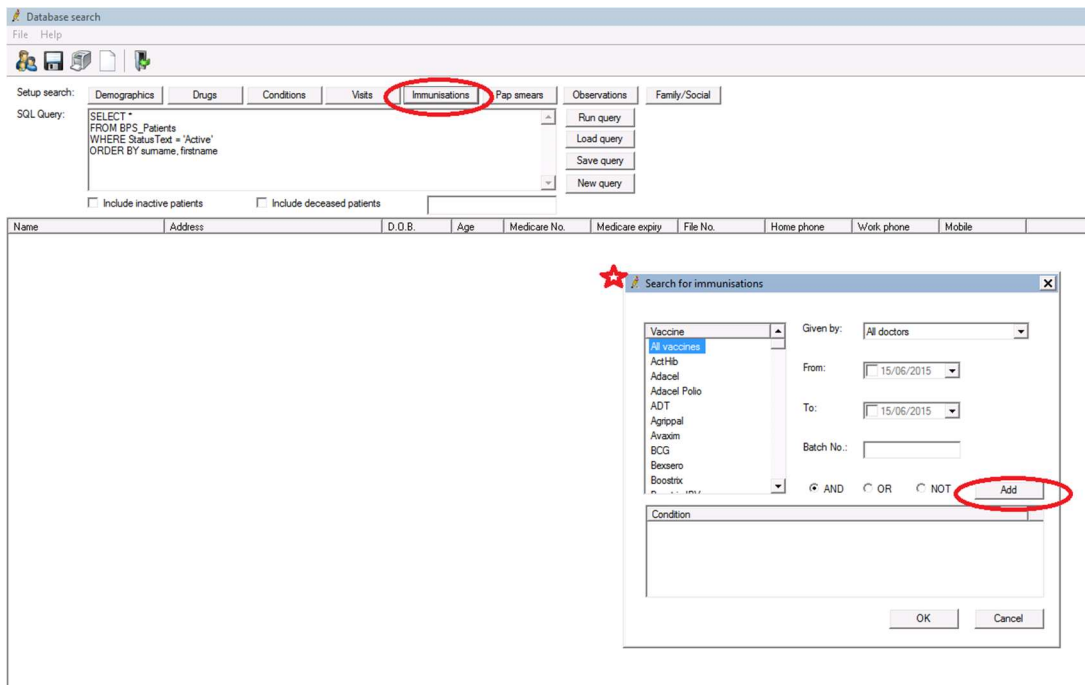
Multiple vaccines can be listed by highlighting a vaccine than selecting Add, reselecting another vaccine and selecting 'add'. (***Screen shot 9)***

Screen shot 9 *Selecting multiple vaccines*

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*

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