Guide to Using the Australian Immunisation Register (AIR)

Please note: This is a live document. For the most up to date information about the AIR go to:
Introduction to the Australian Immunisation Register

- The Australian Immunisation Register (AIR) formerly the Australian Childhood Immunisation Register (ACIR) is a national register that records vaccinations given to people of all ages in Australia. This expansion includes adult vaccines such as those given for whooping cough, shingles, influenza and travel.

The AIR:
- is used to monitor immunisation coverage levels and service delivery, and to identify regions at risk during disease outbreaks;

- can provide reports to vaccination providers upon request to help identify individuals who are due or overdue for immunisation;

- makes an information payment to vaccination providers who administer and notify the AIR of a completed National Immunisation Program (NIP) vaccination schedule for children under 7 years of age; and

- makes an additional incentive payment to vaccination providers who follow up and vaccinate children under 7 years of age who are more than 2 months overdue for their childhood vaccinations.

Data from the AIR:
- enables the vaccination provider to check the immunisation status of an individual, regardless of where they were immunised;

- is used to create an Immunisation History Statement;

- provides information about a child or young individual's immunisation status to help determine eligibility for Child Care Benefit, Child Care Rebate and Family Tax Benefit part A supplement;

- provides evidence of immunisation for those working with vulnerable people, such as those in health, aged care and child care; and

- is used to measure coverage at a national, state and territory, and local level.


The Department of Health highly recommend that as part of the immunisation service provided to these individuals, recognised vaccination providers need to send the immunisation details of their clients to the AIR. The benefits to both the vaccination provider and the individual are profound.

This document aims to assist vaccination providers with the use of AIR and its utilities to ensure the timely transfer of immunisation encounter data to the AIR so individual's records are up to date. In addition, the AIR data allows vaccination providers to follow up on individuals who have become overdue for their vaccinations.
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BENEFITS OF HAVING ACCESS TO THE AIR

- quick access to check the immunisation status of individuals;
- utilisation of the AIR secure email - to advise AIR of individuals who have moved away, are overseas, who are un-contactable or various other reasons;
- request and receive automated overdue reports to follow up individuals requiring vaccination (reports can be set up to 12 months in advance); and
- ability to request claims summaries to ensure immunisation data is transferring from Practice Management Software to the AIR and secondly the affiliated provider notification payments are therefore being received by the vaccination provider.

Please note:

- Vaccination providers can access the AIR through Practice Management Software, Health Professionals Online Services – HPOS (must have a Medicare Provider No.) or authentication file.
- This guide is based on users logging on to the AIR using the authentication method.
- Read more about accessing the AIR using HPOS: humanservices.gov.au/hpos
- All forms noted in this guide can be found at: humanservices.gov.au/organisations/health-professionals/forms/by-title

REQUEST AIR ACCESS FOR GENERAL PRACTITIONERS

Do you have access to the AIR?

YES

NO

Proceed to logging on to the AIR- page 8

General Practitioners are automatically recognised as vaccination providers and are authorised to send or receive immunisation data from the AIR.

To request access: If you have access to HPOS, you can request access to the AIR by completing the online request access page. Access is granted overnight. You can log on to HPOS using PRODA the next day.
• If you are a general practitioner and do not have access to HPOS apply for a PRODA account and when completed fill in the online request access page.

• If you are not a general practitioner, complete the Australian Immunisation Register (AIR) – application to register as a vaccination provider form (IM004).

• If you are a general practice with a group of two or more general practitioners wanting to submit AIR data under one practice number and receive all AIR payments into one nominated bank account – you may apply as an organisation by following the steps as outlined under: Register and Request AIR Access: Other Vaccination Providers.

Register and Request AIR access: Other Vaccination Providers

• If you are not a general practitioner, you can apply to become a recognised vaccination provider.

Register:

• Complete the ‘AIR Application to Register as a Vaccination Provider’ form (IM004)

• Authorisation for the ‘Application to Register as a Vaccine Provider’ (IM004) form is done through the Department of Health W.A.

• The email address is: Air.authorisation@health.wa.gov.au

• NB: Please ensure that your place of employment email is used when sending through the application.

• Once the WA State Health Department has approved the form, it will be returned to you and then you must forward it on to the AIR for registering you as a vaccination provider.
• When the AIR receives the approved form, a registration number is allocated to identify you as a vaccination provider.

• You will receive a letter detailing your AIR registration number. Use this number when you send immunisation details to the AIR. Follow the instructions below to request access to the AIR site.

**INITIAL AIR LOGON WITH AUTHENTICATION FILENAME**

• Once you have received the authentication Filename, you can log on to the AIR site by selecting **AIR logon only** on the HPOS home page: humanservices.gov.au/hpos.

• The screen shot below shows the AIR **Log on page**

• The authentication file needs to be downloaded. To start this process select **click here**

• The example below shows how to **Obtain Authentication File** by entering in the required username and authentication filename and selecting **download file**.
You will need to save the authentication filename on to your computer. It can be saved on multiple computers. The example below shows the pop up box at the bottom of the screen where you can select to save the authentication filename to a folder that the relevant staff can access. The filename entered must remain the same or the system will not recognise it. For example, abc@123.ht must remain the same.

- After selecting the authentication filename, the pop up box in the example below will appear and you will be required to enter the username and password. Select **ok** and you will now be able to access the AIR site.

- The password will be the one you used when initially requesting access. The system will then prompt you for a new password.

- It is also recommended that you save the logon details (username and password) required for access to the AIR site in a saved folder that only those able to utilise it have access to. The password will require changing every 6 months. You will be prompted to do this by the AIR at the time when logging in to the AIR site.
LOGGING ONTO THE AIR

Go to: humanservices.gov.au/hpos

- Select **AIR logon only** on the HPOS home page.
- Enter in the required authentication filename, username and password.

Once you have logged on to the **AIR** – the **AIR Main Menu** will appear as below with the following options:

- **Reports Menu** - lists the reports available for you to produce;
- **Claims Menu** - allows you to display details of claims submitted to the AIR;
- **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;
- **Secure email** – access gained through the secure email link on the left hand side of the AIR main menu (see page 15 for further details about use).
IDENTIFY AN INDIVIDUAL ON THE AIR

- Once logged onto the AIR, select **Identify Individual** from the options listed on the **AIR Main Menu** page.

![AIR Main Menu](image.png)

- The site will be directed to the Identify Individual page as shown below.

![Identify Individual](image.png)

(NB. Please note that the claims, payment statements, provider details and secure email as outlined on previous page can also be accessed from the Identify Individual page as well as the AIR main menu page)

- If the individual is registered with Medicare they will have an AIR record.
- If the individual is not registered with Medicare (e.g. 457 or student visa) you can create a new record for the individual.

You can enter the following to search for an individual:

- Medicare number and Individual Reference Number (IRN)
- Medicare number, surname and first name
- surname, first name and date of birth
- surname, first name, date of birth and postcode
• Only a unique match will display an individual’s AIR record.

If a match is found, the Individual details page will display due details for vaccinations due as well as immunisation details. A single or double upward arrow in the banners indicates there’s information such as immunisation due details, immunisation history, medical contraindication or natural immunity. Select anywhere in the banner to expand and view this information.

• If a match isn’t found the below screen will display with the message:

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.
• If a match still isn’t found, you can create a new record by selecting the Record Encounter button.

Note: It is important to ensure the individual does not have an existing AIR record prior to creating one. If a duplicate record is created, family assistance payments may be affected until the record can be matched.

• Once the individual has been identified, you can record an encounter or update a previous encounter. To do this select the Record Encounter or Update Encounter options in the left hand menu.

RECORDING AN ENCOUNTER ON THE AIR (including overseas immunisation encounters and immunisation histories)

The following 2 screen shots show the Record Encounter pages for a child and adult:

Child:

Adult:
Once the individual has been identified proceed to enter the immunisation encounter by selecting from the following options:

**Who performed this encounter?**

- I performed this encounter.
- Another provider performed this encounter in Australia.
- This encounter was performed overseas.

Note for General Practitioners: If **I performed this encounter** is selected, you can choose the practice locations associated with the account from a drop down list.

Note: if there is only one current location, you won’t need to select a Practice Location. The system will automatically record immunisations against your current location.

**Schedule (as shown on child screenshot)**
This field is entered automatically with the due schedule. Select from the drop down menu to change it.

**Date of Service**
This is the date your patient had the vaccination. For individuals aged under 20 years, the system assumes the vaccinations were all given on the same date and applies that date to all encounters.

**This Date of Service applies for all episodes (as shown on adult screenshot)**
This applies for all encounters. It is a checkbox beside the date of service field only for patients over 20 years of age. It automatically records the same date of service for each vaccination encounter. Select the box to remove the tick and record the date of service for each vaccination separately if required.

**Encounter Details**

**Vaccine or brand**

Up to 3 National Immunisation Program (NIP) schedule vaccinations and up to 5 non-NIP vaccinations can be entered.

- Select vaccines from a drop down list or start typing and have the field auto-suggest similar vaccines. Once the vaccines or brands are selected, a list of antigens will display beneath the vaccine.

- When the vaccines or brands have been entered, select the **Add** button to record the vaccination encounter. Recorded encounter details will display.

- To add another vaccination encounter, select the **Add Another** button.

- If you identify an error, use the pencil icon to change the vaccination details and select **Update**, or use the rubbish bin icon to delete and select **Remove** to complete the action.

- If the vaccination encounter details are correct select **Submit**. You’ll be redirected to a page confirming you’ve successfully transmitted the encounter and you’ll get a Claim ID.
Please note:

- The AIR does not display the immunisation history immediately. Check later to make sure the immunisation history has been entered correctly.

- The Immunisation History form (IM013) or Immunisation encounter form (IM002) may be completed and posted to the AIR if you do not have internet access – see useful forms on page 19.

- You should advise your patients if you are lodging a manual form as their records will not be updated until they are received by the AIR and processed.

UPDATE AN ENCOUNTER ON THE AIR

To update a patient’s immunisation history:

- Select Update Encounter from the left hand menu.

- Select the immunisation you want to change by selecting the pencil icon under the Action column. The pencil will not display for any vaccines that have already been paid or were given by another provider. If you need to update this information, contact the AIR.

- A pop-up titled Edit Encounter will appear. Information you can edit will include date of service, schedule or dose number and vaccine brand.

- When the required edits have been made, select Update to submit or Cancel to abandon the changes. After making changes, select Save to record the update to the individual’s record.

RECORDING A MEDICAL CONTRAINDICATION

- The following providers can record a medical contraindication:
  - general practitioners
  - paediatricians
  - public health physicians
  - infectious diseases physicians
  - clinical immunologists

- The above providers are able to record a medical contraindication either on the AIR secure site or by completing the Australian Immunisation Register - Immunisation medical exemption form (IM011) and returning to AIR – see useful forms on page 19.

- To record a medical contraindication using the AIR secure site - identify the individual and then select Medical Contraindication from the left hand menu (as shown on next page).
You'll see a message that exemptions must be in accordance with the Australian Immunisation Handbook.

The message also has a link to the Australian Immunisation Register - Immunisation medical exemption form (IM011) for more information.

Complete the following information fields:
- Practice Location
- Vaccine or Brand
- Type - you need to indicate if the exemption is permanent or temporary
- Start date - today’s date is automatically entered and can’t be changed
- End date - if you’ve indicated the exemption is temporary, you’ll need to enter an end date
- Reason for the exemption from the drop down list - you must choose a reason for both temporary and permanent exemptions. Different reasons for exemption will appear depending on the options you select

Select Add to submit the medical contraindication or Cancel to abandon the action.

When you’ve selected Add the submission screen will appear. You can choose:
- Add Another
- Edit or Delete, or
- Submit the medical contraindication to the AIR

You can only record medical contraindications for 1 vaccine or brand at a time.

Repeat the above process for every vaccine or brand you want to report a medical contraindication for.
RECORDING A NATURAL IMMUNITY

- The following providers can record a natural immunity:
  - general practitioners
  - paediatricians
  - public health physicians
  - infectious diseases physicians
  - clinical immunologists

- The above providers are able to record a medical contraindication either on the AIR secure site or by completing the **Australian Immunisation Register - Immunisation medical exemption form (IM011)** and returning to AIR – see useful forms on page 19.

- To record a natural immunity using the AIR secure site - first identify the individual and then select **Natural Immunity** from the left hand menu (as shown below).

  ![Record Natural Immunity](image)

  - You’ll see a message stating that exemption on the basis of natural immunity is only valid if immunity is confirmed for all antigens in a vaccine. This message also has a link to the **Australian Immunisation Register - Immunisation medical exemption form (IM011)** for more information.

  - Complete the following fields to continue to record the natural immunity:
    - Practice Location
    - Disease - select the disease from the drop down list
    - Notification Date - today’s date is automatically entered and can’t be changed
    - Laboratory Testing Date or the Physician Based Clinical Diagnosis Date

  - Select **Add** to submit the natural immunity or **Cancel** to abandon the action. When you’ve selected **Add** the submission screen will appear.
• You can choose to:
  • add another
  • edit or delete the natural immunity, or
  • submit the natural immunity to the AIR

• You can only record natural immunities for 1 disease at a time.

• You’ll need to repeat this process for every disease you want to report a natural immunity for.

RETURN TO MAIL INDICATOR

• To notify AIR of returned mail received for an individual, select the tick box on the individual’s record as shown in screen shot below

AIR SECURE EMAIL:

Contacting the AIR using secure email:

The AIR secure email should be used to communicate:

• An immunisation encounter that needs to be amended in cases where an information payment has already been paid or if you did not originally record the vaccination.

• That an individual is no longer contactable (i.e. no response to mail sent or calls made by provider). The AIR will flag this on the individual’s record if notified.

• That an individual has moved outside of the vaccination provider’s locality or moved overseas. If notified, the AIR will also flag this on the individual’s record.

Please note: This will remove the individual’s details from the provider’s overdue reports. Provider is unable to view individual’s details, and or, immunisation history however is still able to record immunisation via the ‘Record Encounter’ function on the AIR site.
• If notified, the AIR can put a temporary end date for individuals who are temporarily overseas. This can be lifted at any time by notifying the AIR;

• The end date will be removed once the AIR has been notified. If an encounter occurs prior to the end date, the end date is not lifted and remains. This would likely ‘pend’ the data and require manual processing by the AIR staff;

• If an individual returns prior to the end date on the AIR, it is best to remove the end date prior to recording an encounter by contacting the AIR. (However, if an update is made via Medicare, on a [Group Record] this may override the end-date recorded on the AIR).

• From the Inbox in the Secure Email you may read, file, delete and reply to a message by selecting the message and the appropriate action button.

• Do not use the secure email function to submit new, or confirm existing immunisation details. You can submit new immunisation details through the record encounter function (as explained in previous steps).

REPORTS AVAILABLE FROM THE AIR SITE

The AIR produces a number of statistical, identified and access reports for vaccination providers registered to use the AIR site.

The reports listed below are made available based on the type of provider that has made the request. The provider type is established when the provider registers with the AIR.

Statistical reports:

• AIR001A: Number of individuals registered with the AIR
• AIR002A: Number (or percentage) of individuals who have received valid vaccinations
• AIR002B: Number of individuals who have received valid vaccinations, by a selected provider
• AIR003A: Number of individuals whose consent has been withdrawn
• AIR004A: Number (or percentage) of valid vaccinations by provider type
• AIR005A: Number of providers who have submitted valid vaccination information to the AIR

Identified reports:

• AIR010A: Due/Overdue Immunisation Practice Report
• AIR011A: Due/Overdue Report by Locality
• AIR011B: Due/Overdue Report by Vaccination Provider
• AIR012A: Database exchange report
• AIR015A: History update report
• AIR016A: Provider contact details
• AIR018A: Immunisation Practice Report for Primary Health Networks
• AIR021A: Due/Overdue Report by Medicare GP

Access report:

• AIR031A: Internet access statement
REQUESTING AND RETRIEVING AIR REPORTS

- Log on to the AIR and select Reports Menu from the AIR Main Menu page

The following options will appear:

- **Request a Report** lists the reports available for you to produce
- **Modify Reports** allows you to modify previously requested reports or delete an existing report request
- **View Reports** allows you to display and/or download reports you have previously requested

- Select **Request a Report**.

- The **Request a Report** page will display the reports made available based on the type of provider that has made the request. Select the relevant report and then OK.

- The **Request New Report** page will display. You will need to select an option to indicate the purpose for which you intend to use the information in the report (you can select up to 4 options) and select OK.
Depending on the type of report requested certain report fields need to be completed – follow the prompts on the screen.

Once the report has been requested, to view the report select View Reports on the Reports Menu page and follow the prompts.

If a previously requested report needs to be modified or an existing report deleted select Modify Reports on the Reports Menu page and follow the prompts.

PAYMENT STATEMENT MENU:

This menu provides access to the following:

- **Immunisation Payment Statement** to view monthly immunisation payment statements.
- **Immunisation Financial Statement** to view immunisation financial statements.
- **Statement Preferences** to update immunisation payment statement preferences.

CLAIMS MENU:

Claims Summary displays a summary of claims submitted to the Immunisation Register (restricted to 3 months of data).
USEFUL FORMS:

The following useful forms can be found at humanservices.gov.au/organisations/health-professionals/forms/by-title

**Australian Immunisation Register (AIR) - Immunisation medical exemption form (IM011)**

- You are a general practitioner and would like to notify an individual's vaccination exemption due to a medical contraindication or natural immunity.

**Australian Immunisation Register (AIR) - Immunisation encounter header form (IM001)**

- Records the vaccination provider's details.

**Australian Immunisation Register (AIR) - Immunisation encounter form (IM002)**

- Records details of immunisations administered to people in Australia.

**Australian Immunisation Register (AIR) - Bank Account Details for Vaccination Providers form (IM005)**

- Form to record your bank account details for the purpose of receiving AIR payments.

**Immunisation History form (IM013)**

- This form can also be used to list vaccinations given overseas.

**Australian Immunisation Register - Ceasing correspondence and release of information form (IM017)**

- Form for individuals to advise the AIR that the individual does not want to receive correspondence from the AIR or share immunisation information with third parties.
AIR INFORMATION FOR HEALTH PROFESSIONALS:

humanservices.gov.au/organisations/health-professionals/services/medicare/australian-immunisation-register-health-professionals

AIR CONTACT DETAILS:

Australian Immunisation Register for Health Professionals

Phone: 1800 653 809 for AIR general enquiries
Phone: 1300 650 039 for AIR internet helpdesk

Email: air@humanservices.gov.au

Post to:
Australian Immunisation Register
PO Box 7852
Canberra ACT 2610

REFERENCE

- Information taken from Australian Government Department of Human Services website:
