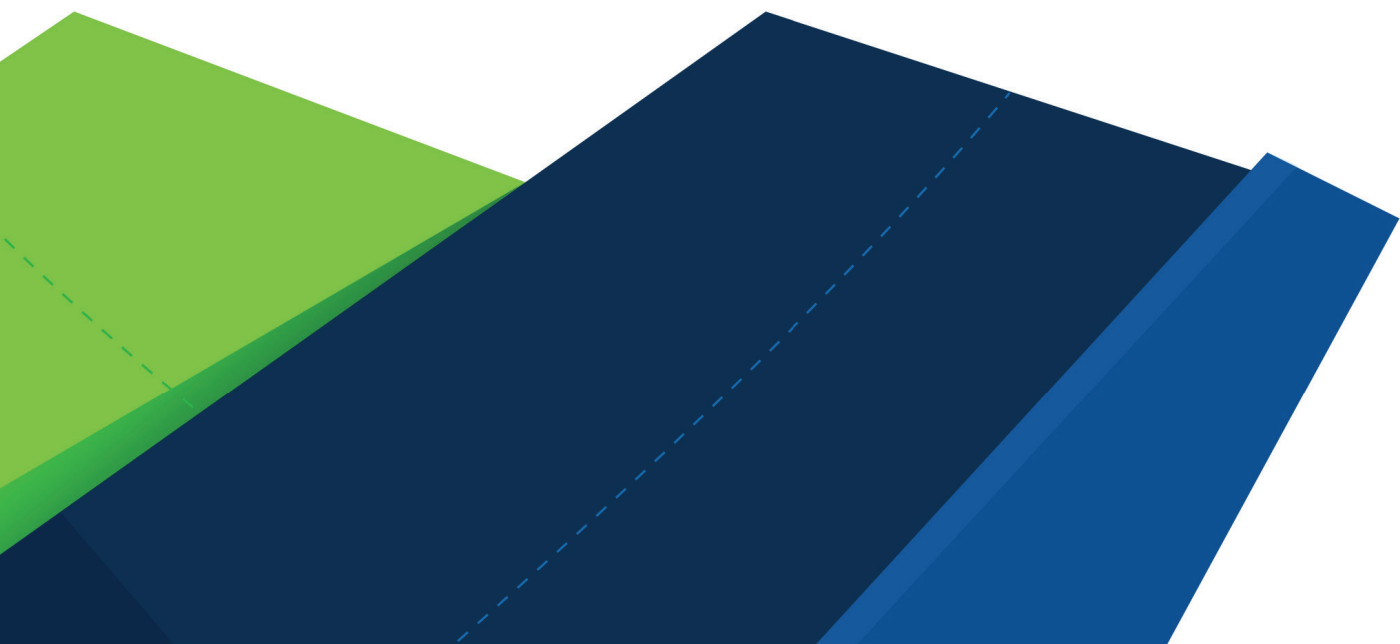


# Immunisation records and data explained:

A guide for immunisation providers

3rd edition, July 2018



Immunisation records and data explained: A guide for immunisation providers, 3rd edition

Published by the State of Queensland (Queensland Health), July 2018

This document updates the 2017 *Immunisation records and data explained: A guide for vaccine service providers* (2nd edition) which was based on the 2009 *Immunisation: Recording, Reporting & Rates – a step-by-step guide for practice staff* developed by General Practice Queensland.



This document is licensed under a Creative Commons Attribution 3.0 Australia licence. To view a copy of this licence, visit [creativecommons.org/licenses/by/3.0/au](https://creativecommons.org/licenses/by/3.0/au)

© State of Queensland (Queensland Health) 2018

You are free to copy, communicate and adapt the work, as long as you attribute the State of Queensland (Queensland Health).

For more information contact:

Communicable Diseases Branch, Department of Health, PO Box 2368, Fortitude Valley BC QLD 4006, email [immunisation@health.qld.gov.au](mailto:immunisation@health.qld.gov.au), phone (07) 3328 9888.

An electronic version of this document is available at [www.health.qld.gov.au/clinical-practice/guidelines-procedures/diseases-infection/immunisation/service-providers/records](http://www.health.qld.gov.au/clinical-practice/guidelines-procedures/diseases-infection/immunisation/service-providers/records)

**Disclaimer:**

The content presented in this publication is distributed by the Queensland Government as an information source only. The State of Queensland makes no statements, representations or warranties about the accuracy, completeness or reliability of any information contained in this publication. The State of Queensland disclaims all responsibility and all liability (including without limitation for liability in negligence) for all expenses, losses, damages and costs you might incur as a result of the information being inaccurate or incomplete in any way, and for any reason reliance was placed on such information.

# Contents

About this guide .....	6
1. Useful information .....	7
1.1 <i>Contacts</i> .....	7
Australian Immunisation Register (AIR) .....	7
Queensland Health .....	7
Public health units .....	7
Medicare Australia .....	8
National HPV Vaccination Program Register .....	8
Practice management software vendors .....	8
1.2 <i>The Australian Immunisation Handbook</i> .....	9
1.3 <i>What is an immunisation record?</i> .....	9
1.4 <i>What information is needed to record an immunisation?</i> .....	10
1.5 <i>What are some common recording errors and how to avoid them</i> .....	10
1.6 <i>Immunisation registers</i> .....	11
1.6.1 Immunisation registers used in Queensland .....	11
1.6.2 How to access immunisation registers .....	12
1.7 <i>What forms are used to report immunisation records?</i> .....	13
1.8 <i>How does immunisation status affect family assistance payments?</i> .....	13
1.8.1 Valid exemptions to immunisation .....	13
1.8.2 Catch-up vaccines for individuals up to 20 years of age .....	14
1.8.3 Helping families understand their child's immunisation status and Centrelink .....	14
1.8.4 Obtaining an immunisation history statement from AIR – a how to guide .....	14
2. Reporting immunisations .....	15
2.1 <i>How to access AIR?</i> .....	15
2.2 <i>What methods are used to report immunisation records to AIR?</i> .....	15
2.3 <i>How to report immunisations for specific groups?</i> .....	16
2.3.1 All individuals .....	16
2.3.2 School Immunisation Program – missed vaccinations .....	16
2.3.3 Refugees above 20 years of age .....	16
2.3.4 Premature infants .....	16
2.3.5 Rabies vaccine .....	16
2.3.6 Individuals vaccinated overseas .....	16
2.3.7 Immunisations recorded in practice management software but not on AIR .....	17
2.3.8 Individuals without a Medicare number .....	17
2.3.9 Individuals with Department of Veteran's Affairs (DVA) number .....	17

2.3.10	Individuals who are not Australian citizens or residents.....	17
2.3.11	Revaccination of oncology patients.....	17
2.3.12	Diphtheria/tetanus/pertussis vaccination for pregnant women.....	17
2.4.	<i>How to report dose numbers for specific vaccines</i> .....	18
2.4.1	Haemophilus influenzae type B (Hib) vaccine .....	18
2.4.2	Hepatitis B birth dose .....	18
2.4.3	Hepatitis B .....	18
2.4.4	Measles/mumps/rubella and varicella vaccine (MMRV).....	18
2.4.5	Q Fever vaccine .....	18
2.5.	<i>How to report other immunisation-related information</i> .....	19
2.5.1	Aboriginal and Torres Strait Islander status.....	19
2.5.2	Natural immunity .....	19
2.5.3	Medical contraindication.....	19
2.5.4	Deceased person .....	19
2.5.5	Children and adolescents up to 20 years of age on a catch-up schedule.....	20
2.5.6	Child or adolescent who has moved overseas or where their address on AIR is not accurate.....	20
2.5.7	Adverse event following immunisation (AEFI) .....	20
2.6	<i>How to amend or correct an immunisation record on AIR?</i> .....	21
2.6.1	Amend Medicare related details.....	21
2.6.2	Amend or correct an immunisation record reported by another provider .....	21
2.6.3	Amend or correct an immunisation record where the vaccination was reported by the same provider .....	21
3.	<b>Checking immunisation records</b> .....	22
3.1	<i>Where to find immunisation records?</i> .....	22
3.1.1	If you are an immunisation provider.....	22
3.1.2	If a parent or individual needs their immunisation record .....	22
3.2	<i>Not sure immunisation records are transmitting to AIR?</i> .....	23
3.2.1	Check your practice management software.....	23
3.2.2	Check for error messages when records are transmitted using practice management software....	23
3.3	<i>How to check if immunisation records have been transmitted to AIR?</i> .....	24
3.3.1	Checking on AIR .....	24
3.3.2	Using AIR reports .....	24
3.4	<i>How to follow up children who are overdue for immunisation?</i> .....	24
3.4.1	Reminders using practice management software .....	24
3.4.2	Using AIR reports .....	25
3.4.3	Queensland Health overdue reminder notice .....	25

4. Appendices .....	26
<i>Appendix 1—How to request access to AIR</i> .....	27
GPs, midwives and nurse practitioners with a Medicare provider number .....	27
GPs, midwives and nurse practitioners without a PRODA account .....	27
Non-GP providers or providers without a Medicare number .....	28
<i>Appendix 2—How to log into AIR</i> .....	29
Immunisation providers using PRODA.....	29
Immunisation providers not using PRODA.....	30
<i>Appendix 3—How to use AIR’s secure email</i> .....	32
<i>Appendix 4—How to find and interpret immunisation records on AIR</i> .....	34
<i>Appendix 5—How to record an immunisation encounter for individuals under 20 years</i> .....	38
Recording catch up on AIR .....	41
How to update an encounter.....	42
<i>Appendix 6— How to record an immunisation encounter for individuals over 20 years</i> .....	43
How to create a new record on AIR.....	45
<i>Appendix 7—How to lodge a medical exemption on AIR</i> .....	46
<i>Appendix 8—How to enter overseas immunisation information on AIR</i> .....	51
Resources to help interpret overseas immunisation histories .....	53
<i>Appendix 9—How to request reports from AIR</i> .....	54
<i>Appendix 10—Instructions for individuals wishing to obtain an immunisation history statement from AIR</i> .....	56
5. Acronyms and Glossary .....	58
Index .....	60

# About this guide

The guide has been significantly updated since the second edition (April 2017) and now reflects the changes brought about by the expansion of the Australian Childhood Immunisation Register (ACIR). The national register became a whole-of-life immunisation register in October 2016 and is now known as the Australian Immunisation Register (AIR).

The term **immunisation provider** has been used throughout this guide. It refers to any person involved in handling immunisation records, especially those working in a general practice setting, such as **GPs, practice nurses, reception staff and/or practice managers**.

This guide can be used for:

- training new staff or updating current staff
- answering questions about immunisation record keeping
- troubleshooting immunisation data issues

**Look for the blue boxes that highlight useful tips and important information.**



**TIP**

**Helpful information that saves time!**



**NOTE**

**Important information for readers to note**



**Prefer to watch a video on this topic?**

Visit Queensland Health's website at [www.health.qld.gov.au/usingAIR](http://www.health.qld.gov.au/usingAIR)

Ten videos and accompanying video transcripts have also been developed to complement the appendices in the guide. The video transcripts contain screenshots and can also be used as a step-by-step manual.

# 1. Useful information

## 1.1 Contacts

**Note:** Details are current at time of publication.

Australian Immunisation Register (AIR)	Telephone
General enquiries <i>Assistance with immunisation histories for individuals, amendments/corrections to records</i>	1800 653 809
Stationary orders	1800 067 307
Internet help desk <i>Assistance with secure site for immunisation providers</i>	1300 650 039

Australian Immunisation Register (AIR)	Web addresses
AIR	<a href="http://www.humanservices.gov.au/health-professionals/services/medicare/hpos">www.humanservices.gov.au/health-professionals/services/medicare/hpos</a>
AIR secure email	Refer to Appendix 3 for details
Information for immunisation providers	<a href="http://www.humanservices.gov.au/health-professionals/services/medicare/australian-immunisation-register-health-professionals">www.humanservices.gov.au/health-professionals/services/medicare/australian-immunisation-register-health-professionals</a>
Information for parents/carers	<a href="http://www.humanservices.gov.au/customer/enablers/immunisation-requirements">www.humanservices.gov.au/customer/enablers/immunisation-requirements</a>
Immunisation stationery orders for immunisation providers	<a href="http://www.humanservices.gov.au/organisations/health-professionals/services/medicare/australian-immunisation-register-health-professionals#group-450">www.humanservices.gov.au/organisations/health-professionals/services/medicare/australian-immunisation-register-health-professionals#group-450</a>

Queensland Health	Telephone	Fax	Postal address
Immunisation Program (IP)	(07) 3328 9888	(07) 3328 9720	Reply Paid 2368 Fortitude Valley BC 4006

Public health units	Telephone	Fax	Postal address
<b>Cairns and Hinterland</b> (includes Cape York and Torres Strait)	(07) 4226 5555	(07) 4226 3095	PO Box 1103 Cairns Qld 4870
<b>Central Queensland &amp; Central West</b> (Rockhampton)	(07) 4920 6989	(07) 4920 6865	PO Box 946 Rockhampton Qld 4700
<b>Darling Downs</b> (Toowoomba)	(07) 4699 8240	(07) 4699 8477	PO Box 405 Toowoomba Qld 4350
<b>Gold Coast</b>	(07) 5667 3200	(07) 5667 3281	PO Box 318 Nerang Qld 4211
<b>Mackay</b>	(07) 4885 5800	07 4885 5818	PO Box 5580 Mackay MC Qld 4741
<b>Metro North</b> (Brisbane North)	(07) 3624 1111	(07) 3624 1129	Locked Bag 2 Stafford DC Qld 4053

Public health units (cont)	Telephone	Fax	Postal address
<b>Metro South</b> (Brisbane South)	(07) 3176 4000	(07) 3176 4045	PO Box 333 Archerfield Qld 4108
<b>North West</b> (Mount Isa and Gulf)	(07) 4744 7186	(07) 4744 7192	PO Box 1097 Mount Isa Qld 4825
<b>Sunshine Coast</b>	(07) 5409 6600	(07) 5443 5488	PO Box 577 Maroochydore Qld 4558
<b>Townsville</b>	(07) 4433 6900	(07) 4433 6901	Locked Bag No 4016 Townsville Qld 4810
<b>West Moreton</b> (Ipswich)	(07) 3818 4700	(07) 3818 4701	PO Box 188 Goodna Qld 4300
<b>Wide Bay</b> (Bundaberg)	(07) 4303 7500	(07) 4303 7599	PO Box 185 Bundaberg Qld 4670
<b>Wide Bay</b> (Hervey Bay)	(07) 4184 1800	(07) 4303 7559	PO Box 724 Hervey Bay Qld 4655

Medicare Australia	Telephone	Email/web address
eBusiness Service Centre	1800 700 199	ebusiness@humanservices.gov.au www.humanservices.gov.au/health-professionals/ subjects/doing-business-online-health-professionals
AIR Business Development Officers	1800 700 199	air.program.support@humanservices.gov.au

National HPV Vaccination Program Register	Telephone
<b>The HPV Register will cease collecting HPV vaccination records after 31 October 2018. All records on the HPV Register will be transferred to AIR.</b>	
Enquiries	1800 478 734

Practice management software vendors	Telephone	Web address
Best Practice	1300 40 1111	www.bpsoftware.net
Communicare (HealthConnex)	1800 798 441	www.telstrahealth.com/communicare
Genie Solutions	1300 889 362	www.geniesolutions.com.au
GPComplete	1300 794 471	www.pmsc.com.au
Medical Director	1300 300 161	www.medicaldirector.com
PracSoft (by Medical Director)	1300 300 161	www.medicaldirector.com/products/pracsoft
Medtech	1800 148 165	www.medtechglobal.com/au/
Stat Health	1300 007 828	https://stathealth.com.au/
Zedmed	1300 933 000	www.zedmed.com.au



## 1.2 The Australian Immunisation Handbook

The *Australian Immunisation Handbook* (AIH) is the reference guide for Australian immunisation providers and healthcare professionals about vaccination practices, clinical recommendations and vaccines in Australia.

It is strongly recommended to only use the online version of the handbook at [www.immunise.health.gov.au/internet/immunise/publishing.nsf/Content/Handbook10-home](http://www.immunise.health.gov.au/internet/immunise/publishing.nsf/Content/Handbook10-home). The online version is easy to navigate from section to section by clicking on links within the website.



**Save the web address of the Handbook in your 'favourites' menu in your web browser – it will be easy to find when it is needed.**

The screenshot shows the homepage of the Australian Immunisation Handbook 10th Edition. The header includes the Australian Government Department of Health logo and the title 'The Australian Immunisation Handbook'. A navigation menu is visible with options like 'The Immunise Australia Program', 'About Immunisation', 'Individuals and Families', 'Health Professionals', 'Registers, Data & News', and 'Order Resource'. The main content area features the title 'The Australian Immunisation Handbook 10th Edition' and a 'TABLE OF CONTENTS' section with links to 'Updates to the 10th edition of The Australian Immunisation Handbook' and 'Part 1 Introduction to The Australian Immunisation Handbook'.

## 1.3 What is an immunisation record?

An **immunisation record** includes details about when and what vaccines have been given.

Incorrect or missing immunisation records may result in:

- an **individual's immunisation** history not being complete
- parents/carers not receiving **family assistance payments** if their children are not fully immunised
- an individual receiving unnecessary vaccinations
- a general practice **missing incentive payment for immunisation**
- inaccurate statistics about the level of **community protection** against vaccine-preventable diseases.

## 1.4 What information is needed to record an immunisation?

- 
- Record**
- Name, address and postcode
  - Date of birth
  - Medicare number (if available)
  - Is Indigenous status recorded in patients details and on AIR?
  - Vaccine names, dose numbers, batch numbers, provider number. Are they recorded accurately?
  - Scan any relevant documents into your practice management software.
- 
- Ask**
- About any changes to personal details. Has Medicare been notified of these changes?
  - Does the individual identify as Aboriginal and Torres Strait Islander?
  - Has Medicare been notified that they identify as Indigenous or their child identifies as Indigenous? Is Indigenous status recorded on AIR?
  - To see any immunisation history documents that may help clarify their immunisation requirements.
- 
- Check**
- AIR to view the individual's immunisation record
  - Does the AIR record match the information held by the practice? Are there any immunisations that need to be added to AIR?
  - If the individual identifies as Aboriginal and Torres Strait Islander have they received the recommended additional immunisations?
  - Are there any medical conditions that would make them eligible for additional immunisations?
  - Has a reminder been set for any scheduled immunisations?
- 

## 1.5 What are some common recording errors and how to avoid them

It is important that all staff using software are aware of the steps required to record and transmit accurate information to AIR.

### NOTE

The accuracy of an individual's record on AIR relies on the accurate recording of immunisation details in your practice software.

**Recording errors may lead to inappropriate or unnecessary vaccination.**

- **Update your practice management software** when new upgrades or 'patches' are released by software providers. This will ensure any changes to the immunisation schedule are incorporated into your practice management software. If the billing software is a different product to the clinical software (e.g. Medical Director and PracSoft), ensure the two products are still linked after any upgrade.

- **Confirm** with patients that their details are up to date, e.g. address, postcode, **Medicare number, Indigenous status.**
- **Check the individual's record on AIR before vaccinating.** This is an opportunity to identify errors on their record and notify AIR, and to make sure the person is receiving the appropriate vaccines.
- Does the person have a Medicare number? **An immunisation record will not transmit electronically to AIR without a Medicare number.** Refer to 2.3.8 *Individuals without a Medicare number* for advice.
- **Never use free text to record a vaccine.** Select correct antigens. If required, the vaccine name can be recorded in the 'comments' box.
- **Check the correct vaccine name and dose number** has been entered as errors can result in a child or adolescent being incorrectly assessed as overdue.
- For **multivalent (combination) vaccines** (e.g. Infanrix Hexa®) **select 'combination' option** as this will eliminate antigen errors.
- **Immunisations always need to be linked to a Medicare provider number.** Immunisation records will not electronically transmit to AIR without a Medicare provider number. If the vaccine is administered by a registered nurse, record this in the 'comments' box. If immunisation has been **given by another immunisation provider**, record as 'not given here' when entering history information.
- **Before saving** an immunisation encounter always **check that the actual date given is recorded accurately.** Some medical software may default to the date the vaccine was due.

## 1.6 Immunisation registers

### 1.6.1 Immunisation registers used in Queensland

There are two immunisation registers used to record immunisations given in Queensland:

AIR	VIVAS
<ul style="list-style-type: none"> <li>• <b>All</b> immunisations given to children, adolescents and adults</li> <li>• Only records vaccines administered since 1996</li> <li>• AIR does not record Q fever vaccine</li> </ul> <p>For information about Q Fever records – <a href="http://www.qfever.org/">www.qfever.org/</a></p>	<ul style="list-style-type: none"> <li>• <b>Only</b> immunisations given to adolescents in the School Immunisation Program – dTpa, HPV, meningococcal ACWY</li> </ul> <p><b>Note:</b> These records are also transferred to AIR.</p>

#### NOTE

**Can your practice management software transmit immunisation records for individuals of all ages?** Do you have the latest version of the software? Call the software provider to find out. A software update may need to be installed to allow all vaccines for all age groups to be reported to AIR.

## 1.6.2 How to access immunisation registers

Register	Access options
AIR	<p><b>Note:</b> Immunisation providers need to request access to AIR.</p> <p><b>GP providers, midwives and nurse practitioners</b> Immunisation providers with a Medicare provider number have two options for accessing AIR through Health Professionals Online Services (HPOS). Refer to Appendix 1 for further information.</p> <p>For information about accessing AIR go to <a href="http://www.humanservices.gov.au/organisations/health-professionals/services/medicare/australian-immunisation-register-health-professionals">www.humanservices.gov.au/organisations/health-professionals/services/medicare/australian-immunisation-register-health-professionals</a></p> <p>If you require assistance, contact Medicare's Business Development Officers (BDOs) by telephoning 1800 700 199 or the AIR internet help desk on 1300 650 039.</p> <p><b>Non-GP providers</b> refer to Appendix 1 for information about how to request access to AIR's secure site.</p>
VIVAS	Not accessible by providers. Contact your local public health unit if a VIVAS history is required.

**All staff who are involved with giving and/or recording vaccinations should have access to AIR.**

**TIP**

- look up an immunisation history to make sure any vaccinations missed or overdue are given
- verify the immunisation status of a child
- avoid giving unnecessary vaccinations
- identify and report any errors
- add missing records to an individual's record

## 1.7 What forms are used to report immunisation records?

	Name of form	Where to access
AIR	<b>Immunisation medical exemption form</b> (IM011.1807) (sample at Appendix 7)	<a href="http://www.humanservices.gov.au/organisations/health-professionals/forms/im011">www.humanservices.gov.au/organisations/health-professionals/forms/im011</a>
	<b>Immunisation history form</b> (IM013.1807) (sample at Appendix 8)	<a href="http://www.humanservices.gov.au/organisations/health-professionals/forms/im013">www.humanservices.gov.au/organisations/health-professionals/forms/im013</a>
	<b>Immunisation encounter forms</b> 1. Header form (IM001) and 2. Encounter form (IM002)	<a href="http://www.humanservices.gov.au/organisations/health-professionals/forms/im001">www.humanservices.gov.au/organisations/health-professionals/forms/im001</a> <a href="http://www.humanservices.gov.au/organisations/health-professionals/forms/im002">www.humanservices.gov.au/organisations/health-professionals/forms/im002</a>
	<b>Application to register as a vaccination provider</b> (IM004.1806) (refer to Appendix 1)	<a href="http://www.humanservices.gov.au/organisations/health-professionals/forms/im004">www.humanservices.gov.au/organisations/health-professionals/forms/im004</a>

### NOTE

AIR will return incorrectly completed forms to the provider who submitted them.

## 1.8 How does immunisation status affect family assistance payments?

Some parents are eligible for family assistance payments from the Australian Government if their child or adolescent is up-to-date for immunisation. If a child or adolescent is not up-to-date for immunisation then these payments may be suspended. Parents will receive notification from Centrelink if payments are affected.

For information about immunisation requirements and family assistance payments visit [www.humanservices.gov.au/individuals/enablers/immunisation-requirements/35396](http://www.humanservices.gov.au/individuals/enablers/immunisation-requirements/35396)

### NOTE

**If the child or adolescent's AIR record shows as up-to-date but the family has received a letter from Centrelink:**

Advise the family to contact Centrelink and give their child's Medicare number or link their Medicare account in their MyGov account. It is essential that Centrelink have a record of the child's Medicare number, otherwise the child's immunisation status cannot be shared with Centrelink.

### 1.8.1 Valid exemptions to immunisation

There are only two valid exemptions to immunisation:

1. Medical contraindication
2. Natural immunity to the following diseases:
  - hepatitis B
  - measles/mumps/rubella
  - varicella (chicken pox).

It is important to report medical exemptions to AIR otherwise a child or adolescent will be assessed as overdue for the relevant vaccines.

It is not necessary to report medical exemptions for any individual aged over 20 years.

For information about how to report medical exemptions, refer to Appendix 7 or 2.5.2 Natural immunity or 2.5.3 Medical contraindication.

Only eligible health professionals can report a medical exemption. They are GPs, paediatricians, public health physicians, infectious diseases physicians, clinical immunologists and practice registrars (on an approved placement).

### 1.8.2 Catch-up vaccines for individuals up to 20 years of age

Children up to 20 years must be either up-to-date or on a catch-up schedule that has been notified to AIR to receive immunisation-related family assistance payments.

Funded catch-up vaccines are available for children aged from 10 to 19 years.

Parents are notified by Centrelink if their child does not meet the immunisation requirements for family assistance payments.

For information about how to record catch up on AIR refer to Appendix 5 and/or 2.5.5.

### 1.8.3 Helping families understand their child's immunisation status and Centrelink

Centrelink sends letters to families advising them that their family assistance payments will be suspended as their child is considered overdue for immunisation. These letters are generated using the child's immunisation status as recorded on AIR.

1. **If a parent queries a letter from Centrelink, the first step is to check the individual's immunisation record on AIR.** Refer to Appendix 4 for guidance on interpreting a record on AIR.
2. **After assessing the individual's record on AIR,** the follow-up action may be to:
  - If necessary, offer the child or adolescent vaccinations to bring them up-to-date. A provider can notify AIR that a child or adolescent is on a catch-up schedule by using the secure email function on the AIR site (Appendix 3). This will allow family assistance payments to be made.
  - Notify AIR of missing information, i.e. vaccines not recorded. Use the AIR encounter screen (Appendix 5) or complete the AIR immunisation history form (Appendix 8).
  - Update or notify AIR to amend the child or adolescent's record, i.e. correct dose numbers or vaccine names (refer to 2.6). Email or telephone AIR to request amendments or corrections to a record (refer to Appendix 3).
  - If the child or adolescent has a medical contraindication or natural immunity, this also needs to be notified to AIR (refer to 2.5.2, 2.5.3 or Appendix 7).
  - The parent may need to report their child's or adolescent's Medicare number to Centrelink. This will enable Centrelink and AIR to link the record.

### 1.8.4 Obtaining an immunisation history statement from AIR – a how to guide

Refer to 3.1 for information about obtaining immunisation histories.

Providers can print a pdf version of an individual's AIR immunisation history statement directly from their on-screen AIR record. Refer to Appendix 4.

Appendix 10 provides a 'how to guide' that providers can give to anyone wanting to download a copy of their immunisation history statement directly from AIR

## 2. Reporting immunisations

### 2.1 How to access AIR?

Immunisation providers can access AIR's secure site to submit immunisation records, view immunisation histories, update provider contact details and request reports.

**GP providers, midwives and nurse practitioners using their Medicare provider number** have two options for accessing AIR through HPOS. Refer to Appendix 1 for further information.

**Non-GP providers** can also request access to AIR. Refer to Appendix 1 for further information.

For information about accessing AIR go to:

[www.humanservices.gov.au/organisations/health-professionals/services/medicare/australian-immunisation-register-health-professionals](http://www.humanservices.gov.au/organisations/health-professionals/services/medicare/australian-immunisation-register-health-professionals)

And/or

[www.humanservices.gov.au/organisations/health-professionals/enablers/accessing-air-using-hpos](http://www.humanservices.gov.au/organisations/health-professionals/enablers/accessing-air-using-hpos)

For assistance from Medicare, contact a Business Development Officer (BDO) by telephoning 1800 700 199 or the AIR internet help desk on 1300 650 039.

### 2.2. What methods are used to report immunisation records to AIR?

There are different methods to send or transfer immunisation records to AIR:

1. Accessing AIR and entering information into an individual's AIR record (online access to AIR)
2. Practice management software (electronically sends records to AIR)
3. AIR immunisation encounter form (post or fax to AIR)

#### NOTE

**All immunisation providers in Queensland can report directly to AIR using one of the above methods.** VIVAS (Queensland Health's immunisation register) is no longer being used to collect immunisation records.

## 2.3. How to report immunisations for specific groups?

Table 1 provides information about how to report specific vaccines to AIR.

**Table 1 – How to report vaccines for specific groups to AIR**

Immunisations for	AIR reporting method – choose either
<p>2.3.1 All individuals AIR will record all vaccines given to individuals of all ages. The exception is Q fever vaccine (refer to 2.4.5). <b>Note:</b> Refer to the online edition of <i>The Australian Immunisation Handbook</i> for up-to-date advice.</p>	<ol style="list-style-type: none"> <li>1. Electronic transmission using practice management software. OR</li> <li>2. The ‘encounter screen’ on AIR and enter vaccination details (Appendix 5 and 6).</li> </ol>
<p>2.3.2 School Immunisation Program – missed vaccinations For immunisations missed in the School Immunisation Program. Prior to vaccinating, check the adolescent’s immunisation history on AIR and with your local public health unit.</p>	<ol style="list-style-type: none"> <li>1. Electronic transmission using practice management software. OR</li> <li>2. The ‘encounter screen’ on AIR and enter vaccination details (Appendix 5 and 6).</li> </ol>
<p>2.3.3 Refugees above 20 years of age Refugee and humanitarian entrants aged over 20 years can access funded catch-up vaccines. If the individual does not have a Medicare number refer to 2.3.8. If the individual has an overseas immunisation record refer to 2.3.6 or Appendix 8.</p>	<ol style="list-style-type: none"> <li>1. Electronic transmission using practice management software. OR</li> <li>2. The ‘encounter screen’ on AIR and enter vaccination details (Appendix 5 and 6).</li> </ol>
<p>2.3.4 Premature infants (Gestation &lt;32 weeks) Preterm infants should be vaccinated according to the recommended schedule at their chronological age. <b>Note:</b> Refer to the online edition of <i>The Australian Immunisation Handbook</i> for up-to-date advice on additional vaccines for preterm infants.</p>	<ol style="list-style-type: none"> <li>1. <b>For infants not yet registered with Medicare:</b> Use AIR immunisation encounter form (IMM001 and IMM002) (see section 1.8). Fax or post to AIR. OR</li> <li>2. <b>For infants or children registered with Medicare and with an AIR record:</b> Use the ‘encounter screen’ on AIR and enter vaccination details (Appendix 5). Record vaccination as ‘given by another provider in Australia’ if not the immunisation provider.</li> </ol>
<p>2.3.5 Rabies vaccine</p>	<ol style="list-style-type: none"> <li>1. Electronic transmission using practice management software OR</li> <li>2. The ‘encounter screen’ on AIR and enter vaccination details (Appendix 5 and 6).</li> </ol>
<p>2.3.6 Individuals vaccinated overseas <b>Note:</b> Public health units may assist with catch-up schedules</p>	<ol style="list-style-type: none"> <li>1. The ‘encounter screen’ on AIR and enter vaccination details (Appendix 8). OR</li> <li>2. The AIR immunisation history form (IM013.1807). Fax or post to AIR.</li> </ol>



Immunisations for	AIR reporting method – choose either
<p>2.3.7 Immunisations recorded in practice management software but not on AIR</p> <p>Where there is documentation of immunisations given elsewhere in Australia but not recorded on AIR, an immunisation provider can report this missing information as it ensures an individual's immunisation history on AIR is up-to-date.</p>	<ol style="list-style-type: none"> <li>1. Electronic transmission using practice management software OR</li> <li>2. The 'encounter screen' on AIR and enter vaccination details (Appendix 5 and 6). OR</li> <li>3. Use AIR immunisation history form (IMo13.1807). Fax or post to AIR.</li> </ol>
<p>2.3.8 Individuals without a Medicare number</p> <p>AIR will record immunisations for individuals who do not have a Medicare number.</p>	<p><b>Note:</b> Immunisation records will not transmit electronically through practice software without a Medicare number.</p> <p>Use the 'encounter screen' on AIR and enter vaccination details (Appendix 5 and 6).</p>
<p>2.3.9 Individuals with Department of Veteran's Affairs (DVA) number</p> <p>These individuals will have a Medicare number; however, they may not routinely use it. <b>A Medicare number is required for any immunisations reported to AIR using practice software.</b> It may be necessary for the individual to request their Medicare number from Medicare.</p>	<ol style="list-style-type: none"> <li>1. Electronic transmission using practice management software. <b>Note:</b> The individual's Medicare number is required; do not use their DVA number, as this will not transmit to AIR. OR</li> <li>2. The 'encounter screen' on AIR and enter vaccination details.</li> </ol>
<p>2.3.10 Individuals who are not Australian citizens or residents</p> <p>AIR will record these immunisations. Refer to 2.3.8 if these individuals do not have a Medicare number.</p>	<p><b>Note:</b> Immunisation records will not transmit electronically without a Medicare number.</p> <p>Use the 'encounter screen' on AIR and enter vaccination details (Appendix 5 and 6).</p>
<p>2.3.11 Revaccination of oncology patients</p> <p><b>Note:</b> Refer to the online edition of <i>The Australian Immunisation Handbook</i> for advice on vaccines for oncology patients.</p> <p>Revaccination for individuals under 19 years will be funded as per recommendations from the oncology clinic.</p> <p><b>Note:</b> Check the record on AIR as dose numbers may need to be amended.</p>	<ol style="list-style-type: none"> <li>1. Electronic transmission using practice management software. OR</li> <li>2. The 'encounter screen' on AIR and enter vaccination details (Appendix 5 and 6).</li> </ol>
<p>2.3.12 Diphtheria/tetanus/pertussis vaccination for pregnant women</p> <p>Recommended for all women in the third trimester of pregnancy (preferably between 28 and 32 weeks). <i>The Queensland Health consent form for whooping cough vaccine for pregnant women is no longer required.</i></p>	<ol style="list-style-type: none"> <li>1. Electronic transmission using practice management software. OR</li> <li>2. The 'encounter screen' on AIR and enter vaccination details (Appendix 5 and 6).</li> </ol>

## 2.4 How to report dose numbers for specific vaccines

**Table 2—How to report dose numbers for specific vaccines**

Information about	AIR reporting method. choose either
<p>2.4.1 Haemophilus influenzae type B (Hib) vaccine</p> <p><i>Act-HIB</i><sup>®</sup> given to children aged 18 months – Record as dose 4 if child immunised according to National Immunisation Program schedule.</p> <p>From 1 July 2018, <i>Menitorix</i><sup>®</sup> (meningococcal C/Hib vaccine) is no longer funded on the National Immunisation Program schedule.</p>	<p>1. Electronic transmission using practice management software.</p> <p>OR</p> <p>2. The ‘encounter screen’ on AIR and enter vaccination details (Appendix 5 and 6).</p> <p><b>Note:</b> Notify AIR by email or telephone if dose numbers need to be amended.</p>
<p>2.4.2 Hepatitis B birth dose</p> <p>Birth to seven days of age; usually administered in hospital. Record as birth dose. It is important to record any vaccinations given at birth in a child’s personal health record book (also known as ‘the red book’).</p> <p><b>Note:</b></p> <p>i. Infants may not have an AIR record due to the time required to process Medicare registration.</p>	<p>1. <b>For infants not yet registered with Medicare:</b> Use AIR immunisation encounter form (IMM001 and IMM002) (see section 1.8). Fax or post to AIR.</p> <p>OR</p> <p>2. <b>For infants or children registered with Medicare and with an AIR record:</b> Use the ‘encounter screen’ on AIR and enter vaccination details (Appendix 5). Record vaccination as ‘given by another provider in Australia’ if not the immunisation provider.</p>
<p>2.4.3 Hepatitis B</p> <p>A child &lt;10 years who has received three doses is considered up-to- date for hepatitis B immunisation if they received a birth dose and there is a minimum interval of four months between the first dose (may or may not be the birth dose) and the third dose. For example:</p> <p>a. Dose 1 (or birth dose)</p> <p>b. Dose 2 (minimum interval between dose 1 and 2 is one month)</p> <p>c. Dose 3 – given after four months of age</p> <p><b>Note:</b></p> <p>i. For number of doses required for children and adolescents ≥10 years refer to online version of <i>The Australian Immunisation Handbook</i>.</p> <p>ii. The above dose numbering sequence does not apply to a child who is immunised according to the National Immunisation Program schedule, i.e. vaccinated using Infanrix Hexa™ at 2 (dose 1), 4 (dose 2) and 6 (dose 3) months of age.</p>	<p>1. Electronic transmission using practice management software</p> <p>OR</p> <p>2. The ‘encounter screen’ on AIR and enter vaccination details (Appendix 5).</p> <p>OR</p> <p>3. Use AIR immunisation history form (IMo13.18o7). Fax or post to AIR.</p> <p><b>Note:</b> Notify AIR by email or telephone if dose numbers need to be amended. This will ensure a child or adolescent is not flagged as ‘overdue’.</p>
<p>2.4.4 Measles/mumps/rubella and varicella vaccine (MMRV)</p> <p><i>Priorix Tetra</i><sup>™</sup> or <i>ProQuad</i><sup>™</sup></p> <p>For children under four years of age this should be recorded as dose 2 if child immunised according to National Immunisation Program schedule.</p>	<p>1. Electronic transmission using practice management software.</p> <p>OR</p> <p>2. The ‘encounter screen’ on AIR and enter vaccination details (Appendix 5).</p> <p><b>Note:</b> Notify AIR by email or telephone if dose numbers need to be amended.</p>
<p>2.4.5 Q Fever vaccine</p> <p>The Q Fever Register is used to record Q Fever immunisations. For information go to <a href="http://www.qfever.org/">www.qfever.org/</a></p>	<p>AIR does not record Q Fever immunisation</p>

## 2.5 How to report other immunisation-related information

**Table 3—How to report other immunisation related information**

Information about	AIR reporting method
<p>2.5.1 Aboriginal and Torres Strait Islander status</p> <p>It is recommended that ALL patients are asked ‘Are you of Aboriginal and Torres Strait Islander origin?’ You should not rely on appearance; all patients should be given the opportunity to identify.</p> <p><b>Aboriginal and Torres Strait Islander people require additional vaccines.</b> Refer to the current immunisation schedule for additional vaccines for Indigenous people.</p>	<p>Indigenous status will be recorded on AIR if the parent or individual notifies Medicare.</p> <p>OR</p> <p>Record on the ‘encounter screen’ on AIR’s secure site and enter details (see image below). Refer to Appendix 5.</p> <div data-bbox="810 667 1460 784" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center;">Indigenous Status    <input type="radio"/> Indigenous  <input checked="" type="radio"/> Non-Indigenous</p> <p style="text-align: center; font-size: small;">Notification of an Indigenous status is voluntary. The existing status recorded on the AIR will not be updated if no selection is made.</p> </div>
<p>2.5.2 Natural immunity</p> <p>AIR will record natural immunity for varicella (chickenpox), measles, mumps and rubella and hepatitis B. <b>Serology may not be required.</b> Refer to the online edition of <i>The Australian Immunisation Handbook</i> for information and recommendations about serological testing.</p> <p><b>Note:</b> Only GPs, paediatricians, infectious disease specialists, public health physicians and clinical immunologists are authorised to report natural immunity.</p>	<ol style="list-style-type: none"> <li>1. The ‘encounter screen’ on AIR’s secure site and enter details. (Refer to Appendix 5)</li> </ol> <p>OR</p> <ol style="list-style-type: none"> <li>2. Use an AIR immunisation medical exemption form (IMo11.1807) (refer to Appendix 7), completed and signed by authorised providers. Email, fax or post to AIR. Retain a copy for your own records in the event the information is not recorded on AIR.</li> </ol>
<p>2.5.3 Medical contraindication</p> <p>Refer to the online edition of <i>The Australian Immunisation Handbook</i> for information on valid reasons for medical contraindication.</p> <p><b>Note:</b> Only GPs, paediatricians, infectious disease specialists, public health physicians and clinical immunologists are authorised to report medical contraindications.</p>	<ol style="list-style-type: none"> <li>1. The ‘encounter screen’ on AIR’s secure site and enter details. (Refer to Appendix 5)</li> </ol> <p>OR</p> <ol style="list-style-type: none"> <li>2. Use an AIR immunisation medical exemption form (IMo13.1807) (refer to Appendix 7) completed and signed by authorised providers. Email, fax or post to AIR. Retain a copy for your own records in the event the form is not recorded on AIR.</li> </ol>
<p>2.5.4 Deceased person</p>	<ol style="list-style-type: none"> <li>1. Notify AIR using the email function on the secure site. (Refer to Appendix 3)</li> </ol> <p>OR</p> <ol style="list-style-type: none"> <li>2. Submit in writing using practice letterhead, include personal details and signed by an authorised provider. Email, fax or post to AIR.</li> </ol>



## 2.6 How to amend or correct an immunisation record on AIR?

**Table 4—How to amend or correct information on AIR**

How to:	AIR reporting method
<p>2.6.1 Amend Medicare related details</p> <p>Any amendments to details such as individual's name, address or date of birth must be notified to Medicare by the individual (or parent of the child).</p>	<p>The parent (for children under 14 years) or individual can either:</p> <ol style="list-style-type: none"> <li>1. Telephone Medicare on 132 011</li> <li>2. Use Medicare online via myGov</li> <li>3. Download and use the Express Plus Medicare mobile app.</li> </ol>
<p>2.6.2 Amend or correct an immunisation record reported by another provider</p> <p>To make amendments or corrections to an immunisation record, for example, change a vaccine name or dose number.</p>	<p>Email through AIR's secure site to report amended vaccination details (refer to Appendix 3). Provide individual's full name, date of birth and Medicare number.</p> <p><b>Note:</b> If Centrelink payments or childcare enrolments are affected telephone AIR on 1800 653 809 and report amended vaccination details.</p> <p><b>Note:</b> Check the individual's record on AIR no less than 24 hours later to ensure the amendment has been made.</p>
<p>2.6.3 Amend or correct an immunisation record where the vaccination was reported by the same provider</p>	<ol style="list-style-type: none"> <li>1. Access the individual's record on the AIR encounter screen and amend (refer to Appendix 5 or 6). OR</li> <li>2. Email through AIR's secure site to report amended vaccination details (refer to Appendix 3). Provide individual's full name, date of birth and Medicare number.</li> </ol> <p><b>Note:</b> If Centrelink payments or childcare enrolments are affected telephone AIR on 1800 653 809 and report amended immunisation details.</p>

## 3. Checking immunisation records

### 3.1 Where to find immunisation records?

#### 3.1.1 If you are an immunisation provider

<p><b>Child personal health record (PHR)</b> (In Queensland it is commonly referred to as the ‘red book’.)</p>	<ul style="list-style-type: none"> <li>• Parents of newborns are provided with a PHR prior to discharge from hospital.</li> <li>• The PHR includes a section to record immunisations.</li> <li>• Parents should be encouraged to bring the PHR to each immunisation appointment.</li> </ul>
<p><b>AIR</b></p>	<ul style="list-style-type: none"> <li>• Immunisation providers can access AIR to view a person’s immunisation record. Refer to Appendix 1 for information about how to access AIR.</li> <li>• An immunisation provider can print a history statement from AIR if required.</li> </ul>
<p><b>Public health unit</b></p>	<ul style="list-style-type: none"> <li>• Public health units may provide immunisation histories upon request, e.g. vaccinations given in the School Immunisation Program.</li> <li>• Staff at public health units are not able to give immunisation histories to members of the public.</li> </ul>

#### 3.1.2 If a parent or individual requests their immunisation record

<p><b>Child personal health record (PHR)</b></p>	<ul style="list-style-type: none"> <li>• Parents are provided with a PHR (in Queensland commonly referred to as ‘the red book’) for their baby prior to discharge from hospital.</li> <li>• The PHR includes a section to record immunisations.</li> <li>• Parents should be encouraged to bring the PHR to each appointment to make sure the immunisation record can be kept up-to-date.</li> </ul>
<p><b>Medicare/AIR</b> (Appendix 10 has a how to guide for individuals wishing to access their AIR immunisation history statement)</p>	<ul style="list-style-type: none"> <li>• Parents of <b>children aged less than 14 years</b> can obtain a copy of their child’s AIR immunisation history statement, through their myGov account.</li> <li>• <b>Individuals aged above 14 years</b> need to create their own myGov account and link their Medicare record to obtain an AIR immunisation history statement.</li> <li>• Telephone AIR on 1800 653 809 to request an immunisation history statement. Allow up to three weeks for the statement to arrive.</li> </ul>

#### NOTE

**Can a public health unit give an immunisation history directly to a member of the public?**  
**No.** Public health units can only give immunisation histories to an immunisation provider.

## 3.2 Not sure immunisation records are transmitting to AIR?

### 3.2.1 Check your practice management software

Immunisation providers may use practice management software to manage their clinical and billing records. Each software package records patient details and medical information using its own specific format. Immunisation providers are advised to **consult their software provider for training and assistance** with technical issues.

To help **troubleshoot electronic data transmission problems**, consider the following questions or check with the software provider:

- Can the software electronically transmit immunisation records for all individuals (children and adults) to AIR?
- Practice management software packages should have the functionality to report to AIR. Go to [www.humanservices.gov.au/health-professionals/services/medicare/vendors-offering-medicare-online-claiming](http://www.humanservices.gov.au/health-professionals/services/medicare/vendors-offering-medicare-online-claiming) to check.
- Does the reporting functionality need to be linked? This may be necessary if different software packages are being used to manage clinical information and billing requirements.
- Is the software transmitting immunisation records for individuals of all ages? If not, has an update or 'patch' been released by your software vendor and has it been installed?
- If your software provider has not released an update to allow reporting for vaccines given to adolescents and adults, contact them to request an update.

Refer to 1.1 for contact details for medical software vendors.

### 3.2.2 Check for error messages when records are transmitted using practice management software

**Missing information and data entry errors can block the transmission of records to AIR.** These errors will need to be fixed before a record can be transmitted to AIR.

Common issues that may affect the transmission of immunisation records:

- **missing Medicare numbers.** Refer to sections 2.3.8 and 2.3.9 for information on reporting immunisations for individuals without a Medicare number, including individuals using Department of Veteran's Affairs (DVA) numbers
- **incorrect Medicare provider number** (the Medicare provider number should be reported without any additional numbers/letters as AIR will only recognise a Medicare provider number in a certain format)
- **incorrect dose numbers**
- **missing postcode** in individual's address
- postal addresses using **post office (PO) box numbers.**



**TIP**

- Is there any missing patient information, such as Medicare numbers or postcodes?
- Are there any incorrect dose numbers or vaccine names that need to be amended?

## 3.3 How to check if immunisation records have been transmitted to AIR?



**Use AIR's secure site to check an individual's immunisation history.** Checking an individual's history is an important step prior to any vaccination. Reviewing their history will ensure an individual is vaccinated appropriately. Refer to Appendix 1 about how to access AIR.

There are several methods for checking or reconciling the immunisation records held by a provider with those on AIR. These checks can reduce the number of queries from parents about their child's immunisation history; ensure the practice receives the correct immunisation-related practice incentive payments; and can identify problems with practice management software that can potentially block transmission.

### 3.3.1 Checking on AIR

- Access AIR to view an individual's immunisation history and check if immunisations have been recorded. Refer to Appendix 1 for details on how to access.
- Immunisation providers can request reports from AIR which give a list of individuals' due and/or overdue for immunisations for their practice or for individual providers. Refer to Appendix 9 for more details.

### 3.3.2 Using AIR reports

- Immunisation providers can request a range of reports from AIR.
- A list of reports can be found at [www.humanservices.gov.au/organisations/health-professionals/enablers/reports-available-from-air-site](http://www.humanservices.gov.au/organisations/health-professionals/enablers/reports-available-from-air-site)
- **AIR010A Due/Overdue report – practice report** identifies individuals who are considered due or overdue for one or more National Immunisation Program immunisations (by antigen) and are linked to the practice (must be a Practice Incentive Program [PIP] registered practice).
- **AIR021A Due/Overdue report – by Medicare GP** identifies individuals who are due or overdue for one or more NIP immunisations (by antigen) at all locations where the GP practices.
- Reports are requested from the 'reports menu' on AIR and are available for download approximately 15–30 minutes after the request is submitted.
- **Use the list to check against practice records and identify any discrepancies or errors. Notify AIR of any amendments.** Refer to Appendix 3.
- Refer to Appendix 9. Contact AIR's internet help desk on 1300 650 039 for assistance with requesting reports.

## 3.4 How to follow up children who are overdue for immunisation?

### 3.4.1 Reminders using practice management software

- Check with software provider about how to set up a reminder system



**Use the reminder system in the practice management software to help keep track of scheduled immunisations.** Set the reminder at each immunisation encounter to make sure prompts are made for future immunisation appointments.



- **Proactively send reminders** by searching through the medical records (in your practice management software) for a particular date of birth range, for example, children aged four years old.
- Once a list is created, **review the records for immunisation status** to check for an individual's overdue for scheduled immunisations. For example, four-year-old children should receive their fourth dose of scheduled vaccines, however they may have not returned for a follow-up since their last immunisation at 18 months of age. A reminder will be important to prompt their parents that immunisations are required at this age point.
- If any patients have missed an immunisation, **call or send a reminder letter**.

### 3.4.2 Using AIR reports

Immunisation providers can request the following reports from AIR. These reports identify individuals who are either due or overdue for one or more NIP immunisations (by antigen). To request these reports, an immunisation provider will need to have access to AIR. The reports are requested and are usually available for download approximately 15 to 30 minutes after the request is submitted.

Refer to Appendix 9 or contact AIR's internet help desk on 1300 650 039 for assistance with accessing these reports.

#### **AIR010A – AIR Due/Overdue practice report:**

- Only available to Medicare providers who are registered with Practice Incentives Program (PIP)
- Lists individuals seen by the requesting practice who are identified as either due or overdue for one or more NIP immunisations (by antigen).
- Medicare Benefits Schedule (MBS) item numbers are used to link an individual to a practice for the purposes of this report.
- Available electronically and can be requested once, monthly or quarterly.

#### **AIR021A – Due/Overdue report by Medicare GP:**

- Lists individuals seen by the requesting Medicare GP who are identified as either due or overdue for one or more NIP immunisations (by antigen) and based on MBS services provided by the practitioner.
- Information from Medicare and AIR is used to determine if an individual is included on a GP's report. Individuals who visited the GP in the last 12 months are included if their immunisation history meets the report request parameters.
- Available electronically and can be requested once, monthly or quarterly

### 3.4.3 Queensland Health overdue reminder notice

- **Does your local public health unit send reminder notices? What information does the local public health unit require?**
- Contact the public health nurse or immunisation data officer at the local public health unit to ask about reminder notices.
- The overdue reminder notices are sent to immunisation providers every eight weeks.
- Check the reminders against your medical records.
- Has there been an increase in the number of reminder notices received? If so, this could indicate a problem with records being transmitted to AIR.
- **Do you need to report any new or missing data?** Look up a child's record on AIR and update AIR where necessary. Refer to Appendix 5.
- **Follow-up with parents** of children overdue for immunisation.

## 4. Appendices

# Appendix 1—How to request access to AIR



## Prefer to watch a video on this topic?

Visit Queensland Health's website at [www.health.qld.gov.au/usingAIR](http://www.health.qld.gov.au/usingAIR)

The method for accessing AIR depends on the immunisation provider type as explained below.

For assistance with accessing AIR, telephone the AIR internet help desk on 1300 650 039.

## GPs, midwives and nurse practitioners with a Medicare provider number

GPs, midwives and nurse practitioners with a Medicare provider number are automatically recognised as immunisation providers with AIR and are authorised to submit or obtain immunisation data from AIR.

Immunisation providers with a Medicare provider number are encouraged to use PRODA (Provider Online Digital Access) to access AIR. For information about PRODA, visit [www.humanservices.gov.au/organisations/health-professionals/services/medicare/proda](http://www.humanservices.gov.au/organisations/health-professionals/services/medicare/proda)

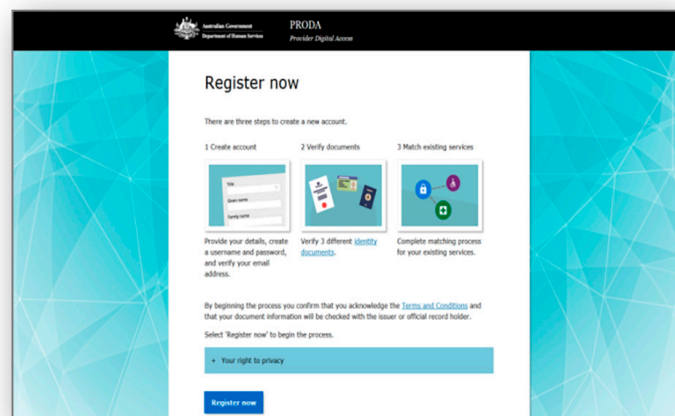


Figure 1

### NOTE

GPs can choose to delegate access to PRODA, however, delegated access does not give access to AIR.

## GPs, midwives and nurse practitioners without a PRODA account

Those immunisation providers with a Medicare provider number but without a PRODA account can request access to AIR through AIR's 'online request form' (Figure 2).

- Go to [www1.medicareaustralia.gov.au/ssl/acirCIRGRACC](http://www1.medicareaustralia.gov.au/ssl/acirCIRGRACC) and complete the details online.
- Select **'Yes'** for email notification.
- Click on **'Request Access'**.
- A notification letter will be posted to the address registered with AIR. The letter will contain details about accessing AIR's secure site.

**TIP** Keep your AIR access details and password secure. You will be asked to change the password at initial logon. **Every six months the password will need to be changed to maintain security** (there will be a reminder on AIR’s secure site when this is required).

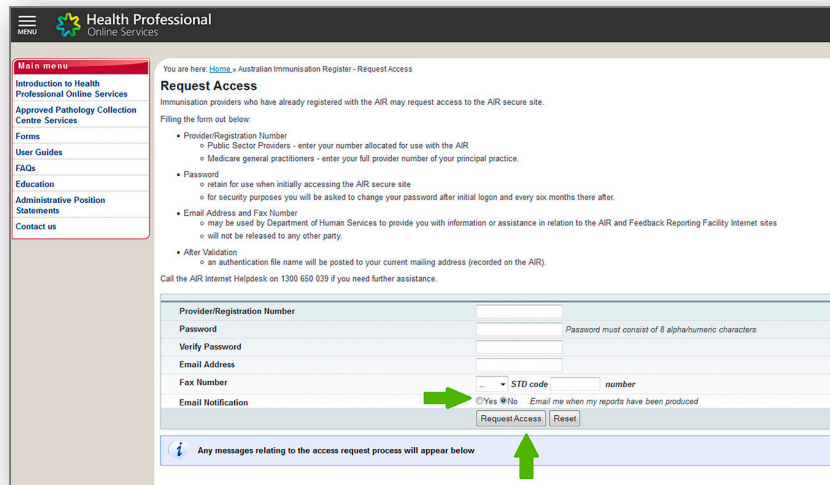


Figure 2

### Immunisation providers without a Medicare number

Other non-GP immunisation providers, e.g. Queensland Health facilities can apply to become a recognised immunisation provider with AIR and then request access.

1. Complete the ‘Application to register as a vaccination provider’ (IM004.1806) form which can be downloaded at [www.humanservices.gov.au/organisations/health-professionals/forms/im004](http://www.humanservices.gov.au/organisations/health-professionals/forms/im004)
2. Under ‘Provider type’, select the type which best describes your provider type (Figure 3).
3. Email the completed form to Queensland Health’s Immunisation Program at [QHIP-ADMIN@health.qld.gov.au](mailto:QHIP-ADMIN@health.qld.gov.au). The Immunisation Program will forward your application to AIR for processing. AIR will then notify you regarding your unique registration number

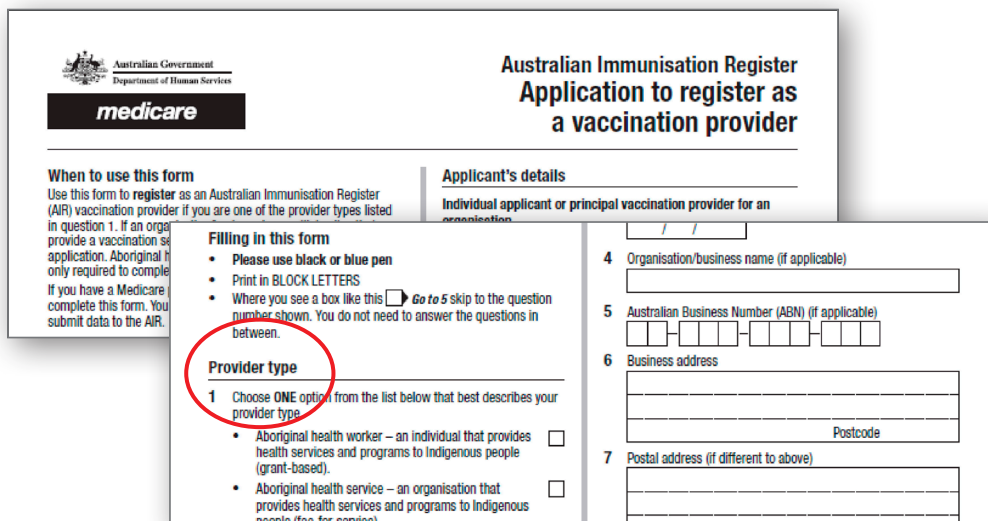


Figure 3

## Appendix 2 – How to log into AIR



### Prefer to watch a video on this topic?

Visit Queensland Health's website at [www.health.qld.gov.au/usingAIR](http://www.health.qld.gov.au/usingAIR)

AIR is accessed through Health Professionals Online Services (HPOS).

### Immunisation providers using PRODA

1. For providers using PRODA to access HPOS for the first time, you will need to re-establish your delegations and favourites. GP practices who participate in the Practice Incentives Program (PIP) or the Practice Nurse Incentive Program (PNIP) are required to notify the Australian Government Department of Human Services of their PRODA RA number. Contact the Incentives Programs team on 1800 222 032, fax 1300 587 696 or email [pip@humanservices.gov.au](mailto:pip@humanservices.gov.au) or [pnip@humanservices.gov.au](mailto:pnip@humanservices.gov.au).
2. Select Health Professionals Online Services (HPOS) in the **'My linked services'** window and then click on **'My programs'** (Figure 1).

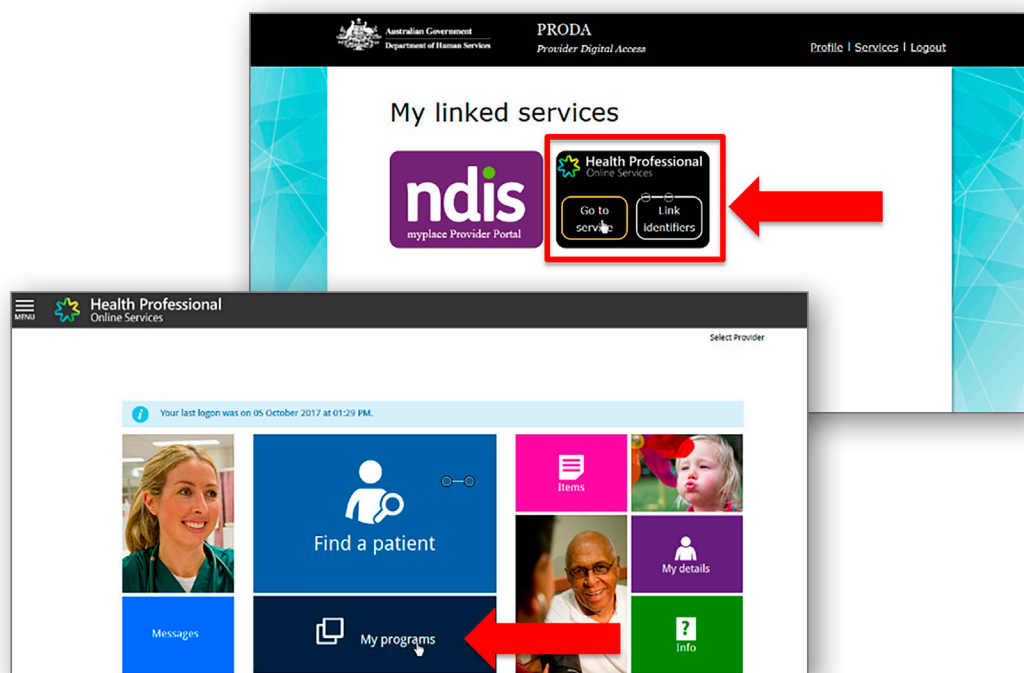


Figure 1

3. A range of 'tiles' will appear, click on Australian Immunisation Register (highlighted in red) (Figure 2).

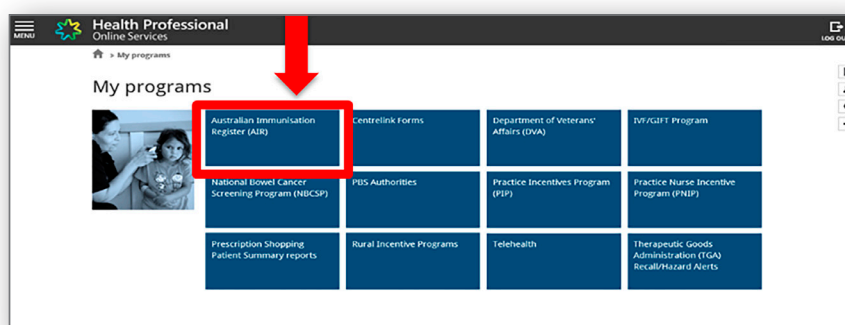


Figure 2

4. The next screen will show the AIR main menu page (Figure 3).

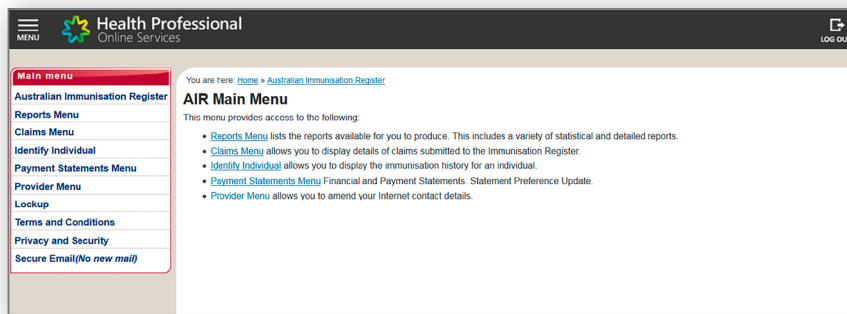


Figure 3

### Immunisation providers not using PRODA

**NOTE** Ensure you have your AIR access details and password available.

1. Go to [www.humanservices.gov.au/organisations/health-professionals/services/medicare/hpos](http://www.humanservices.gov.au/organisations/health-professionals/services/medicare/hpos), click on 'log on' (Figure 4).
2. Scroll down the page and click on 'AIR logon only' (Figure 4).

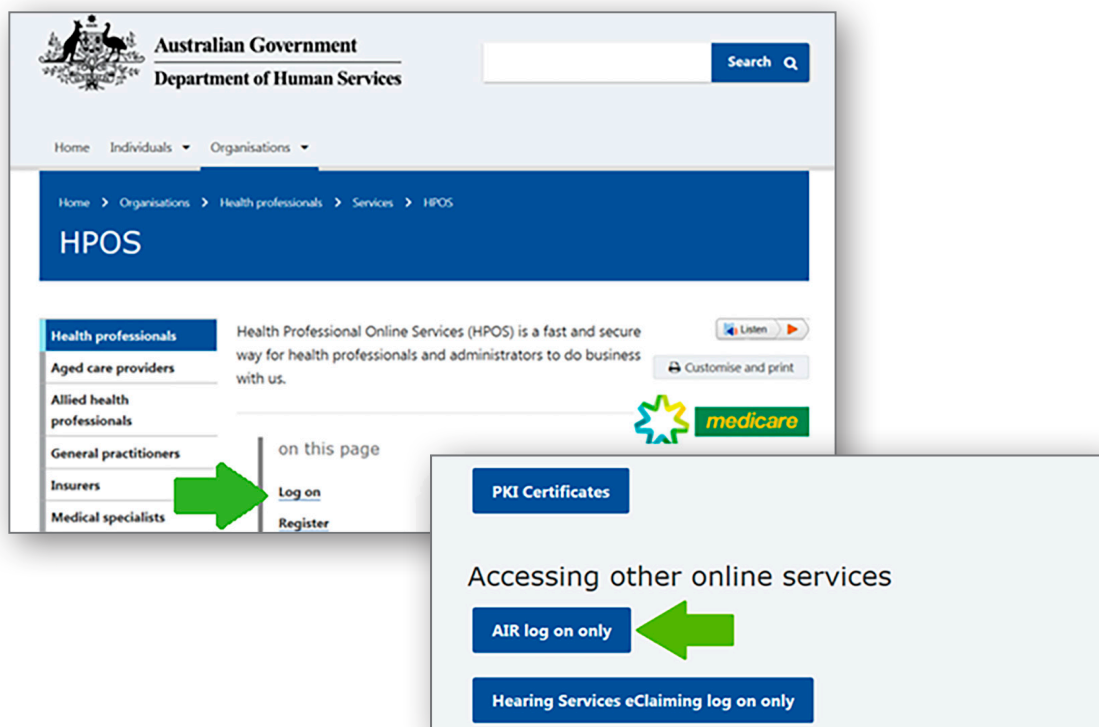


Figure 4

**NOTE****Is your access to AIR blocked?**

- If you enter the wrong username or password more than three times your access will be revoked.
- If you do not use the secure site for more than three months, your password will expire.
- For assistance with accessing AIR telephone AIR's internet help desk on 1300 650 039.

3. At the **'Logon'** screen (Figure 5) select **'Browse'** to insert and send access details.
4. A pop-up box (Figure 5) will appear requesting a username and password. Enter these details.
5. Select **'OK'**.

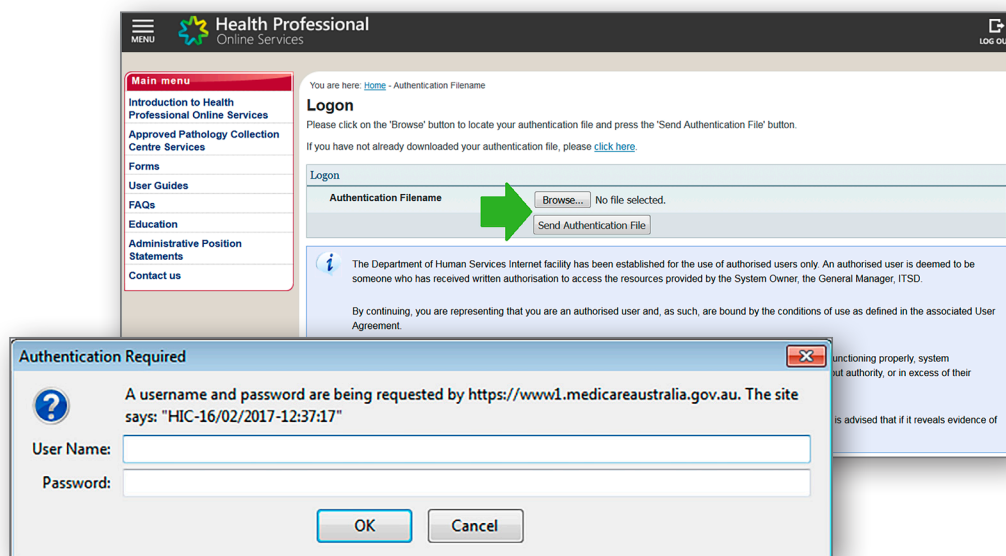


Figure 5

**TIP**

- Make the AIR logon screen a 'favourite' in your web browser for quick access.
- For security purposes, after approximately 15 minutes of inactivity access to AIR will end. Close the internet browser before attempting to log back in.

## Appendix 3 – How to use AIR’s secure email



### Prefer to watch a video on this topic?

Visit Queensland Health’s website at [www.health.qld.gov.au/usingAIR](http://www.health.qld.gov.au/usingAIR)

The secure email on AIR can be used to:

- request amendments to records or query records
- notify AIR if a child or adolescent is on catch-up
- notify AIR if an individual has moved overseas or interstate

### NOTE

- It is important to provide the individual’s full name, Medicare number and date of birth when querying a record.
- New immunisation records cannot be sent to AIR using the secure email.

1. On the left side of the AIR screen, click on the **‘Secure Email’** (Figure 1). This will display your email history. Clicking on any of the icons (pictured below) will display further detail.

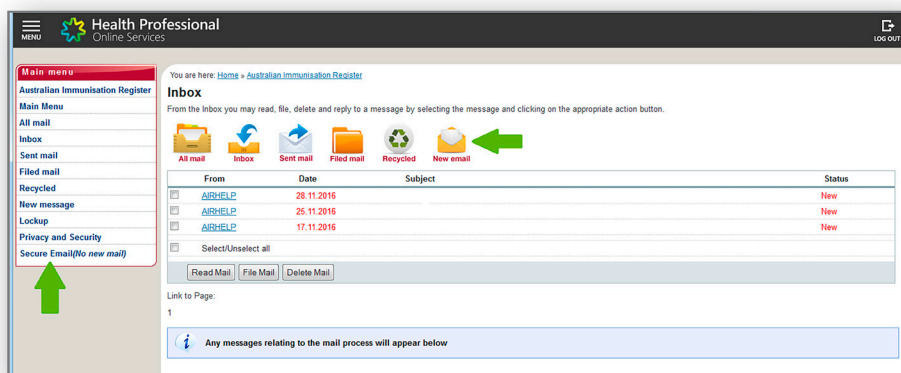


Figure 1

2. To open a new email text box, click on the **‘New email’** icon or alternatively, click on the **‘New message’** on the left side of the screen (Figure 1).



3. Type your message in the text box (Figure 2) and click 'Send'.

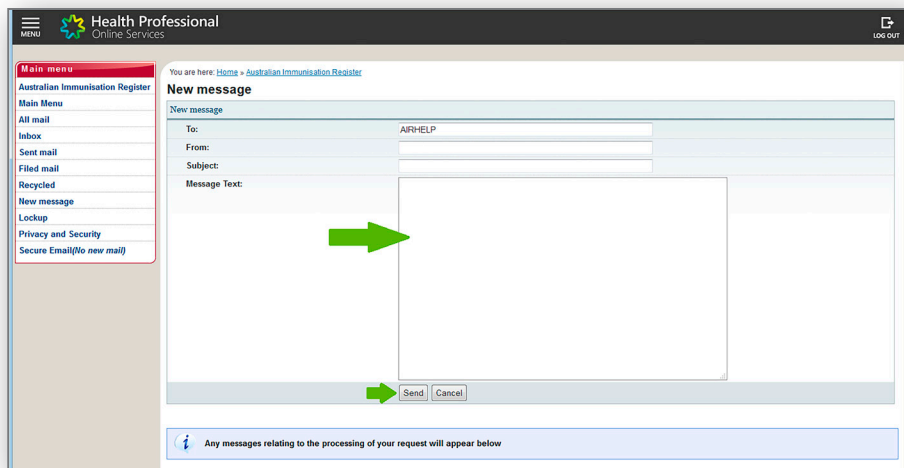


Figure 2

4. Click on 'Main Menu' on left side of screen to return to main screen.
5. When the request is actioned by AIR a response will be sent by AIRHELP. The status column (highlighted in red in Figure 3) identifies new emails in red text.

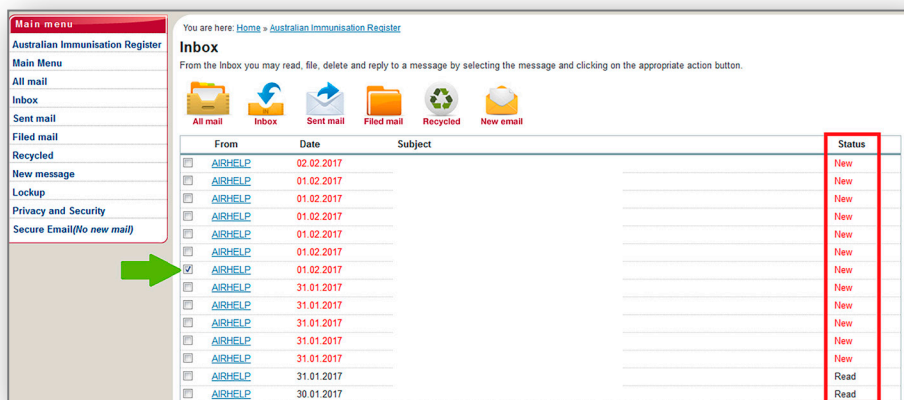


Figure 3

6. Click on 'AIRHELP' to open the email response from AIR (Figure 4).

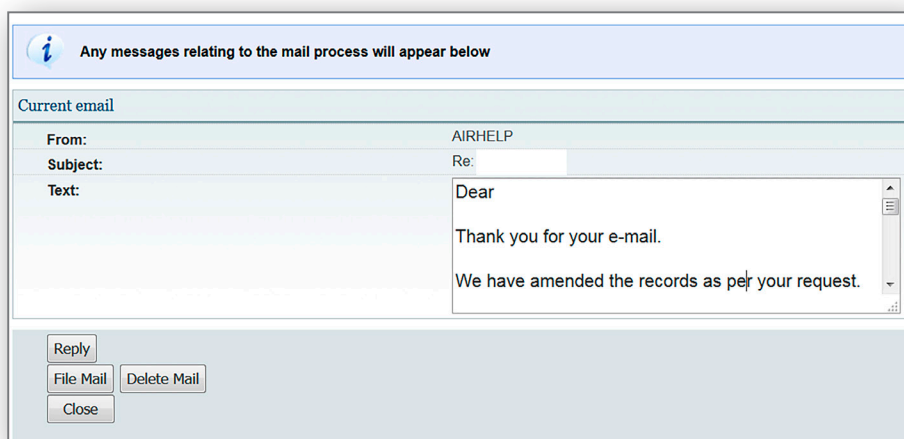


Figure 4

7. To confirm the amendment has been made, check the individual's record on AIR after receipt of the email.

## Appendix 4— How to find and interpret immunisation records on AIR



### Prefer to watch a video on this topic?

Visit Queensland Health's website at [www.health.qld.gov.au/usingAIR](http://www.health.qld.gov.au/usingAIR)

1. Refer to Appendix 2 for how to log into AIR.
2. After logging into AIR, the 'AIR Main Menu' screen will open. Select 'Identify Individual' (Figure 1).

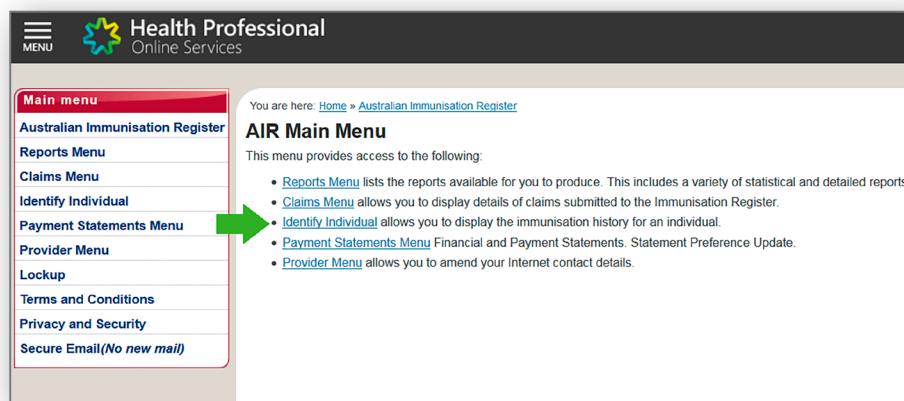


Figure 1

3. The 'Identify Individual' screen (Figure 2) will appear.

Figure 2

4. To locate a record, the following information is required:
  - surname and first name
  - date of birth – this must be entered in the format dd/mm/yyyy
  - Medicare number (optional but will improve the accuracy of search results).
5. Insert the individual's details and click on '**Search**'.

6. If the individual has a record on AIR, their details will appear (Figure 3).

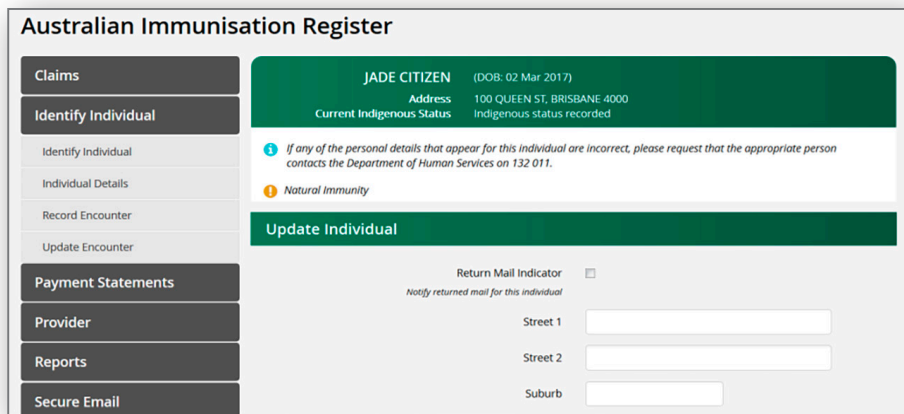


Figure 3

7. If a record cannot be found or if there are matching records on AIR a message stating ‘individual not found’ will appear on the screen (Figure 4). A search on AIR will only return one record at a time. For example, if a search is conducted for ‘John Smith’ with limited identifying details, no result will be produced as AIR will not provide a list of all ‘John Smith’s’ listed on the register.

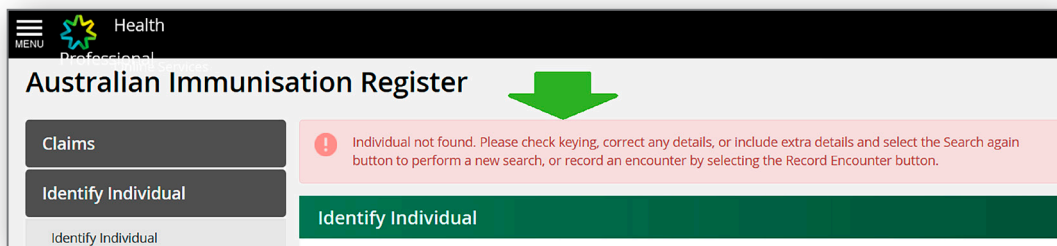


Figure 4

8. Once you have located the individual’s record, scrolling down the screen and clicking on the arrows on the right side (highlighted in orange) will expand different sections. Figure 5 shows ‘Due Details’ (highlighted in red), the ‘Due Date’ (highlighted in yellow) is important as this will indicate what antigens the individual is considered overdue or due for.

**Note:** The due details are based on the individual’s immunisation history – if there are errors or missing records in the individual’s immunisation history then the due details may not be accurate. Follow-up with the child’s parents, review patient records or clarify the record with AIR.

Due Details		
Disease	Dose	Due Date ^
Hepatitis B	1	01 Oct 2017
Measles	1	31 Jul 2018
Meningococcal ACWY	1	
Mumps	1	
Rubella	1	
Diphtheria	4	31 Jan 2019
HIB Schedule A	4	
Pertussis	4	
Tetanus	4	
Varicella	1	
Poliomyelitis	4	31 Jul 2021

Figure 5

9. The individual's **'Immunisation History'** can also be viewed on the encounter screen by clicking on the down arrow (highlighted in orange) and scroll down (Figure 5).
10. Figure 6 shows details of the immunisation history as shown on screen. The **'status'** column indicates if the record has been accepted as a valid dose. In the example shown, the Prevenar 13<sup>®</sup> given on 28/05/2018 has not been accepted – indicated by the 'partially processed' status (highlighted in yellow). It has been reported as dose 1 instead of dose 3. By holding the cursor over the number in the **'reason code'** column the explanation will be displayed, as shown by 'duplicate antigen dose'. Dose 1 Prevenar 13<sup>®</sup> was previously reported on 16/11/2017 and therefore AIR is not able to accept the same vaccine with the same dose number. Until this error is fixed this child will be considered overdue for dose 3 Prevenar 13<sup>®</sup>. A provider can request AIR amend the dose number to 3. **Refer to Appendix 5 for advice on amending errors.**

Date	Vaccine/Brand	Dose	Status	Reason Code
16 Nov 2017	Infanrix Hexa	1	Accepted	
16 Nov 2017	Prevenar 13	1	Accepted	
16 Nov 2017	Rotarix	1	Accepted	
08 Mar 2018	Infanrix Hexa	2	Accepted	
08 Mar 2018	Prevenar 13	2	Accepted	
28 May 2018	Infanrix Hexa	3	Accepted	
28 May 2018	Prevenar 13	1	Partially processed	103

Figure 6

11. To view an immunisation history which extends over multiple 'pages' the options are to either to view one page at time by clicking the **'page number'** (highlighted in orange) or click on the numbers on the right side of the screen (indicated with red arrow) (figure 7). This option is preferable as it expands the full history rather than showing one page at time.



26 Oct 2016	Prevenar 13	3	Accepted
07 Mar 2017	Menitorix	1	Accepted

« 1 2 3 »
 10 25 50 100

Figure 7

12. Click on the **'Immunisation History Statement'** button (highlighted with a orange arrow) (Figure 6) to open a print-friendly (in pdf format) immunisation history statement (Figure 8).

**NOTE** Immunisation records that are not 'accepted' in the status column on an individual's AIR on-screen record will not appear on their immunisation history statement.

  
**Australian Government**  
 Department of Human Services  


**Immunisation history statement**

As at:

For:

Date of birth:

Immunisation status: up to date

Schedule	Date given	Immunisation	Brand name given
Birth	24 Mar 2018	Hepatitis B	H-B-Vax II
2 months	08 May 2018	Diphtheria Tetanus Pertussis Hib Hepatitis B Polio Pneumococcal Rotavirus	Infanrix Hexa Prevenar 13 Rotarix

Next immunisation/s due	Date Due
Diphtheria Tetanus Pertussis	24 Jul 2018
Hib	24 Jul 2018
Polio	24 Jul 2018
Hepatitis B	24 Jul 2018
Pneumococcal	24 Jul 2018
Rotavirus	24 Jul 2018
Measles Mumps Rubella	24 Mar 2019
Meningococcal ACWY	24 Mar 2019
Varicella	24 Sep 2019

**Notice/s**

Page 1 of 2

Figure 8

# Appendix 5 – How to record an immunisation encounter for individuals under 20 years



**Prefer to watch a video on this topic?**

Visit Queensland Health’s website at [www.health.qld.gov.au/usingAIR](http://www.health.qld.gov.au/usingAIR)

1. To find and identify an individual follow the steps in Appendix 4.
2. Once the correct record has been located, click on the **‘Record Encounter’** (indicated by red arrow at Figure 1). The information highlighted in red and marked with a red asterisk needs to be completed.

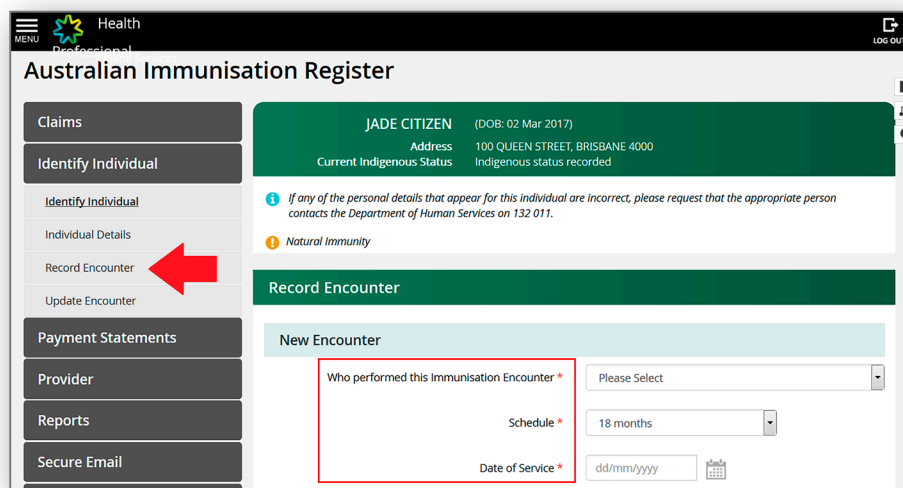


Figure 1

3. **Who performed this immunisation encounter?** Three options are available for selection (Figure 2).

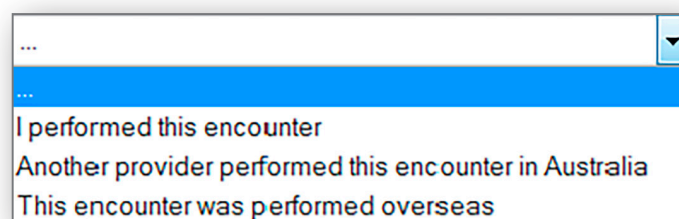


Figure 2

4. **Schedule** – choose appropriate age point for children under four years; choose **'Other'** if vaccines are being given outside the age-based schedule (Figure 3).

**Note:** Only the vaccines given at the scheduled age points will appear when choosing a scheduled age point. Selecting 'Other' will expand the vaccine list.

Figure 3

5. **Date of service**, i.e. date vaccinations given.
6. The new encounter screen shown at Figure 4 shows an example where the 6-month schedule has been selected (highlighted in red). The vaccine brands that can be recorded align with the vaccines that are available and the antigens due at this age. If required details are omitted, a 'required' flag will appear (highlighted in black) as is shown for the 'date of service'.
7. Once all the details are entered, click on **'Add'** (highlighted by a green arrow).
8. The following screen (not shown) will provide a summary of details selected. Changes can be made prior to clicking on **'Submit'**.

Figure 4

- After clicking on **'Submit'**, if there is an error detected by AIR the screen **'Encounter(s) for clarification'** will appear (Figure 5). It shows that under **'Status'** (highlighted in red), **'confirmation required'**. By clicking on the highlighted number – 101 in figure 5 – the reason for the confirmation request will be displayed (highlighted in green). To amend the details, click on **'Action'** and correct as necessary. If the details are correct, click on **'Confirm'**.

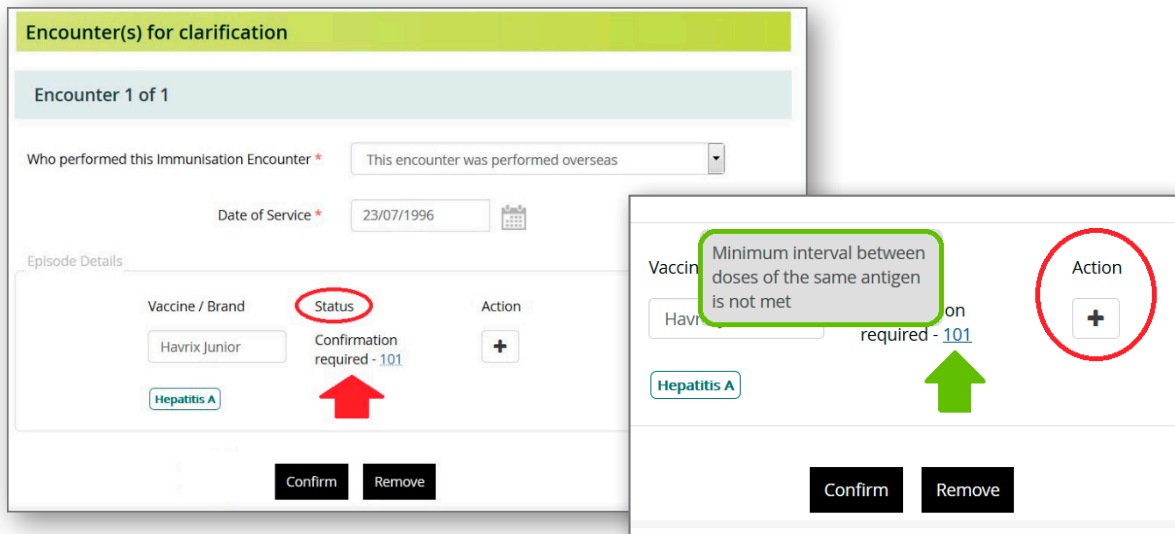


Figure 5

- The next screen indicates that the encounter has successfully been submitted (highlighted in red in Figure 6). The record can be checked to ensure all details were accepted by AIR.

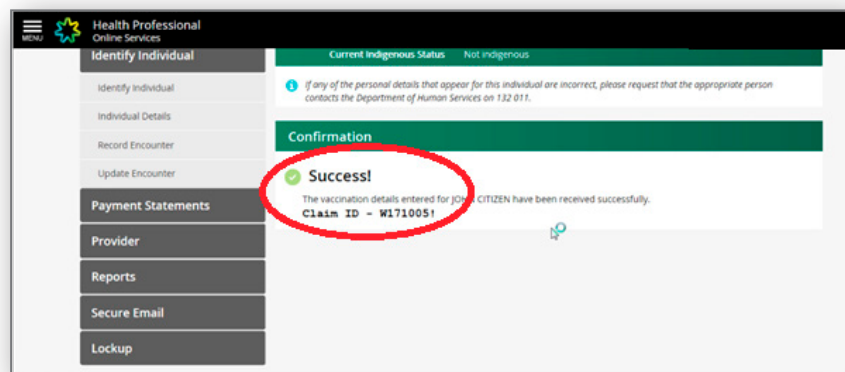


Figure 6



## Recording catch up on AIR

1. Follow the steps in Appendix 4 to locate an individual’s record on AIR.
2. On the individual’s record, tick **‘Planned Catch up for Overdue Vaccines’** (highlighted in red in Figure 7). Click **‘Save’**.
3. Once recorded, the catch up will be displayed as shown in Figures 8 and 9, either as catch up still current or catch up expired.

Figure 7

**NOTE**

- Recording catch up only applies for individuals under 20 years.
- Catch up can only be recorded once on an individual’s record (highlighted in yellow figure 7).

Figure 8

Figure 9

## How to update an encounter

1. On the individual's record select **'Update Encounter'** in the left-hand menu (Figure 10). On the right side of the screen under **'Action'**, a pencil symbol indicates that the record can be amended. Click on the pencil symbol and the 'Edit Encounter' window opens (Figure 11). Make the appropriate corrections to the details and click on 'Update'.

**NOTE**

If the pencil icon does not appear next to the immunisation details, amendments can only be made by contacting AIR either by telephone or by using the secure email function (refer Appendix 3).

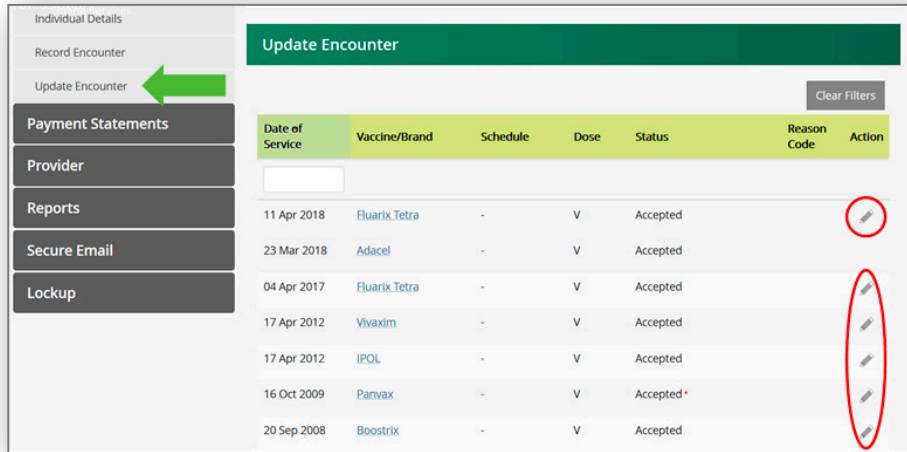


Figure 10

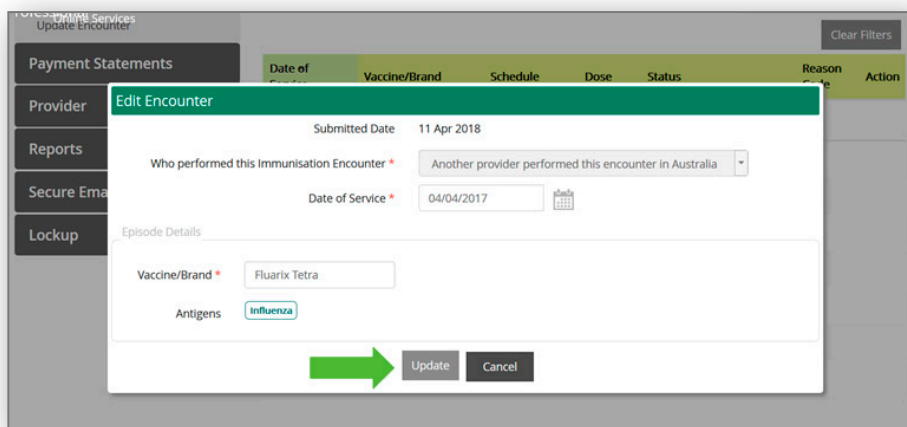


Figure 11

## Appendix 6— How to record an immunisation encounter for individuals over 20 years



### Prefer to watch a video on this topic?

Visit Queensland Health's website at [www.health.qld.gov.au/usingAIR](http://www.health.qld.gov.au/usingAIR)

1. To find and identify an individual follow the steps in Appendix 4.
2. Once the record has been located, click on the **'Record Encounter'** (indicated by a red arrow at Figure 2). The information highlighted in red and marked with a red asterisk needs to be completed.
3. **Who performed this immunisation encounter?** Three options are available for selection (Figure 1).

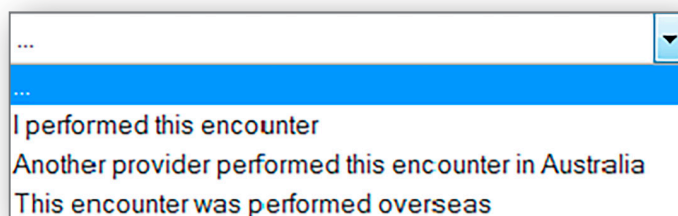


Figure 1

4. Type the **'Date of service'** in the format as shown (Figure 2). If multiple vaccinations given on same day tick the box indicating **'date of service applies for all episodes'** (highlighted in yellow).
5. In the **'Vaccine/brand'** field (Figure 2), select the correct vaccine name. If the vaccine name is unknown there are 'generic' antigens names, for example, generic tetanus, generic DTPa. The **'+'** (highlighted in orange) can be used to add additional vaccine/brands.



**TIP**

Type the first few letters of the vaccine name in the 'Vaccine/Brand' box and the matching vaccine name/s will appear in the drop-down box.

Figure 2

6. Once all vaccinations have been entered, click on **'Add'**.



**NOTE**

Dose numbers are not required when entering immunisations given to anyone over 20 years. AIR will automatically display the dose number as a 'V' on the individual's record.

7. Details can be amended or deleted by either selecting the pencil icon or the bin icon (highlighted in red at Figure 3). If no corrections are required, click on **'Submit'** (Figure 3).

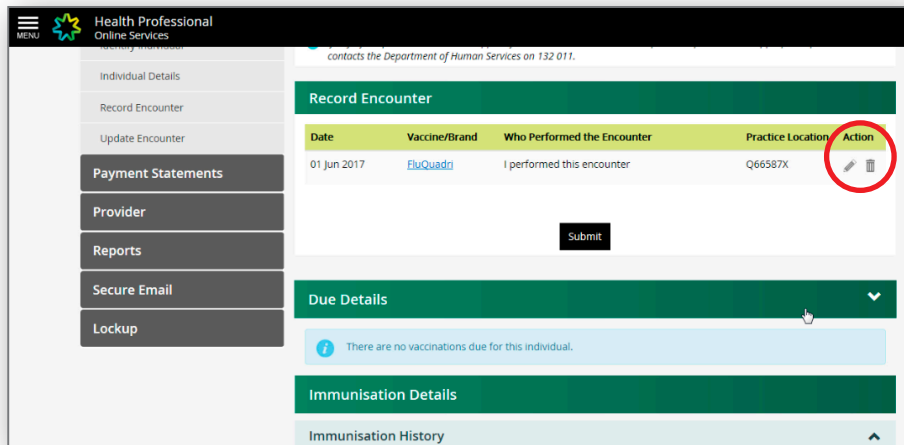


Figure 3

8. After clicking on **'Submit'**, if there is an error detected by AIR the screen **'Encounter(s) for clarification'** will appear (Figure 4). It shows that under **'Status'** (highlighted in red), **'confirmation required'**. By clicking on the highlighted number – 101 in figure 5 – the reason for the confirmation request will be displayed (highlighted in green). To amend the details, click on **'Action'** and correct as necessary. If the details are correct, click on **'Confirm'**.

9. After clicking **'Submit'** a message will appear indicating the claim has been successful (Figure 6).

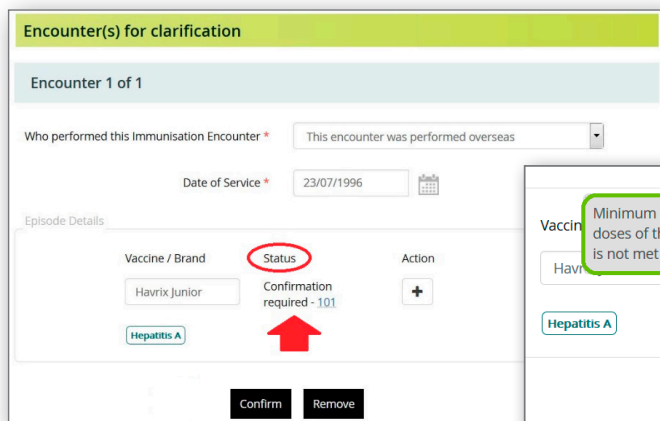


Figure 4

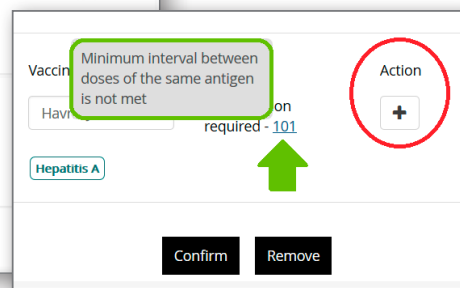


Figure 5

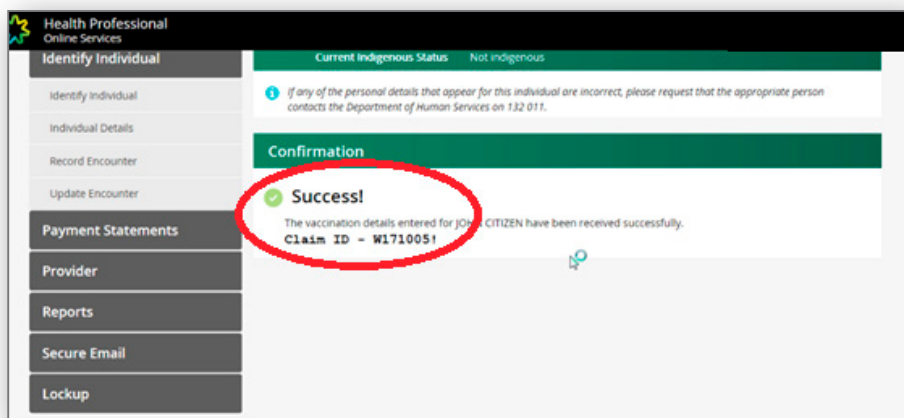


Figure 6

## How to create a new record on AIR

1. **Before creating a new record on AIR** telephone AIR on 1800 653 809 and ask for a search for a person's record. This will minimise the risk of a duplicate record on the register.

### NOTE

Infants who are not yet registered with Medicare will not have an AIR record. Avoid creating a record for these children as their Medicare registration will also initiate an AIR record for them. Use the AIR Immunisation Encounter form to report immunisations when an AIR record is not available (refer 2.4.1).

2. If it is confirmed that the individual does not have a record on AIR, select **'Identify Individual'** and input the individual's surname, first name and date of birth. The following message 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.

3. Select **'Record Encounter'** to create a new record (Figure 1).

Figure 1

4. The **'Create Individual'** screen will appear (Figure 2). Complete the details for the individual, including Indigenous status (highlighted in red). Click **'Next'** to create a record on AIR.

Figure 2

5. The **'Record Encounter'** screen will appear. Enter immunisation details as required. Refer to Appendix 5 or 6 for guidance.
6. Allow at least 24 hours before the new record can be viewed.

## Appendix 7 — How to lodge a medical exemption on AIR



### Prefer to watch a video on this topic?

Visit Queensland Health's website at [www.health.qld.gov.au/usingAIR](http://www.health.qld.gov.au/usingAIR)

There are only **two valid medical exemptions** that can be notified to AIR:

1. Medical contraindication
2. Natural immunity

It is important to notify AIR if an individual under 20 years has a medical exemption to immunisation. These notifications are only required for individuals under 20 years of age as they can affect the immunisation status of a child or adolescent. For example, a child's record may state they are overdue for varicella vaccination; however, a notification of past varicella disease, i.e. natural immunity will remove this overdue status.

### NOTE

Only GPs, paediatricians, clinical immunologists, public health physicians or infectious disease physicians are authorised to lodge a medical exemption for immunisation.

There are **two methods** for reporting a medical exemption to AIR. These are:

1. Using the AIR encounter screen to lodge the exemption directly onto the individual's record
- OR
2. Completing the immunisation medical exemption form (IMo11.18o7) and forwarding it to AIR.

### NOTE

- AIR will return or reject incorrectly completed forms or medical exemption forms with invalid medical reasons to the provider who submitted them.
- Information about medical exemptions and/or natural immunity can be found in the online version of *The Australian Immunisation Handbook*.
- Natural immunity can only be granted against the following diseases: hepatitis B, mumps, measles, rubella and/or varicella.
- Natural immunity can only be reported for all antigens in a vaccine. For example, for a child to be considered exempt from measles-mumps-rubella vaccine based on natural immunity, they would need to be immune to all three diseases.
- A medical contraindication be recorded as either 'permanent' or 'temporary'.

## Using the AIR encounter screen to record a medical contraindication

1. Follow the steps at Appendix 4 to locate an individual's record on AIR. Once the correct individual's record is found, click on **'Medical contraindication'** on the left-hand menu (Figure 1).

The screenshot shows the 'Health Professional Online Services' interface. On the left, a navigation menu includes 'Claims', 'Identify Individual', 'Identify Individual', 'Individual Details', 'Record Encounter', 'Update Encounter', 'Medical Contraindication' (highlighted with a red arrow), 'Natural Immunity', 'Payment Statements', 'Provider', 'Reports', and 'Secure Email'. The main content area displays patient information for 'JADE CITIZEN' (DOB: 02 Mar 2017) and a 'Record Medical Contraindication' section. Below this is a 'New Medical Contraindication' form with fields for 'Practice Location', 'Vaccine/Brand', 'Antigens', 'Type' (Permanent/Temporary), 'Start Date', 'End Date', and 'Reason'.

Figure 1

2. Complete all fields marked with a red asterisk (Figure 2). For **'Type'**, i.e. permanent or temporary, if **'Temporary'** has been selected, enter a **'End Date'**. The start date will be automatically populated with the current date and it cannot be changed. The choices in the drop-down box for **'Reason'** are limited to only those considered valid reasons as per the *Australian Immunisation Handbook*.
3. Click on **'Add'** to submit the medical contraindication.

The screenshot shows the 'New Medical Contraindication' form with a red box highlighting the required fields. The form includes the following fields: 'Practice Location' (dropdown), 'Vaccine/Brand' (text input, value: Menitorix), 'Antigens' (checkboxes for 'HIB Schedule A' and 'Meningococcal C'), 'Type' (radio buttons for 'Permanent' and 'Temporary', with 'Temporary' selected), 'Start Date' (text input, value: 05/10/2017), 'End Date' (text input with calendar icon, value: 05/11/2017), and 'Reason' (dropdown, value: Acute major illness). At the bottom, there are 'Add' and 'Cancel' buttons.

Figure 2

- The following screen will show details of the medical exemption (Figure 3). If you wish to amend any of the details or delete the entry, in the **'Action'** column (highlighted by a red circle in Figure 3) click on the pencil symbol to edit or the rubbish bin symbol to delete the entry.
- If all the details are correct, click on the **'Submit'** button.
- After submitting the record, the next screen will confirm the notification (Figure 4).

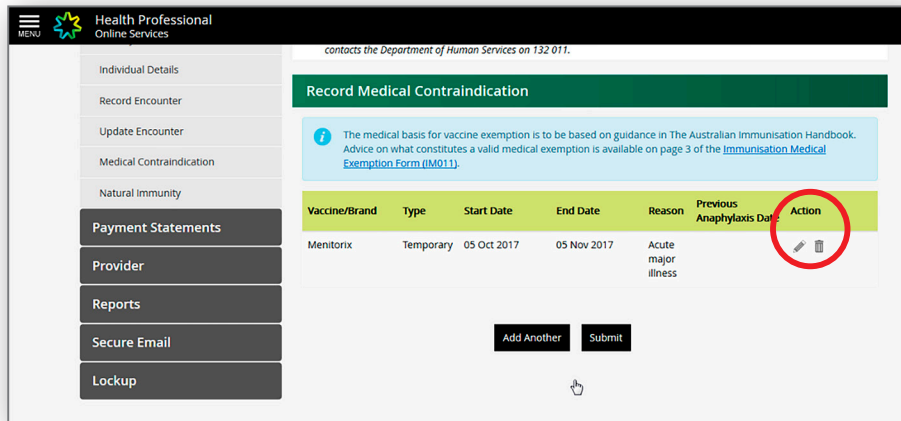


Figure 3

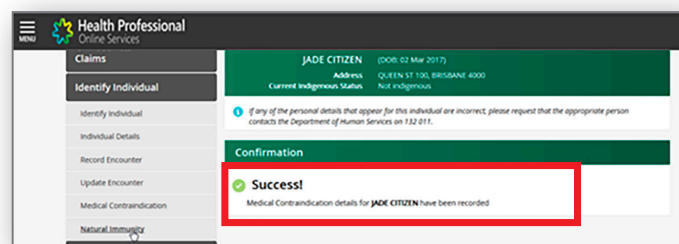


Figure 4

### Using the AIR encounter screen to record natural immunity

- Follow the steps at Appendix 4 to locate an individual's record on AIR. Once the correct individual's record is found, click on **'Natural immunity'** on the left-hand menu (Figure 1).

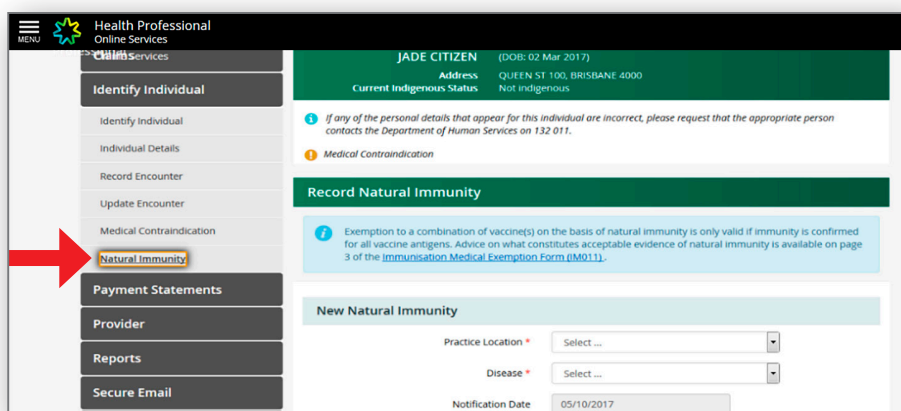


Figure 1



- Complete all fields marked with a red asterisk (Figure 2). In the drop-down box for **'Disease'** only hepatitis B, varicella, or measles, mumps and rubella can be selected. These are the only diseases for which natural immunity can be recorded against. For measles, mumps and rubella, immunity must be against all three diseases (due to combination vaccine given.) The **'Notification date'** will be automatically populated with the current date and cannot be changed. Insert either a **'Laboratory Testing Date'** or **'Physician Based Clinical Diagnosis Date'**.

Figure 2

- Click on **'Add'**.
- The following screen will show details of the submission (Figure 3). If you wish to amend any of the details or delete the entry, in the **'Action'** column (highlighted red in Figure 3) click on the pencil symbol to edit or the rubbish bin symbol to delete the entry.

Provider Number	Disease	Notification Date	Laboratory Testing Date	Physician Based Clinical Diagnosis Date	Actions
4967784T	Measles	05 Oct 2017	05 Sep 2017	05 Sep 2017	[Edit] [Delete]
4967784T	Mumps	05 Oct 2017	05 Sep 2017	05 Sep 2017	[Edit] [Delete]
4967784T	Rubella	05 Oct 2017	05 Sep 2017	05 Sep 2017	[Edit] [Delete]

Figure 3

- If all the details are correct, click on the **'Submit'** button.
- After submitting the record, the next screen will confirm the notification (Figure 4).

Figure 4



## Appendix 8— How to enter overseas immunisation information on AIR



### Prefer to watch a video on this topic?

Visit Queensland Health's website at [www.health.qld.gov.au/usingAIR](http://www.health.qld.gov.au/usingAIR)

Overseas immunisation records can be recorded onto an individual's AIR record. There are two methods for recording this information on AIR.

- Using the AIR encounter screen. Refer to Appendices 5 and 6. On the 'Record Encounter' screen, select 'This encounter was performed overseas' or 'Another provider performed this encounter in Australia' in the drop-down box (Figure 1).

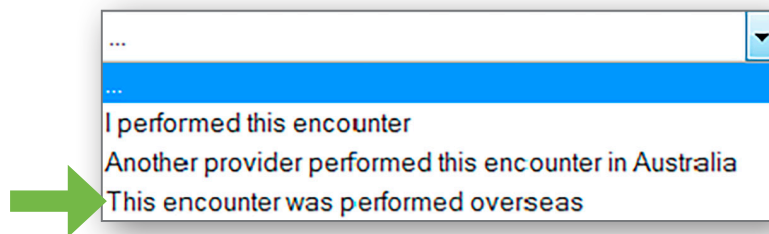


Figure 1

- Completing the AIR immunisation history form (IM013.1807) (Figure 2). Follow steps outlined below. (The AIR immunisation history form can also be used to report immunisation details not reported by another provider in Australia.)

**Note:** It is important to sight proof of immunisation. Make sure the right vaccines and right antigens are identified and reported accurately to AIR. Refer to information on page 66 for guidance about interpreting overseas immunisation histories or call your local public health unit for advice.

### Completing the AIR immunisation form history:

- Download the form at [www.humanservices.gov.au/organisations/health-professionals/forms/imo13](http://www.humanservices.gov.au/organisations/health-professionals/forms/imo13)
- Complete Part B (circled in yellow in Figure 2).
- Mark an 'X' in the 'If given overseas' box (highlighted in red in Figure 2).
- When recording vaccine details in Part B, if the vaccine brand name is unknown, then select 'Other (please specify)', for example, use dTpa rather than Infanrix®. This allows the correct antigens to be identified and recorded on the history.
- If the child or adolescent is on a catch-up schedule, this can be notified by ticking the option, highlighted in green in Figure 2. This allows family assistance payments to be made; however, this notification will only remain in place for six months and can only be lodged once for a child or adolescent.



## Resources to help interpret overseas immunisation histories

The World Health Organization provides an online tool (available at [http://apps.who.int/immunization\\_monitoring/globalsummary/schedules](http://apps.who.int/immunization_monitoring/globalsummary/schedules)) which lists international vaccination schedules including antigens and their description (Figure 3).

This can assist with identifying catch-up schedules for children from overseas where no health record is available.

To use the tool:

1. Select the country of interest from the **'Countries list'**
2. Click on **'Select all vaccines'**
3. Click **'OK'**; a vaccination schedule for the chosen country will be provided.

Figure 3

The **US Centers for Disease Control (CDC)** provides a guide to foreign immunisation language terms (available at <https://www.cdc.gov/vaccines/pubs/pinkbook/downloads/appendices/b/foreign-products-tables.pdf>)

It includes tables listing:

- terms for vaccine-preventable diseases, vaccines and other items that might be found on an immunisation record (by language)
- names of specific vaccines that are used or have been used internationally, along with the manufacturer and country or region (where known).

This information can help with translating immunisation documents from other countries.

## Appendix 9 – How to request reports from AIR



### Prefer to watch a video on this topic?

Visit Queensland Health's website at [www.health.qld.gov.au/usingAIR](http://www.health.qld.gov.au/usingAIR)

For more information about AIR reports, refer to 3.4.2 or call the AIR internet help desk on 1300 650 0809.

1. At the '**AIR Main Menu**' screen, select '**Reports Menu**', then '**Request a Report**' (Figure 1).

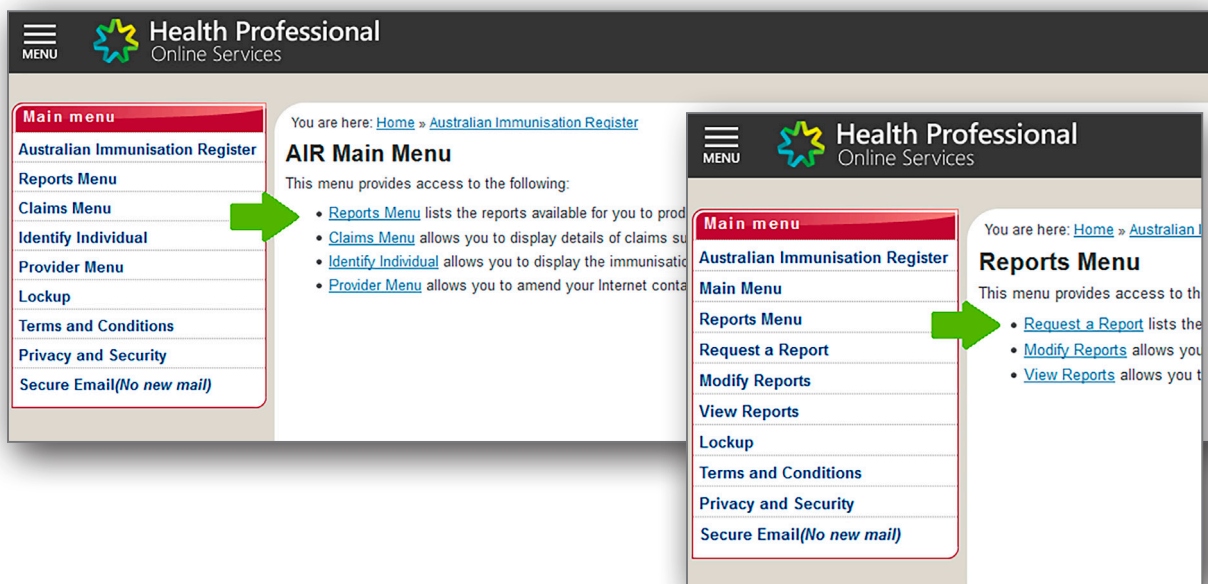


Figure 1

2. At the '**Request a Report**' screen, a list of reports will be available for selection. Once a selection is made, such as the '*AIR010A – AIR Due/Overdue practice report*' or the '*AIR021A – Due/Overdue report by Medicare GP*', click '**Request Report**'.
3. At the screen '**Request New Report**' select the purpose for which the information is intended. Choose the appropriate response and click '**OK**'.
4. At the second '**Request New Report**' screen, complete the details for each of the report fields. This information sets the parameters for the report request.
  - a. Name of report – will identify the report in the list of reports available for download
  - b. Frequency of report
  - c. Report end date – not required if 'once only' frequency is chosen
  - d. Output of report – csv (spreadsheet) or text file
  - e. Options 1, 2 or 3 – make a selection
  - f. Age breakdown – select from either a birth date range or age range
  - g. Due/overdue by disease – select 'all diseases'
  - h. Include individuals where – select 'natural immunity' and 'medical contraindication' has been recorded
 Click '**OK**'.

- At the next screen – **'Request New Report'** (Figure 2) select details to be included in the report.
- A message relating to the report request will appear on the screen (highlighted in red in Figure 2 below). An email will be sent to the email address registered with AIR to notify when the report is ready to download.

Figure 2

- To download the report, go to **'Reports Menu'** and select **'View Reports'** (Figure 3).

Figure 3

- On the **'View Report'** screen, a list of requested reports will appear. Tick the appropriate report and select **'View/Download Report'**. A pop-up box will appear asking for the file to be saved, follow the on-screen prompts.

# Appendix 10—Instructions for individuals wishing to obtain an immunisation history statement from AIR



## Prefer to watch a video on this topic?

Visit Queensland Health's website at [www.health.qld.gov.au/usingAIR](http://www.health.qld.gov.au/usingAIR)

This 2-page guide can be copied and given to anyone who wishes to obtain an immunisation history statement from AIR by using myGov.au.

For information about myGov go to [www.humanservices.gov.au/individuals/online-help/mygov](http://www.humanservices.gov.au/individuals/online-help/mygov)

**Note:** Children aged 14 years and over will need to have their own myGov account to obtain their immunisation history statement.

1. Follow the steps at <https://my.gov.au/LoginServices/main/login?execution=e2s1> to create a myGov account or log in (Figure 1)

Figure 1

2. Select Medicare in the 'Your services' screen (Figure 2)
3. Once a myGov account is set up, link your Medicare account. After linking the accounts, there are two options for accessing an AIR immunisation statement.

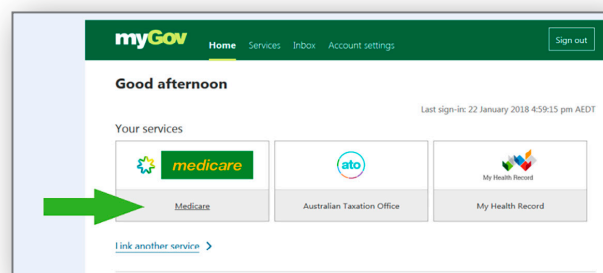


Figure 2



- On the Medicare online accounts screen, the individual's immunisation history statement on the Australian Immunisation Register can be viewed, downloaded and printed. Click on one of the 'immunisation history statement' links highlighted in red (Figure 3).

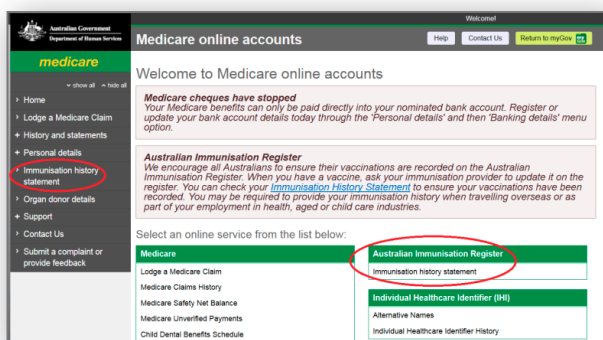


Figure 3

- At the next screen (Figure 4), select the individual's name, tick the box stating you understand the declaration and click on 'view statement'. The 'Immunisation History Statement' will open on the next screen.

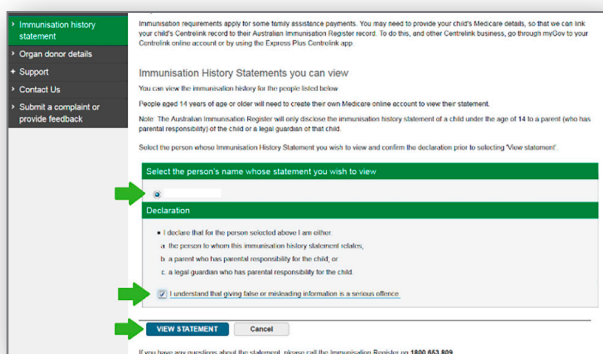


Figure 4

- The individual's immunisation history statement can be viewed and printed from this screen (Figure 5). A record of the individual's immunisation history is shown by the diseases vaccinated against and the vaccine brand name given. For individuals under 20 years the history also states if any immunisations are 'due'. Click on the pdf version (indicated by green arrow) to print a copy as required. This history statement will meet requirements for child care enrolment.

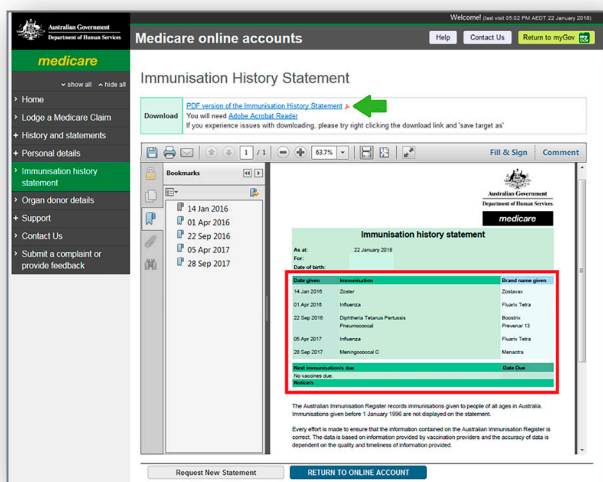


Figure 5

## 5. Acronyms and Glossary

Abbreviation	Name	Explanation
AIR	<b>Australian Immunisation Register</b> (formerly Australian Childhood Immunisation Register – ACIR)	A national register administered by Medicare Australia that records details of immunisations given to all individuals in Australia. <b>Information for health professionals</b> at <a href="http://www.humanservices.gov.au/organisations/health-professionals/services/medicare/australian-immunisation-register-health-professionals">www.humanservices.gov.au/organisations/health-professionals/services/medicare/australian-immunisation-register-health-professionals</a> <b>Information for consumers</b> at <a href="http://www.humanservices.gov.au/individuals/services/medicare/australian-immunisation-register">www.humanservices.gov.au/individuals/services/medicare/australian-immunisation-register</a>
AEFI	<b>Adverse event following immunisation (AEFI)</b>	‘Any untoward medical occurrence that follows immunisation and does not necessarily have a causal relationship to the usage of the vaccine’. For information on reporting adverse events go to <a href="http://www.health.qld.gov.au/cdcg/index/adverse.asp">www.health.qld.gov.au/cdcg/index/adverse.asp</a>
AIH	<b>The Australian Immunisation Handbook</b>	Go to <a href="http://www.health.gov.au/internet/immunise/publishing.nsf/Content/Handbook10-home">www.health.gov.au/internet/immunise/publishing.nsf/Content/Handbook10-home</a>
	<b>Child Care Subsidy</b>	Paid by the Australian Government Department of Human Services to help with costs of approved child care. Parents will need to have had their children fully immunised, be on a recognised immunisation catch-up schedule, or have an approved exemption to receive the payment.
	<b>Due &amp; overdue rules</b>	Used by AIR to determine an individual’s immunisation status as either due or overdue for immunisation. Centrelink payments may be suspended for children or adolescents (not individuals over 20 years) determined to be overdue for immunisation. To download a copy go to <a href="http://www.humanservices.gov.au/health-professionals/services/australian-childhood-immunisation-register/">www.humanservices.gov.au/health-professionals/services/australian-childhood-immunisation-register/</a>
	<b>Family Tax Benefit (Part A Supplement)</b>	Paid by the Australian Government. Parents of children aged less than 20 years will need to have their child or adolescent fully immunised, be on a recognised immunisation catch-up schedule, or have an approved exemption in place in order to receive this payment.
	<b>Fully immunised</b>	A child or adolescent who has received all vaccines as per the National Immunisation Program schedule at <a href="https://beta.health.gov.au/health-topics/immunisation/immunisation-throughout-life/immunisation-for-children">https://beta.health.gov.au/health-topics/immunisation/immunisation-throughout-life/immunisation-for-children</a>
HHS	<b>Hospital and Health Service</b>	Statutory body with responsibility for providing public sector health services in Queensland
HPOS	<b>Health Professional Online Services</b>	A secure method for health professionals and administrators to do business with the Australian Government Department of Human Services
	<b>HPV Register</b>	<i>The HPV Register will cease collecting HPV vaccination records after 31 October 2018. All records will be transferred to AIR.</i> AIR will record all HPV vaccinations from 1 November 2018.

IP	<b>Immunisation Program (Queensland Health)</b>	Responsible for implementing the National Immunisation Program in Queensland
NHMRC	<b>National Health &amp; Medical Research Council</b>	Promotes the development and maintenance of public and individual health standards.
NCIRS	<b>National Centre for Immunisation Research &amp; Surveillance</b>	Provides information for vaccine service providers, based at The Children's Hospital at Westmead in Sydney. Go to <a href="http://www.ncirs.edu.au/">www.ncirs.edu.au/</a>
NIP	<b>National Immunisation Program</b>	A federal government initiative that provides free vaccines to the Australian community through state and territory governments. For the current immunisation schedule go to <a href="http://www.health.qld.gov.au/publications/clinical-practice/guidelines-procedures/immunisation-schedule.pdf">www.health.qld.gov.au/publications/clinical-practice/guidelines-procedures/immunisation-schedule.pdf</a>
PHR	<b>Personal health record</b>	May also be referred to as the 'red book' – a child health record provided by Queensland Health
PHU	<b>Public health unit</b>	Part of Queensland Health with responsibility for protecting health at a population/community level
PRODA	<b>Provider Digital Access</b>	Is an online authentication system used to securely access government online services, such as HPOS.
RACGP	<b>Royal Australian College of General Practitioners</b>	Peak body for GPs, GP registrars and medical students, develops the <i>Standards for General Practice</i> and provides education and training for general practice
SIP	<b>School Immunisation Program</b>	A Queensland Health initiative that delivers free vaccinations for children in secondary school
VIVAS	<b>Vaccination Information and Vaccination Administration System</b>	A Queensland Health database used to support vaccine supply, ordering and distribution in Queensland. <i>Details of immunisations given in Queensland should be reported to AIR. Queensland immunisation providers are not required to report immunisations to VIVAS.</i>
VSP	<b>Vaccine service provider</b>	Any healthcare service or provider that provides an immunisation service
WHO	<b>World Health Organization</b>	The directing and coordinating authority for health within the United Nations system

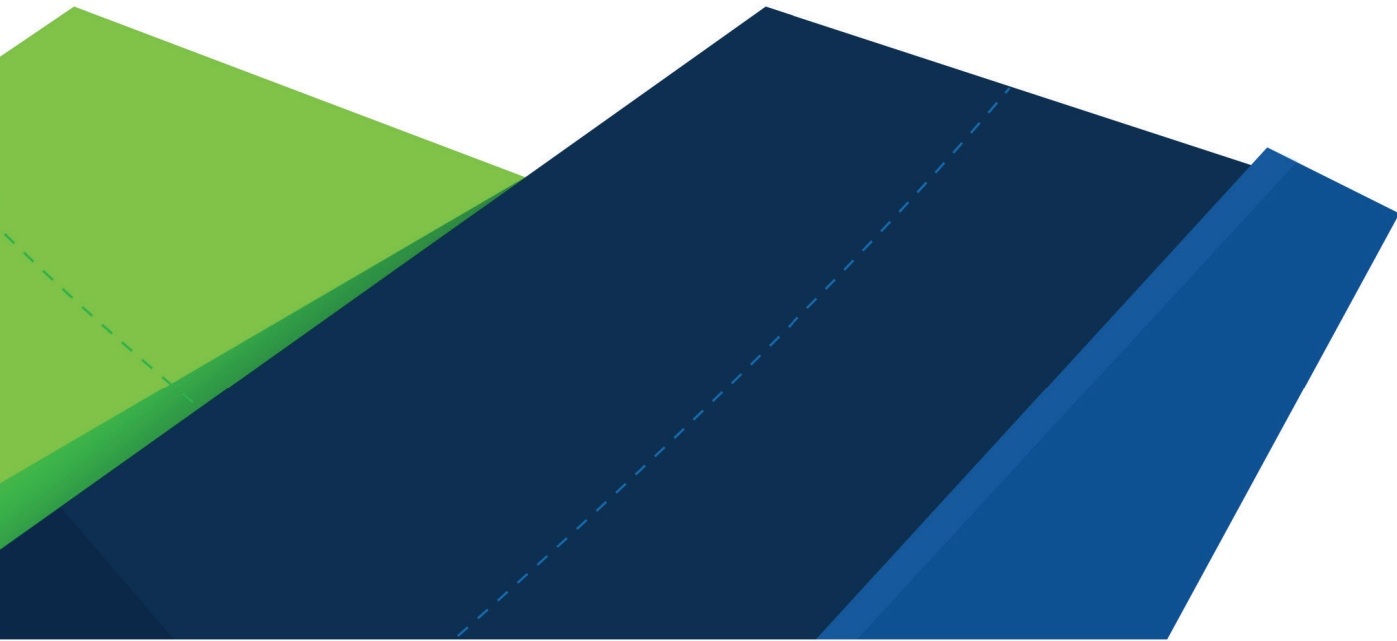
# Index

- Aboriginal and Torres Strait Islander immunisation, additional vaccines .....19
- Aboriginal and Torres Strait Islander status
- how to record on AIR .....19
  - identification ..... 10, 19
  - notifying Medicare .....10
- Acronyms and abbreviations..... 58
- Act-HIB (haemophilus influenzae type B) vaccine .....18
- Adverse event following immunisation (AEFI)
- definition..... 58
  - how to report ..... 20
  - AEFI reporting form ..... 20
- AEFI (adverse event following immunisation) ..... See Adverse event following immunisation
- Australian Immunisation Handbook ..... 9
- Australian Immunisation Register
- access blocked ..... 30
  - amending records .....21
  - Business Development Officers contact details .....8, 15
  - contact numbers ..... 7
  - forms.....13
  - hepatitis B and overdue status .....18
  - how to create a new record ..... 45
  - how to lodge medical exemptions.....19, 46
  - how to log in..... 29
  - how to look up records..... 34
  - how to record an encounter for a person over 20 years ..... 43
  - how to record an encounter for people under 20 years..... 38
  - how to report catch-up.....20, 32, 41
  - how to report deceased person .....19, 32
  - how to report immunisations given overseas..... 16, 51
  - how to report medical contraindications.....19, 45, 47
  - how to report natural immunity.....19, 48
  - how to request access..... 12, 15, 27
  - how to request reports..... 24, 25, 54
  - how to update an immunisation encounter..... 42
  - how to use secure email..... 32
  - how to use the AIR history form .....51
  - Immunisation history statement .....13, 37
  - incorrect or incomplete forms .....13, 46, 50
  - incorrect password.....31
  - Internet helpdesk ..... 7
  - national due and overdue rules..... 58
  - rabies vaccine .....16
  - reporting medical exemptions for adults..... 46
  - reports for immunisation providers..... 24, 25, 46
  - requesting amendments by email ..... 32
  - returned mail indicator..... 20
  - stationary orders..... 7
  - telephone numbers..... 7
  - unable to find a person's record..... 45
  - vaccinations given pre-1996..... 11
  - viewing an immunisation history ..... 36
  - web addresses ..... 7
  - who can access ..... 12, 15, 27-28
- Birth dose hepatitis B, how to record.....18
- Catch-up
- children and adolescents ..... 14, 20, 41
  - displayed on AIR .....41
  - how to notify AIR.....20, 41, 52
  - impact on family assistance payments.....13
  - restrictions ..... 20
- Chicken pox (varicella) and natural immunity .....13
- Child care subsidy..... 58
- Child or adolescent moved overseas, how to report ..... 20, 32
- Child personal health record (PHR).....18, 22
- Children over 14 years, how to find immunisation records..... 22
- Children overdue for immunisation, how to follow up..... 24
- Children under 14 years, how to find immunisation records ..... 22
- Combination (multivalent) vaccines and antigen errors..... 11
- Common recording errors .....10-11
- Contacts..... 7, 8
- Deceased person, how to report.....19, 32
- Default date for vaccines given ..... 11
- Department of Veteran's Affairs (DVA)
- how to report immunisations .....17
  - immunisation records not transmitting ..... 23

Dose numbers	
hepatitis B birth dose.....	18
hepatitis B vaccination.....	18
Hib vaccination (Act-HIB).....	18
importance of accurate reporting.....	10
measles/mumps/rubella/varicella vaccination (Priorix Tetra or ProQuad).....	18
Due and overdue rules for AIR.....	58
DVA.....	<i>See Department of Veteran's Affairs</i>
Exemptions to immunisation.....	13, 46
how to report to AIR.....	19, 46-50
reporting for adults.....	14
reporting for children and adolescents.....	14, 19
who can report.....	14, 19, 46
Family assistance payments.....	13, 14, 58
Family assistance payments and catch-up.....	14, 20, 51
Free text and recording immunisations.....	11
Fully immunised, definition of.....	58
Glossary.....	58
Hepatitis B	
amend dose numbers on AIR.....	18, 32
how to report natural immunity.....	19, 46-50
recording dose numbers.....	18
Hepatitis B and natural immunity.....	13, 46
Hepatitis B birth dose, how to report.....	18
HPOS and accessing AIR.....	15, 26, 29
HPV Register.....	8
Immunisation enquiries to public health units.....	22
Immunisation history form	
for reporting overseas immunisation history.....	13, 16, 51
where to find.....	13, 51
Immunisation history statement	
how to print from AIR.....	14, 37
Immunisation medical contraindication/natural immunity form	
how to complete and submit.....	19, 46-50
where to find.....	13, 50
Immunisation Program contact details.....	7
Immunisation records through MyGov.....	14, 56
Immunisation records not transmitting.....	23, 24
Immunisation records, where to find	
AIR.....	14, 22, 56
in child personal health record (red book).....	22
Public Health Unit.....	22
School Immunisation Program.....	22
through MyGov.....	14, 22
Immunisation registers used in Queensland.....	11
Immunisation-related information, how to report.....	19-20
Immunisations given by another immunisation provider, how to report.....	17, 42
Incorrect or incomplete forms returned by AIR.....	13, 46, 50
Indigenous people, additional vaccines.....	19
Indigenous status	
how to record on AIR.....	10, 19
notifying Medicare.....	10, 19
Individuals born before 1996.....	11
Individuals who are not Australian citizens or residents, how to report immunisations.....	17
Individuals without a Medicare number, how to report.....	17
Measles	
how to report natural immunity.....	13, 19, 46-50
Medical contraindications	
as valid exemption to immunisation.....	13
how to report.....	19, 46-50
listed in the <i>Australian Immunisation Handbook</i> .....	19
who can report.....	14, 19, 46
Medical Director and PracSoft.....	8, 10
Medical exemptions.....	<i>See Medical contraindication or natural immunity</i>
Medical software.....	<i>See Practice management software</i>
Medicare Australia	
telephone numbers.....	8
Medicare numbers, missing.....	11, 17, 23
Medicare numbers, reporting immunisations for individuals without a Medicare number.....	17
Medicare provider number and immunisation records.....	11
Menitorix (meningococcal C/Hib vaccine).....	18
MMR vaccine.....	<i>See Measles, mumps, rubella vaccine</i>
Moved overseas, child or adolescent.....	20
Multivalent (combination) vaccines, accurate recording.....	11

Mumps		Queensland Health	
how to report natural immunity.....	19, 46-50	adverse event following immunisation (AEFI) reporting form .....	20
MyGov		contact details.....	7
how to obtain immunisation records.....	22, 56-57	overdue reminder notice .....	25
Natural immunity		Public health units .....	<i>See Public health units</i>
as valid exemption to immunisation.....	13	Rabies vaccine .....	16
how to report .....	19, 46-50	Recording immunisations given by a nurse.....	11
serology .....	19	Reminder notice, Queensland Health .....	25
who can report .....	19, 46	Reporting immunisations for specific groups .....	16-17
Overdue reports from AIR .....	24-25, 54-55	Reports for immunisation providers, AIR .....	24-25, 55-55
Overseas immunisation		Returned mail using address on AIR .....	20
resources and information.....	53	Revaccination for oncology patients .....	17
Overseas immunisations, how to record on AIR.....	16	Rubella	
Parents seeking immunisation records .....	22	how to report natural immunity.....	19, 46-50
Practice management software updates.....	10	School Immunisation Program	
Practice management software vendors, contact list.....	8	how to report missed vaccinations.....	16
Premature infants		where to find records .....	22
how to record immunisations.....	16	Serology testing.....	19
immunisation schedule .....	16	Troubleshooting	
Priorix Tetra/ProQuad, recording dose numbers.....	18	data transmission .....	10, 23
PRODA, about .....	26, 59	practice management software issues .....	23
delegated access to AIR .....	27	Vaccines given by another immunisation provider.....	11, 17
for accessing AIR.....	27	Valid medical contraindications to immunisation .....	19, 46
for logging into AIR .....	29	Varicella (chickenpox)	
Public health units		how to report natural immunity.....	19, 46-50
assistance with catch-up schedules.....	14, 16	Whooping cough vaccination for pregnant women	
contact details.....	7-8	how to report .....	17
immunisation records for the general public.....	22		
Q Fever vaccine .....	11, 18		





**Queensland**  
Government