

Check the accuracy of your encounter details before sending to the AIR

Reporting errors can negatively impact an individual's immunisation status.

How to avoid common reporting errors

Identify the correct individual on the AIR

Personal information collected by the AIR is matched to Medicare. Individuals not enrolled in Medicare may already have an AIR record.

- Use **Medicare** or **Individual Healthcare Identifier (IHI)** numbers to search for an individual (where available).
- Ensure the correct Individual Reference Number (IRN) from the Medicare card is selected.
- When searching the AIR site using name and date of birth (DOB) fields, complete postcode details (if possible) to narrow the search.
Tip: If an individual only has one name, enter 'onlyname' in the first name field.
- Use **Find a patient** in Health Professional Online Services (HPOS) to confirm an individual's details are correct.
- Check spelling, hyphens and name variations e.g. Harry/Harrison.
- Use official documents to confirm identity details e.g. drivers licence.
- Verify DOB details, consider if the day and month are reversed. Check details for children brought in by non-primary caregivers.
Tip: You can search for a newborn using either parent's surname and baby's DOB. Alternatively, enter 'babyof' or 'BO' and either parent's first name in the first name field (for more information refer to [Report vaccinations for infants to the AIR](#)).

Select the correct vaccine

- Be aware of vaccines with similar sounding names e.g. Infanrix Hexa/ Infanrix Penta.
- Ensure you select a vaccine, your software may **default** to selecting the last vaccine recorded.
- Update your software regularly to ensure all current vaccines/codes are available.

Ensure the dose number is correct

- Count doses by **antigen** not vaccine brand particularly if vaccinations are received elsewhere.
- When viewing immunisation history on the AIR site, select a displayed vaccine to see the antigens.

Action any warning/error messages

- Pay attention to warning/error messages received when entering a vaccination, they ensure the correct information is recorded.



Hints & tips

Quality Control

- Submitting incorrect identity details can prevent a match to an individual's existing AIR record, creating an additional record. The individual will have 2 incomplete vaccination histories on the AIR.
- Establish quality checking measures to verify the accuracy of information before submitting.
- Use available [AIR education resources](#) to ensure staff are trained in how to correctly report vaccinations and amendments.

Update/Delete/Find missing vaccinations

- Resubmitting a vaccination won't replace or correct the original, use **Update Encounter** to amend records already submitted.
- Deleting a vaccination from your software won't delete it from the AIR, [contact us](#) for assistance.
- If a vaccination is missing from an individual's record, check your software's transmission history for any failed transmissions.

Use the AIR site to complement your software

- Update your software regularly, contact your software vendor for assistance.
- Access the AIR site (via HPOS) for the full range of functions.

When to contact us

- If you can't update a previously submitted vaccination e.g. where payment has been made or vaccination was given elsewhere.
- To request deletion of a vaccination.
- If you identify a duplicate individual AIR record or submit incorrect details to the AIR.

Useful Resources

- **AIR Reports and Notification Reconciliation** Reports are available on the AIR site to view due/overdue or pended vaccinations.
- Explore the range of [AIR education resources](#).

