

**Australian Immunisation Register (AIR)
User Guide for COVID-19 Vaccine (Hospital) Hubs**

View/Record COVID19 vaccination encounter



This guide is for use by public hospitals issued with a special purpose
AIR provider number to report
COVID-19 vaccinations administered under Phase 1a
of the Australian Government's
COVID-19 Vaccine National Roll-Out Strategy
to the Australian Immunisation Register

Note: COVID-19 Vaccine Hubs have access to a restricted range of
functions available on the AIR site as outlined in this document

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Glossary

Australian Immunisation Register (AIR) is a national register that records all vaccines given to people of all ages in Australia.

AIR site is a secure web portal used by vaccination providers to access existing and submit new data to AIR.

COVID-19 Vaccine (Hospital) Hub are locations that State and Territory Health Departments selected to administer the COVID-19 vaccine. Recipients in these population groups are described in Phase 1a of the COVID-19 Vaccine National Roll-Out Strategy.

Health Professionals Online Services (HPOS) is an online portal for healthcare providers to interact electronically with Services Australia.

Login details are the username and password created when registering for your PRODA individual account.

Provider Digital Access (PRODA) is an authentication system used to access government online services including AIR, HPOS and My Health Record.

PRODA individual account is set up by an individual using their identity documents.

PRODA organisation is registered by an authorised representative of an organisation to allow members to act on behalf of the organisation when accessing services.

Provider number is a unique special purpose identifier issued to hospitals participating in Phase 1a of the COVID-19 vaccine national roll-out. It's also used to identify a location and submit data to the AIR.

Registration Authority (RA) number is a unique identifier issued to each individual PRODA account or organisations when registered in PRODA.

Service provider refers to the various programs (services) that you're able to link your PRODA individual account or organisation to. This includes HPOS, Aged Care Online Portal and My Health Record.

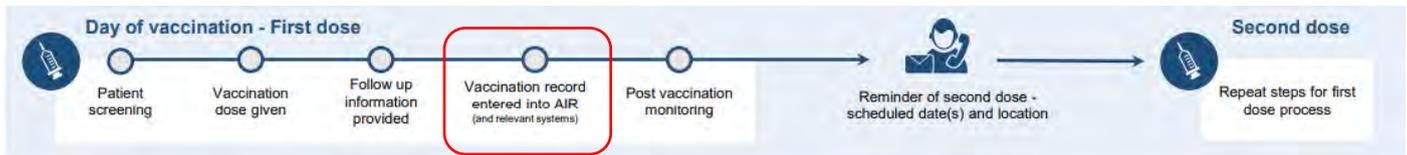
Services Australia (the Agency) is an executive agency of the Australian Government responsible for delivering a range of welfare, health and other services to Australian Citizens and permanent residents. The Agency administers the AIR on behalf of the Department of Health.

Terms and Conditions are the legal agreements you're required to agree to in order to open and maintain your PRODA account or linked services.

Verification code refers to the one off code supplied to you in PRODA. You're required to enter the code in PRODA when prompted.

Introduction

This **User Guide** provides step by step instructions on how staff can record COVID-19 vaccinations using the AIR site.



How do I access the AIR site?

Your Hospital Hub will assist you to register for PRODA access, which is a digital gateway to accessing online government services. Once you're registered, your Organisation will link you to HPOS which contains the AIR site.

To start this process, you'll need to:

- Register for a **PRODA Individual** account and record the unique **Registration Authority (RA)** number issued to verify your account
- Access your account and verify your identity online
- Provide the RA number to the person coordinating AIR access at your organisation, so they can link your PRODA account to the Hospital Hub's **PRODA Organisation**.

More information about Individual PRODA account registration is available from your Hospital Hub coordinator or from the Services Australia webpage [How to register for a PRODA Individual account](#).

Minimum Browser Requirements

Using the latest internet browser helps improve AIR site security. Users will need one of the following internet browsers (at a minimum) to use HPOS:

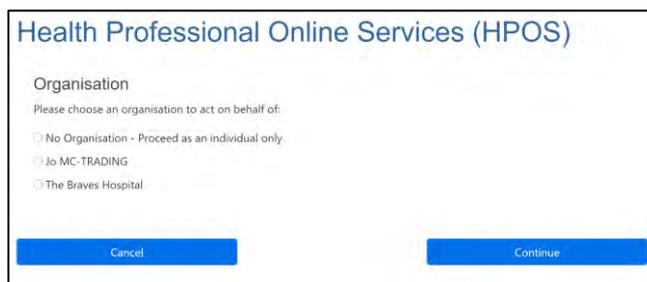
- Internet Explorer 9
- Mozilla Firefox 30
- Google Chrome 39
- Safari 5

Part 1: Log into the AIR site

1. Go to the [PRODA Login](#) page
2. Enter your **Username** and **Password** and select **Login**
3. Enter the **Verification Code** (this is a single use verification code sent to your email address or mobile phone each time you log in – your verification code receipt method was chosen when you set up your PRODA account – where this code is sent can be changed at any time in your account **profile** settings)
4. From **My Linked Services** select **Go to Service** from the **Health Professional Online Services** tile



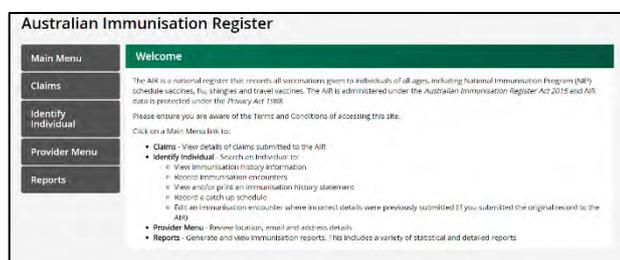
5. From the **Health Professional Online Services (HPOS)** page, select the **radio button** with the name of the Hospital Hub you're acting on behalf of and select **Continue**



6. From the welcome page, select **My Programs**
7. From the **My programs** page, select **Australian Immunisation Register**



8. **Enter HPI numbers:** this is not a mandatory field. Select **Next**
9. You should now be on the **AIR Welcome** page



Part 2: View an individual's immunisation record

You can view an individual's current immunisation record on the AIR site. This can be used to confirm previous COVID-19 vaccine doses, including date and brand of vaccine received.

To view a record, you'll need the following personal information of the individual:

- Medicare Card Number (10 digits) **and** Individual Reference Number (IRN) (1 digit to the left of their name)



or

- surname and first name
- date of birth
- postcode (of their address currently registered with Medicare).

To begin viewing a vaccination encounter:

- select **Identify individual** from the menu options
- complete the individual's known details such as Medicare number **and** IRN or name, date of birth and postcode
- select **Search**.

Search Hints:

- where possible, obtain the individuals current Medicare card number. Compare the details provided against those on the card including the Individual Reference number (IRN) and expiry date. Record the individuals name exactly as it is displayed on their card, paying careful attention to name spelling and use of hyphens.
- the AIR site has enhanced search protocols. The system will attempt to identify individuals using phonetic spelling of names or similar dates of birth and postcodes to return the best match where possible.

A match is found

If a match is located the individuals AIR record will appear:

- Drop down the **Immunisation Details** screen by selecting on the drop down symbol 
- Select the **Immunisation History** link to display the individual's immunisation history

Australian Immunisation Register

Main Menu

Claims

Identify Individual

Identify Individual

Individual Details

Record Encounter

Update Encounter

Payment Statements

Provider Menu

Reports

GORI [REDACTED] (DOB: 18 [REDACTED] 35)
Medicare No 225 [REDACTED]

Address 317 Ol [REDACTED] 849
Current Indigenous Status Indigenous status recorded

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

Medical Contraindication Natural Immunity Special Risk Group

Update Individual
Additional Vaccines Required

Use this indicator for individuals who may require additional vaccines. Consult the Australian Immunisation Handbook for advice and recommendations when vaccinating special risk groups. By adding or removing this indicator, you acknowledge the individual has given consent to update their record.

Save Cancel

Due Details
▼

Disease	Dose	Due Date
There are no vaccinations due for this individual.		

Immunisation Details
▼

Immunisation History
Immunisation History Statement ▲

Medical Contraindication History
▲

Natural Immunity History
▲

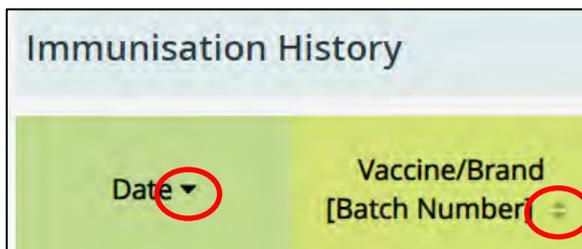
Immunisation Details
Immunisation History Statement ▼

Immunisation History
Immunisation History Statement ▼

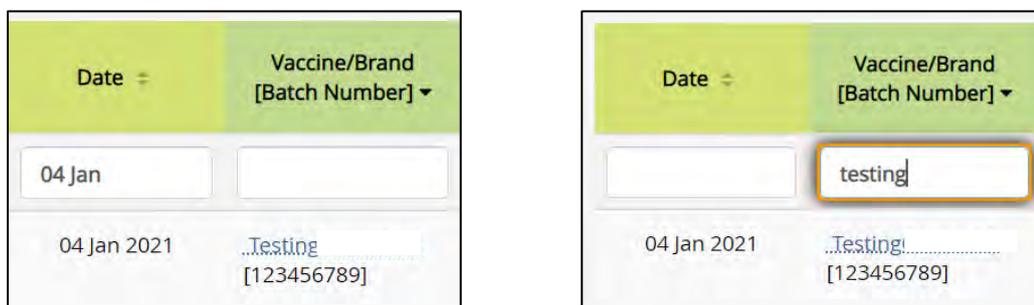
Date	Vaccine/Brand [Batch Number]	Serial Number	Dose	School Name	Status	Reason Code
04 Jan 2021	Testino	123456789	V		Accepted	
07 Dec 2020			V		Accepted	
27 Nov 2020			V		Accepted	
01 Oct 2020			V		Accepted	
02 Sep 2020			V		Accepted	
12 Jun 2018			V		Partially processed	..10.1.
12 Jun 2018			V		Accepted	
11 Jun 2018			V		Partially processed	..10.1.
05 Jun 2018			V		Accepted	
05 Jun 2018			V		Accepted	

The Immunisation History screen details the full history of all vaccines recorded on AIR. Data in these fields can be sorted by:

- date by selecting on the data sort arrow next to the **Date** field (sort by either latest or oldest first), or
- vaccine/Brand name by selecting on the sort arrow next to the **Vaccine/Brand** field.



A search can also be performed using a date (or part thereof) and/or Vaccine/Brand if this information is known:

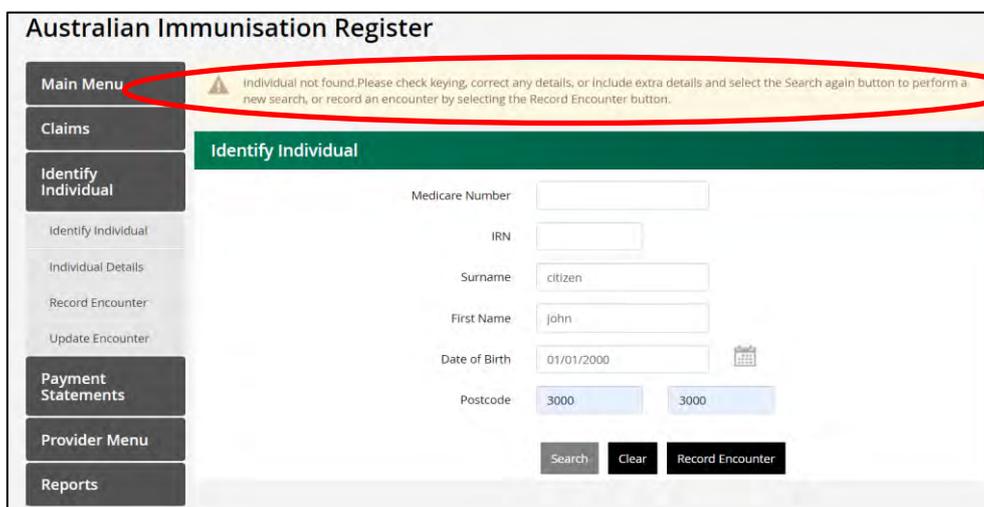


A match is not found

If there's no match for the person whose history you want to search, a message will appear asking you to check the details entered. If the details entered were correct, the individual:

- may not have any previously recorded vaccinations, or
- details of the vaccination given were lodged with AIR but have not yet been recorded on their record (eg. the encounter is pending).

To continue creating this record using the details entered, select **Record Encounter** (see Part 3) or **Clear** to start again.



Part 3: Record a COVID-19 vaccination on the AIR

Follow the steps in Part 2 until you have either found the individual's existing AIR record or have determined that an existing record does not exist and a new one requires creating.

Record the encounter

An encounter can be recorded from either of the below screens:

Identify Individual (Individual not found)

Australian Immunisation Register

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

Identify individual

Medicare Number:

IRN:

Surname: citizen

First Name: john

Date of Birth: 01/01/2000

Postcode: 3000

Search

Identify Individual (existing AIR record found)

Australian Immunisation Register

GORF: [REDACTED] (DOB: 18/01/1975) Medicare No: 225011111

Address: 317 Cl... Address 849

Current Indigenous Status: Indigenous status recorded

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

Medical Contraindication Natural Immunity Special Risk Group

Record Encounter

Additional Vaccines Required

Use this indicator for individuals who may require additional vaccines. Consult the Australian Immunisation Handbook for advice and recommendations when vaccinating special risk groups. By adding or removing this indicator, you acknowledge the individual has given consent to update their record.

Save Cancel

Select the **Record Encounter** option and record the following information in the **New Encounter** fields:

Who performed the encounter:

Select 'I performed this encounter'

This was performed at a School:

Disregard this field

Schedule:

Disregard this field

Date of service:

Enter date vaccination given using free text or calendar function

Date of service applied for all episodes: *Disregard this field*

Vaccine/brand:

Select vaccines from the alphabetized drop down menu or start typing and have the site auto-suggest the vaccine name

Batch Number:

Enter the vaccine batch number

Serial Number:

Enter the vaccine serial number

Once you've entered all of the information, select **Add** to move to the next step or **Cancel** to abandon the entry.

Hint: fields marked by a red asterisk (*) on screen indicate mandatory information. You won't be able to record the encounter if this information is missing.

View encounter details

Once you've selected **Add**, you'll be directed to another screen where you can:

- review the encounter details
- edit or delete the encounter recorded in this session, or
- select **Submit** to send the data to the AIR.

Edit an encounter before submitting to the AIR

At any time before selecting **Submit**, you can view and edit the encounters recorded in that session.

Edits can be made by selecting the pencil icon located to the right of the encounter line under the heading **Action**.

After selecting the **pencil** icon, a field titled **Update Encounter** will expand and you can amend the encounter details including, for example:

- who performed the encounter
- date of service, and
- vaccine/brands administered.

Remove an encounter before submitting to the AIR

To remove an encounter, you can select the **rubbish bin** icon located to the right of the encounter line under the heading **Action**:

Date	Vaccine/Brand [Batch Number]	Serial Number	Performed By	Practice Location	Action
19 Jan 2021	Testing [123456789]	123456789	Myself	V90850	 

Submit

Select Pencil icon to edit
Select Bin icon to remove

Once you select the **rubbish bin** icon, a pop up box titled **Confirm** appears and asks you to confirm that you want to **Remove** the record or **Cancel** this action.

Confirm

You are about to remove this encounter.

Remove Cancel

Selecting **Remove** will remove this episode and it won't be submitted to the AIR.

Submitting encounters to the AIR

If you're satisfied with the information you've entered, select **Submit** to transmit the data to the AIR. Once you have selected **Submit**, you'll be redirected to a confirmation page advising that you have successfully submitted the encounter and giving you a **Claim ID**.



Part 4: Amend vaccination data already submitted to the AIR

Edit a vaccination history

You're able to correct vaccination data previously submitted to the AIR if your Hospital Hub submitted the original data.

After successfully identifying the individual, select **Update encounter** from the **Main Menu** to view the individual's vaccination history. You can then select the immunisation you want to edit by selecting the **pencil** icon under the **Action** column and amend the required information before selecting **Update**.

Australian Immunisation Register

Main Menu
Claims
Identify Individual
Identify Individual
Individual Details
Record Encounter
Update Encounter
Payment Statements
Provider Menu
Reports

PAU [REDACTED] (DOB: 1 [REDACTED] 21) Medicare No 2 [REDACTED] 1
Address 31 [REDACTED] 3A 2849
Current Indigenous Status Indigenous status recorded

If any of the personal details that appear for this individual are incorrect, please request that the appropriate person contacts Services Australia on 132 011.
Medical Contraindication Natural Immunity

Update Encounter Clear Filters

Date of Service	Vaccine/Brand	Serial Number	Schedule	Dose	School Name	Status	Reason Code	Action
19 Jan 2021	Testing [123456789]	123456789	-	V		Accepted		
01 Jan 2021	Fluvax [1]	ABCD1234	-	V	Ainslie School [2612/49910]	Accepted		

Information you can amend includes:

- date of service (the date the vaccine was administered)
- vaccine brand
- batch number
- serial number

Edit Encounter

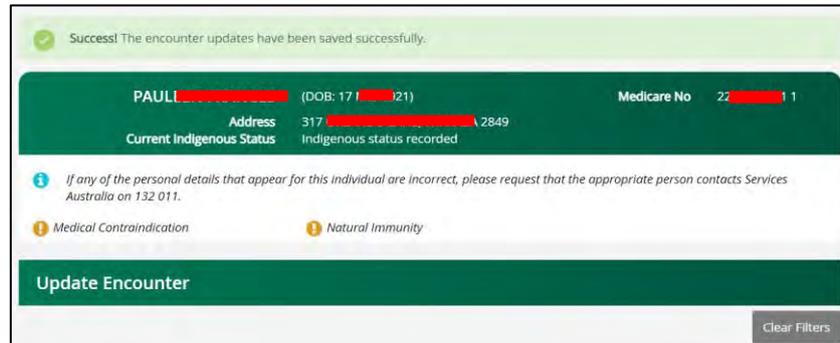
Submitted Date: 19 Jan 2021
Who performed this immunisation Encounter: I performed this encounter
This was performed at a School:
Date of Service: 19/01/2021
Vaccine/Brand: [REDACTED] Batch Number: 123456789
Antigen: Protein
Serial Number: 123456789
Update Cancel

Note: encounters submitted by another vaccination provider won't display edit icons under the **Action** column. If you need this information to be amended, you'll need to [contact the AIR](#).

Save edits

Once you've made the required edits, select **Update** to submit the amended information to the AIR

Once you've selected **Update**, a message will display stating **Success! The encounter updates have been saved.**



Success! The encounter updates have been saved successfully.

PAULI [REDACTED]	(DOB: 17 / [REDACTED] / 21)	Medicare No	22 [REDACTED] 1 1
Address	317 [REDACTED] 2849		
Current Indigenous Status	Indigenous status recorded		

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

Medical Contraindication Natural Immunity

Update Encounter

Clear Filters

Part 5: Access an individual's immunisation history statement

Individuals can use their AIR immunisation history statement as proof of their COVID-19 vaccinations.

Vaccination providers can access immunisation history statements:

- on the AIR site
- on the individuals My Health Record (available after end of February 2021).

Individuals can get their immunisation history statement:

- using their **Medicare online account** accessed through **myGov**
- using their **Express Plus Medicare** mobile app
- using their **My Health Record** (available after end of February 2021)
- by contacting Services Australia on 1800 653 809, Monday to Friday 8-5pm for a copy to be posted (takes up to 14 business days).

Due to privacy laws, anyone aged 14 years or older must request their own statement. More information is available at servicesaustralia.gov.au/ihs.

View an individual's vaccination history

Follow the steps in Part 2 to open the individual's AIR record

Select **Immunisation History Statement**

This will open a PDF version of the statement which can be downloaded, saved or printed as required.

The screenshot displays the Australian Immunisation Register (AIR) user interface. The top navigation bar includes 'Main Menu', 'Claims', 'Identify Individual', 'Payment Statements', 'Provider Menu', and 'Reports'. The main content area shows the individual's details: GORDON F (DOB [redacted] 995), Medicare No. 22 [redacted] 3, Address 317 ORL [redacted] 2849, and Current Indigenous Status as 'Indigenous status recorded'. A message states: 'If any of the personal details that appear for this individual are incorrect, please request that the appropriate person contacts Services Australia on 132 011.' Below this are options for 'Medical Contraindication', 'Natural Immunity', and 'Special Risk Group'. The 'Update Individual' section has a checkbox for 'Additional Vaccines Required' which is checked. The 'Due Details' section shows a message: 'There are no vaccinations due for this individual.' The 'Immunisation Details' section is expanded, showing 'Immunisation History', 'Medical Contraindication History', and 'Natural Immunity History'. The 'Immunisation History Statement' link is circled in red.

The immunisation history statement details COVID-19 vaccines given and shows a **COVID-19 immunisation status** when all required doses have been received. **Note:** the IHS displays all vaccinations received by the individual (not just COVID-19)

More information about AIR immunisation history statements can be found at servicesaustralia.gov.au/ihs

Part 6: Data Quality

Data quality is fundamental to the effectiveness of the AIR. It is imperative that COVID-19 vaccination data being sent to the AIR is complete and correct.

Individuals, vaccination providers and public health policy decision makers rely on AIR data for the following reasons:

Public health policy

- Measure population vaccination coverage rates
- Monitor effectiveness of vaccines and vaccination programs
- Inform immunisation research and policy
- Identify geographical areas at risk during disease outbreaks.



The vaccination provider

- Support clinical decision making
- Record of vaccines given, due and overdue
- Access to immunisation medical exemption information including
- medical contraindications and natural immunities.



The individual

- Proof of vaccination for child care and school entry
- Proof of vaccination for employment and travel
- Accurate history for health and medical purposes
- Eligibility for payment of Family Tax Benefits and Child Care Subsidy.



Common issues with AIR data

AIR data quality issues can be broadly grouped into three categories:

- Incorrect personal information submitted for individuals
- Incorrect vaccine encounter details reported
- Human error and lack of knowledge in data recording processes.

Incorrect individual personal information

When an encounter is reported to AIR, IT systems will search the AIR database for the individual using the personal information provided. AIR matching rules place the highest priority on an exact Medicare card number and Individual Reference Number (IRN).

If a match is unsuccessful, the record is isolated into a category known as 'pend'. Pended transactions are then assessed manually by AIR staff who take additional steps to identify the individual and locate their AIR record. This process delays the update of an individual's immunisation history. Common reasons why an individual cannot be matched to an AIR record:

- Individual not identified using the details provided
- Invalid character in surname
- Invalid character in address
- Postcode/locality submitted is incompatible with our records
- Immunisation date is prior to individual's date of birth
- Date of immunisation is after the end date recorded on individual's registration.

How to ensure personal information is recorded correctly on the AIR

Individuals with Medicare

- Sight the individual's current Medicare card
- Compare the details provided against those on the card including the Individual Reference number (IRN) and expiry date
- Pay careful attention to name spelling (and use of hyphens) and record individual's name **exactly** as displayed on their card
- Common name mismatches include:
 - a different first name provided to legal name/name listed on card, particularly individuals with Culturally and Linguistic Diverse (CALD) names providing an Anglo first name.
 - name order variations (middle name-first name-surname versus first name-middle name-surname), particularly with CALD names
 - surname of another family member provided instead of legal name, particularly with blended families
 - individuals with one name only
- Pay careful attention to dates of birth which often get transposed with the vaccination date
- Encourage all individuals to ensure Medicare has current and correct address details recorded.

Individuals without Medicare

Not all individuals are eligible for Medicare (for example overseas students and temporary visa holders etc.). However, vaccination data is still recorded on the AIR. Other identification such as a drivers licence or passport can be used to ensure the correct name and date of birth are recorded on the AIR. This will help ensure the data lodged with AIR is accurate (following steps above).

Ensuring accurate vaccination information

- Double-check the correct vaccine brand name has been selected
- Double-check the administration date (date of service) entered is correct
- If encounter information has been incorrectly reported, the encounter can be [amended on the AIR site](#).

Managing human error/lack of knowledge in data recording processes

Accurate data is the result of trained and proficient employees. However, there is still room for human error. In order to reduce the likelihood of inaccuracies, it is vital to implement quality control measures to ensure the integrity of AIR data. Ensure:

- Procedures for reporting to AIR are documented in business operational manuals
- Ensure staff are familiar with the AIR site functions and capabilities, including troubleshooting
- Ensure staff can access the AIR site and other [online resources](#):
 - Services Australia [AIR webpages](#)
 - Department of Health [Immunisation](#) pages
- A quality checking regime is in place where possible (eg. second person verification of information or review of submitted immunisation data checked against and individual immunisation history)
- Staff have access to the [COVID-19 AIR Support Team](#) for assistance.

Need Help?

These services are available Monday to Friday 8:00am to 5:00pm local time

AIR Helpdesk

You'll need your hospital hub provider number, name and address when you call

- Website: servicesaustralia.gov.au/hpair
- Phone: Free call 1800 653 809 for AIR general enquiries
- Phone: 1300 650 039 for AIR Internet helpdesk (AIR Site, technical issues etc)
- Fax: 08 9254 4810
- Email: air@servicesaustralia.gov.au
- Post to:
Australian Immunisation Register
PO Box 7852
CANBERRA ACT 2610

PRODA

You'll need your individual RA number when you call

- Website: servicesaustralia.gov.au/proda
- Phone: Free call 1800 700 199 - Option 1
- Email: proda@servicesaustralia.gov.au

Health Professional Online Services (HPOS)

You'll need your hospital hub provider number, name and address when you call

- Website: servicesaustralia.gov.au/hpos
- Phone: Free call 132 150 - Option 6

Department of Health

[Australian COVID-19 Vaccination Policy | Australian Government Department of Health](#)

[Australia's COVID-19 Vaccine National Rollout Strategy | Australian Government Department of Health](#)