California Immunization Registry (CAIR)

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Division Of Communicable Diseases
Immunization Branch

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Agenda

- CAIR Enrollment

- CAIR Account Update

- COVID-19 Shot Discrepancies in CAIR Patient Records

- CAIR Demo: Searching for Patients and viewing IZ History

- Obtaining the Immunization Status of Visitors/Vendors

- CAIR Resources and Contact Information

CAIR Enrollment

Please visit
www.CAIRweb.org to
enroll your site in CAIR

CAIR Enrollment – Manual Entry/Read-only

After submitting an application please expect the following :

- An automated email with enrollment information and next steps

- A separate enrollment email from the LCR processing enrollment

Note: Please read these enrollment emails **carefully**. We have crafted these emails to contain all the information you need because LCRs and Help Desk staff are receiving a large volume of support requests at the time. Response times may be delayed.

Immunization Registry enrollment in Non-CAIR2 Regions

San Diego Regional Immunization Registry (SDIR)

- Serves San Diego
- http://www.sdiz.org/cair-sdir/enrollment.html

Healthy Futures

- Serves the San Joaquin region including Includes Alpine, Amador, Calaveras, Mariposa, Merced, San Joaquin, Stanislaus, and Tuolumne counties
- http://www.myhealthyfutures.org/
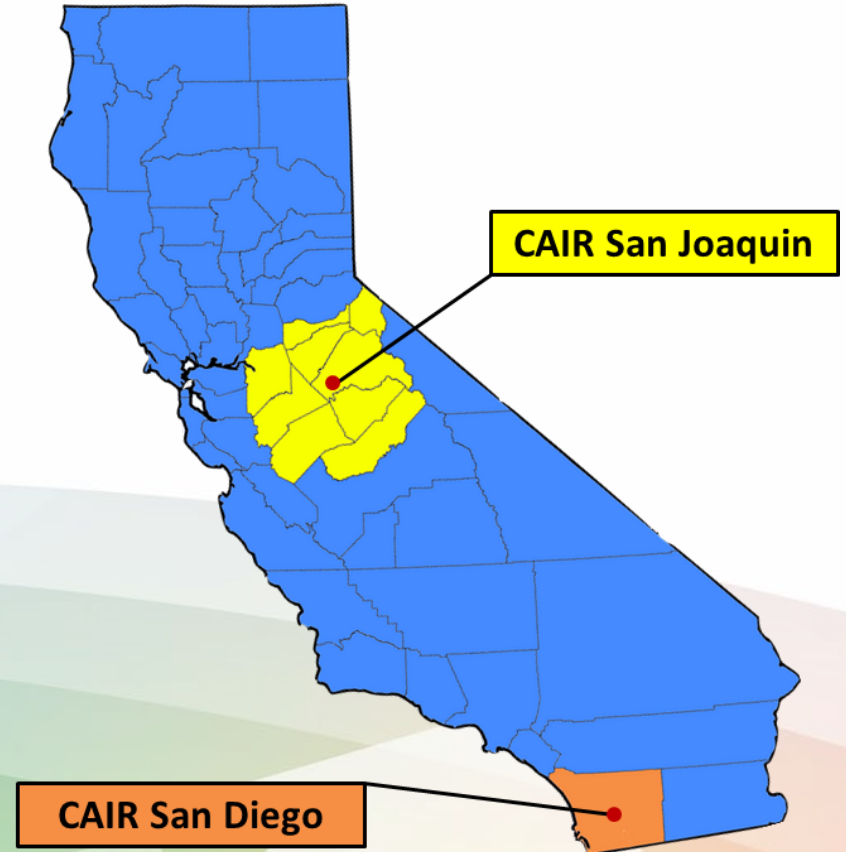
Account Update

- Submit an Account Update to request a CAIR account once your site is enrolled

Account Update

- You will need a **CAIR Org Code (IIS ID)** and your site's **zip code** to log-in to Account Update (AU)

- Please view the AU **"Instructions"** document beforehand

- **CAIR Help Desk (HD)** manages Account Update. Please contact HD for assistance

Welcome to the CAIR2 Account Update Page!

The CAIR2 Account Update page allows authorized Org/Site representatives to:

1. Update information about their CAIR2 Org/Site account
2. Add new Org/Site Users, update existing Org/Site User info, or modify existing Org/Site User roles. See CAIR2 User Roles.

Please note that each Update may take up to 5 working days to process and during this period, your Org/Site will be prevented from submitting additional Updates.

Prior to submitting an update, please be sure to:

- Set aside sufficient time (15-30 min) to complete the update without interruption as page changes will not be saved until the update is submitted.
- When adding clinical staff who prescribe vaccines (staff with 'Ordering Authority'), be prepared to enter their full names, their National Provider Identifier (NPI), and their CA Medical License numbers.

Note: If your Org/Site is sending data to CAIR2 electronically (from an EHR system), the most useful user role for your practice is the 'DX QA' user role which allows a staff member to login to CAIR2 and monitor data exchange transactions as well as to run various aggregate patients reports for your practice. Another significant advantage of this user role compared to others is that <u>no formal training is required</u> (see CAIR2 User Roles) so that 'DX QA' users get access to CAIR2 as soon as their account is approved by CAIR2 staff.

Instructions

ORG CODE:

ENTER YOUR ZIP CODE:

Sign On

If you have trouble signing on, contact the CAIR Help Desk at: **1-800-578-7889** or by Email: CAIRHelpDesk@cdph.ca.gov

Account Update – New User Account

- In order to register for a CAIR User account, please find the "**New CAIR User Account"** page in the form

- Staff that will use CAIR only for looking up, viewing, and printing IZ records should request a **"Read-only"** user role

New CAIR User Account

This page is for adding new users that do not have an existing user account.

When requesting a new user, first review the **CAIR User Roles** for what each user role is able to do in CAIR2. Complete the information below for each New User you wish to create an account for. To add additional users click the 'Add Additional User' button. You are able to add up to 10 users at a time. When you have completed entering New User information, click the 'Continue' button. Fields followed by * are required.

*PLEASE NOTE: Adding a new user does not list them as a shotgiver in the 'administered by' dropdown in CAIR2. If the new user also administers vaccines (as a shotgiver) and you want their name to appear in the 'admin by' dropdown in CAIR2, they must also be added as a New Shotgiver. You can add new Shotgivers on the upcoming 'Add New Shotgiver' page. If you do not need to add any new user accounts for your site please click the link below.

I **DO NOT** need to add new user accounts.

New Users

First Name* _____   Last Name* _____
Email* _____   Re-type Email* _____
User Role Requested* ❓   Choose One ▾

Add Additional User

Continue

COVID-19 Shot Discrepancies in Patient Records

Large amounts of COVID-19 doses are being submitted in CAIR daily from different systems (DX, Prepmod, MyTurn, Mass Vax).

- Some COVID doses are being held in a **"pending file"** because the automated matching system does not know which record to put the shot in
  - These are being hand reviewed/resolved and will take time
- Some doses are being placed in the **wrong** patient record
  - CAIR staff is working to reconcile these discrepancies, but due to volume it will take time to complete

Discrepancies in patient records – COVID-19 Shots

What to do:

- Wait to see if the shot is eventually added to the patient records and/or the patient record is corrected.

- Call the **COVID Public Call Center** to report discrepancies
  - 833-422-4255

- Contact the provider that the patient received the shot from to have them confirm if and when the shot was given

Note: CAIR LCRs and Help Desk cannot add, delete, or fix shots within a patient record. There is a dedicated team working to review and fix records.

Immunization Record Requests

- The general public may request their CAIR Immunization Record directly on www.CAIRweb.org

Obtaining the Immunization Status of Visitors/Vendors

CAIR2 Demo

What will be covered:

- Searching for a patient in CAIR2

- Viewing a patient's record

- Print Yellow Card or Immunization History Report

CAIR Resources and Contact Information

- **Enrollments**:
  - Local CAIR Representatives
    - Please expect delays

- **Account Update Requests**:
  - CAIR Help Desk
    - Phone: 800-578-7889 (let ring until someone answers)
    - Email: CAIRhelpdesk@cdph.ca.gov

Training Resources

CAIR2 User Guides and Training Videos

CAIR2 User Guides	CAIR2 Training Videos (minutes)
CAIR2 Login and Account Management Guide	Accessing CAIR (6:32)
CAIR2 Regular User Guide	Managing Patients (10:58)
CAIR2 Inventory User (Power) Guide	Understanding the History/Recommend Page (8:14)
CAIR2 Guide to Adding Historical Immunizations	Adding Historical Immunizations (6:18)
CAIR2 Guide to Using Manage Patient Status NEW!	Vaccine Inventory (12:13)
CAIR2 Reminder/Recall User Guide NEW!	Adding New Immunization (8:51)
CAIR2 Organizational Reports User Guide UPDATED	Generating Patient-Specific Reports (5:43)
CAIR2 Read-Only User Guide UPDATED	Vaccine Transfers (11:35)
CAIR2 Read-Only Quick Guide UPDATED	Generating and Understanding Ad Hoc Reports (12:34)
CAIR2 TB User Guide	Generating Benchmark and Assessment Reports (19:52)
CAIR2 School User Guide UPDATED	School and Child Care User (11:56)
CAIR2 School User Quick Guide UPDATED	
CAIR2 Manual Entry Guide (Sites not using inventory) UPDATED	

Data Exchange Monitoring Resources

Monitoring Data Quality for DX Power and DX QA Users. A short video reviewing the Data Exchange 'Check Status' Quick Guide for DX Power and DX Quality Assurance (DX QA) Users. video | Quick Guide|

Data Exchange 101 – How to Ensure Your Clinic Submits Quality Data to CAIR2. Training for clinic staff – emphasizes the importance of monitoring data exchange to ensure continuity and data quality. For 'Power' and DX DQ' users who will monitor the data exchange process. video| ppt | pdf

Get Your ACKs Together!: Clinic Level Monitoring of Data Exchange (DX) Transactions. A previous version of

- CAIR users can find helpful resources by visiting the following page, www.CAIRweb.org.

COVID-19 and CAIR2 Contact Information

Public COVID Call Center:
Phone: 833-422-4255

Thank you!

Local CAIR Representatives:
http://cairweb.org/lcrs/

CAIR Help Desk
Phone: 800-578-7889 option #4
Email: CAIRHelpDesk@cdph.ca.gov

Karina Cuellar
Local CAIR Representative – Orange County
Email: karina.cuellar@cdph.ca.gov
Phone: +1 (510) 999-0753