

OFFICIAL

User Guide

IMMUNISATION RECORDS & INVENTORY SYSTEM (IRIS)

Immunisation Section
Communicable Disease Control Branch
Department for Health and Wellbeing

CONTENTS

INTRODUCTION	4
SYSTEM SUPPORT	5
General Support	5
Technical Support.....	5
SECTION 1 – ACCESSING THE SYSTEM.....	6
Organisation registration.....	6
Browser compatibility	6
Home page	6
User account	7
Create a user account	9
Link existing user to organisation.....	9
Organisation user limit.....	10
Edit or delete a user account	10
Login	11
SECTION 2 – CONTACTS.....	11
SECTION 3 – CONFIGURE LISTS	12
Venues	12
School classes.....	12
Health professionals	13
SECTION 4 – VACCINE INVENTORY MANAGEMENT	13
Receipt vaccine inventory	14
Vaccine inventory Adjustments	14
Remove vaccine batch from lists when no longer in use	15
SECTION 5 – CLIENTS	16
Medicare details.....	16
Search for a client.....	17
Create a new client	17

Edit a client	19
Deactivate a client	19
Merge clients	20
Client AIR Flags.....	21
SECTION 6 – SCHOOL IMMUNISATION PROGRAM.....	24
Record School Program Consent.....	24
Edit School Program Consent.....	25
Generate school program class list.....	27
Record encounters on school program class list.....	28
Editing encounters on school program class list.....	28
School Planning page.....	29
SECTION 7 – CLINIC ENCOUNTERS.....	32
Create an encounter	32
View and edit an encounter.....	35
Print an immunisation history statement.....	36
Recording immunisation history for overseas clients.....	37
SECTION 8 – AUSTRALIAN IMMUNISATION REGISTER.....	37
AIR transmissions.....	38
AIR transmission failure	39
Troubleshooting AIR Alert messages.....	39
SECTION 9 – REPORTS.....	42
Generating Reports	42
School Program Data Report.....	43
SECTION 10 – MIGRATED CLIENT FILES	46
Other references, resources and related documents.....	47
Table of AIR message codes	48

INTRODUCTION

This user guide provides information on how to use the Immunisation Records and Inventory System (IRIS), including the business processes required for the management of client information.

The IRIS is owned, supported and maintained by Immunisation Section, Department for Health and Wellbeing (DHW) and made available for State and Local Government operated immunisation services in South Australia.

The objective of the system is to:

- > support the records management requirements for State and Local Government operated immunisation services delivering the National and State Immunisation Programs at the point of immunisation administration, including encounters at immunisation clinics and school based visits;
- > support inventory management of vaccines;
- > maintain data quality (accurate, complete, timely);
- > timely transfer of immunisation records to the Australian Immunisation Register (AIR);
- > preserve the integrity, security, availability and privacy of all personally identifiable data; and
- > generate reports for stakeholders.

At a state-wide level there is a broad range of stakeholders involved in the provision of the National Immunisation Program (NIP). The IRIS has been specifically designed for State and Local Government operated immunisation services and focuses on the requirements for the following stakeholders: DHW, South Australian Local Councils, Country Health SA Local Health Networks, Women's and Children's Health Network, and Services Australia - Australian Immunisation Register.

IRIS is hosted on secure hardware and software in accordance with industry standards for sensitive medical information, including standards for security, encryption, uptime and disaster recovery.

SYSTEM SUPPORT

The following outlines who to contact when requiring system support.

GENERAL SUPPORT

Immunisation Section, DHW will provide general support via email

healthimmunisationadmin@sa.gov.au

General support consists of:

- > System training and general use of the system where the *IRIS User Guide* has been read in the first instance however an issue remains unresolved or unexplained.
- > Support for super users with configuring the '**Management**' section where the *IRIS User Guide* has been read in the first instance however an issue remains unresolved or unexplained. This includes support required for managing:
 - user access,
 - venues; and
 - school classes.

TECHNICAL SUPPORT

Information technology personnel will provide technical support during business hours Monday to Friday 9am to 5pm (Australian Central Time) via:

Email: healthimmunisationadmin@sa.gov.au

Technical support consists of:

- > System access issues where internet connection is tested and working, and compatible browsers listed in Section 1 are in use.

Important note: Contact your IT helpdesk for issues with interrupted or no internet connection as IRIS technical support cannot assist with this. Interrupted internet connection is a local issue and can be tested by confirming the failure to open other web pages unrelated to IRIS.
- > AIR data transfer issues where the data is complete and correct and therefore a confirmed technical issue with the transfer has been discovered.
- > Issues or errors with saving data in the system.

SECTION 1 – ACCESSING THE SYSTEM

IRIS is a web based system that is compatible with PC and mobile devices and can be accessed at the following web link <https://iris.sahealth.sa.gov.au>

ORGANISATION REGISTRATION

Organisations are provided access to IRIS by entering a service access agreement with DHW. Upon execution of this agreement the organisation has agreed to the terms and conditions of use.

DHW actions the setup of an organisation within IRIS, assigns an IRIS Minor ID and creates user accounts for two users including a program manager (super user) and a records contact.

For any new organisation set up of the IRIS Minor ID assigned must be registered with Australian Immunisation Register (AIR) for linking purposes by the organisation using the following HW027 form:

<https://www.servicesaustralia.gov.au/hw027>

Note: Please disregard external Services Australia advice about setting up PRODA for web services, as these instructions are only applicable to locations who are sending transmissions for themselves. IRIS uses the Developer Authentication Model where IRIS will authenticate transmission on behalf of each organisation.

BROWSER COMPATIBILITY

Ensure that you open the system in one of the following browsers:

- Google Chrome (preferred browser)
- Microsoft Edge
- Safari

HOME PAGE

The **‘Welcome’** screen contains:

- > a noticeboard which DHW will use to communicate important information;
- > common tasks;
- > menu  ;
- > system training documents; and
- > system support contact information.

USER ACCOUNT

All users must have an individual active [PRODA](#) account with the Australian Immunisation Register (AIR) and a [myID](#).

To access further information about PRODA go to the following page <https://www.servicesaustralia.gov.au/proda-provider-digital-access>

To access further information about myID go to the following page <https://www.myid.gov.au/>

Important Note: An identity strength of **standard or higher** is required. The screen message below will appear if the individual has Basic identity strength.



You may need to [increase the strength of your Digital Identity](#) for Government of South Australia - Identity Exchange - STG.

Users may utilise the services and information provided in IRIS, including personal information, only in accordance with [Privacy Act 1988](#), [Health Insurance Act 1973](#), [Australian Immunisation Register Act 2015](#) and [SA Health Privacy Policy Directive](#).

An organisation super user can create other users for their own organisation up to the following maximum limits:

- 2 super users
- 3 regular users
- Contact *General Support* if you have more than five staff that require system access.

One of the users must be the nominated records contact which will display on the '**Contacts**' screen as described in Section 2.

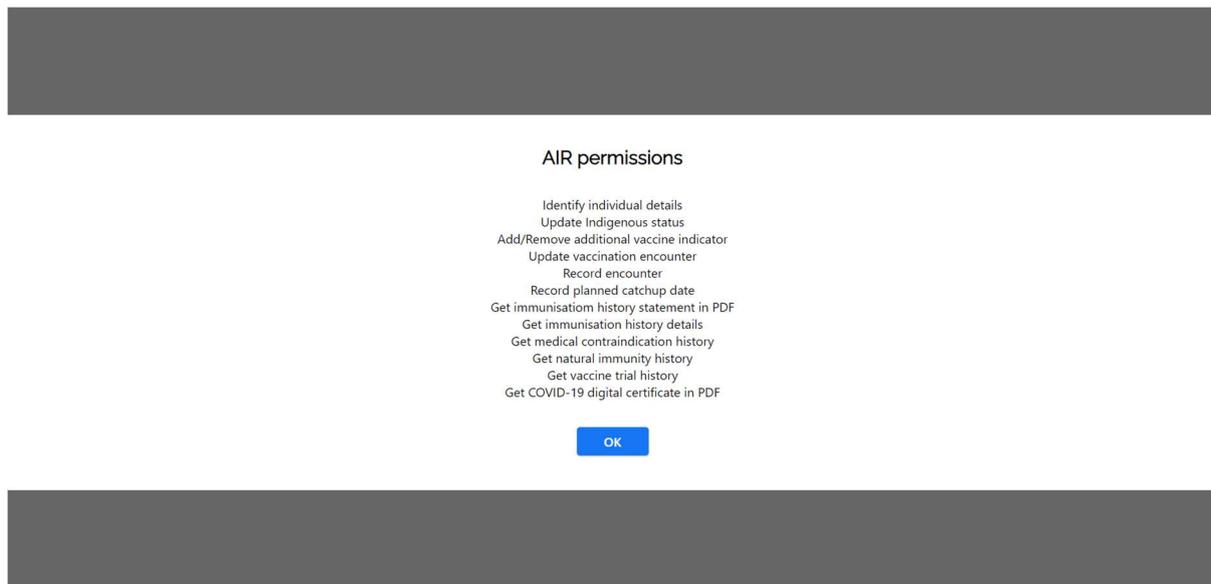
All user activity will be traceable using an audit log, and all users must understand their obligation to protect personal information, with access and use limited for the only purpose being to provide an immunisation service. Any misuse of the system must be promptly notified to DHW via *General Support*.

All users must ensure they take the necessary precautions to keep their digital credentials secure in order to prevent unauthorised use.

All individual users must have an active PRODA account with Services Australia that is linked to access the Australian Immunisation Register.

Any user account that has no activity for a 12 month period will be made inactive. Only a super user can re-activate an account.

Upon user login the AIR Permissions screen will show the user their access to certain AIR information available in IRIS about an individual client. Refer to sections 7 and 8 for further information about AIR.



A **super user** is responsible for:

- > delegating user access;
- > de-activating a user's access when no longer required;
- > re-activating a user's access;
- > ensuring users are trained to use IRIS correctly;
- > ensuring users are maintaining accurate and complete records;
- > monitoring system use for adherence to information privacy procedures that meet the requirements under the [Privacy Act 1988](#), [Health Insurance Act 1973](#), [Australian Immunisation Register Act 2015](#) and [SA Health Privacy Policy Directive](#);
- > responding to enquiries or complaints from individuals about the organisation's compliance with the use and privacy of their information; and
- > maintaining list of venues, school classes by school (where applicable), and health professionals.

A **regular user** is responsible for:

- > maintaining accurate, up to date, complete records; and

- > comply with information privacy procedures that meet the requirements under the [Privacy Act 1988](#), [Health Insurance Act 1973](#), [Australian Immunisation Register Act 2015](#) and [SA Health Privacy Policy Directive](#).

The user **nominated the records contact** is responsible for:

- > providing immunisation records where an authenticated request has been received.

A **DHW user** is responsible for:

- > managing IRIS service access agreements with all organisations requiring access;
- > providing access to organisations;
- > adding and removing vaccines;
- > linking schools to organisations according to the SIP service provision;
- > generating reports for de-identified statistics for SIP and NARI programs; and
- > enhancing system functionality through scoping changes, testing and approving new versions.

CREATE A USER ACCOUNT

A new user is able to login to IRIS via the IRIS web pathway <https://iris.sahealth.sa.gov.au> if their myID credentials are accepted.

To **create** a user:

- > Go to menu  select '**Management**' and select '**Users**'.
- > Select add icon  to open the '**Create user**' screen, enter user's details and select **Create**.
- > The user can now login.

Note: Login ID is myID email which must be unique and cannot be changed.

Work email address for IRIS communications can be any relevant email address including a shared mailbox.

Login Id (myGovId email) *

Work Email address for IRIS communication

LINK EXISTING USER TO ORGANISATION

When entering a new user's myID and a screen message appears alerting that the user already exists:

- > Select the link icon 
- > Enter users myID email address to open the 'link existing user to your organisation screen'
- > Enter the user's role and select 'Link user'

ORGANISATION USER LIMIT

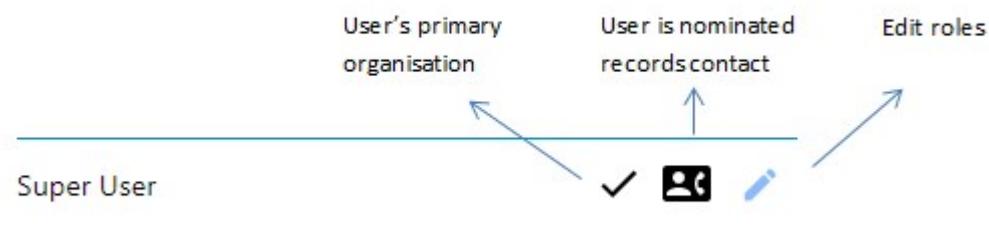
When creating a new user if a screen message appears alerting that the **user limit has been reached**, either:

- > delete an existing user in order to create a new user, or
- > edit an existing super user's role to regular user in order to create a new super user, or
- > contact DHW to increase active user limit.

EDIT OR DELETE A USER ACCOUNT

To **edit** a user:

- > Go to the menu  select '**Management**' and select '**Users**'. A list of your organisation's users will appear.
- > Select the user and select edit icon  directly adjacent the users name to edit the following personal details:
 - Work email address for IRIS communication
 - Role
 - Position title
 - First name
 - Surname
 - Phone
 - Mobile phone
- > Select the user and select edit icon  under the **Associated organisations** heading (top right) to edit the following:
 - delete user by selecting delete icon 
 - Re-activate user by selecting re-activate icon  Re-activate account
 - role (super user or regular user)
 - user's primary organisation (select if this is the user's primary organisation of work, limited to one primary organisation per user and appears as ✓ . Note: Only the primary organisation can edit the user's details)
 - records contact (select if the user is the nominated records contact, limited to one user per organisation, will be listed on the '**Contacts**' screen and appears as )



LOGIN

To login:

- > Go to <https://iris.sahealth.sa.gov.au>
- > Enter myID.
- > Open myID app on your mobile phone and enter the code.



Upon first login the new user must read and **accept** the information contained in the statement “By gaining access to the Immunisation Records & Inventory System (IRIS) records you acknowledge you have read and understood the principles within the [SA Health Privacy Policy Directive](#)”.

SECTION 2 – CONTACTS

The ‘**Contacts**’ screen is a list of Program Managers/Program Coordinators and nominated Records Contacts for all schools. All users who have access to IRIS can search for a contact providing a State or Local Government operated immunisation service in South Australia.

How to use contacts:

- > The **Records Contact** is the first point of contact in relation to client records. The records contact is nominated by selection on the ‘**User**’ screen. Refer to Section 1 for instructions on how to nominate a Records Contact.
- > The **Program Coordinator** is either the Program Manager or Immunisation Coordinator from the organisation and can respond to any questions in relation to the immunisation program. Each **super user** is listed as a Program Coordinator.

How to search for a contact:

- > Go to menu  select '**Contacts**'
- > Type school name into the school column bar.
- > Type organisation name into the organisation column bar.

Important note: Using the contacts list for a mass email or mass mail out is not permitted. Permitted use is solely for the management of a client's records.

SECTION 3 – CONFIGURE LISTS

A super user must configure venues, school classes and health professionals for their organisation.

To configure lists:

- > Go to menu  select '**Management**' and select either '**Venues**', '**Schools**', '**School classes**', or '**Health professionals**'.
- > Follow screen prompts to create new or de-activate from list.

VENUES

Each organisation will create their **venues** according to clinic locations. Venues will appear in a drop down list to select when encountering a client.

When creating venues it is advisable to consider reporting requirements, as a venue can be selected as a search parameter when generating encounter reports.

Note: Only create clinic venues. Schools will be linked to your organisation by a DHW user. School names are linked to an ACARA ID which is used as the location for the AIR encounter transmission. DHW manages the school and ACARA ID table.

To create or inactivate a venue:

- > Go to menu  select '**Management**' and select '**Venues**'
- > Enter the name of the venue, select active Active and select **Create**.
- > Deselect active Active and select **Save Changes** if a venue is no longer required. The venue will not appear in the drop down list on the '**Create encounter**' screen, however data linked to the venue will still appear on client encounters and reports.

SCHOOL CLASSES

Each organisation will create their **school classes** in preparation to enter School Immunisation Program consents and generate school class lists (see Section 6). It is not mandatory to define individual school classes if not required, the class list will be generated by year level if no classes exist for a school.

To create, edit or inactivate a school class:

- > Go to menu  select '**Management**' and select '**School classes**'
- > Select add  then enter school, year, year level, class name and select **Create**
- > Select edit icon  edit details and select **Save Changes** to change school class details
- > Select edit icon  and select delete icon  to remove a school class from the list.

HEALTH PROFESSIONALS

Each organisation will create their **Health professionals** list. This is a list of health professionals working for the organisation. Health professionals will appear in a drop down list to select when encountering a client **administered by** field, or when adding a clinical note to the client's account.

To create or inactivate a health professional:

- > Go to menu  select '**Management**' and select '**Health professionals**'
- > Enter the name of the person, select active Active and select **Create**
- > Deselect active Active and select **Save Changes** if the health professional's name is no longer required. The health professionals name will not appear in the drop down list on the '**Create encounter**' screen, however data linked to the health professional will still appear on previous client encounters.

SECTION 4 – VACCINE INVENTORY MANAGEMENT

IRIS supports vaccine inventory management with real time stock on hand data. Vaccine stock is receipted by vaccine brand, batch and expiry.

All receipted batches will appear on the client encounter screen for selection when recording vaccine administration.

When an encounter is saved the vaccine batch administered will automatically reduce by a dose.

Stock can also be manually adjusted due to cold chain breach, stocktake discrepancies and expired stock. In order to maintain real time stock on hand data, adjustments must be completed on the same day they occur.

When a batch is eight weeks to expiry the expiry date will appear in red font.

When a batch has zero doses the batch can be deactivated and removed from the list. If it is receipted again in future it will reappear.

DHW admin staff update the vaccine table when a new vaccine is available or AIR changes a vaccine code. Once added, or AIR code updated, this vaccine can be receipted by the organisation, encounter recorded and transmitted to AIR.

RECEIPT VACCINE INVENTORY

To receipt vaccine:

- > Go to menu  select '**Vaccine Inventory**'
- > Select '**Receipt Stock**' from the vaccine inventory actions
- > Enter date received, vaccine, batch and expiry
- > If the vaccine was privately purchased by your organisation select the **Private** check box. This will separate the reporting functions for government funded and private stock.
- > Select **Add vaccine** to receipt another vaccine
- > Select **Create** to save
- > Select '**Refresh**' from the vaccine inventory actions to immediately update all vaccine lists. This will allow you to encounter using the receipted vaccines immediately after receipting them.

Correcting a vaccine receipt:

If a vaccine or batch has been receipted incorrectly, complete a vaccine inventory adjustment to bring the total on hand value to zero and select **Deactivate** adjacent the vaccine batch.

If an expiry date has been saved incorrectly, contact IRIS technical support using the contact details listed in Section 2 to action the correction.

VACCINE INVENTORY ADJUSTMENTS

To adjust inventory:

- > Go to menu  select '**Vaccine Inventory**'
- > Select vaccine batch to be adjusted and adjust inventory option will appear on the right
- > Select **Adjust inventory**
- > Select adjustment type from drop down list – Cold Chain Breach, Expired stock, or Stocktake adjustment:

Adjust Stock ×

Vaccine* Batch Private Stock

Current stock level: 95

Date Received TODAY

+ adjustment*

- + Cold chain breach
- Expired stock
- Stocktake adjustment

- >
- > Enter adjustment amount (note: When Stocktake adjustment is selected a + (plus) or - (minus) must be entered along with a comment

REMOVE VACCINE BATCH FROM LISTS WHEN NO LONGER IN USE

To remove vaccine batch from lists when it is no longer in use:

- > Go to menu select '**Vaccine Inventory**'
- > Select **Deactivate** adjacent the vaccine batch.

Note: **Deactivate** will only appear if the vaccine batch stock on hand is zero. Follow Vaccine Inventory Adjustments instructions to adjust stock on hand to zero.

SECTION 5 – CLIENTS

Users must maintain complete and accurate client records. Client information must only be accessed and used for the sole purpose of providing an immunisation service and in accordance with [SA Health Privacy Policy Directive](#).

Where using email to transfer client information users must not assume that any email remains private, confidential or only read by the addressed recipient. The privacy level of email has been equated to that of a postcard. Any email can be easily re-directed to recipients unknown to the author.

All clients are visible and can be edited by all users (except DHW users) and therefore users must make reasonable effort to avoid duplicating clients. The system has some in-built functionality to help identify if a client already exists.

If a client account is created and no encounter is recorded or no SIP consent is recorded, the client's account must be deleted within 30 days. This record is invalid and cannot be stored in IRIS as the provision of an immunisation service has not taken place.

MEDICARE DETAILS

Particular attention must be taken when entering a client's legal name, date of birth, physical address and Medicare number plus IRN. This information identifies a person for Medicare purposes and directly impacts the AIR data transmission described in Section 8. If Medicare cannot identify the client, the transmission of their encounter information to the AIR will fail.

Users must make reasonable effort to identify the client by confirming their current details as registered with Medicare. At times this may not be the name or physical address the client normally uses. The client can also change Medicare numbers multiple times in their lifetime. Children may also be registered on multiple Medicare cards.

Tips for Medicare numbers:

- > Where a client has a valid Medicare card which can be viewed, ensure the same name and Medicare number plus IRN that is visible on the card matches the information recorded in IRIS.
- > Where a client is a child who is registered to more than one legal guardian's Medicare card, the Medicare number may differ according to which legal guardian previously presented with the child. Update the client's Medicare number with the legal guardian who has presented on the day.

- > Where a client does not have a valid Medicare card make reasonable effort to confirm the legal name, date of birth, and physical address of the client.

SEARCH FOR A CLIENT

To search for a client:

- > Go to menu  select '**Clients**', enter clients details and select **Search**.
- > Enter search criteria. It is recommended to search criteria in this order:
 - Step 1: Medicare number and IRN only, if no records appear go to step 2
 - Step 2: first name and surname, if too many records appear go to step 3
 - Step 3: first name, surname and date of birth.

Data entry errors can impact on finding an existing client so make every effort to find a client prior to creating a new client to avoid duplicating a client account.

Note: If you complete a more generic search such as first name only, surname only, or DOB only the maximum results will be 100 clients. This type of search is not recommended.

- > A list of clients matching the details entered will appear.
- > Select a client's Client ID to open client's account.

CREATE A NEW CLIENT

Before creating a new client it is recommended that you first search existing clients to avoid duplicating a record. In the event a new client creation is required the search fields previously typed will prepopulate.

All clients will be matched with the AIR any time they are created or opened. The clients 'AIR history' tab will appear on the encounter screen alongside the IRIS encounters. Users can select the AIR history tab to view the full immunisation history of the client.

Sex: Male ♂ Client ID: 105298

IRIS Encounters **AIR History**

AIR history details

VACCINES DUE

- **Rubella** Dose: 2 Due: 01/05/2018

27/09/2022 **BHACOV** Dose: 1 Batch: 12345 Serial: 1212737389
 INVALID - AIR-W-0100
 Antigen has been administered under the minimum required age

25/09/2022 **ADT** Dose: 503 Batch: ADTbatchnoedit

20/09/2022 **HAVAD** Dose: 8 Batch: AST123567
 Hepatitis A (Adult)

21/08/2022 **HAVAD** Dose: 7 Batch: Batch678 Serial: 1234737389
 Hepatitis A (Adult)

21/08/2022 **GNTET** Dose: 502 Batch: Batch678 Serial: 1234567

To create a new client:

- > Go to menu  select 'Clients' and select **New client**. The 'Create Client' screen will appear.

Create Client

Surname * First name * Initial

Onlyname

DOB * Sex * Medicare IRN

dd/mm/yyyy key /

ATSI * Yes No Unknown IHI Number

Address Type *

key

Unit Address * Suburb * Postcode *

/

Email

Home (Hm) Phone (Mobile) Phone (Work)

Create

- > Enter client's first name, middle name initial (where applicable), surname, date of birth, sex, Medicare number plus IRN, and Aboriginal status.
- > Once a minimum set of identifiable information is reached either:

- the client's contact details can be entered and the client account can be successfully created; or
 - the system detects a possible match with an existing client. The **Review** button appears and must be selected enabling a preview of possible matches and the options to **select** the correct existing client, or **select none** to continue to create the new client.
- > Go to the **Contact details** section and add any additional contacts. Ensure the flags for **Clients details** and **Primary contact** appear on the correct contact.

Where the **Client details** icon  appears, the phone number and address will be used for the AIR transmission and must match Medicare registration and the contact details are used on the encounter report.

Where the **Primary contact** icon  appears, the contact is nominated as the first point of call.

Note: Where a client is under the age of 16 years a legal guardian's details must be entered to successfully encounter the client.

- > The next step of the client creation process is completion of the following, where applicable:
- custody issues flagged by selecting the **custody** flag , entering a comment and selecting save (flag turns red if a comment has been saved ); and
 - medical history entered by entering medical at risk factors, immunocompromised status or other medical information required to support the provision of an effective and safe immunisation service. All medical information entered is treated as a **clinical note** and must be substantiated by entering the name of the health professional in your organisation who authorised the clinical note.

EDIT A CLIENT

To edit a client:

- > Follow instructions to search for a client in Section 5.
- > Select the edit icon  next to the client's name to edit the client's personal details.
- > Edit Medical and risk, Immunocompromised, other clinical notes, on a catch up schedule, and contacts in the relevant sections.

DEACTIVATE A CLIENT

Clients with historical data can never be deleted, but are made inactive so are no longer in view in the client search. The reasons for making a client inactive are: Deceased, client request, and duplicate record. Note: Merging a client file due to duplicate records where the client has encounter records on each file are not deactivated and must be merged.

To deactivate a client:

- > Follow instructions to search for a client in Section 5.
- > Go to the client submenu and select '**Deactivate client**'.
- > Select the reason for deactivating: deceased, client request, or duplicate record; and select **Save**.

The client will no longer appear in a search nor be accessible. In the event a client was deactivated in error, contact technical support using the contact details listed in Section 2.

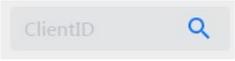
MERGE CLIENTS

Where potential duplicate client files have been identified, confirm it is the same person by reviewing the clients AIR details and AIR encounter history against the IRIS details and IRIS encounter history. This will also assist to identify which of the client records is the most up to date and will remain in IRIS named the "Primary" client during the merge process.

By merging one or more clients with a "Primary" client, the duplicated clients will inactivate upon moving all encounter history to the "Primary" client. The client's details will remain unchanged as per the original "Primary" client.

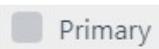
Selecting clients for the final merge

There are two ways to select clients for the merge:

1. If client ID's are known then go directly to '**Merge**' screen using the menu  , enter client ID and select search  ; or
2. Use client search screen to select clients to merge as follows:
 - > Go to menu  select '**Clients**', enter clients details and select **Search**
 - > A list of clients matching the details entered will appear
 - > Select the grey check box to the right hand side of the relevant client rows.
 - > Select merge  MERGE
 - > The '**Merge**' screen appears with the client ID's selected.

Merge selected clients

When all clients have been selected for the merge and appear on the '**Merge**' screen:

- > Select the primary account which remains in IRIS by selecting the check box labelled '**Primary**' next to the client name 
- > Select '**Merge Clients**' and complete a final review

- > Select **'Confirm'**
- > The merge is now complete. A message is displayed on the **'Merge'** screen confirming details of the last merge.

CLIENT AIR FLAGS

AIR Flags section appearing at the top left of the client screen includes:

1. Planned catch up
2. Special Risk Group
3. Medical Contraindication
4. Natural Immunity
5. Vaccine Trial
6. Action required
7. Indigenous Status

When a flag is highlighted there is information to view and may also be an action required. Select the drop down arrow next to the highlighted category to view information.

AIR Flags

-  Planned Catch Up: 09/09/2022 +
-  Special Risk Group
-  Medical Contraindication >
-  Natural Immunity >
-  Vaccine Trial >
-  Action Required i
-  Indigenous status

AIR Flag – Planned Catch Up

The AIR Planned Catch Up Date function is used to notify AIR that an individual under 20 years of age is on a planned catch up for overdue immunisations.

For family assistance payments, if a planned catch up is recorded via the AIR Web Service, the individual's immunisation status is up-to-date for a period of 6 months.

However, the individual's AIR immunisation status will remain 'not up to date' until all scheduled catch up vaccinations are recorded.

If an individual already has a planned catch up recorded the expiry date for the existing planned catch up will display under the ASIR Flags section on the client's account.

Note: only 1 planned catch up for overdue immunisations can **ever** be recorded for an individual. If a planned catch up is removed it cannot be reinstated.

To add a planned catch up:

- > Go to the clients account,
- > under AIR Flags section select the plus  button next to Planned catch up



- > Read the screen message and select Confirm

Record planned catch up ✕

Select this if you would like to commence a planned catch up for the individual as you:

- were unable to administer all overdue vaccines today; or
- are waiting on results to support testing of natural immunity; or
- need to order in additional required vaccines.

Please note an individual can only ever have **one catch up schedule** recorded on the AIR.

You should **not** select this if:

- you have vaccinated the individual and they are no longer overdue for any vaccines, or
- you feel the parent/guardian does not intend to vaccinate the individual

Confirm

AIR Flag – Medical Contraindication

Medical contraindication is a type of immunisation medical exemption on the AIR, which are recorded for vaccines and their components.

AIR Flags

-  Planned Catch Up: 09092022 +
-  Special Risk Group
-  Medical Contraindication

Vaccine:

BOOST (Boostrix)

Reason:

Acute major medical illness

Start: End:
31/05/2022 21/12/2022

Vaccine:

ADCL (Adacel)

Reason:

Previous anaphylaxis (to vaccine/vaccine component)

Start: End: Date of anaphylaxis:
31/05/2022 <none> 10/05/2022

Vaccine:

HPV (Gardasil)

Reason:

Previous anaphylaxis (to vaccine/vaccine component)

Start: End: Date of anaphylaxis:
20/05/2022 <none> 27/08/2021

Vaccine:

BOOST (Boostrix)

Reason:

Significant immunocompromise (for live attenuated vaccines only)

AIR Flag – Action required

Action required prompts a message for the user to check the encounter for errors and amend, or check the client details and amend.

 Action Required 

Individual has encounters that require correction.
Individual has encounters (created by the provider) that are editable and that are in an invalid status (partially processed or clarification required).

The 'AIR History' tab, located next to the 'IRIS Encounters' tab will show the AIR History.

Refer to Section 8 for further AIR information.

SECTION 6 – SCHOOL IMMUNISATION PROGRAM

Each organisation has schools linked to their profile. If there are any changes in schools required contact IRIS general support to action the change. School names are linked to an ACARA ID which is used as the location for the AIR encounter transmission. DHW manages the school and ACARA ID table. Do not create the school as a **Venue** (refer Section 5) as this will not link to the **'School program class list'**.

Each year School Immunisation Program (SIP) consent cards are collected from schools to prepare for the current year's SIP (refer to [School Immunisation Program Protocols](#)). Consent cards can contain consent to all, some or none of the vaccines offered. Where no vaccines are consented the client information is not entered into IRIS. Where at least one vaccine has been consented, the client and consent information collected must be entered into IRIS by opening a client account and completing the IRIS **'School program consent'**.

The IRIS **'School program consent'** registers the client for the current year's SIP and the client will appear on the **'School program class list'** according to calendar year, school name, class name (where applicable), year level, vaccine brand and dose number consented.

The **'School program class list'** is used to encounter clients vaccinated at a school visit. When an encounter location is at a school, the AIR will receive the school name as the location of the encounter. School names will appear on an AIR encounter using the following ACARA list of schools: <http://asl.acara.edu.au/School-Search>

The **'School program class list'** will also display encounters which have occurred at a SIP provider's clinic. When an encounter location is at a clinic, the AIR will receive a clinic code as the location of the encounter.

The client's SIP consent expires 31 January the following year, and the client is no longer registered in the SIP. Any doses not administered by this date can be provided as catch up until the client is 20 years old.

As at 31 January all data for the SIP is finalised for the previous year's program and complete coverage reports can be generated.

RECORD SCHOOL PROGRAM CONSENT

To record SIP consent:

- > Follow instructions in Section 5 to search for a client.
- > Within the client profile select **'Programs +'**.

Create School Program Consent



School *

Year level* Class

10 x v

Date of consent

dd/mm/yyyy Today

Consented By *

Parent x v [Primary contact POLGLASE, olive \(Mother\)](#)

Surname* First name

Same as client

Consent to active surveillance

Consent Notes

Vaccines

Vaccine	Dose#	Consented
Bexsero	1	<input type="checkbox"/> Consented
Bexsero	2	<input type="checkbox"/> Consented
Nimenrix	1	<input type="checkbox"/> Consented

Create

>

> Enter:

- year level
- School name
- Class
- Date of consent
- Consented by: select from Parent, Legal guardian, Self, Department for Child Protection, Foster carer, other
- Consented by First name and Surname
- Consent to active surveillance (uncheck if not provided)
- Consent notes

> Select vaccine and dose consented

> Select **Create**

> SIP consent has now been saved on the client account and will expire 31 January the following year.

EDIT SCHOOL PROGRAM CONSENT

Any changes to SIP consent will only apply to doses not yet administered.

To edit SIP consent:

- > Follow instructions in Section 5 to search for a client.
- > Within the client profile under 'Programs', select the edit icon  and existing consent will appear.

Edit School Program Consent

Year: 2024
Year Level: 7

Date of consent: 15/05/2024 [Change](#)
Consent By: Self Lawson, S
Consent to surveillance: No
Consent Notes:

Vaccines

Vaccine	Dose#	School	Class	Status	
Adacel Or Boostrix	1	New test school		Consented 15/05/2024 By Self Lawson, S	Modify
Gardasil 9	1	New test school			Modify

[Update](#)

- > Select **Change** to edit the details of the person providing consent. Enter new consent date, consented by and consent notes. The new consent details will apply to any doses not yet administered.
- > Select **Modify** adjacent to each vaccine dose to:
 - Change school name where a client has moved schools. The organisation linked to the school can modify the school name. If the client has moved schools where a different organisation is providing the service, use the '**Contacts**' menu to locate the contact details for the organisation providing the service and inform the contact to modify the client's consent. Once modified the client's consent will be removed from the old school's class list and appear on the new school's class list.
 - Change class
 - Withdraw consent by selecting **Withdrawn** and entering: Date withdrawn, withdrawn by and reason for withdrawal. Reasons for withdrawal include: Severe reaction to previous dose, pregnancy, parent/legal guardian request, client's request (if 16 years and older), has a chronic illness, attending a non-school program provider, absent from state (moved or travelling), deceased, consent error.
 - Select **Update**

- Changes will be reflected on the **'School program consent'** screen and **'School program class list'**.

To delete SIP consent:

- > Go to the client submenu and select **'School program consent'**.
- > Select rubbish bin icon  to delete SIP consent.

Or

To delete SIP consent where at least one of the vaccines has been encountered:

- > Follow instruction under Section 7 View and Edit Encounter to delete the encounter.
- > Go to the client submenu and select **'School program consent'**.
- > Select rubbish bin icon  to delete SIP consent.

Note: If consent for only one of the vaccines was entered in error, modify the record by withdrawing consent from that dose using withdrawal reason "consent error".

GENERATE SCHOOL PROGRAM CLASS LIST

The **'School program class list'** will assist in the preparation for school visits and used to record encounters provided at a school visit.

A tally of the data appears above the class list including (select hide to close the summary):

- > Total consented
- > Total vaccinated
- > Total vaccinated at another SIP provider
- > Total consented but not vaccinated (this data indicates total vaccines required for the visit)

To generate a **'School program class list'**:

- > Go to menu  select **'School Program Lists'**
- > Select:
 - School name
 - Year
 - Class (leave blank for results for entire year level)
 - Sex (default all, use selection as required)
 - Vaccines (default all, use selection as required)
 - Sort by (default surname, use selection as required)
 - Sort by ascending (ASC) or descending (DESC)
 - Select **Go To List**

- > **School program class list** appears including the following row of information for each client consented:
 - Client ID
 - First name
 - Surname
 - Date of Birth
 - Sex
 - Encounter details including: Batch, Site, Date, Administered by for each vaccine and dose in the current year's school program schedule.
- > Print the school program class list by selecting the print icon  in the top right of the screen. Note: Do not right click on the screen and print. The de-identified summary will not appear on the printed class list and a de-identified report can be generated through the **Reports** menu.

RECORD ENCOUNTERS ON SCHOOL PROGRAM CLASS LIST

- > Record immunisation encounters by populating the class list as follows:
 1. Enter information under each column for each client's row. Once the last piece of information is entered in the client row the encounter is automatically saved to the clients file. The background of the row turns green to indicate it has been saved.
 2. Each column (except administered by) can be populated with the same information for all clients by selecting the fill column icon . If this function is used, all client's consented for the vaccine dose where it has not been administered will populate with this selection.
 3. To remove the selection from an individual client go to the client's row and select the remove icon .
 4. To change the selection for an individual client go to the client's row and select the drop down arrow icon  and change the selection.
 5. If the health professional's name is not visible in **administered by** drop down list, select the  in the column heading and add the health professionals name prior to completing the encounter.

EDITING ENCOUNTERS ON SCHOOL PROGRAM CLASS LIST

If encounter data has been entered on a '**School program class list**' it remains editable during the same session. When the '**School program class list**' screen is closed and reopened, all encounters are no longer editable. To edit, go to the client's account and follow the editing an encounter instructions in Section 7.

SCHOOL PLANNING PAGE

School names are attached to each organisation by DHW.

School enrolments are entered each year by the organisation on the SIP Planning page based on the 'Principal form' for each school (refer to [School Immunisation Program Protocols](#)).

For the purposes of generating SIP statistics each organisation must enter total consent cards returned for each school on the SIP Planning page. Dividing consent cards returned with total enrolments will provide your consent card return rate for each school.

For the purpose of managing milestones each organisation must enter their visit dates for each vaccine and dose on the SIP Planning page. If a school does not have a visit date due to no enrolments or alternate clinic arranged a selection must be made under the 'Status' field to meet this milestone.

To enter enrolments and consent cards returned:

- > Go to menu  select '**SIP Planning**'
- > Search and select a school name from the list of schools on the left of the screen.
- > Refer to the completed Principal form and enter the total number of Male, Female and Other **enrolments**.
- > The School Coordinator provides completed student **consent cards** to the Service Provider. Enter a tally of the consent cards returned by Male, Female and Other.



The screenshot shows a form for 'Year 7' with two sections: 'ENROLMENTS' and 'CONSENT CARDS RETURNED'. Each section has three input fields for 'Male', 'Female', and 'Other', all containing the value '10'. There are also empty input fields for each category.

Year 7			
ENROLMENTS			
Male	Female	Other	
10	10	10	
CONSENT CARDS RETURNED			
Male	Female	Other	
10	10	10	

To enter visit dates:

- > Go to menu  select '**SIP Planning**'
- > Search and select a school name from the list of schools on the left of the screen.
- > Under the visit section select the  icon in either of the locations identified in this image:

The screenshot shows a summary for 'Year 7' with enrolment and consent card counts. The 'Visits' section lists three visits with their dates and associated vaccine doses. A plus sign is circled in the 'Visits' header, and another plus sign is circled in the 'Add Visit' button at the bottom right of the summary panel.

- > The following form will appear. Select **'Create'** to finalise the creation of the school visit and enter the Date, year level, vaccine dose and any other details.
- > Select **'Create'** to save.

The 'Create Visit' form includes the following elements:

- Create Visit 1** (header)
- Date:** 01/06/2024
- Status:** (dropdown menu)
- Checkboxes:**
 - Year 7
 - Adacel Or Boostrix - Dose 1
 - Gardasil 9 - Dose 1
 - Year 10
 - Bexsero - Dose 1
 - Bexsero - Dose 2
 - Nimenrix - Dose 1
- Details:** (text input area)
- Create** (button)

If there will be no visit for the school, enter a **Status** to complete this task.

- > Select the reason from the following list: School declined, Alternate clinic arranged or No enrolments.
- > Select **'Create'** to save.

Create Visit 1 X

Date or, **Status**

Year 7

Year 10

Details

School declined

Alternate clinic arranged

No enrolments

To generate a report summarising the SIP planning data:

- > Go to menu  select '**Reporting**'
- > Select '**School Program Data**'
- > Select the Report Type as '**Planning**'
- > Select School Immunisation Program Year from the drop down list.
- > Select '**Export report**' to generate the report.

Report Type *

Organisation *
 Alexandrina

School Immunisation Program Year *

SECTION 7 – CLINIC ENCOUNTERS

Users must maintain complete, accurate and timely encounter records to support a safe and effective immunisation service. The IRIS encounter screen comprises of all fields required to document valid consent for the immunisation and record of vaccine administration.

Encounter records can be used for important vaccine administration functions such as:

- batch tracing;
- reporting an adverse event following immunisation;
- ensuring a client is provided the correct vaccines; and
- ensuring a client does not receive duplicate vaccines.

By entering and saving an encounter in IRIS, a client immunisation record has been created and the information will be transmitted to the AIR.

Each encounter recorded in IRIS contributes to:

- > A client's immunisation history statement stored by Medicare and accessible by the client at any point in time using their Medicare online account through [MyGov](#) or [Express plus Medicare mobile app](#);
- > A client's immunisation history stored on the AIR and accessible by any immunisation provider in Australia who is registered with Medicare to access the AIR; and
- > Immunisation coverage data and overall monthly, quarterly and yearly reporting for the following groups:
 - National government
 - State governments
 - Local government areas
 - Primary Health Networks

CREATE AN ENCOUNTER

A pre-vaccination checklist is completed prior to each encounter and the client account must be first updated with Aboriginal and Torres Strait Islander status, medical at risk factors, immunocompromised details, or other clinical notes as described in Section 5.

To create an encounter:

- > Follow instructions to search for a client in Section 5.
- > Go to the client submenu and select  next to Encounter History under **IRIS Encounters** to open the '**Create Encounter**' screen.

Create Encounter

Lawson Sol

Age: 69 years 11 months 1 days (15/06/1954) Medicare: 6951549341 / 1

Medicare	IRN	Sex	Suburb	Postcode
6951549341	1	Male	DULYALBIN	6425

Client is a New Arrival Refugee

Client is enrolled in 2024 school immunisation program cohort
Note: Do not click this if a student is a catch up from a previous year's program ⓘ

Consent is given for Alexandrina to provide Lawson, Sol the immunisation below

The client understands the information they provide during the consent process, and information related to any vaccine disclosure of this information to staff involved in the provision of an immunisation service for SA Health and local government recorded on the Australian Immunisation Register where it will be stored on the clients Medicare account.

Date of consent
dd/mm/yyyy Today ⚙️

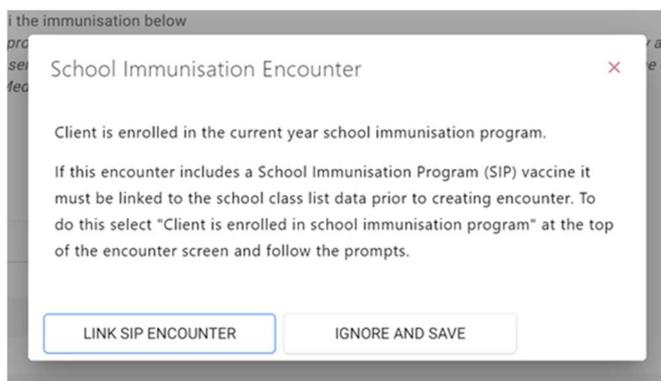
Consented By *
Primary contact
Lawson, Sol (Self)

Surname * First name
Same as client

Consent Notes

Create

- >
- > Select check box if the client is enrolled in the current year's School Immunisation Program (SIP). Consent must be completed prior to recording the encounter for the client's encounter record to be visible on the corresponding school class list and added to the current year's data reporting, as described in Section 6.
 1. If consent exists '**Verify School Immunisation Program consent**' screen will appear. Check the information, modify where required and select the **Verify Consent** button.
 2. If consent does not exist, **Create consent** button will appear, enter consent details, and select **Create** button, as described in Section 6.
 3. If you do not select 'client is enrolled in the [current year's] School Immunisation Program cohort', the following window will appear to either allow you another chance to either 'Link SIP Encounter' or 'Ignore and Save':



At 31 January the following year the client's consent is automatically removed, the client is no longer linked to a class list and therefore no longer enrolled in the school program. You will not check this box after that date as the client now falls into the under 20 years catch up program (rather than SIP).

Note: Completing this action links the encounter to the relevant '**School program class list**' and relevant organisations school program data. School Program Boostrix must be entered as Dose = 1 in order to link to the school program data and class list. When this is transferred to the AIR it is automatically changed to the next dose in the client's history.

- > For NARI providers only: Select check box if client is a new arrival refugee.

Note: Completing this action allows an encounter report to be generated for NARI clients.

- > Gain consent from the client specific to the use and storage of their personal information for each service provided, as follows:

The client understands that any details they provide (including personal and medical information), and information in relation to any vaccines that they receive, will be recorded electronically and/or in hard copy. The client consents to the disclosure of this information to SA Health and local government councils (and their immunisation service providers) and to relevant national immunisation registers.

- > Enter the following encounter details:

- > Consent date
- > Consented by - select from list: Parent, legal guardian, self, Department for Child Protection, foster carer, other: specify
- > Consented by first name and surname
- > Consent notes

Note: Pre-populate consent fields for a client linked to the current year's school program by selecting the **Copy SIP consent** button.

- > Pregnancy checkbox will appear if client is female and greater than 10 years old
- > Select Location and Venue. See Section 3 for instructions on how to configure the venue list.
- > Date of vaccination
- > Time of vaccination
- > Vaccine – vaccines which have been receipted into inventory appear in the list. Search by either vaccine brand or batch number and select. See Section 4 for instructions on how to receipt vaccine.
- > After vaccine is selected, the batch, expiry and dose volume will pre-populate. The dose volume can be edited if required.

- > Dose number

Note: Accuracy of this field directly impacts the transfer of the client's immunisation record to the AIR. If an AIR transfer is unsuccessful due to an error in the vaccine and dose number, both IRIS and the AIR's client records must be edited to correct the error by a user from the organisation who administered the vaccine.
- > Site – select from list: Left arm, right arm, left leg, right leg, oral, other: specify
- > Administered by
- > Vaccine type – select from list: Antenatal, NIP/Commonwealth, Other
- > Route of administration – select from list: Oral, Subcutaneous, Intradermal, Intramuscular
- > More than one vaccine can be recorded on an encounter by selecting **Add vaccine** under the first vaccine entered.

Note: Where a client has more than 5 vaccines in one day AIR have advised 2 separate encounters will need to be created. AIR maximum per encounter is 5 vaccines.
- > Select **Create** to save the encounter.
- > A snapshot of the encounter is visible on the client's account where it can be viewed or edited.

VIEW AND EDIT AN ENCOUNTER

An encounter can be viewed by all users and edited by a user from the organisation that recorded the encounter.

To view or edit an encounter:

- > Follow instructions to search for a client in Section 5.
- > A snapshot of each encounter is displayed on the screen.
- > Select the view icon  next to the encounter, the encounter details will expand for viewing.
- > Select **Edit this Encounter**, update details and select **Save**.

Note: If a vaccine or dose or vaccination date has been changed, and the record has been previously transmitted to the AIR successfully, then the client's AIR History will also update automatically. This can be verified by selecting the AIR History tab (you may need to select refresh icon).

Note: When an encounter is deleted using the rubbish bin icon  the AIR is not updated. If the AIR record requires an update, contact AIR.

Note: School program providers can edit an encounter venue from School location to Clinic



location by selecting the icon

- > An AIR transmission status message appears at the base of each encounter showing the status as 'pending', 'success' or 'failed'.

Encounter history + ↻

A Class Metal Finishers

🕒 PENDING (A FEW SECONDS AGO)***

04/03/2022 **Afluria Quad** Dose: 1 Site: **Left Arm**
A year ago Influenza
Alexandrina
goolwa

🕒 PENDING (A FEW SECONDS AGO)***

04/03/2022 **Bexsero** Dose: 1 Site: **Right Arm**
A year ago Meningococcal B
VALID - AIR-I-1003
Dosage was adjusted to V
Alexandrina
goolwa

✓ SUCCESS 04/03/2022 12:27 (A YEAR AGO)***
AIR-I-1007All encounter(s) were successfully recorded.

12/01/2022 **Afluria Quad** Dose: 1 Site: **Left Leg**
A year ago Influenza
VALID - AIR-I-1003
Dosage was adjusted to V
Alexandrina
clinic 1

✓ SUCCESS 14/01/2022 16:30 (A YEAR AGO)***
AIR-I-1100Your request was successfully processed.

08/11/2021 **Gardasil 9** Dose: 2 Site: **Right Arm**
A year ago Human papillomavirus
INVALID - AIR-W-0300
Duplicate this service was previously reported by the same provider
Adelaide Health Technology Assessment
A Class Metal Finishers

🕒 FAILED 07/01/2022 11:51 (A YEAR AGO)***

Refer to the attached list of AIR status response message codes

PRINT AN IMMUNISATION HISTORY STATEMENT

Clients requesting an **immunisation history statement** can be directed to [Medicare Online Account](#) where they can set up an account and access their complete immunisation history statement anytime.

Alternatively a provider can print the client's official Australian Immunisation Register - Immunisation History Statement by accessing the AIR History tab on the client file and selecting the print icon.

If an encounter is missing from an immunisation history statement it has not yet been transmitted to the AIR successfully (see Section 8).

An **encounter record** can be printed from IRIS which will include any immunisations provided to the client by a State or Local Government service provider.

To print a copy of an IRIS encounter record:

- > Follow instructions to search for a client in Section 5.
- > Go to the client submenu and select **Print encounter record** to open a pdf file ready to print.

RECORDING IMMUNISATION HISTORY FOR OVERSEAS CLIENTS

Record immunisation history for overseas clients directly on the [AIR](#).

IRIS will not store immunisation records that are not provided by South Australian State and Local government immunisation providers.

The [AIR](#) holds the official record of the historical encounters which providers and clients can access by printing the client's official AIR Immunisation History Statement as described in Section 8.

Note: The clinical notes section in IRIS can be used to document complicated catch up scheduling due dates.

SECTION 8 – AUSTRALIAN IMMUNISATION REGISTER

Medicare, Department of Human Services hosts the Australian Immunisation Register (AIR).

The AIR was first established as the Australian Childhood Immunisation Register (ACIR) in 1996 and expanded to a whole of life register in September 2016 to store immunisation records for all people of all ages.

Each immunisation provider registered with the AIR:

- > transmits all client immunisation records to AIR;
- > has access to log into the AIR to: review or edit an individual's immunisation history, apply catch up status where a client is on a catch up and future due dates have changed, and can print a client's official immunisation history statement; and
- > can access reports specific to their organisation type.

Each organisation's AIR provider number and IRIS Minor ID is entered into their IRIS account by a DHW user during set up. This allows IRIS to transmit immunisation records to the AIR specific to each provider. There is no further software configuration required to enable all AIR functions. The AIR transmission function is automated, and each night the system will send any client encounters which were not previously transmitted. AIR transmission history is stored on the '**AIR transfer**' screen and flagged on each client encounter.

Each organisation must register their unique IRIS Minor ID using Services Australia form [Online Claiming Provider Agreement \(HW027\)](#).

AIR TRANSMISSIONS

If an IRIS encounter record is awaiting transmission the pending  image appears on the encounter record. This record will transmit automatically the same night the record was saved.

Alternatively, the transmit icon  next to the encounter record can be selected to transmit it instantly.

If an IRIS encounter record has transmitted successfully the image of a tick  appears on the encounter record.

If an IRIS encounter record has not transmitted successfully the image of a cross  and description of the error message appears on the encounter record and under the 'AIR Flags' section on the client file. When the user logs in next a bright banner appears with 'AIR Alerts'. This encounter record must be corrected and resent as described in the AIR transmission failure section.

Users should log in the day after entering an encounter record to ensure that no alerts are visible.

To check AIR transmission history:

> Go to menu  select '**AIR transfer**'

The timely transmission of complete and correct client encounters directly impacts many stakeholders. The following information is sent to the AIR for each client encounter:

- > AIR provider number
- > IRIS Minor ID
- > Client's ATSI status
- > Client's date of birth
- > Client's first name
- > Client's surname
- > Client's middle name initial
- > Client's gender
- > Client's Medicare card number and IRN
- > Date of immunisation
- > Vaccine brand
- > Vaccine dose number

- > Vaccine batch number
- > Vaccine type
- > Route of administration
- > School ID where the location of the immunisation was at a school visit
- > Clients physical address (IRIS field with checkbox “client’s contact details” is used here)
- > Clients phone number (IRIS field with checkbox “client’s contact details” is used here. This is not used to identify the client however can be used by the AIR staff if the client must be contacted due to the lack of identifiers matching Medicare’s database).

AIR TRANSMISSION FAILURE

Inaccurate data can result in an AIR alert and failure of the transmission of an encounter record to the client’s AIR file.

Until corrected and resubmitted, the client will appear overdue on stakeholder reports.

AIR alert messages appear on the home screen upon login. The alerts will continue to appear until they have been successfully actioned by any user in the organisation. If no alerts appear there are no outstanding actions.



There are 4 alerts for AIR Transfers

To review, correct and resend encounters which have previously failed an AIR transmission due to incorrect client or encounter details:

- > Select the AIR alerts on ‘Home’  screen  or Go to menu  select ‘AIR transfer’
- > Select the view image  next to each encounter to go to the client’s encounter record and if there are errors that exist edit either the encounter or the client’s details (depending on the error message displayed on alert screen).
- > Once the client account has been edited, go to the client’s encounter section and select the submit button  next to the encounter record with the alert.
- > The record has instantly transmitted to the AIR.

TROUBLESHOOTING AIR ALERT MESSAGES

The following describes troubleshooting for some common AIR alert messages. A list of all messages can be found at the end of this document under the section Table of AIR Message Codes.

> **'Individual was not found' alert**

AIR-E-1004: Individual was not found. Please either correct the individual details or confirm and accept individual details are correct.

- > Client does not have an AIR account. There may be no unique match with AIR details available but an encounter may still be recorded with the client details; or
- > The individuals first name, surname, date of birth could be incorrect.

1. Check individuals details in IRIS, if errors are visible, correct and resubmit the encounter ; or

2. Log into AIR via individual PRODA account and search for the client to locate account.
a. If an account exists then check all details and update any incorrect client details on the IRIS account. Then resubmit the encounter 
Eg date of birth is incorrect on IRIS, edit date of birth on IRIS and resubmit encounter.

b. If an account does not exist on AIR and the individual details are confirmed as correct on IRIS, click on the triangle icon  to confirm and accept the individual details (see example below). The AIR will receive this advice, create a client account and enter the encounter. This will not occur immediately as AIR staff complete this task manually.

Encounter history + 

08/04/2022 Boostrix Dose: 1 Site: Other - other
A year ago Diphtheria, Tetanus and Pertussis - acellular (adolescent/adult)

 INVALID 09/03/2023 23:00 (12 HOURS AGO)...

AIR-W-1004 Individual was not found. Please either correct the individual details or confirm and accept individual details are correct.



Note: An individual who is not enrolled in Medicare may already have an AIR record.

Note: IRIS will match the client wherever possible.

> **Search tips for refining a search – unable to identify individual for Medicare and Non-Medicare individuals**

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 immunisation date.

AIR providers may also call the AIR general enquiries line on 1800 653 809 (8am-5pm Monday-Friday) and after a security check, their operators may be able to provide further assistance, however they are not permitted to release Medicare card numbers.

> **Duplicate or encounter not successfully recorded**

AIR-E-0102: Check for duplicate vaccination services already in AIR system, OR

AIR-E-1046: There are encounter(s) that were not successfully recorded. Correct the details and submit for processing again or remove the invalid encounter(s).

1. Check IRIS for a duplicate encounter. If duplicate exists, open the duplicate encounter and select delete . The encounter will delete from the client record and the vaccine inventory will also increase by the vaccines removed from the encounter. Note: The delete function in IRIS will not delete an encounter on the AIR history; or
2. Check the batch number on AIR History tab matches the batch number in IRIS. This indicates the alert is a duplicate and was previously manually submitted on AIR.

Click on the 'Record is on AIR. No further action required' button  and select 'Confirm' to remove the AIR message alert.



3. Check the dose number on the AIR History tab with the dose number on IRIS.

a) If the IRIS dose number is recorded incorrectly then edit the dose number and resubmit encounter 

b) If the IRIS dose number is recorded correctly then click the triangle icon  to resend the episode to AIR confirming it is correct. This can occur when a client has been re-vaccinated for the same dose number.

> **Individual information provided is insufficient**

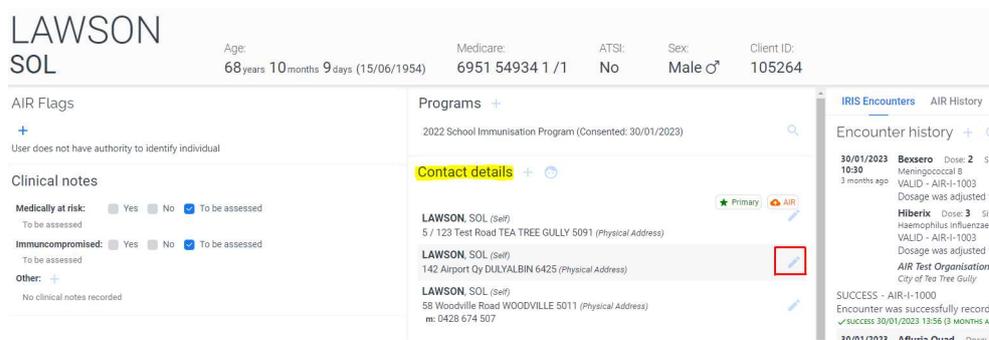
AIR-E-1026: Individual information provided is insufficient

Prompts the user to check and correct the name and/or address details of the client, for example:

- Check the client address has the AIR contact details checkbox selected
- Check the address is not abnormally long and does not have special characters
- Do not insert SA into the suburb field
- If the client has only one name, place the last name of the client in the surname field and select the 'Only name' checkbox. Refresh the page prior to resubmitting the encounter.

Go to Contact details and click on the pen icon to edit the client's details and save.

Click resubmit  on the encounter.



SECTION 9 – REPORTS

Both identifiable and de-identifiable reports are available in IRIS specific to the organisation.

Reports can be extracted to Excel to read and print by selecting the print icon .

GENERATING REPORTS

Go to menu  select 'Reporting' to generate the following reports:

- > Encounters reports - select report type '**Encounters**' for identifiable data and '**Encounter summary**' for statistical data.
- > Vaccine inventory reports - select report type '**Vaccine on Hand**', '**Vaccine usage**', '**Vaccine Receipts Summary**', '**Vaccine Adjustment Summary**', **Vaccine Activity Summary**.
- > Vaccines for session report – Can be used to print a list of vaccine stock which will be transported to an outreach clinic (eg School visit). Entering information and printing this page does not affect vaccine inventory levels and is used to keep track of the whereabouts of vaccine stock.
- > School Program data report - displays statistical data (School providers only)
- > School Program consents report - displays identifiable school program consent details along with encounter details. Can be used to produce catch up listing. (School Providers only)
- > School Program planning report – displays a summary of total enrolments, total consent cards returned and school visit dates
- > New Arrival Refugee Immunisation Program statistics (NARI providers only)

SCHOOL PROGRAM DATA REPORT

Generating the School Program Data report

1. Go to the menu bar located at the top right of screen.



Drop down menu

2. Select 'Reporting' from the drop down menu.
3. Select 'School Program data'.
4. Select the 'Report type' from the drop down menu:
 - a. **Totals** – displays organisation totals by year level for all vaccines.
 - b. **Schools and Area** – displays school totals by year level, vaccine and dose.
5. Select search parameters.
6. Select 'Produce Report'.
7. To extract the report to excel select the green printer icon 

Understanding the School Program Data report

The data in the fields below are divided into male, female and total for each dataset

- a. **Enrolments** – organisations send completed School Principal forms to SA Health by 31 March annually which SA Health uses to enter enrolments into IRIS.
- b. **Consent forms returned** – organisations collect completed consent forms from schools at the start of school term 1, and enter a tally of all cards (including no consents) into IRIS. Refer to Section 3 of IRIS System User Guide for how to enter consent forms tally.
- c. **Consent forms returned (%)** – percentage of total enrolments that have returned consent cards (including no consents).
- d. **Consent given** – organisations attach consent to the client account in IRIS where a student is consented for at least one vaccine. This is completed prior to the school visit commencing. Refer to Section 6 of IRIS System User Guide for how to record school program consent.
- e. **Consent given (%)** - percentage of total enrolments that have consented to receive the vaccine dose at school.
- f. **Vaccinated at School** – the total number of students vaccinated at the school during the scheduled visit. Refer to Section 6 of IRIS System User Guide for how to record encounters on school program class list.
- g. **Vaccinated at clinic** – students that are consented for school program and vaccinated at the organisation’s clinic. Refer to Section 7 of IRIS System User Guide for how to record a clinic encounter for a student with school program consent.
- h. **Vaccinated at clinic (SIP providers)** – students that are consented for school program and vaccinated by another School Immunisation Program provider (eg a different council’s clinic). Refer to Section 7 of IRIS System User Guide for how to record a clinic encounter for a student with school program consent.
- i. **Vaccinated at clinic (other providers)** – SA Health may receive de-identified data for students vaccinated by a provider that has not previously been entered on IRIS. The data is entered into IRIS by SA Health.
- j. **Total vaccinated** – total number of students vaccinated including (f), (g), (h) and (i) above.
- k. **Total vaccinated (%)** – percentage of total enrolments that have been vaccinated including (f), (g), (h) and (i) above.
- l. **Consent given and not vaccinated** - number of students who have consented to be vaccinated at school but were not vaccinated at a school or clinic including (f), (g), (h) and (i) above. The details of all students consented and not vaccinated can be extracted by generating a ‘School Program Consents’ report under the Management – Reporting menu and sorting it by those who have not had a vaccine (limitation being that it is unknown if a student appears at (i) above as GP clinic data entered is de-identified).

- m. **Consent given and not vaccinated (%)** – percentage of total consented that have not been vaccinated at (f), (g), (h) and (i) above.
- n. **Consent withdrawn** – students who consented and have since withdrawn consent. Refer to Section 6 for how to edit school program consent.
- o. **Consent withdrawn (%)** – percentage of students who consented and have since withdrawn consent.

SECTION 10 – MIGRATED CLIENT FILES

Client files and encounter records have been migrated into IRIS from most organisations using the system. These records date back many years.

When a client presents and a client file exists as part of a migration you may find the file is incomplete and needs further information entered prior to recording a new encounter.

Examples:

1. Client contact details are migrated as “Self” being the relationship to the client. Where a client is under the age of 16 years an adult contact is required as part of validation rules. Therefore when the client’s account is opened to record an encounter, the system will ask the user to check contact details and update the relationship.
2. Client ATSI status must be assessed and updated.
3. Client clinical notes must be assessed and updated.
4. Where there was no client address migrated, the client’s address must be entered and selected as clients address of AIR and primary contact.

OTHER REFERENCES, RESOURCES AND RELATED DOCUMENTS

- > [SA Health Privacy Policy Directive](#)
- > [PC012 – Information Privacy Principles \(IPPs\) Instruction](#)
- > [Department of Human Services employee screening legislation](#)
- > [Children and Young People \(Safety\) Act 2017](#)
- > [State Record Act 1997](#)
- > [State Records of South Australia \(SRSA\)](#)
- > [General Disposal Schedule No. 28](#)
- > [Health Care Act 2008](#)
- > [Mental Health Act 2009](#)
- > [Australian Immunisation Register](#)
- > [School Immunisation Program Protocols \(updated annually\)](#)

TABLE OF AIR MESSAGE CODES

AIR-WS Message Codes

Message codes	Message text
AIR-E-0102	Check for duplicate vaccination services already in AIR system.
AIR-I-1000	Encounter was successfully recorded.
AIR-W-1001	Encounter was NOT successfully recorded. Correct the details or submit confirmation accepting episode(s) status.
AIR-I-1002	Vaccine was valid.
AIR-I-1003	Dosage was adjusted to {dose}

Status Response Codes

Status Codes	Message text
AIR-W-1004	Individual was not found. Correct the individual details or confirm and accept individual details are correct.
AIR-E-1005	The request contains validation errors.
AIR-E-1006	An unexpected error has occurred. Please try again shortly. If the problem persists, take a screenshot of the error and email it to AIR.INTERNET.HELPDESK@servicesaustralia.gov.au with a description of what you were doing at the time the error occurred.
AIR-I-1007	All encounter(s) were successfully recorded.
AIR-W-1008	There are encounter(s) that were not successfully recorded. Correct the details or submit confirmation accepting episode(s) status.
AIR-E-1046	There are encounter(s) that were not successfully recorded. Correct the details and submit for processing again or remove the invalid encounter(s).
AIR-E-1058	This individual's record cannot be viewed or updated at this time.
AIR-W-1059	The immunisation details for this individual cannot be viewed at this time. You can record encounter(s) for this individual.
AIR-E-1062	Some fields in this record may not be available for updating. You can record encounter(s) for this individual.
AIR-I-1100	Your request was successfully processed.

AIR-WS Response Codes

Return Codes	Message text
AIR-I-1009	Catch-up date was successfully recorded.
AIR-W-1010	Catch-up date already exists for the individual.
AIR-W-1011	Catch-up date period has expired.
AIR-E-1012	An error occurred during the assessment of the individual.
AIR-E-1013	The maximum number of encounters has been exceeded.

AIR-E-1014	An error was detected with the episode sequencing. The sequence numbers must begin with 1 and increment by one as each episode is added.
AIR-E-1015	Date of Service must be after individual's Date of Birth.
AIR-E-1016	Invalid format for field {0}, for data item with value {1}. This error may appear if a vaccine batch number has been entered in the Serial Number field. As at August 2024, the Serial Number field is only relevant for Covid vaccines. Please leave this field blank if not required.
AIR-E-1017	Must be a valid value. 1-5 episodes per encounter.
AIR-E-1018	Date field {0} with value {1} is in future. The date supplied must not be in the future.
AIR-E-1019	Date field {0} with value {1} is more than 130 years in the past.
AIR-E-1020	Individual's Medicare card number must be supplied if IRN is set.
AIR-E-1021	Immunising Provider Number must be supplied.
AIR-E-1022	Date of Service is invalid.
AIR-E-1023	Vaccine code is invalid.
AIR-E-1024	Vaccine dose is invalid.
AIR-E-1025	Encounter has more than one episode with an equivalent vaccine.
AIR-E-1026	Individual information provided is insufficient
AIR-E-1027	School Id is invalid.
AIR-E-1028	Immunisation Provider number must exist and be current at the date of submission in the AIR System.
AIR-E-1029	Information Provider number must exist and be current at the date of submission in the AIR System.
AIR-E-1030	Invalid Confirmation flag is set but individual has been matched.
AIR-E-1031	Invalid Confirmation flag is set but individual's Medicare Card details and/or Individual Healthcare Identifier have been provided.
AIR-E-1033	Claim Id must be set if this is a confirmation request.
AIR-E-1034	Claim sequence must be set if Claim Id is set.
AIR-E-1035	Individual not found.
AIR-E-1036	Postcode and Locality combination must be valid.
AIR-E-1037	Address line two can only be set if address line one is provided.
AIR-E-1038	Customer Id {dhs-auditId} must be valid format
AIR-E-1039	Minor Id: {dhs-auditId} is not authorised to perform this action for Information Provider {informationProviderNumber}.
AIR-E-1040	Claim Id must NOT be set unless this is a confirmation request.
AIR-E-1041	An error was detected with the Encounter sequencing. The sequence numbers must begin with 1 and increment by one as each Encounter is added.
AIR-E-1042	For confirmation of a new individual, the following information is required, first name, last name, date of birth, gender, address line one, locality and postcode are required.
AIR-E-1043	Postcode {0} is not a valid postcode.
AIR-E-1044	Individual's AIR registration is not current at the date of service {dateOfService} or cannot be viewed or updated at this time.
AIR-E-1045	Error occurred during assessment of individual.

AIR-E-1047	Catch-up date cannot be generated for individuals over 20 years.
AIR-E-1049	A natural immunity for this disease has been previously recorded.
AIR-E-1050	End date is before start date. For the supplied field {0} with value {1}, is in the past or incorrect.
AIR-E-1051	End date is required for temporary type. For the supplied field {0} with value {1}, the field{0} is earlier than the start date.
AIR-E-1052	Encounter cannot be found.
AIR-E-1053	Immunisation cannot be changed.
AIR-E-1054	Date of Service cannot be updated.
AIR-E-1055	Submission date is invalid (or not matched?).
AIR-E-1056	Date of Service cannot be greater than receipt date.
AIR-E-1058	This individual's record cannot be viewed or updated at this time.
AIR-E-1061	Individual Identifier is invalid or has expired.
AIR-E-1063	Information provider {informationProviderNumber} is not authorised to use this service.
AIR-E-1064	Details are invalid or you are not authorised to update this encounter.
AIR-E-1065	The Acknowledgement field must be selected to change the Additional Vaccines Required Indicator.
AIR-E-1066	For the supplied field {0} with value {1}, is in the past or incorrect.
AIR-E-1067	This action cannot be performed against the individual's record.
AIR-E-1068	Antigen code is invalid.
AIR-E-1069	{0} or {1} is required.
AIR-E-1070	Immunisation provider details should not be supplied for encounters administered overseas.
AIR-E-1079	Country/Region code is required when administeredOverseas is 'true'
AIR-E-1080	Country/Region code should not be supplied unless administered overseas.
AIR-E-1081	Batch number is mandatory for {0} vaccines.
AIR-E-1082	{0} should not be supplied if {1} is 'true'
AIR-E-1084	Invalid code for Vaccine type.
AIR-E-1085	Invalid code for Route of administration.
AIR-E-1086	The values supplied for Vaccine type and Vaccine code are not compatible.
AIR-E-1087	The values supplied for Route of administration and Vaccine code are not compatible.
AIR-E-1088	{0} is required mandatory for {1} vaccines. {0} = field name {1} = supplied vaccine code
AIR-E-1085	Route must be included.

Assessment Reason Codes

Reason Code	Message text
AIR-W-0100	Antigen has been administered under the minimum required age
AIR-W-0101	Minimum interval between doses of the same antigen is not met
AIR-W-0102	Duplicate antigen dose
AIR-W-0103	Duplicate antigen dose
AIR-W-0104	Minimum interval between doses of the same antigen is not met
AIR-W-0105	Dose is greater than the maximum allowable dose
AIR-W-0106	Higher dose is already administered by the same provider
AIR-W-0107	Dose administered at greater than recommended schedule age
AIR-W-0108	Dose administered under the recommended schedule age
AIR-W-0109	Higher dose is already administered by a different provider
AIR-W-0110	Period between doses of the same antigen is less than 6 months
AIR-W-0111	Period between doses of the same antigen is less than 6 months
AIR-W-0112	Dose is greater than the maximum allowable dose
AIR-W-0113	Dose given at < schedule age 42 months
AIR-W-0114	Dose given at < schedule age 42 months
AIR-W-0115	Antigen has been administered under the minimum required age
AIR-W-0116	DTP dose 4 already given at < 42 months
AIR-W-0300	Duplicate – this service was previously reported by the same provider
AIR-W-0301	Duplicate – this service was previously reported by another provider
AIR-W-0303	Duplicate history form episode
AIR-W-0305	Greater than 5 episodes given on the same date of service
AIR-W-0334	HepB dose 3 should not be given at less than 15 weeks of age.
AIR-W-0400	Accept and submit to AIR