

Dose Number Errors in AIR



How to identify and amend dose number errors in AIR

CESPHN regularly analyses overdue reports from AIR to identify any common data error trends with records that may be affecting overdue rates in our region.

In early 2019 we identified a common error relating to dose numbers around some specific vaccines. These predominantly related to the new vaccines added to the National Immunisation Program (NIP) Schedule on 1 July 2018. The errors were linked to practices who had not yet updated their clinical practice management software to the latest version containing the updated schedule or an updated version had not yet been released by the practice software manufacturer.

It is important to note that if a child has an error of any sort (including incorrect dose number) in any of their error records in AIR, they remain listed as 'Overdue' until that error is amended by either AIR or the GP responsible for administering the vaccine.

How can a practice identify if they have any patients with errors like these?

Practices can run reports from AIR to receive a list of all children linked to their practice that are overdue – this will include any with dose number errors.

The 10A report identifies patients due/overdue for immunisation, for all providers linked to the one PIP practice. The information can be broken down by MBS service date range. Practices can use this report to identify and recall patients due/overdue for immunisation or identify possible transmission errors and missing information from AIR.

Only accredited practices can access the 10A report. All other practices can use the 11B report which will list all overdue patients linked to one specific provider.

For complete instructions on how to access this report, please see our resource [How to request AIR Due/Overdue 10A Report](#) or visit our webpage within the Immunisation resources section under AIR. <https://www.cesphn.org.au/general-practice/help-my-patients-with/immunisation>

How can we amend these errors once identified?

1. Check the record in your practice software and amend the dose number to the correct dose. If unsure, check the patients records in AIR (log into AIR online) to check previous doses of these antigens/vaccines to ascertain which dose this is. Our resource [NSW Immunisation Schedule from 1 July 2018 with dose numbers](#) can help with this.
2. Log into AIR online and see if you can amend the dose number in the child's AIR record directly
 - a. Note: to edit a record you have to be logged in under the GP who provided the vaccine
3. If you are unable to edit the record yourself – use the AIR Secure Email option (when logged into AIR) and provide all of the details of the children and the error. You can batch them together and send one email to AIR.
 - a. Medicare number, name, DOB, *“this patient received the Act-HIB vaccine on 4/10/2018 and was incorrectly recorded as dose 1. It should be dose 4”*
4. If you do not have access to AIR online – [you can request access here](#). As this process may take a week or so, to address the immediate issue for these patients, please phone AIR directly to amend the records on **1800 653 809**.

How to prevent this error from occurring in the future

All clinical practice management software programs have now released updated versions that include the latest schedule changes. It is important that immunisation providers upgrade their practice management software to the latest version once it is released to ensure timely and correct immunisation information is transferred to the AIR.

- **Medical Director** – version 3.18
- **Best Practice** - All practices using Best Practice will need to download both the Indigo Revision 1 and the Bp Premier October data update to access the latest AIR functionality
- **ZedMed** – version 29.2

If a practice has not yet updated their clinical software, vaccinations that do not appear on the NIP schedule pop-up box can be recorded using the 'Enter another type of vaccination'. Providers must ensure they adjust the dose number/sequence number field to correctly reflect the dose being given.

A handy version of the current NSW Immunisation Schedule with Dose Numbers indicated can be accessed on our [website](#) within the Immunisation page and resources section.