

# COMMUNICARE IMMUNISATIONS AND THE AUSTRALIAN IMMUNISATION REGISTER (AIR)

VERSION 1.2

**Communicare V18.4 and later**

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## 1 Purpose of this document

The intention of this document is to provide definitions, information, and instructions about immunisations and how they operate within Communicare.

This document also provides information about how immunisations interact with third-party vendors, including:

- Service Australia – PKI Certificates
- Services Australia – The Australian Immunisation Register (AIR)
- National and state reporting requirements – nKPI, NT AHKPI and NSW KPI.

### **Intended audience of this document:**

Communicare Administrators, Support Service Desk, Implementation Consultants, Practice Managers, Immunisation Coordinators, end users.

## 2 Key Concept: What is the Australian Immunisation Register?

The Australian Immunisation Register (AIR) is a national register that has the ability to record all vaccines given to people of all ages in Australia.

The AIR enables a single electronic record for each person in Australia and shows what immunisations they have received during their lifetime, given under specific programs.

The AIR includes vaccines given:

- Under the National Immunisation Program
- Through school programs
- Privately, such as for flu or travel

The AIR only accepts immunisation information from a recognised vaccination providers in Australia. This includes Doctors, such as a General Practitioner, Community Health Centre, Child Health Nurses, Aboriginal Health Workers, and Pharmacists.

So long as all the Provider numbers, Communicare settings and qualifying data requirements have been met, an immunisation recorded as a clinical item in Communicare will be automatically transmitted from Communicare to the Australian Immunisation Register and recorded in the individual patient's national AIR record.

For more information and to access national educational resources visit the Services Australia website:

<https://www.servicesaustralia.gov.au/organisations/health-professionals/subjects/air-education-vaccination-providers>

### 3 Key Concept: nKPI, NT AHKPI and NSW KPI reporting requirements

A number of vaccination programs in Australia require mandatory recording of vaccinations in the AIR. In addition, depending on the activity in your health service, you may have more specific reporting requirements such as associated with the following:

- National Key Performance Indicators for Aboriginal and Torres Strait Islander Primary Health Care (nKPI)
- Northern Territory Aboriginal Health Key Performance Indicators (AHKPI)
- New South Wales Key Performance Indicators (NSW KPI)
- COVID 19 Vaccination Programs (commenced 2021)

For further information see [5.6.2 Immunisation Aged Based Reviews](#) and [5.9 Immunisation Influenza vaccines](#)

## 4 Requirements for the AIR and nKPI, NT AHKPI or NSW KPI reporting

<b>Elements:</b>  <input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required	<b>Data elements for a successful transmission of an immunisation notification recorded in Communicare to the AIR.</b>	<b>Data elements required for nKPI, NT AHKPI or NSW KPI reporting</b>
Valid PKI Certificate	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Provider Number (location or individual)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AIR Export code recorded in the clinical item configuration	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Services.ini configured	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Firewall Exceptions opened	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Biographics - Patient name: Alphas, hyphens, apostrophes, numeric and spaces only. If a hyphen is used, then no space between the hyphen and the characters on both sides of the hyphen	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Biographics - Address: No Po Box number or 'c/-' in line 1 or 2 of the address field.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Biographics – Address: Alphas, hyphens, apostrophes, numeric and spaces only. If a hyphen is used, then no space between the hyphen and the characters on both sides of the hyphen	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Biographics: A locality with a postcode number recorded in the patients biographic	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Biographics: A valid Medicare number	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Biographics – Individual Health Identifier	<input type="checkbox"/>	<input type="checkbox"/>
Qualifier: 'Dose this Course' and/or 'Dose Number'	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Qualifier: Route and Site	<input type="checkbox"/>	<input type="checkbox"/>
Qualifier: Tick on, 'Performed at this encounter place'	<input type="checkbox"/>	<input type="checkbox"/>
Qualifier: Vaccine batch (QLD)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Qualifier: Vaccine batch (All other states and territories)	<input type="checkbox"/>	<input type="checkbox"/>
Qualifier: Vaccine expiry date	<input type="checkbox"/>	<input type="checkbox"/>
Clinical Item: No outstanding aged based Immunisation review in the Communicare To Do list.  Review Immunisation; [birth/2 months/4 month/6month/12 month/18month/4year]	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Clinical Item: Immunisations;<influenzas brand type>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## 5 Configuration of Communicare for Immunisations


To configure Communicare to record and transmit immunisation notifications to the AIR the following elements will be required.

### 5.1 PKI Site Certificate

A valid PKI Certificate is required to transmit immunisation notifications to the AIR. The PKI Site Certificate enables your organisation to:

- Transmit Medicare claims and check Medicare card validity
- Validate Healthcare Identifiers
- Transmit immunisations to AIR

For more information and to register for a PKI Site Certificate, refer to the Third Party Certificates and Registration Requirements document and visit the Services Australia website, <https://www.servicesaustralia.gov.au/organisations/health%20professionals/services/medicare/public-key-infrastructure>.

Title	Document
Third Party Certificates and Registration Requirement document	 Third Party Certificates and Registration Requirements document



## 5.2 Firewall Exceptions

A firewall is a network security device that monitors incoming and outgoing network traffic and decides whether to allow or block specific traffic based on a defined set of security rules.

Firewalls establish a barrier between secured and controlled internal networks that can be trusted and untrusted outside networks, such as the Internet.

A firewall can be hardware, software, or both.

The following addresses and ports must be open in your operating environment to transmit immunisation notifications to the AIR:

### Communication from the client machine

Service	Protocol	Source	Destination	Destination Port
Medicare Australia Online Claiming	TCP	Client	mcoe.humanservices.gov.au	80
Australian Immunisation Register	TCP	Client	www1.medicareaustralia.gov.au	443

### Communication from the server

Service	Protocol	Source	Destination	Destination Port
Medicare Australia Online Claiming	TCP	Server	mcoe.humanservices.gov.au	80
Australian Immunisation Register	TCP	Server	www1.medicareaustralia.gov.au	443

## 5.3 Services.ini file

The **services.ini** file contains a command line which executes the sending of immunisation notifications to the AIR. Each site has the option to determine the time of day and the frequency at which Communicare will transmit immunisation notifications the AIR.

AIR transmissions are sent at the interval and time configured in CCareQueue\_RunAIR.cmd. By default, CCareQueue\_RunAIR.cmd occurs at 2am daily. However, the **services.ini** can be configured to send immunisation notifications any day of the week at any time of the day to the AIR.

AIR claims are processed overnight to allow sites to add/correct any information in the clinical item or patient biographics before the notification of immunisation is submitted to the AIR.

For immunisations that have not yet been transmitted to the AIR that require changes or deletion see 7.4 editing or deleting and immunisation recorded not yet transmitted to the AIR.

For immunisations that have been successfully submitted to the AIR that requires changes or deletions see 7.5 Editing or deleting an immunisation record incorrectly or in error that has been successfully transmitted to the AIR.

## 5.4 AIR Provider Number

Communicare transmits immunisation notifications to the AIR based on a provider number.

Two types of provider numbers that are issued by Services Australia are:

1. An individual (person + encounter place) provider number
  - An individual provider number is associated with a person and the encounter place that the person is providing service from.
  - The individual provider number is what identifies the individual practitioner's full name and the practice address (locations/encounter place) from which they are providing a service.
  - An individual provider number is a requirement to be able to submit Medicare Claims.
2. A location (encounter place) provider number
  - A location provider number is associated with the physical building from which immunisation notifications are transmitted to the AIR.
  - This provider number is valid for the life of the building and is required (as of 2021) by Services Australia to transmit immunisation notifications to the AIR.
  - The location (encounter place) provider number cannot be used to submit Medicare Claims, it is only used to transmit immunisation notifications to the AIR.

If your organisation is intending to transmit immunisation notifications to the AIR and your organisation does not have a location (encounter place) provider number then apply by contacting Services Australia,

<https://www.servicesaustralia.gov.au/organisations/health-professionals/services/medicare/australian-immunisation-register-health-professionals/register/register-vaccination-provider>

**Note:** It used to be that a location (encounter place) provider number was not a requirement to submit immunisation notifications to the AIR and that an individual (person + encounter place) provider number was sufficient, however as of the year 2021 Services Australia has revised their requirements and now organisations that are transmitting immunisation notifications to the AIR are required to transmit using a location (encounter place) provider number.

**Note:** Services Australia may require your organisation to register for an AIR provider number for each encounter place where immunisations are recorded. Speak with Service Australia for further information.

**Note:** If a location-specific provider number has not yet been applied for then, an individual doctor who holds a valid Medicare provider number for the location can be defaulted to the encounter place which will enable the transmissions of immunisations recorded in Communicare to the AIR while waiting for your organisation's location (encounter place) provider number to be issued.

\*An encounter place is the building or address at which health care services are provided.

## 5.5 Encounter Place with AIR Provider Number

To configure Communicare with the AIR provider number:

Select **File > Reference Tables > Encounter Place**.

The screenshot shows the 'Encounter Place' form with the following fields and values:

- Description:** [Empty] ☒ Enabled
- Address Line 1:** [Empty]
- Address Line 2:** [Empty]
- Locality:** Perth (dropdown) WA 6000
- Phone:** [Empty]
- Fax:** [Empty]
- Service Encounter Place:** ☒ **Administrative Encounter Place:** ☐
- Belongs To:** [Empty dropdown]
- Locality Group:** [Empty dropdown]
- Record Storage:** ☒
- HIC Minor Location ID:** MDS00999
- MeHR Site ID:** [Empty] **Hospital Facility ID:** [Empty]
- Establishment Code:** [Empty] **Location Code:** [Empty]
- DHF Health Service Code:** [Empty] **Facility Code:** [Empty]
- Facility Type:** Other Healthcare Services nec (dropdown)
- HPI-O Number:** [Empty]
- 1 AIR Provider No:** [Empty] (highlighted with red circle 1)
- 2 Default AIR Provider:** [Empty] (highlighted with red circle 2)
- Buttons:** Close (green checkmark), Cancel (red X), Help (blue question mark)

Figure 1: Encounter Place - AIR Provider Number

1. **AIR Provider No:** record the location (encounter place) provider number associated with the physical building/the location/the encounter place that immunisation notifications are transmitted from to the AIR. This provider number is valid for the life of the building.

**Note:** When an AIR Provider No is recorded then a Default AIR Provider is not required to be recorded.

2. **Default AIR Provider:** to be left blank.

Exception: if your organisation is awaiting a location (encounter place) provider number then record an individual (person + encounter place) provider number who holds a valid Medicare provider number for the encounter place at which immunisations are recorded. The individual provider number will enable the transmissions of immunisation notifications to the AIR.

**Note:** Once your organisation has been issues from Service Australia the location (encounter place) provider number then update the AIR provider No field with this number and delete the name from the Default AIR provider field.

### 5.5.1 Report Encounter Place with AIR Provider No and Default AIR Provider:

If you would like to report on all recorded AIR provider numbers in Communicare, speak with the Communicare Support Service desk and ask to have the SQL Report Template 'Reference Tables Encounter Place (including AIR provider No and Default AIR Provider No)' imported.

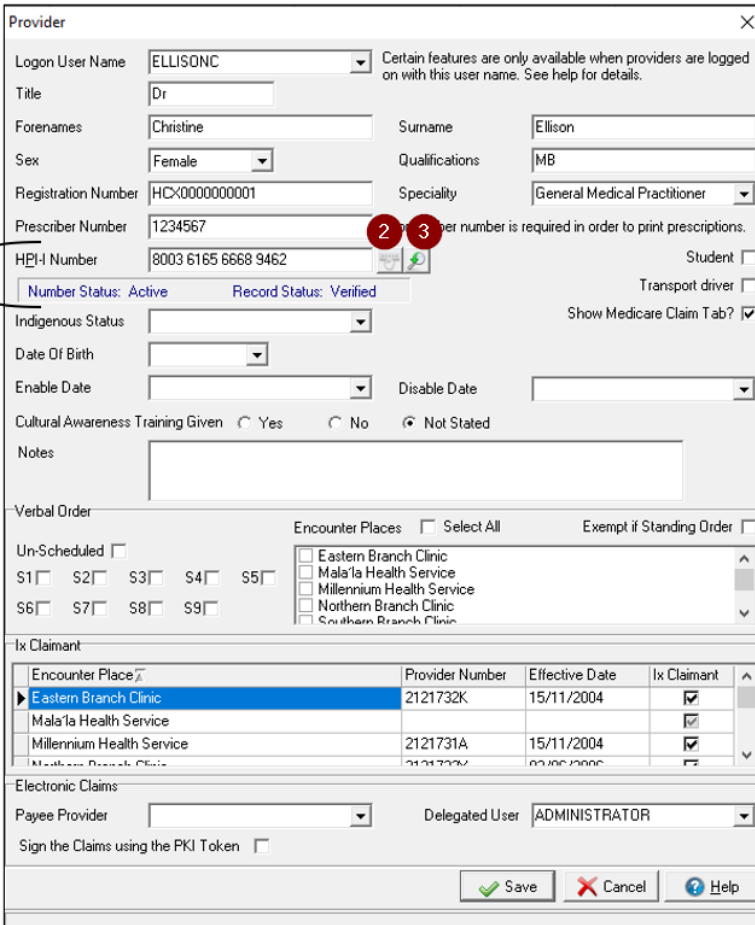
## 5.6 Healthcare Provider Identifier – Individual (HPI-I)

The HPI-I is allocated to healthcare providers involved in providing patient care. A healthcare provider will only be issued with one HPI-I, which will uniquely identify them. The HPI-I does not expire and belongs to them as an individual.

- The HPI-I will identify the individual who recorded the immunisation clinical item.
- The AIR Provider Number identifies the encounter place/location that the immunisation was recorded.

To record and verify a providers HPI-I in Communicare

Select **File > Providers**



**Provider**

Logon User Name: ELLISONC Certain features are only available when providers are logged on with this user name. See help for details.

Title: Dr

Forenames: Christine Surname: Ellison

Sex: Female Qualifications: MB

Registration Number: HCX0000000001 Speciality: General Medical Practitioner

Prescriber Number: 1234567

HPI-I Number: 8003 6165 6668 9462

Number Status: Active Record Status: Verified

Indigenous Status: [Dropdown]

Date Of Birth: [Dropdown]

Enable Date: [Dropdown] Disable Date: [Dropdown]

Cultural Awareness Training Given: ☐ Yes ☐ No ☒ Not Stated

Notes: [Text Area]

Verbal Order: [Dropdown]

Encounter Places: ☐ Select All Exempt if Standing Order ☐

Un-Scheduled ☐ S1 ☐ S2 ☐ S3 ☐ S4 ☐ S5 ☐ S6 ☐ S7 ☐ S8 ☐ S9 ☐

Encounter Places:

- ☐ Eastern Branch Clinic
- ☐ Mala'la Health Service
- ☐ Millennium Health Service
- ☐ Northern Branch Clinic
- ☐ Southern Branch Clinic

Ix Claimant:

Encounter Place	Provider Number	Effective Date	Ix Claimant
Eastern Branch Clinic	2121732K	15/11/2004	<input checked="" type="checkbox"/>
Mala'la Health Service			<input checked="" type="checkbox"/>
Millennium Health Service	2121731A	15/11/2004	<input checked="" type="checkbox"/>
Northern Branch Clinic	2121732K	15/11/2004	<input checked="" type="checkbox"/>

Electronic Claims:

Payee Provider: [Dropdown] Delegated User: ADMINISTRATOR

Sign the Claims using the PKI Token ☐

Save Cancel Help

1. **HPI-I Number:** The Individual number assigned to the provider. To be entered manually.
2. Select this button to revalidate a previously entered HPI-I.
3. This button displays a history of HPI-I Numbers assigned to the provider.

For further information on HPI-I search the Communicare Help Menu for 'HI Service'.

## 5.7 Immunisation Datasets

Datasets are a user-friendly coding system, allowing health professionals a standardised way to record and report on data entered in a patient's clinical record.

Several different agencies supply standardised datasets.

There are two datasets in Communicare that relate to immunisations:

- Immunisation Age Based Reviews
- Immunisation Vaccines

### 5.7.1 Immunisation Vaccines

The Immunisation Vaccines dataset is a list of vaccines by brand name and includes the [AIR export codes](#). These are sourced from Services Australia:

<https://www.servicesaustralia.gov.au/organisations/health-professionals/services/medicare/australian-immunisation-register-health-professionals/resources/air-vaccine-code-formats#a1>

When this dataset is enabled, the vaccines can be recorded as structured data (clinical items and qualifiers) within Communicare.

The vaccine clinical items are populated with the 'AIR vaccine code' in the clinical items export code field. The export code is one of the components that will transmit the immunisation notification to the AIR. Without the AIR export code, the immunisation will not be transmitted to the AIR.

For more information see [5.6 AIR export codes](#)

### 5.7.2 Immunisation Age Based Reviews

The Immunisation Age Based Reviews dataset defines regular immunisation reviews based on age.

When this dataset is enabled the automated recall system will populate eligible patients' clinical records with recalls for:

- Review;immunisation;Birth
- Review;immunisation;2 month age
- Review;immunisation;4 month age
- Review;immunisation;6 month age
- Review;immunisation;12 month age
- Review;immunisation;18 month age
- Review;immunisation; 12 year age
- Review;immunisation; 4 year age
- Review;immunisation; 50 year age

If your organisation is reporting on the nKPI, NT AHKPI or NSW KPI for, 'proportion of children who are fully immunised', the business rules of the reports are that the report will not look for evidence of each and every immunisation required at specific ages, but rather will look for:

- Overdue recalls for age-based reviews
- Evidence of completed age-based reviews

- Absence of overdue recalls for any immunisation other than those known to be influenza vaccines.

Therefore, if your organisation is reporting on the nKPI, NT AHKPI or NSW KPI, this dataset must be enabled. If your organisation would like to create locally maintained versions of these clinical items to be able to add additional qualifiers, then ensure that the export code associated with each review;immunisation<insert age> is included in the clinical item, as it is the export code that enables the reporting outcome of fully immunised children.

For more information see the Communicare document 'User Guide – Health Data Portal v.1.2'

### 5.7.3 To configure Immunisations Dataset

To configure the Immunisations Dataset:

Select **File > System Parameters> System** tab.

In the Datasets pane:

The screenshot shows the 'Communicare System Parameters' dialog box with the 'System' tab selected. The 'Module Name' list on the left includes various system components, many of which are checked. The 'Datasets' section on the right contains a table of datasets distributed by HealthConnex. A red circle with the number 1 points to the 'Datasets' section header. Another red circle with the number 2 points to the 'Save' button at the bottom right of the dialog.

**Communicare System Parameters**

System | Clinical | Patient | Appointments | Devices | Electronic Claims | Secure Messaging | Web Services | HealthTracker

**Module Name**

- ☒ Address Book Maintenance
- ☒ Adverse Reaction Administration
- ☐ Alerts and Other Information Control
- ☒ Appointments
- ☒ Biographics
- ☐ Birth Notifications
- ☐ Clinic Attendance
- ☒ Clinical Records
- ☒ Clinical Reporting
- ☒ Data Entry Wizard
- ☒ Document Scanning
- ☒ Electronic Claims
- ☒ Electronic Documents
- ☒ EPD Address Book Integration
- ☐ Information Sharing Consent Maintenance
- ☐ Information Sharing Consent Recording
- ☒ Intramail
- ☒ Investigations
- ☒ Management Reporting
- ☒ Medication View
- ☒ Medications Management
- ☐ MeHR
- ☐ MeHR Administration
- ☐ MeHR e-Registration Auto-Prompt
- ☐ MeHR to My Health Record Transition
- ☒ My Health Record Access

**Startup Settings**

- ☒ Version warning
- ☒ Offline - Enable Discard Data
- ☐ Select all Event Summary clinical data items by default
- ☒ Patient automatic search
- ☒ Patient phonetic search

**Error Logging**

- ☐ Send Error Logs
- E-mail recipient(s):  
communicareexceptionreport@health.telstra.com

**1 Datasets**

These are datasets distributed by HealthConnex. Once a selection is changed you will need to run the CENTRAL update program to effect the change.

Description	Definition
<input type="checkbox"/> Australian Nurse-Family Partnership	The Nurse Family Partnership
<input checked="" type="checkbox"/> Communicare Infrastructure	This dataset must not be dis...
<input checked="" type="checkbox"/> Communicare Value Added	Clinical item types not yet in...
<input type="checkbox"/> Drug and Alcohol Treatment Service	Drug and Alcohol Treatment Si
<input type="checkbox"/> Flinders Care Plan	Flinders Model of Chronic Dise
<input type="checkbox"/> George Institute	George Institute Health Asse...
<input type="checkbox"/> Headspace	This dataset addresses Ver...
<input type="checkbox"/> Healthy Under 5 Kids	The Healthy Under 5 Kids 2...
<input type="checkbox"/> Home and Community Care	Version 2.01 (January, 2006).
<input type="checkbox"/> Home and Community Care (Victoria)	Version 2.0.1 (February, 2006
<input checked="" type="checkbox"/> ICPC-2 Plus	ICPC-2 Plus dataset contain...

**2** Save Cancel Help

Figure 2: Communicare System Parameters - Datasets

1. Set each dataset required.
2. Click Save
3. Ask Communicare Support Services to run the central update.

## 5.8 AIR export codes

To be able to transmit immunisation notifications to the AIR, the immunisation must be recorded as a clinical item and the clinical item will require an export code. The export code enables the transmission of the immunisation notification to the AIR.

Communicare comes prepopulated with the majority of immunisations, however as new brands and vaccines become available you may have to manually enter the immunisation with its associated export code as a clinical item into Communicare.

Figure 3: Immunisation clinical item with export code

1. **Export Code:** The AIR vaccine code that is used to send immunisation notification to the AIR.

A list of the AIR vaccines codes can be found on the Services Australia website, <https://www.servicesaustralia.gov.au/organisations/health-professionals/services/medicare/australian-immunisation-register-health-professionals/resources/air-vaccine-code-formats>

For further information about creating an immunisation clinical item see [5.8 Immunisation Clinical Item](#).



## 5.9 Immunisation Clinical Item

The Immunisation Vaccine dataset is regularly updated as new immunisations are released into the market. If a site regularly upgrades to the latest version of Communicare they will have the most up-to-date Immunisation Vaccine dataset.

When new immunisations are released, details regarding the formatting of the immunisation will be posted on the Communicare client portal.

If a site chooses to add an immunisation to the Communicare database themselves between upgrades, then the format **MUST** be exactly as described below.

When your site upgrades Communicare with the updated version of the Immunisation Vaccine dataset, the central import will disable the local term and add the central term as enabled. If the format is not followed as instructed when creating immunisation clinical items in the local database before the central immunisation's vaccine dataset has been updated, then during upgrade there may be potential impacts on reporting, as a duplicate clinical item will be created.

### 5.9.1 Immunisation Clinical Item Configuration

To configure an immunisation Clinical Item:

Select **File > Reference Tables > Clinical Item types**.

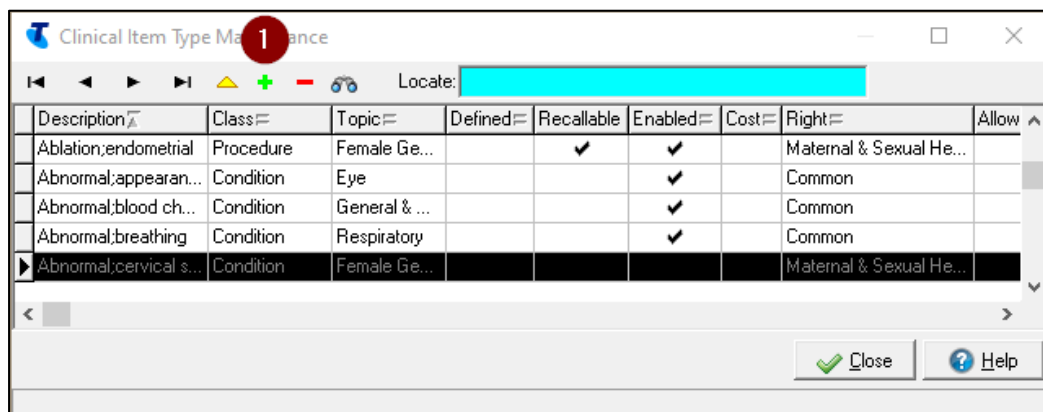
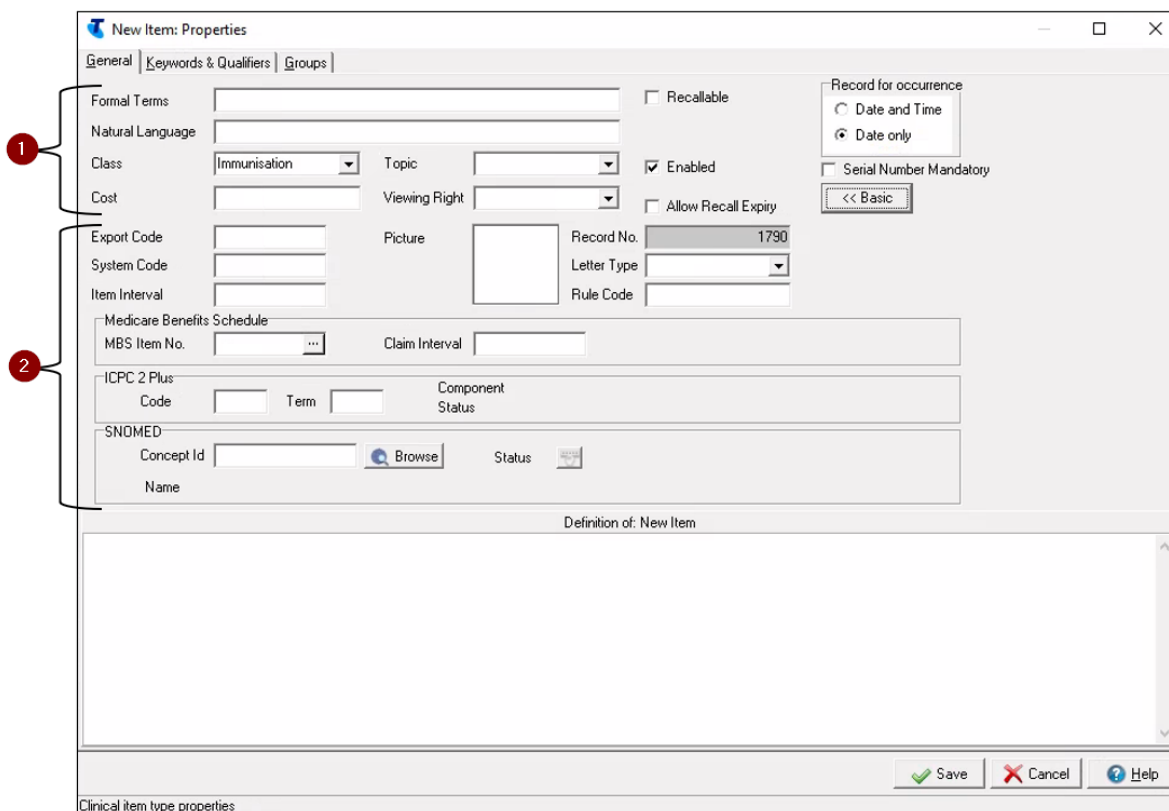


Figure 4: Clinical Item Type Maintenance

1. Select the green plus button.

## The General Tab



**New Item: Properties**

General | Keywords & Qualifiers | Groups

Formal Terms:

Natural Language:

Class:  Topic:

Cost:  Viewing Right:

Export Code:  Picture:

System Code:  Record No.:

Item Interval:  Letter Type:

Rule Code:

Recallable: ☐ Enabled: ☒ Allow Recall Expiry: ☐

Record for occurrence: ☐ Date and Time ☒ Date only

Serial Number Mandatory: ☐ << Basic

Medicare Benefits Schedule

MBS Item No.:  Claim Interval:

ICPC 2 Plus

Code:  Term:  Component Status:

SNOMED

Concept Id:  Browse:  Status:

Name:

Definition of: New Item

Save Cancel Help

Clinical item type properties

Figure 5: New Item: Properties - General tab with basic fields and with Advanced fields

### 1. On the **General** tab:

- In the **Formal Terms** field type: Immunisation;<insert immunisation>
  - Use a capital letter 'I' for immunisation.
  - Do not insert a space between the letters either side of the semi colon.
  - When typing the immunisation type name, use a capital letter case for the first letter directly after the semi colon.

For example: Immunisation;Adacel
- Natural Language:** copy what was written in the formal terms into the natural language field.
- Class:** select the class of 'Immunisation'.
- Cost:** leave this field blank.
- Topic:** select the topic that aligns most closely with immunisation.
- Viewing Rights:** by default, select 'Common' unless there is a significant reason to have a different viewing right.
- Recallable:** set to make the immunisation recallable.
- Enabled:** set by default.
- Allow Recall Expiry:** leave unticked unless there is a significant reason have a recall expiry for the immunisation.
- Record of occurrence:** Select 'Date only'.
- Serial Number Mandatory:** leave unticked.

2. Select **Advanced** to make additional fields visible:

- **Export Code:** enter the AIR export code.
- **ICPC 2 Plus Code:** enter the ICPC-2 PLUS code.
- Note: The ICPC-2 PLUS code can be inferred from other immunisations with the same topic in Communicare or by researching the ICPC-2 PLUS website.
- **SNOMED Concept ID:** Enter the SNOMED concept ID by selecting Browse (optional)
- **Definition of:** if the immunisation requires a definition or instruction then this information can be recorded in the 'Definition of' space provided.
- All other fields can be left as they are, no further configuration required.

## The Keywords and Qualifiers Tab

There are two types of keywords, one type is with a dollar sign in front of the word and the other is without the dollar sign prefacing the word. \$keywords display the linked clinical item in a shortcut list in the clinical record. Keywords without a \$ will search for clinical items in the Clinical Terms Browser

For example:

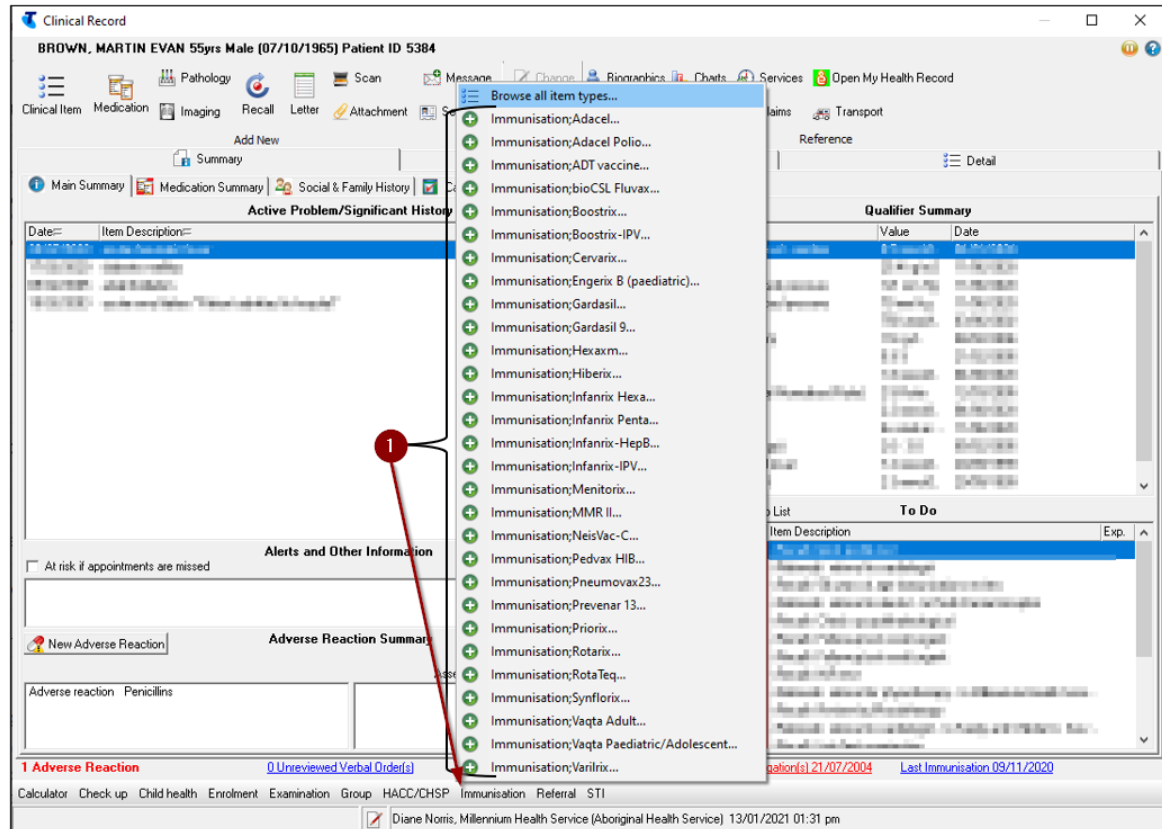


Figure 6: Clinical Record - Immunisation shortcut button

1. **\$Immunisation** - any clinical items that are linked with this keyword will display in 'Immunisation' shortcut list in the clinical record.

**Note:** It is advised that the list of clinical items associated with the \$Immunisation keyword is reviewed and updated as required to display immunisations currently used at site.

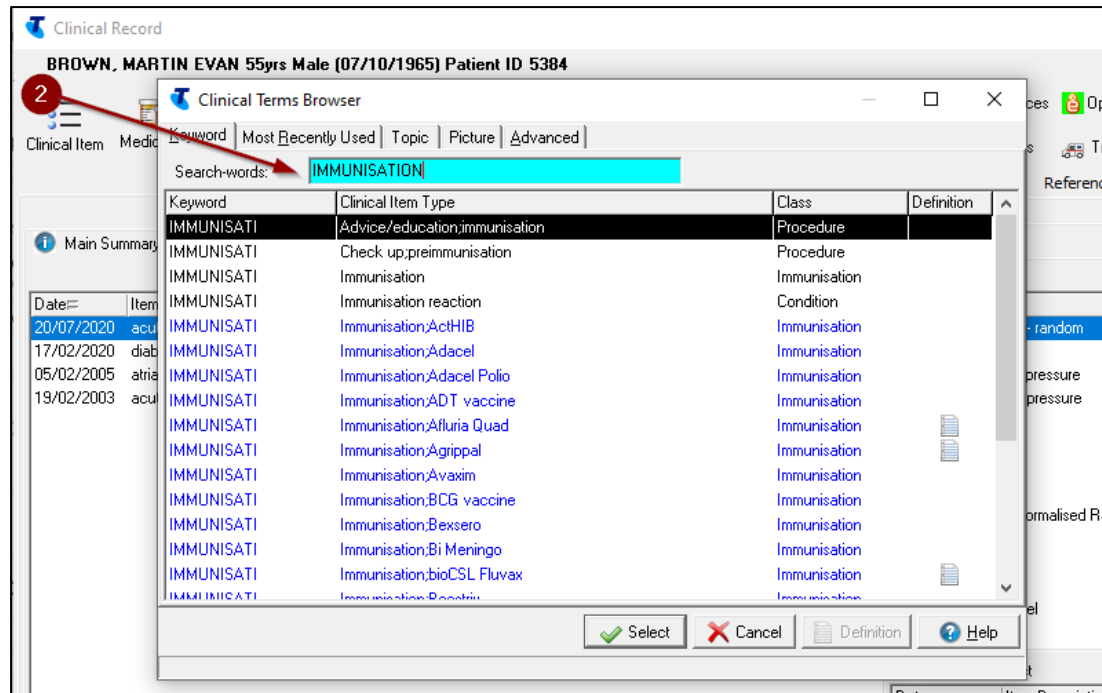


Figure 7: Clinical Record - Clinical Terms Browser

2. **Immunisation** - any clinical items that are linked with the keyword 'Immunisation' will display in the list of clinical item types when searching the clinical terms browser.

To configure an immunisation Clinical Item Keywords:

Select **File > Reference Tables > Clinical Item types > Keywords & Qualifiers**

Figure 8: Clinical Item: Properties - Keywords & Qualifiers tab

1. Select the Green Plus to add keywords.  
**Note:** If no keywords are selected, then the immunisation will not return on a search.  
 Repeat adding in any relevant keywords related to the immunisation.
2. If there are no existing keyword that accurately describes the immunisation then select the 'Edit Keywords Table'.

## Keyword Maintenance (Edit Keyword Table)

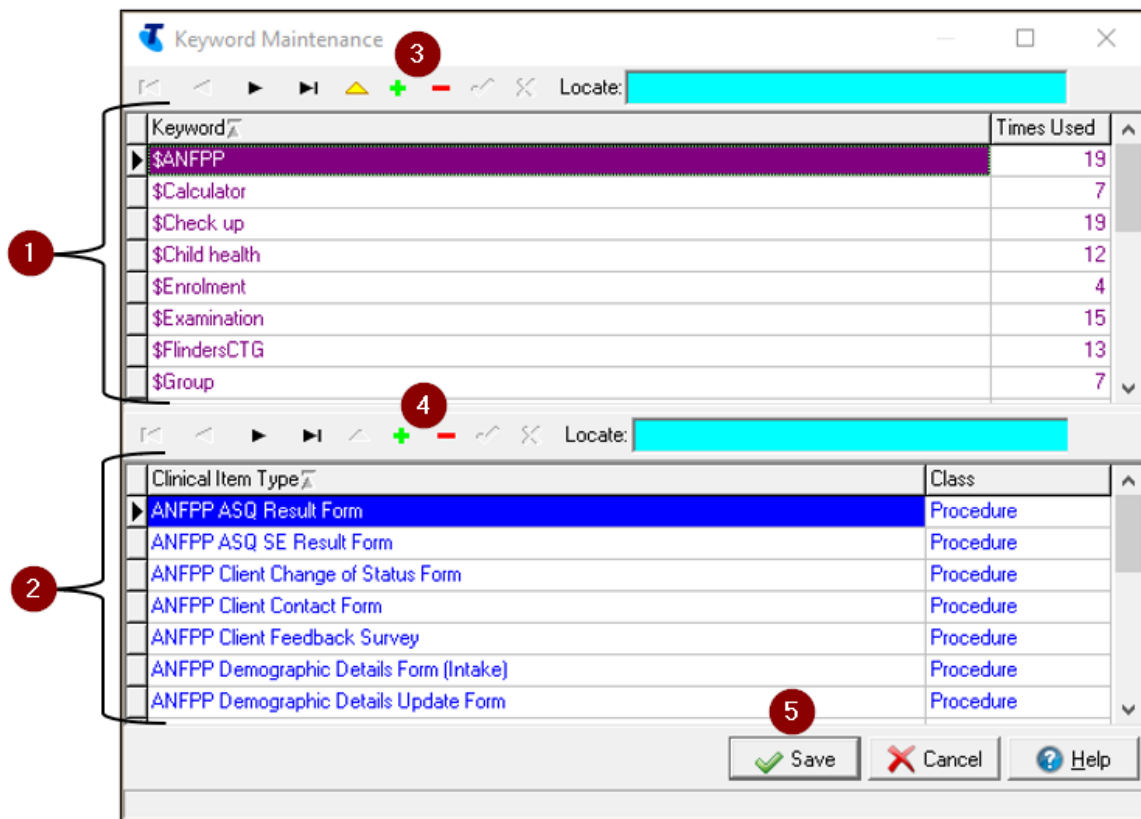


Figure 9: Keyword Maintenance

Two grids are displayed:

1. The upper grid lists existing keywords.
2. The lower grid lists the clinical items that are linked to the selected keyword (i.e the keyword selected in the upper grid.)

### To add a new keyword and a clinical item to the keyword:

3. Select the green plus button in the upper grid. A blank row will appear enter in the keyword (keywords cannot contain any spaces or symbols).
4. Select the green plus button in the lower grid, the Clinical Terms Browser pop up will appear. Find and select the clinical item to add to the keyword.

### To add a clinical item to an existing keyword:

- Select the keyword in the upper grid.
  - Click the green plus button in the lower grid to add clinical items to the selected keyword.
5. Click Save

**Note:** Adding new keys words may not be required. Due diligence in checking before adding new keyword to the existing keyword list to avoid duplication.

## 5.10 Immunisation Influenza vaccines

Influenza vaccines are routinely added as new vaccines brands each year. Unless your site is using a version of Communicare that has the vaccine as part of the Communicare central Immunisation Vaccines dataset you can upgrade to the most recent version of Communicare or your local Communicare administrator will be able to add the vaccines locally.

Vaccines not currently available in your local version of Communicare can be found on the Communicare client portal.

If your organisation intends on running any of the nKPI, NT AHKPI or NSW KPI reports for influenza immunisation coverage and your site has not upgraded to the version in which these reports have been updated contact the Communicare Support Service Desk and request an update to the relevant reports to recognise the new influenza export codes.

## 5.11 Immunisation COVID vaccines

Two new clinical items to record the administration of a COVID vaccination have been added to the Communicare Immunisation Vaccines dataset.

- Immunisation;COVID-19 Vaccine AstraZenec
- Immunisation;Pfizer Comirnaty

## 5.12 Immunisation Recalls

A recall is a clinical item that has a planned date but has not been actioned yet.

Recalls can be automated based on certain parameters or recalls can be manually entered.

Recalls are listed in the **To Do** list in the patients' clinical record. When a provider selects the recall that is due, they are presented with the clinical item and its associated qualifiers for completion.

### 5.12.1 Immunisation Age Based Review Recalls

If the Immunisation Age Based Reviews dataset is enabled, the automated recalls for each Immunisation Age Based Review will be automatically enabled.

When this dataset is enabled the automated recall system will populate eligible patients' clinical records with recalls for:

- Review;immunisation;Birth
- Review;immunisation;2 month age
- Review;immunisation;4 month age
- Review;immunisation;6 month age
- Review;immunisation;12 month age
- Review;immunisation;18 month age
- Review;immunisation; 12 year age
- Review;immunisation; 4 year age
- Review;immunisation; 50 year age



No further configuration is required on part of the Communicare administrator for recalls for this dataset. For completing Immunisation Aged Based Reviews in the patient's clinical record see [7.1 Immunisation Recalls - Clinical Record](#).

### 5.12.2 Specified Immunisation Recalls

If your organisation would like to create locally configured recall protocols for specific immunisations, there are several ways that these recalls can be generated.

Each method of generating recalls in a patient's clinical record will incur different business rules.

- Automatically on registration of a patient
- Automatically on completion of a procedural clinical item
- Automatically on presentation of a condition clinical item
- Automatically in response to a qualifier
- Manually added by the user from within the patient's clinical record

Automated recalls are created in Communicare under **File > Reference Tables > Automated Recalls**.

### 5.12.3 Specified Immunisation Recalls - Influenza immunisation

Immunisation notifications that are transmitted to the AIR are based on the brand name of the immunisation and not the generic name of the Immunisation.

Because the Influenza immunisation brand changes each year any automated recall protocol in place for a specific brand of influenza will need to be updated annually.

To update the brand name of existing influenza vaccine recalls in patients' clinical records, contact the Communicare Support Service Desk requesting that the existing Immunisation;<influenza brand name> recalls be updated to the current year Immunisation;<influenza brand name>

## 6 Patient Biographics

To successfully transmit immunisation notifications to the AIR, the following information is required regarding the patient details:

- Patient name: alpha character, hyphens, apostrophes, numeric and spaces only. A hyphen can be used however there cannot be a space between the hyphen and the characters. For example:
  - Martin-Adam Brown will successfully send.
  - Martin – Adam Brown will not successfully send. (This is due to the spaces between the hyphens)
  - Martin- Adam Brown will not successfully send. (This is due to the spaces between the hyphens)
- Patient: Date of birth
- Patient: Gender
- No PO Box number or 'c/-' in line 1 or 2 of the home address field.
- Address: alpha character, hyphens, apostrophes, numeric and spaces only. A hyphen can be used, however there cannot be a space between the hyphen and the characters.
- A locality with a valid postcode number. (Locality name not to include state-based codes or part of. Eg WA, SA, QLD, NT, ACT, VIC, TAS)
- Valid Medicare number (If known)

## 7 Patient Clinical Record

Contained within a patient's clinical record is a link to check the patient's immunisation history with AIR.

**Clinical Record**  
BROWN, MARTIN EVAN 55yrs Male (07/10/1965) Patient ID 5384

**Active Problem/Significant History**

Date	Item Description
20/07/2020	acute rheumatic fever
17/02/2020	diabetes mellitus
05/02/2005	atrial fibrillation
19/02/2003	acute renal failure "Patient admitted to hospital"

**Alerts and Other Information**

☐ At risk if appointments are missed

**Adverse Reaction Summary**

New Adverse Reaction

Adverse reaction: Penicillins

Assessment Date:

**Qualifier Summary**

Qualifier	Value	Date
Blood glucose level - rand.	9.5 mmol/L	04/01/2004
BMI	25.4 kg/m2	11/06/2020
BP - Systolic blood pressure	121 mm Hg	11/06/2020
BP - Diastolic blood pressure	79 mm Hg	11/06/2020
Creatinine	750 umol/L	03/06/2002
Hb (Haemoglobin)	116 g/L	08/02/2006
HbA1c (%)	5.9 %	21/02/2005
HDL level	1.8 mmol/L	04/08/2020
INR (International Normalis...	2.5 Ratio	12/03/2005
LDL level	2.2 mmol/L	04/08/2020
Smoking status	Ex-smoker...	11/06/2020
Target INR (range)	2.0 - 3.0	05/02/2005
Total cholesterol level	7.2 mmol/L	20/09/1999

**To Do**

Date	Item Description	Exp.
23/09/2016	<Referred> referral to dentist - to Perth...	
18/02/2020	<Recall> Followup test result urgent	
18/06/2020	<Recall> INR test	
06/09/2020	<Referred> referral for physiotherapy - L...	
06/09/2020	<Recall> Review by Physiotherapy	
13/09/2020	<Referred> referral to cardiologist - to F...	
15/09/2020	<Recall> foot/heel examination	
23/09/2020	<Recall> Aboriginal & TSI over 55s hea...	
02/11/2020	<Recall> HICVR +/- CKD 1-3a Mild Risk	
02/11/2020	<Recall> Lo-Mod CVR + Diab	
11/01/2021	<Recall> Immunisation/Fluad	
18/02/2021	<Recall> Diabetes annual circle of care	

**1 Adverse Reaction**    0 Unreviewed Verbal Order(s)    Unreviewed Document(s) 04/12/2003    Unreviewed Investigation(s) 21/07/2004    Last Immunisation 09/11/2020

Calculator   Check up   Child health   Enrolment   Examination   Group   HACC/CHSP   Immunisation   Referral   STI

Add a Clinical Item   ☒ Daniel Bellwood, Millennium Health Service (Aboriginal Health Service) 06/04/2021 03:27 pm

1. Select the AIR button to view the AIR portal.

**Note:** If your system is configured to have multiple customised URL links, the **AIR** button is replaced by a **Go To** button and the list of URL links appear in a popup menu.

### 7.1 Recording an Immunisation given

The Clinical Record Workflow for recording immunisation will detail the way in which immunisation given and historical are to be recorded in Communicare.

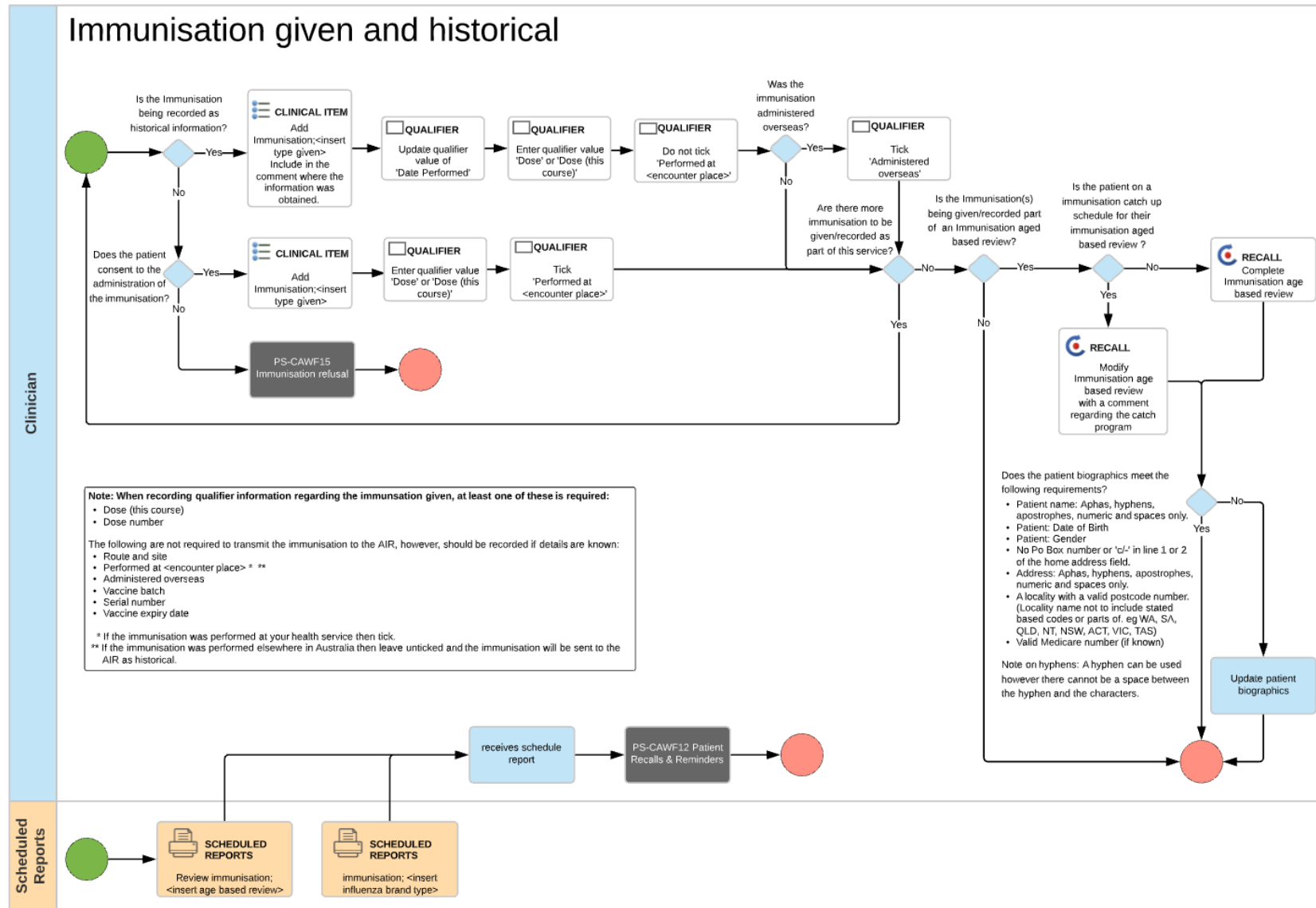


Figure 10: Immunisation given and historical information

**Add Clinical Item - A'KAY, BRIAN DEREK 39yrs Current Patient Male**

**Immunisation;COVID-19 Vaccine AstraZenec**  
Christine Ellison, Millennium Health Service (Aboriginal Health Service) 25/02/2021 7:51:22 AM

Comment Display on Main Summary ☐

---

Performed date

Actual duration (minutes)

Route and Site

**1** Dose (this course)

Dose number

Performed at Millennium Health Service ☐

Administered overseas ☐

Vaccine batch

Serial Number

Vaccine expiry date

Viewing right: Common

Figure 11: Clinical Item required qualifiers

1. At least one dose field is required to successfully send the immunisation notification to the AIR:

- Dose (this course)
- Dose number

The following are not required to transmit the immunisation notification to the AIR, however, should be recorded if details are known:

- Route and Site
- Tick on Performed at this encounter place
  - If an immunisation is marked as Performed Here, then Communicare will transmit an AIR General Immunisation Claim.
  - If an immunisation is NOT marked as Performed Here, then Communicare will transmit an AIR-History Immunisation Claim.
- Vaccine batch
- Vaccine expiry date

#### Information as per the AIR online education resource:

**Note:** The AIR records vaccine doses at the antigen level, not the vaccine brand. This means that vaccination providers need to notify the AIR of a dose number based on the number of previous doses of the particular antigen that has been given. For example, if the DTP vaccine Infanrix Hexa dose 1,2 and 3 are recorded on the AIR for an individual, and DTP vaccine Tripacel is given at 18 months, Tripacel should be recorded as dose 4, because it is the fourth of a DTP containing vaccine, in this instance Tripacel should not be recorded as dose 1.

For further information see Service Australia,

<https://www.servicesaustralia.gov.au/organisations/health-professionals/services/medicare/australian-immunisation-register-health-professionals/resources/education-modules>.

## 7.2 Recording historical Immunisations to Communicare

The Clinical Record Workflow for recording historical immunisation will detail the way in which historical immunisations are to be recorded in Communicare, see Figure 10: Immunisation given and historical information.

Historical immunisations can be recorded into Communicare from:

- The patient's immunisation history already recorded on the AIR but not recorded in the patient's Communicare file.
- or
- Immunisations that are not recorded on the AIR that have been given elsewhere, such as immunisations given overseas.

The automated transmission of immunisation notifications is a one-way transmission, meaning that immunisations recorded in Communicare will automatically populate the AIR, however immunisations recorded in the AIR will not automatically populate the patients Communicare clinical record.

Recorded immunisations from:	Recorded immunisations to:	Transmission type
Communicare	The AIR	Automated transmission
The AIR	Communicare	Manual transcription

As an organisation you may wish to populate a patient's Communicare clinical record with historical immunisation notifications from the AIR that are not currently recorded in the patients Communicare clinical record.

If an immunisation is recorded in Communicare as historical information, then this immunisation will be sent and recorded on the AIR database as a historical immunisation.

When recording an immunisation as historical information in Communicare do not tick the 'performed at this encounter place' tick box.

**Note on nKPI, NT AHKPI and NSW KPI Immunisation reporting:** In the case of an immunisation being recorded as being 'given elsewhere', then so long as Performed at this encounter place' is not ticked the denominator for the nKPI, NT AHKPI and NSW KPI immunisation reporting remains all regular clients, regardless of whether the immunisation was provided at this encounter place or not and will therefore be included in the KPI reporting.

**Note:** Any immunisation that is recorded in Communicare that was administered before 01/01/1996 will not be accepted on to the AIR.

## 7.3 Decline of an Immunisation

The Clinical Record Workflow for recording the decline of an immunisation will detail the way in which the decline of an immunisation is to be recorded in Communicare.

If a patient declines an immunisation, the decline should be recorded by cancelling the recall with the reason, 'Declined by patient' or 'Declined by patient for all time'.

If there is no recall, add a recall for the specific immunisation that is being declined and then cancel the recall with the reason, 'Declined by patient' or 'Declined by patient for all time'.

National KPIs make no provision for patient's decline so this will be recorded as a non-immunised patient.

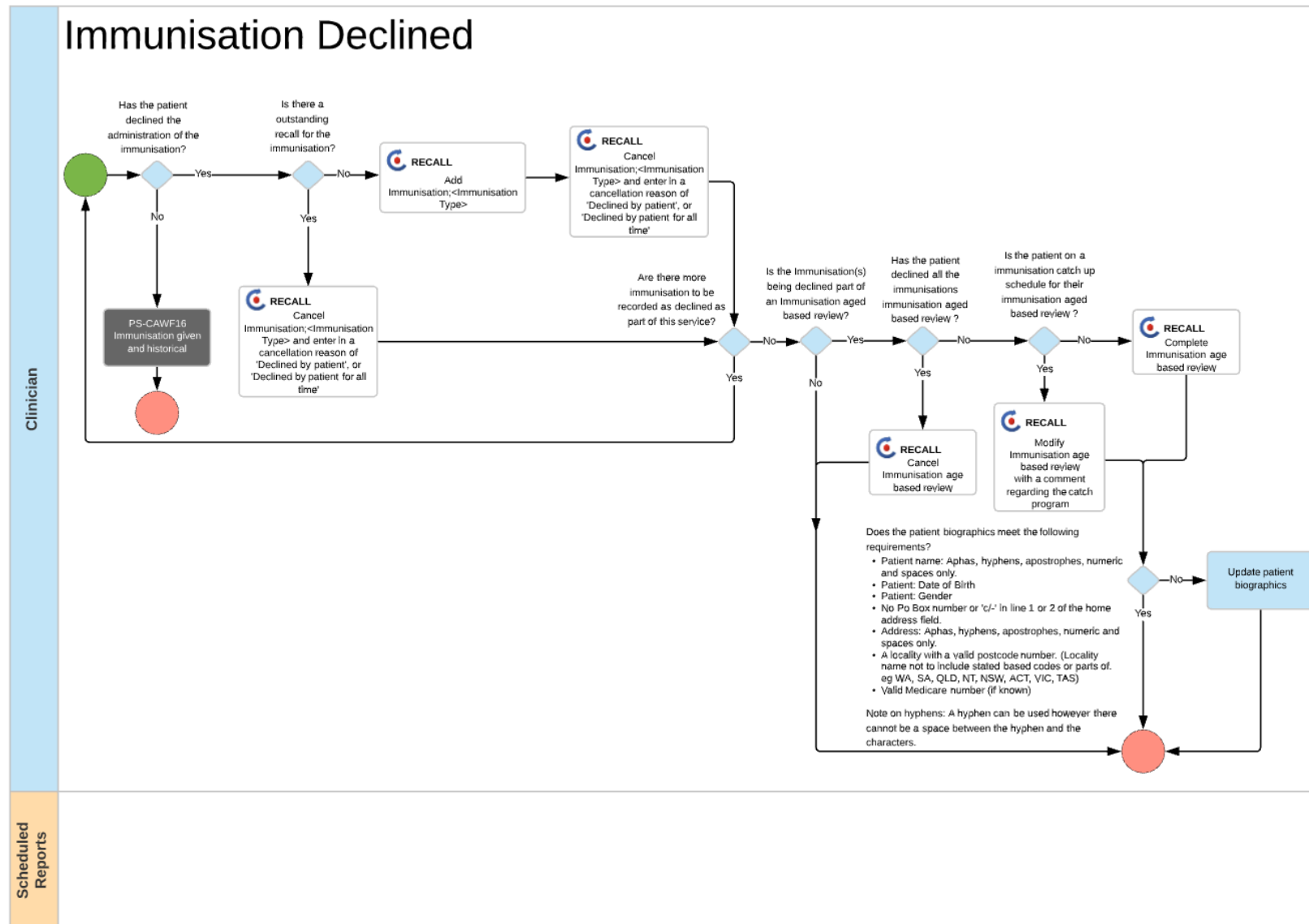


Figure 12: Immunisation declined

## 7.4 Editing or deleting an Immunisation record not yet transmitted to the AIR

Until an immunisation is sent to the AIR at the defined time ([5.3 Services.ini file](#)), missing or invalid data can be added or modified if required. If the transmission of the immunisation is not successful, then data elements can be edited, and the transmission of the immunisation will be attempted to be sent at the next scheduled feed to the AIR.

After a record has been successfully sent it cannot be modified.

## 7.5 Editing or deleting an Immunisation recorded incorrectly or in error that has been successfully transmitted to the AIR

In the event that an immunisation has been recorded incorrectly or in error that has been successfully transmitted to the AIR then you will need to:

1. Contact the AIR register and advise them of the error.
2. Contact Communicare Support Service desk and request that the flag is removed from the immunisation in the patients' clinical record. Because of the third-party integration between Communicare and the AIR this process requires changes to the database and can only be done by the Support Service desk after permission has been confirmed by the AIR.
3. Once the flag has been removed from the immunisation then the local Communicare administrator will be able to edit or delete the immunisation. Edited records can then be retransmitted to the AIR. For further support on how to edit or delete an immunisation from a patient's clinical record contact the Communicare Support Service Desk.



## 8 Online claiming window

Any immunisations with an export code recorded in patients' clinical records will be listed in the Online Claiming window. If the immunisation clinical item does not contain an export code, the immunisation will not show in the online claiming window.

If an MBS item number has been associated with the immunisation service encounter, then the MBS claim will be displayed in the Bulk Bill claims tab.

The AIR Claims tab displays immunisations statuses of transmission from Communicare to the AIR.

The Bulk Bill Claims tab displays MBS claims statuses of transmission from Communicare to Medicare-Service Australia.

Communicare does not manage vaccination provider information payment. For further information see the Services Australia website:

<https://www.servicesaustralia.gov.au/organisations/health-professionals/services/medicare/australian-immunisation-register-health-professionals/about/vaccination-provider-information-payments#a1>

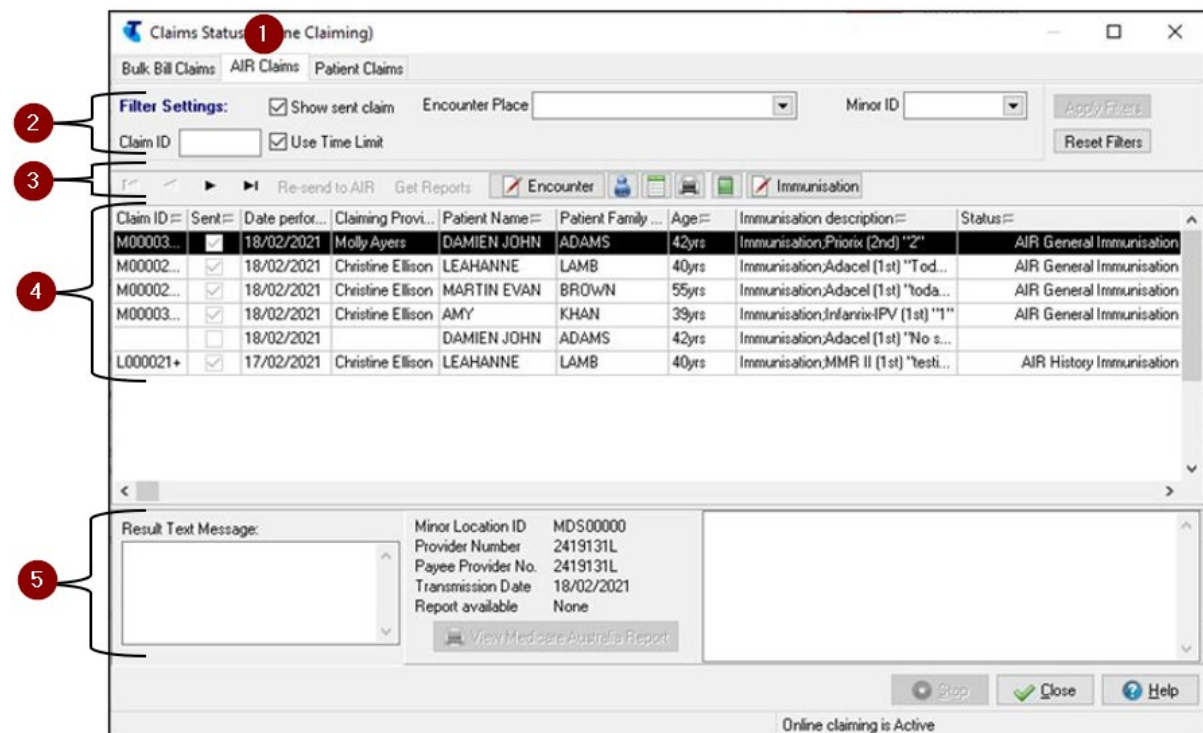


Figure 13: Online Claiming Window – AIR Claims


Components of the AIR Claims Window:

Select **File > Online Claiming**.

1. Select the **AIR Claims** tab
2. **Filter Settings**

- a. **Claim ID:** When an AIR record has been transmitted there will be a claim ID (transmission ID) associated with the submission. You can use the Claim ID field to search for the immunisation associated with the transmission.
- b. **Show sent claim:** By default the online claiming window will hide immunisations that have been successful sent to the AIR. Ticking the Show sent claim box will display all claims sent and pending.
- c. **Use Time limit:** When selected will only show immunisations recorded in the last 6 months.
- d. **Encounter Place:** When a specific Encounter Place has been selected then only immunisations recorded at that Encounter Place will display.
- e. **Minor ID:** The minor ID is an identification number that Medicare uses to recognise the practice management software when transmitting online claims. A practice may have 1 minor ID that identifies the organisation as a whole or as a practice you may have multiple minor ID's to further filter for individual or groups of encounter places.
- f. **Apply Filters:** If any of the above filters a-e have been selected then to apply the filters you must select the 'Apply Filters' button, otherwise the filters will not apply.
- g. **Reset Filters:** If filters have been applied and you wish to clear the filters previously selected then select the 'Reset Filters' button.

### 3. AIR Claims tool bar

- a. **Arrows:** Can be used to navigate the rows of immunisations 
- b. **Re-send to AIR:** If an immunisation has not been successfully sent to AIR and it has been sitting in the queue for a defined period of time (Apx.7 business working days) then the Re-send to AIR text will change from light grey text to black text. Once the Re-send to AIR is black in text then the button can be selected which will Re-send the immunisation to AIR.
- c. **Get Reports:** If there has been an error in downloading the Medicare Australia reports to the Communicare database then this button can be selected to restart the downloading process to get the Medicare report. The successful downloading of the Medicare report will change the status of the immunisation from AIR Claim waiting in queue to an outcome of error or sent. If the report has not downloaded, then the status will remain as, 'AIR Claim waiting in queue'. Reasons that this can happen includes an invalid Medicare PKI certificate or there was not enough time allocated in the services.ini command line to download the report. In the event that there is not enough time allocated in the services.ini to download the report then speak with the Communicare Support Service desk.
- d. **Encounter:** Selecting this button will open the service record in which the immunisation was recorded. The service record will show information such as the claim type, encounter place and mode, provider, service start and end time, Medicare claiming)
- e. **Biographic:** The blue icon when selected will open the patient biographics. Use this button to check that the required information to send to the AIR has been recorded correctly. [See 6 Patient Biographics](#)  
Note: In the patients biographic you will be able to view the Medicare claiming history for the patient.
- f. **View progress notes for this service:** Selecting this button will open the progress note in which the immunisation was recorded.
- g. **Print the bulk bill assignment advice form:** When selected will print the DB4 assignment form. The DB4 assignment form is what the patient signs to assign the Medicare benefits to the provider of the service.

- h. **Edit admin note for the claim:** The claim admin notes are used to record any local claim administrator notes pertaining to the claim. For example, a claim admin note could be, 'Sent forms for Medicare card dd/mm/yy'.
- i. **Immunisation:** When selected will display the immunisation clinical item and associated qualifiers. Use this button to check that the required information to send to the AIR has been recorded correctly.

#### 4. Displayed List of Immunisations

Columns displayed in the list are:

- a. **Claim ID:** This 6 digit ID number is generated when the claim is transmitted from Communicare to the AIR
  - b. **Sent:** This the date that the immunisation was transmitted from Communicare to the AIR
  - c. **Date Performed:** Date that the immunisation was performed.
  - d. **Claiming Provider:**
  - e. **Patient Name:**
  - f. **Patient Family Name:**
  - g. **Age:**
  - h. **Immunisation Description:** Immunisation name.
  - i. **Status:** Possible states for AIR claims:
    - o AIR Claim waiting in queue (no attempt to send record to the AIR yet)
    - o Error: AIR General Immunisation not sent
    - o Error: AIR History Immunisation not sent
    - o AIR General Immunisation Sent
    - o AIR History Immunisation Sent
  - j. **Claim admin note:** This is the display of the notes made by the claim's administrator.
5. This will show the details about the transmitted AIR notification. To see the full report, select the **View Medicare Australia Report** button.

### 8.1 Immunisation not transmitted from Communicare Online Claiming window to the AIR

If an immunisation is not successfully transmitting from Communicare to the AIR the following document can be used as a diagnostic guide to determine where the fail point is in the process for transmitting immunisations to the AIR.

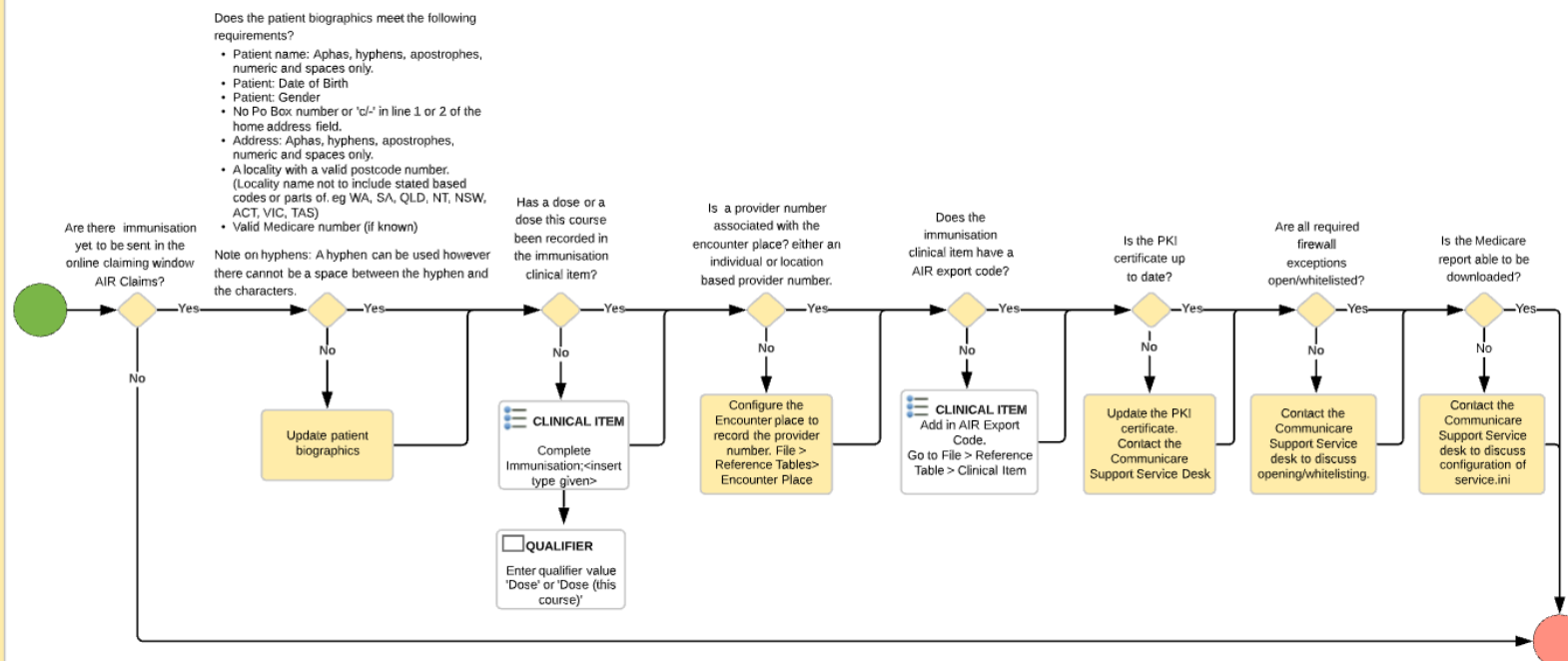
**Note:** Communicare will attempt to send any immunisation that has been added or modified in the previous six months to the AIR and Communicare will continue to keep trying to send the immunisation notification to the AIR until it either succeeds or 6 months elapse.

If the immunisation is not successfully sent to the AIR within the 6 month timeframe then the immunisation will remain in the online claiming window as unsent. The AIR Online Claiming Window can be filtered to **Use Time limit:** When selected immunisations recorded in the last 6 months will only be displayed.

## AIR Online Claiming Window - Administrator

For an immunisation notification to successfully be transmitted to the AIR the following requirements must be met. For further information see the Communicare Immunisations and the Australian Immunisation Register (AIR) guide.

Communicare Administrator



**Note: When recording qualifier information regarding the immunisation given, at least one of these is required:**

- Dose (this course)
- Dose number

The following are not required to transmit the immunisation to the AIR, however, should be recorded if details are known:

- Route and site
- Performed at <encounter place> \* \*\*
- Administered overseas
- Vaccine batch
- Serial number
- Vaccine expiry date

\* If the immunisation was performed at your health service then tick.

\*\* If the immunisation was performed elsewhere in Australia then leave unticked and the immunisation will be sent to the AIR as historical.

Figure 14: AIR Online Claiming Window - Administrator

## 9 Immunisation Reporting

There are multiple reports available within Communicare to assist with immunisation reporting. Go to: **Reports > Search Reports** and in the **Search** field search for 'Immunisation'.

## 10 Glossary

Glossary of terms covered in this document that you need to know.

Term	Function in Communicare
AIR export codes	The vaccine export code that enables the transmission of the immunisation notification to the AIR.
Australian Immunisation Register (AIR)	The national register that records all vaccines given to all people in Australia.
AIR provider number (individual)	An individual person who holds a valid Medicare provider number for the location can be defaulted to the encounter place, which will enable the transmissions of immunisations recorded in Communicare to the AIR.
AIR provider number (location)	A location provider number is associated with the physical building that immunisation notifications are transmitted to the AIR from. This provider number is valid for the life of the building.
HPI-I	Healthcare Provider Identifier-Individual. Uniquely identifies a healthcare provider involved in providing patient care
Current patient	Is a patient who lives within the health service area locality group and has had a client contact service within the patient inactivity years.
Clinical Item	A clinical item is a way of recording an event as structured data within a patient's clinical record. Examples of an event within a patient's file could be an: Admission, Condition, Procedure, Immunisation, Referral.
Datasets	Datasets are a user-friendly coding system, allowing health professionals a standardised way to record and report on data entered in a patient's clinical record.
Encounter Place	An encounter place is the place/clinic/building in which your health service provides services at.
ICPC-2 PLUS	Enables the standardised way to record and report on procedures, conditions, immunisations, referrals, history entered into a patient's clinical record.  Core terminology set used by Communicare.  ICPC-2 PLUS is a dataset
Locality	A Locality is used to identify where the patient lives. Their postcode. Locality is a list of places used in patient addresses.
Medicare PKI Certificate	Digital certificate that enables transmission of Medicare claims electronically to Services Australia.
Recall	A recall is a clinical item that has a planned date but has not been actioned yet.

## 11 Appendices

Embedded Document	Location of embedded document
Third Party Certificates and Registration Requirement document	<a href="#">5.1 PKI Site Certificate</a>
PS-CRWF14 - Immunisation given and historical	<a href="#">7.1 Recording an immunisation given</a> <a href="#">7.2 Recording historical immunisations to Communicare</a>
PS-CRWF15 - Immunisation Decline	<a href="#">7.3 Decline of an Immunisation</a>
PS-CRWF16 - AIR Online Claiming Window - Administrator	<a href="#">8.1 Immunisation not transmitted from Communicare to AIR</a>