

(Te Whatu Ora)

Baseline information for PHOs and general practice around key messages relating to the AIR:

PMS version

Practices will need to ensure that they have the latest PMS version that is available. If you are unsure, please check with your PMS provider.

PMS configuration – Health Provider Index Facility (HPI-F)

Practices will need to ensure that their location and personnel are correctly configured to the Practice's unique Health Provider Index Facility Code (HPI-F) or, alternatively, your Health Facility Code (HFC). The HPI-F must be entered in full (e.g. XYZ1234-**A**). If you are unsure how to check and update this, please refer to your user manual or check with your IT supplier or PMS provider.

Depending on your organisational set-up, you may need to seek guidance on how to set up the practice or practitioners where patients or staff move between two or more practices. If guidance is required, please contact your provider service desk.

Status query

Timing for running status queries will vary depending on the PMS used and how the polling is configured. Timing can range from instantaneous return to one hour or are dependent on the practices scheduled task.

There is opportunity to work with your PMS Vendor to get the polling frequency updated to improve response times. It is expected that these should be configured to get 0-2 min message returns.

Known Issue – Status queries may be blocked when the response does not match to the patient record. For some consumers the patient's name comes through from AIR containing a tilde (~) or "baby of..." and it is unable to be auto matched to the patient record. We also are aware of an issue where date given on immunisation records are showing as the day before in some PMS systems. Fixes for these are being progressed to improve match rates.

In the interim, Practices are advised to check their inbox, match notifications and status query results to patient records manually. The NHI number in the message can be relied upon. Please also ensure the name of the consumer is correctly recorded in your PMS and update person details as required such as the name of the baby once known.

If a status query is not returned and information is required immediately to provide vaccinations, then please call our team on 0800 855 066 (press 2 and then 1) to obtain a verbal vaccination history.

HealthLink configuration

If you are experiencing messaging issues, such as all notifications for vaccinations and status query results not arriving, then work with HealthLink and your IT supplier or PMS provider to resolve message transfer issues.

In cases where AIR shows immunisation events with an unknown facility, HealthLink may need to set up an alias for your mailbox that includes the facility code in use (HFC or HPI-F). Please email our team help@imms.min.health.nz so we instruct them to do this.

You may also need to check the email inbox that the practice has set-up to receive notifications. This should, where able, be a generic inbox that more than one staff member has access to. We are aware that some inboxes are set up to go to a specific staff member that may have moved on from the practice, so the monitoring of notifications is no longer in place.

HealthLink setting.

HMS Client v6.8 has a new feature called Always Connected for Messaging (90% of sites have this version installed). With Always Connected enabled, the Client connects for a 24-hour period and polls for messages to upload and download each minute, by default. There are over 110 sites already enabled and using this feature successfully.

Health NZ is working with Healthlink to roll this out across all practices. Please note that this feature is only compatible for HMS Client v6.8. If your practice does not have this version, please contact Healthlink's Helpdesk who will be able to support you with the upgrade (Ph: 0800 288 887, email: helpdesk@healthlink.net). Your PMS vendor will notify you once the feature has been installed, and if further amendments are required. We will work with these practices to ensure that they receive support throughout this process.

If you would like to find out more, please contact the Healthlink Helpdesk.

Direct access to the AIR Vaccinator Portal

AIR access for GP practices has been supported where there is a genuine business requirement. This includes:

- Practices holding large events and providing outreach service where PMS' aren't available,
- Practices looking after rest homes,
- Practices with high percentages of transient population,
- Practices that held a COVID contract and used CIR to manage Covid vaccinations.

Temporary access to the AIR may also be granted if a practice is experiencing delays in obtaining a status query that is impacting their ability to deliver opportunistic vaccinations.

It is important to work with your PMS provider to resolve the timing of message delivery to remove the need to work across two systems. While this work is being undertaken access to the AIR can be granted to improve timely access to vaccination history.

AIR Vaccinator Portal use must be limited to

- Covid-19 vaccination status queries and event recording

- Status queries only for all other vaccinations, recording must be done through GP PMS for integrated payment and precalls/ recalls and to avoid duplication of records.

Before applying for AIR vaccinator portal access, a Facility Manager will need to be nominated that is responsible for managing facility access requests. Once the Facility Manager has completed their application and access has been approved, additional staff members can apply.

To sign up to AIR, please click on this link and follow the step-by-step instructions [Aotearoa Immunisation Register](#)

Note: Once your application has been submitted you may receive a request to advise us of your business requirements for accessing the AIR before your application can be progressed.