

14 March 2024

## **AOTEAROA IMMUNISATION REGISTER (AIR):**

Important baseline information for PHOs and general practice around key AIR-related messages

This guide helps ensure your system receives messages from AIR.

**Note before you begin: It's recommended to involve your IT team during the process.**

Steps:

1. PMS version:
  - Ensure you have the latest PMS version.
  - Check with your PMS provider if unsure.
2. PMS configuration - Health Provider Index Facility (HPI-F):
  - Verify your location and staff details match the HPI-F code or HFC code.
  - HPI-F must be entered in full (e.g. XYZ12234-A)
  - Refer to your manual or IT supplier or PMS provider for assistance.
  - Contact your service desk for help with complex setups.
3. Status queries:
  - Timing varies based on your PMS and how polling is configured.
  - Work with your PMS vendor to improve response times (ideally within 0-2 minutes).
4. Known issues:
  - Mismatched patient names (containing "~" or "baby of...") might cause delays.
  - Some PMS systems show immunisation dates a day earlier.
  - Fixes for the two issues above are being progressed.
  - Solutions:
    - manually check inbox and match notifications and status query to patient records using the NHI number.
    - Update patient names in your system if needed.
  - For urgent information: Call 0800 855 066 (press 2 then 1) to get verbal vaccination history.
5. HealthLink configuration:
  - If you experience messaging issues:
    - Work with HealthLink and your IT supplier or PMS provider to resolve the problem.
  - Unknown facility:
    - HealthLink might need to set up an alias for your mailbox with the HFC/HPI-F code.
    - Email [help@imms.min.health.nz](mailto:help@imms.min.health.nz) for assistance.
  - Inbox check:

- Ensure the practice uses a generic inbox accessible by multiple staff members.
- Verify the inbox hasn't been assigned to a former staff member.

6. HealthLink setting:

- Most practices have HMS Client v6.8. This version includes:
  - Always Connected for Messaging: Client connects for 24-hour period, automatic message polling every minute.
- Health NZ is working with HealthLink to enable this feature for all practices.
- Contact HealthLink Helpdesk (0800 288 887, [helpdesk@healthlink.net](mailto:helpdesk@healthlink.net)) for upgrade assistance if needed.

7. Direct Access to AIR Vaccinator Portal (for genuine business requirements):

- Access is granted for specific situations like:
  - Large events/outreach services without PMS access.
  - Practices looking after rest homes.
  - Practices with high transient populations.
  - Practices that previously used CIR for COVID vaccinations.
- Temporary access to AIR might be given for urgent situations.
- Work with PMS provider on PMS messaging issues for long-term solution.
- AIR Vaccinator Portal usage:
  - Limited to specific purposes:
    - COVID-19 vaccination status queries and event recording.
    - Status queries only for other vaccinations (recording done through GP PMS for payments, precalls/recalls, avoid record duplicates).
- Process:
  - Nominate a Facility Manager to manage facility access requests.
  - The manager applies and gets approved before adding staff members.
  - Sign up through [Aotearoa Immunisation Register](#) and instructions
  - Additional information regarding business needs for access might be requested.