

Actions for overdue children

Please use the table below to assist you in the following actions your practice should take to reduce the number of children on your overdue report.

CHECK	ACTION
Is the child overdue for vaccines and still an active patient?	Book an appointment for catch up vaccinations.
Check for duplication of child in AIR – in particular children without a Medicare number.	A child may have duplicate files in AIR due to manual input error : misspelled names, hyphen surnames, or incorrect date of birth. Contact AIR to merge duplicate files via secure email or call 1800 653 809.
Has the child permanently moved overseas ?	To indicate this – AIR requests practices tick the 'Returned Mail Indicator' (RMI) box within the individual's AIR record on the AIR website . Caution – practices must only tick the RMI box if they are 100% certain a child has moved overseas.
Is the child up to date with vaccines, but AIR records don't match your practice software?	Resubmit vaccine records to AIR via your practice software , or via direct data entry on the AIR website .
Is the child an inactive patient at your practice? <i>*note that all children on your list had their last vaccination by a provider at your practice, and AIR has not received any immunisation records for these children since.</i>	Check patient's file for notes to see if they have moved overseas, also check notes in files of any parent or family member. Contact parent(s) to notify that AIR records indicate their child may be overdue for vaccination. <i>*See example on page 2</i> If the child has received vaccines elsewhere , advise parent to contact the practice to upload vaccine records to AIR. This will remove the child from your list If the child is overdue for vaccines, book an appointment for catch up vaccinations.
Lost to follow up You have tried multiple attempts to contact the child/family with no success?	<i>Ensure steps for inactive patient have been followed above first. If contact is still unsuccessful:</i> To indicate this – AIR requests practices tick the 'Returned Mail Indicator' (RMI) box within the individual's AIR record on the AIR website .
Has the child moved outside the local area?	Advise parents to update Medicare with their new address. Out of area children will be removed from your overdue list. Parents can notify Medicare via MyGov Medicare online account, Express Plus mobile app, or call 132 011 .

Template communication for inactive patients

Suggested template to use when communicating with inactive patients

Dear Parent/Guardian,

The Australian Immunisation Register shows that **<insert child's full name>** may be overdue for one or more immunisations.

If **<insert child's full name>** is up to date with immunisations, you will need to ask the provider of the vaccinations to upload your child's records to the Australian Immunisation Register.

We are following up as the last vaccine record uploaded to the Register was on **<insert date __/__/__ >** by **<insert your medical practice>**.

For assistance with updating your records or to book an appointment, please contact us on 02 **<insert practice number>**