

# INFORMATION SHEET



## Analysing the AIR010A Due/Overdue Report

The AIR010A report identifies patients due/overdue for immunisation, for all providers linked to the one PIP practice ID. Practices can use this report to identify and recall patients due/overdue for immunisation or identify transmission errors and missing information from AIR.

### Step 1: getting the report ready for use

- **Format your report:** Open your newly saved excel version of your 10A report, expand columns to fit and apply filters to the columns to assist you to sort the data. (Filter function can be found in the Data tab).
- **Due and overdue** This report also details of children who are overdue as well as vaccinations due in the future. Filter and sort the 'Date due' column to only show overdue children by un-ticking future dates to display a list of only children who are overdue for vaccination. AIR classifies a child as overdue if they are one month past the due date.
- **Show only vaccines NOT YET received** - The report will also include details of vaccines the patient has *already received*. These may be useful to reference if it is a complicated case but for ease of report use, to just show vaccines not yet received, un-select these history records. The 'Due Date' column will be blank when a vaccine has already been administered so filter this column to only display cells with a date in them i.e. un-tick 'blank' cells.

### Step 2: Identify 'Error Pend' records

1. Identify data errors such as dose number errors by filtering the 'EPS STATUS' (usually column V) to show only '  P'.
2. Filter the RSN (Reason) column next to it to only show '102', '103' and '109' reasons. These are the reasons relating to dose number error.
3. Correct via direct entry/edit on the AIR website, by secure email to AIR (through PRODA) or call AIR 1800 653 809. Correct the error in your practice software as well to prevent an error at the next vaccination visit.
4. See also our resource [How to identify and amend dose number errors in AIR](#)

### Step 3: Identify and exclude patients with RMI box ticked

The Return Mail Indicator (RMI) box may be ticked for a patient when they have been identified as moved out of area or moved permanently overseas. You do not need to follow up these children and can filter them out of your report to shorten your report and save time.

If you included patients with RMI in your report at the time of report request – simply filter the RMI column in your report to exclude those marked 'Y'. Next time you request the report from AIR, when defining report parameters, **do not** select to *Include individuals who have Returned mail*.

### Step 4: Actions for practice overdue list

Work through the remaining list of patients and compare them to the information you have in your practice software.

CHECK	ACTION
<p>Check for <b>duplication</b> of child in AIR – in particular children without a Medicare number.</p>	<p>A child may have duplicate files in AIR due to <b>manual input error</b>: misspelled names, hyphen surnames, or incorrect date of birth, duplicate record from birth dose entry errors.</p> <p>Contact AIR to <b>merge duplicate files</b> via secure email or call 1800 653 809.</p>
<p>Has the child permanently gone <b>overseas</b>?</p>	<p>To indicate this – AIR requests practices tick the ‘<b>Returned Mail Indicator</b>’ (RMI) box within the individual’s AIR record on the <b>AIR website</b>.</p> <p><b>Caution</b> – practices must only tick the RMI box if they are 100% certain a child has moved overseas.</p>
<p>Has the child <b>moved</b> outside the local area?</p>	<p>Advise parents to <b>update Medicare</b> with their new address and to visit their local GP for vaccination.</p> <p>Parents can notify Medicare via <b>MyGov</b> Medicare online account, <b>Express Plus</b> mobile app, or call <b>132 011</b>.</p>
<p>Is the child <b>up to date</b> with vaccines, but AIR records don’t match your practice software?</p>	<p>Resubmit vaccine records to AIR via your <b>practice software</b>, or via direct data entry on the <b>AIR website</b>.</p> <p>Check for reasons why the data did not transfer correctly to AIR. A common reason is an address field error e.g. postcode in the State field in your practice software.</p>
<p>Is the child <b>overdue</b> for vaccines and still an active patient?</p>	<p><b>Book an appointment</b> for catch up vaccinations.</p>
<p>Is the child an <b>inactive patient</b> at your practice?</p> <p><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></p>	<p>Check patient’s file for notes to see if they have moved overseas, also check notes in files of any parent or family member. <i>(See moved overseas actions above),</i></p> <p>Contact parent to notify that AIR records indicate their child may be overdue for vaccines. <i>See example template*.</i></p> <p>If the child has <b>received vaccines elsewhere</b>, advise parent to <b>contact that practice</b> to upload vaccine records to AIR. This will remove the child from your list</p> <p>If the child is <b>overdue</b> for vaccines, <b>book an appointment</b> for catch up vaccinations.</p>



**\* TEMPLATE communication to inactive patients:**

Dear Parent/Guardian,

The Australian Immunisation Register shows that \_\_\_\_\_ may be overdue for one or more immunisations.

If \_\_\_\_\_ is up to date with immunisations, you will need to ask your vaccination provider to upload your child's records to the Register.

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

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

