CAIR Frequently Asked Questions

General   Registry Questions

How do I access CAIR Inland Empire Region?

You can access our new website by typing http://cair-ie.cairweb.org into your internet browser. You will also initially be redirected to our new website when you click on your VaxTrack shortcut. This is temporary, however, so be sure to save our new website to your "favorites" or create a short-cut on your desk top.

What do I need to log into CAIR?

CAIR requires a Provider Group Id and Provider ID (Working Provider ID) when a user logs into the system. Users receive their Provider Group ID, Provider ID, User ID and Password when they attend training.

How do I log in?

You will need to type your Provider Group ID, User ID and Password on CAIR's login page. After logging in, you will reach the Set Session Default Screen. This is where you will select your Working Provider ID from the drop down box. If you can't find your Provider IDs, please look through your training material. If you still can't find your Group Provider ID and Provider ID please call your trainer or the Help Desk for assistance.

I am having trouble logging in. What am I doing wrong?

There can be several reasons for this. First, you must be sure to log in with your CAIR provider group ID, not your working provider ID. Next, CAIR is case-sensitive. If you previously had a VaxTrack user account, you must use lower-case letters for your User Name and Password to log-in (these accounts were electronically transferred from VaxTrack). If you are new to Immunization Registries, you will use upper-case letters to log-in.

Why are my User ID and Password the same?

Your User ID and Password will only be the same the first time you log into CAIR. Once you have logged into CAIR, you must change your password and select a challenge phrase within 30 days of logging in. CAIR administration will be monitoring all user accounts and will inactivate any account that has failed to change their password within 30 days of logging into CAIR for the first time. When an account is made inactive we require resubmission of all paperwork.

How do I change my Password and Select a Challenge Phrase?

If CAIR does not prompt you to change your password the first time you sign on, click on Change User Password under Local Administration on CAIR's Main Menu. Please remember all passwords must be **8-12 characters** in length and be a **combination of letters and numbers** with no special characters (Example: abc12345). To select a challenge phrase, click Change Challenge Phrase under Local Administration on the CAIR Main Menu.

Why do I need to select a challenge phrase?

Selecting a challenge phrase saves you time because it will allow the Help Desk to unlock or reset your password should you forget it. It is used to verify your identity. If you do not select a challenge phrase and forget your password or get locked out of your account, you will need to submit paperwork to open the account again.

Will we receive training on Reminder / Recall?

At this time we will only be offering training in Data Entry and Inventory. Reminder / recall trainings will be offered in the future.

What are some major differences between VaxTrack and CAIR?

- VaxTrack contained data from Riverside and San Bernardino Counties only. CAIR will include data from the whole state of California (including Kaiser Data). You can expect to have access to the rest of this data by the end of 2009.
- VaxTrack was for pediatric patients only. CAIR is a lifespan registry, so everyone can have their shot records put into the registry.
- With CAIR, provider offices can now manage their vaccine inventory online. This feature will facilitate online Vaccines for Children (VFC) ordering in the future.
- CAIR requires you to enter a four digit year (Example: 01/01/2009)

Is disclosure the same with CAIR?

Yes, you are still required by law to disclose to patients. This is a one-time disclosure and does not need to be signed. This disclosure is given before you give the patient any shots. You must record the date you disclose to the patient in two places: in the patients chart and in the registry.

I've disclosed to patients in VaxTrack, do I need to re-disclose to them for CAIR?

No, if a patient has been disclosed in VaxTrack you don't need to re-disclose for CAIR.

I know that I disclosed a patient in VaxTrack, but CAIR is telling me that I need to disclose again. Why?

Although we don't anticipate this to happen often, if this happens to you, just check the disclosure box and enter the original disclosure date from the patient's chart. Over 1 million patient records were transferred from VaxTrack to CAIR, so it is possible a few records missed getting their disclosure date changed in the transition.

What do I do if a patient does not want to participate in the Registry?

If a patient does not want to share their information in CAIR then you must complete the *CAIR Decline or Start Sharing / Information Request Form* and fax it to you CAIR Inland Empire Region (in Riverside County, fax to 951-354-1475 and in San Bernardino County fax to 909-386-8326). Once we process this request you will be the only provider able to view this patient's shot history. After refusing to share, a patient may decide that they want to share their shot information. If this occurs, fill out the same *CAIR Decline or Start Sharing / Information Request Form*, and fax it to either Riverside or San Bernardino and it will be opened so the patient can share their information with other providers.

So we can still put patients who don't want to participate in CAIR?

Yes. Current registry law permits medical care providers to enter patient data in the registry (which allows them access to all registry benefits), while preventing other registry users from having access to that data. Remember, we must have the proper paperwork on file to use this feature.

I've been trained in CAIR, can I train another co-worker?

No. All users must be trained by CAIR staff to receive their official user name and password. Please contact the Help Desk to schedule training for any employee(s) that have not received CAIR training. In the future, we will consider creating a "train the trainer" program where expert CAIR users may train their own office staff. We will be sure to distribute details on this program once it is available.

Date Entry Questions

I can't find a patient in CAIR that was entered into VaxTrack. What do I do?
You can still use VaxTrack's ITS number to search for your patient. From CAIR's patient search screen enter the patient's ITS number in the field for CAIR ID. Make sure ID types read All. Then select Find Patient at the bottom of the screen. Make sure you record the patient's new CAIR ID number. If you are still having difficulty finding your patient, try a wildcard search. This is particularly helpful for hard to spell, pronounce or hyphenated names.   To use a wildcard search enter the first 3 letters of the patient's first or last name with an * behind it. (Example: SMI*) Then, enter one more piece of demographic information such as First name or DOB. Then, click on Find Patient. If you still can't find your patient, call our Help Desk.

I am entering immunization history. How do I know which vaccine to enter?
From the immunization history screen make sure you click on the Show button, at the top of the screen. This will make identification of vaccines easier. The orange colored vaccines are the most common single antigen vaccines. The blue vaccines are the most common combination vaccines. If you don't know what type of vaccine was given choose the most common form. If you're not sure a combination vaccine was given to the patient, enter the vaccine using the single antigen vaccines in orange.

How do I record a new shot in CAIR?
Remember, you must have vaccine inventory saved to record a new shot in CAIR. Once vaccine inventory has been saved, every time you give a new shot it automatically deducts it from you current vaccine inventory. You must record new shots the day you give them or, at the latest, by the end of the week. To record a new shot, click on the vaccine you would like to record from the recommendations box.

Do I still enter all shots our office has given as "new" shots, regardless of when they were given?
Any new shots you gave before you entered your vaccine inventory into CAIR should be entered as history. Once you enter your vaccine inventory you can start recording new shots.

My clinic is not using the inventory function, how can I record new shots in CAIR?

If your clinic is not using the inventory function then you will have to enter all shots you give as history. When you do this the vaccines you enter will appear as transcribed rather than have your provider name attached to it.

How often do we have to enter our patients' immunizations?

Ideally, you should enter vaccinations into CAIR on the same day they were given. If that is not possible, enter them as soon as possible, preferably within two business days. CAIR "assumes" that you will enter information on the same day that shots are given, so the date fields default for you. This helps to speed up data entry. When you wait to enter immunizations for a few days, you have to make sure you are entering the correct dates. The longer you wait to enter shots into CAIR, the easier it is to miss entering vaccines given since patients' medical records may get pulled from your stack and not returned.

Inventory Questions

How do I make managing my vaccine inventory easier?

To get the most our of CAIR's inventory management function you must enter vaccine lots into CAIR as you receive them and those doing data entry must enter new vaccines consistently and correctly. We recommend entering new vaccines daily, and at the latest within a week of administration. Also, make sure you utilize inventory reports to help you reconcile you vaccine inventory weekly or monthly (see reports section).

How do I start entering my vaccine inventory into CAIR?

In the back of your user manual is a physical inventory count sheet. Write your current vaccine inventory on this sheet before entering it into CAIR. Once you have logged into CAIR, you can access your inventory from the CAIR Main Menu. Under the Inventory section of the Main Menu, click on Add New Vaccine Lot. The next screen will need to be filled out with information from your physical inventory count sheet. You can only enter one vaccine lot at a time.

CAIR Frequently Asked Questions

My inventory is a hopeless mess! What do I do?

If your inventory ever becomes a mess, you can archive every vaccine lot and start over. If you choose this option, you must make sure that immunizations for all patient records have been entered first. You must also have an accurate count of all inventory on hand by close of business. Inventory must be entered between close of business and before patient's are seen on the next business day. If you need additional help, please call the Help Desk.

When do I archive a vaccine lot?

Archive vaccine lots that are finished or expired. You must adjust all lots to zero before archiving. To archive, from the current inventory screen click on the vaccine ID number of the lot you would like to archive. Go to archive at the bottom of the screen and change the drop down box to yes, then click Update.

Reports

In the past I've had trouble printing from VaxTrack. Will I have problems printing from CAIR?

No. If you can print from the internet you can print from CAIR! You will need to download a program called ScriptX. Instructions to download ScriptX can be found in your site's user manual. When you install ScriptX, your reports will be printed in the correct format and will not have any internet residue (web-addresses) attached to the top or bottom of your reports.

Patient Reports

How do I access patient reports in CAIR?

To access patient reports, you must be on the patient immunization history screen. The report button is located at the top right. To view your reports, click on "Run" next to the report you would like to view / print.

What patient reports can I view / print in CAIR?

- **Official Immunization Record (Yellow Card) -** Requires plain yellow paper. Print to give to patient or parent
- **School Enrollment Form (Blue Card –** Requires Blue Paper to run. For school or day care enrollment.
- **Immunization Report and History –** Please don't print this report at this time. It looks like the IMM-542, but it can print out multiple pages. The Detailed Immunization Report is the preferred report to use.
- **Plain Paper Immunization History –** Print on white paper. Recommended for non-clinical sites (WIC, Schools, Child Care Facilities, or Foster Care).
- **Detailed Immunization Report –** Print on plain white paper. Recommended report for a patient's chart. It may replace the IMM-542 form for recording vaccinations and VIS distribution. Must check box next to "Notes on IR and RS" before printing.
- **Routing Slip –** Print on plain white paper. This form can be used to request or order shots. Must check box next to "Notes on IR and RS" before printing.

Inventory Reports

Is there an inventory report I can run to reconcile my vaccine inventory?

Yes. The report you want to run is called the *Current Inventory Report*. This can found by going to CAIR's Main Menu Page and clicking on Inventory, under Reports menu. Select Current Inventory Report and then click Run Report (this report does not require a date to run). The Current Inventory Report is the preferred report for conducting inventory quality assurance activities, like weekly or monthly reconciliation with the registry.

How do I make sure I entered all my new shots into CAIR today?

You can run a Daily Activity Report. The Daily Activity Report can be compared to your patient appointment log to verify that all patients who received shots were entered into the registry, but it cannot be used to verify that immunization history was added. To run the Daily Activity Report, go to CAIR's Main Menu and click on Daily Activity Report under the Reports Menu. Type in the date you would like to run the report for and click on Run Report.

For further assistance, call the CAIR Inland Empire Help Desk at 866-434-8774.