



AIR & PRODA MASTERMIND: Q&A

Q: What if born overseas with no birth certificate registering for PRODA?

A: If you cannot verify your identity online you can download and complete the Manual identity verification for Provider Digital Access form.

<https://www.servicesaustralia.gov.au/sites/default/files/hw080-2011env2-f.pdf>

Q: We use Communicare for our medical records which does not automatically enter the vaccines onto AIR - we have to do this manually every time - are there other options for us?

A: Communicare does report to AIR. You will need to contact Communicare to set it up or refer to the user guide within the software if it is available.

<https://www.telstrahealth.com/communicare>

Q: In all the AIR & PRODA update education we've done recently I did not know until yesterday that I could update immunisations to AIR for children that do not have a Medicare number eg non - Australian citizens. I was told this after I phoned PRODA. Where can I access this info online?

A: Yes, If your patient isn't enrolled in Medicare and they don't have an AIR record, you can still record an immunisation encounter to the AIR, you'll need their:

full name

date of birth

gender

address.

You can then create a record on the AIR that will match to their Medicare record if they enrol later.

Q: If I set support staff up on Proda. Can I select that they only have access to AIR.

A: Yes, you can. However, if you wish for support staff to have access to the AIR only, then you will need to contact HPOS to help to set this up.

Q: What is the difference between a Batch No and Serial No.?

A: The difference between the two is that batch numbers are for a group of products and a serial number is for an individual product. A new required field when submitting a record to the AIR is the serial number (if available) as well as the existing batch number field, this will be critical to tracing COVID-19 vaccines in the community. The Australian Immunisation Register Act 2015 is in the process of being updated to include the mandatory requirement to record COVID-19 vaccination. When complete, it will be available [here](#).

Q: Do you think nurses will ever be able to go on AIR without having to be delegated by a GP? Can be frustrating getting then to set it all up.

A: Nurses and support staff are unable to access the AIR site without being a delegate as they do not have a Medicare provider number.

Q: If I register my organisation and link my RN's to that do I still need to get my GP's to set up individual PRODA accounts and delegate to staff?

A: Once you register the business with PRODA, you do not need to get the individual GPs to create their own PRODA accounts unless they wish to access HPOS themselves. You can then set the nurses and any other support staff linked to the practice against the business.



Q: Should practice nurses and practice managers acquire delegation from each GP in the practice they are working?

A: Yes. The delegate logs on to AIR via PRODA and selects the GP they are acting on behalf of.

Q: How can I send a secure email to AIR if I am a GP, Practice Nurse or Practice Manager?

A: Use the HPOS Messages tile. Documents can be attached to the message. The medical practitioner needs to tick "My mailbox" in the HPOS delegations options to delegate access to the practice nurse.