

Accessing the Australian Immunisation Register

PRODA, HPOS and Delegations

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Acknowledgements

Services Australia



Why is data on AIR so important?



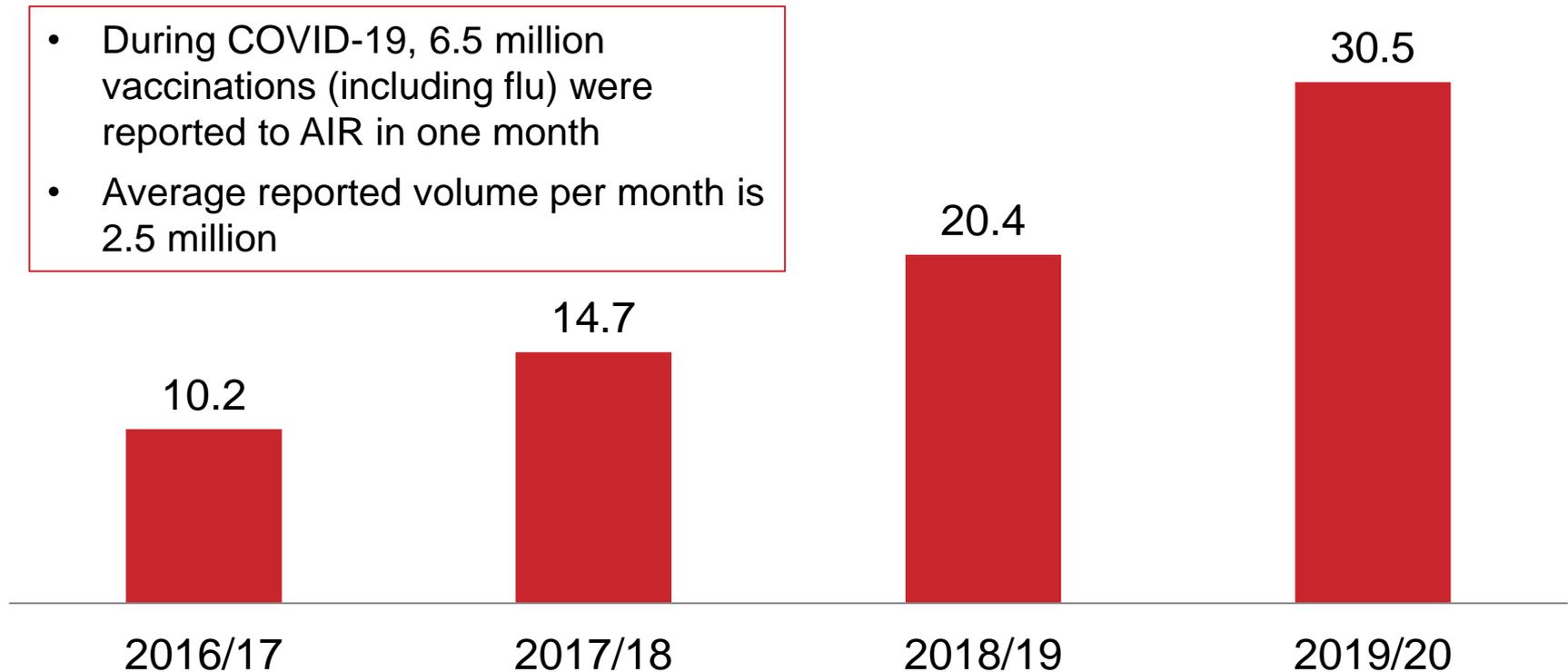
Data on AIR is used for:

- supporting clinical decision making to ensure a person is appropriately vaccinated
- measuring immunisation coverage
- monitoring the effectiveness of vaccines and vaccination programs
- informing policy and research
- identifying any parts of Australia at risk during disease outbreaks
- assessing eligibility for Family Tax Benefit and Child Care Subsidy payments
- facilitating entry to child care and school, and for employment and travel



Number of vaccines reported to AIR (millions)

- During COVID-19, 6.5 million vaccinations (including flu) were reported to AIR in one month
- Average reported volume per month is 2.5 million



98% of data is received from Practice Management Software and the AIR site



Proposed amendment to the Australian Immunisation Register Act 2015

Overview

Changes to the Australian Immunisation Register legislation

We're seeking feedback on proposed changes to the *Australian Immunisation Register Act 2015* (AIR Act).

The proposed amendment to the AIR Act is to make it mandatory for all recognised vaccination providers to submit vaccines to the Australian Immunisation Register (AIR).

The proposed legislative changes will not make having a vaccine mandatory, rather it will be mandatory for vaccination providers to report that vaccines have been administered.

Your feedback will help the Department ensure that changes made to the *Australian Immunisation Register Act 2015* align with community and stakeholder expectations.

Closed 15 Nov 2020

Opened 5 Nov 2020

Contact

immunisation.registers@health.gov.au

Using the AIR site

- Record an encounter, including history
- View history
- Update an encounter
- Print an immunisation history statement

What is PRODA?



Provider Digital Access (PRODA) is an online identity proofing and authentication system that provides secure access to government online services such as Health Professional Online Services (HPOS) and Child Care Provider Entry Point (CCS).

- better security
- online registration – no paper form or hardware required
- access the AIR site from any internet connected device
- ‘one person, one access’

Important:

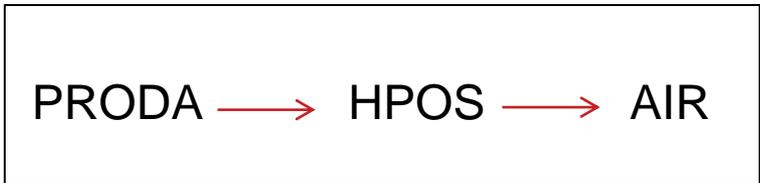
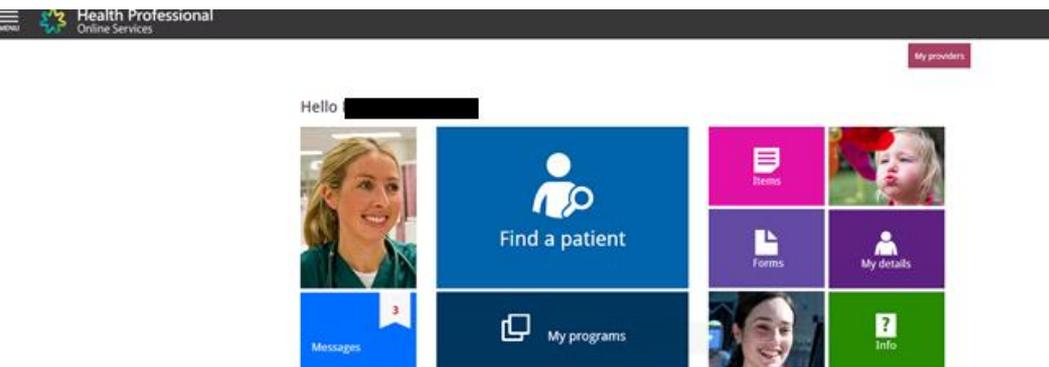
Individuals and organisations are encouraged to register for PRODA accounts to continue to do business with Services Australia.

The screenshot shows the PRODA registration process page. At the top, it says 'Australian Government Department of Human Services' and 'PRODA Provider Digital Access'. The main heading is 'Register now'. Below this, it states 'There are three steps to create a new account.' The steps are: 1. Create account (Provide your details, create a username and password, and verify your email address), 2. Verify documents (Verify 3 different identity documents), and 3. Match existing services (Complete matching process for your existing services). There is a 'Register now' button and a link to 'Login here' for existing users.

What is HPOS?



Health Professional Online Services (HPOS) is a fast and secure way for health professionals and administrators to do business with Services Australia. AIR is a program within HPOS.



Changes to accessing the AIR site



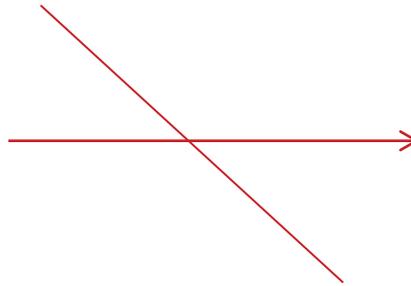
Access via authentication file



Access via PRODA



Changes to accessing the AIR site



Accessing AIR using PRODA – User Guides



Accessing AIR using PRODA for Individuals

 **USER GUIDE**

Version date: July 2020



Individual access



Accessing AIR using PRODA for Organisations

 **USER GUIDE**

Version date: July 2020



Organisation access

What are the benefits of delegating access?



- Nurses and support staff are unable to access the AIR site without being a delegate as they do not have a Medicare provider number.
- Delegating access allows these staff to access the AIR for these purposes and perform tasks on behalf of the delegating professional.

Allows nurses and support staff to:

- review a patient's immunisation history
- record overseas history onto AIR
- develop catch-up schedules
- print immunisation history statements
- edit immunisation encounters on behalf of the original immunisation provider
- follow-up patients due and overdue for vaccinations (using the AIR-010A Due/Overdue immunisation by provider report)

- All activity can be tracked by the delegate (My access history)
- The use of HPOS is governed by the AIR Act 2015, Privacy Act 1988 and HPOS Terms of Use

Setting up PRODA for Individuals



Step 1: All staff

Register for PRODA

Keep RA number and login details

Step 2: GP: Link provider number to services to show in HPOS (initial set up). AIR tile will now appear

Nominate a delegate **OR**

Nurse/practice manager: Login to PRODA – HPOS

Request delegations to AIR

- Each person will only be issued one PRODA account.
- The PRODA account will move with you wherever you are employed.
- You need to notify your employer of your RA (registration) number and surname so that they can delegate you permission to access services on behalf of the organisation or delegating health professional.
- You can be delegated by more than one organisation or health professional.



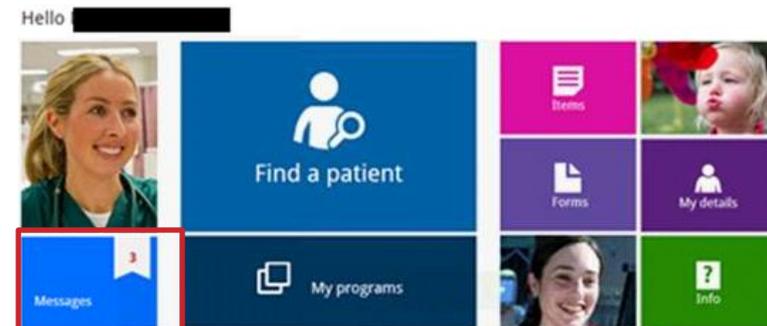
Q. Should practice nurses and practice managers acquire delegation from each GP in the practice they are working?

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?

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.

Further information: Services Australia (Managing delegations in HPOS)
<https://www.servicesaustralia.gov.au/organisations/health-professionals/services/medicare/hpos/resources/managing-delegations>



AIR Delegations



Edit existing delegation

You can set the delegation end date up to a period of 12 months.
Update the delegation end date, and click 'Confirm' to confirm the delegation change.
If you do not wish to continue, click 'Cancel'.

RA Number	Name	Delegation End Date
8595475767	████████ Delegate1	* 09/08/2021

Delegations Functions *		Deselect all
<input type="checkbox"/> Provider		
Find a patient	<input checked="" type="checkbox"/>	
My programs	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/> Messages		
My mailbox	<input checked="" type="checkbox"/>	
Statements and Subscriptions	<input checked="" type="checkbox"/>	
<input type="checkbox"/> Forms		
Secure Form Upload (For access, please select 'My mailbox' under Messages)		
Online Forms (For access, please select 'My mailbox' under Messages and 'Find a patient' under Provider)		
<input type="checkbox"/> My details		
Provider personal details	<input checked="" type="checkbox"/>	
My provider number details	<input checked="" type="checkbox"/> All	<input type="checkbox"/> Locations
Create new location	<input checked="" type="checkbox"/>	
<input type="checkbox"/> Claims		
Medicare	<input checked="" type="checkbox"/> All	<input type="checkbox"/> Locations
DVA	<input checked="" type="checkbox"/> All	<input type="checkbox"/> Locations
<input type="checkbox"/> Items		
MBS Items Online Checker	<input checked="" type="checkbox"/> All	<input type="checkbox"/> Locations
<input type="checkbox"/> Reports		
Medicare Bulk Bill	<input checked="" type="checkbox"/> All	<input type="checkbox"/> Locations
Medicare Patient Claim Webclaim	<input checked="" type="checkbox"/> All	<input type="checkbox"/> Locations
DVA Webclaim (For access, please select 'DVA' under Claims)		
Prescription Shopping Patient Summary	<input checked="" type="checkbox"/>	
DVA Patient Treatment (For access, please select 'Statements and Subscriptions' under Messages)		

Home > My providers

My providers

To act on behalf of a provider within HPOS, click 'Select' against the record.
To request new delegation, click 'Request delegation' button below.

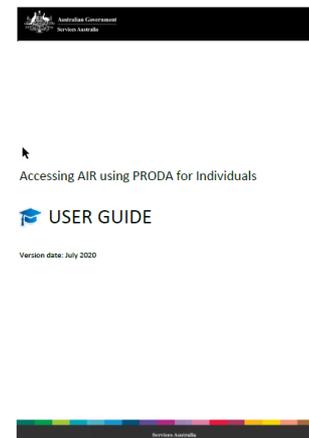
RA Number	First name	Last name	Delegation end date	Status	Action
████████	████████	████████	████████	Active	<input type="button" value="Select"/> <input type="button" value="Edit"/>

My delegation requests

Displayed below are your requests for delegation access. Approved requests will be displayed in the My providers table above.
A provider can change the delegation end date requested.
Requests expire in 14 days from the date the request was made. Expired requests will be removed from the table view below.

RA Number	First name	Last name	Delegation end date	Request status	Action
No records found.					

- Details available in the user guide

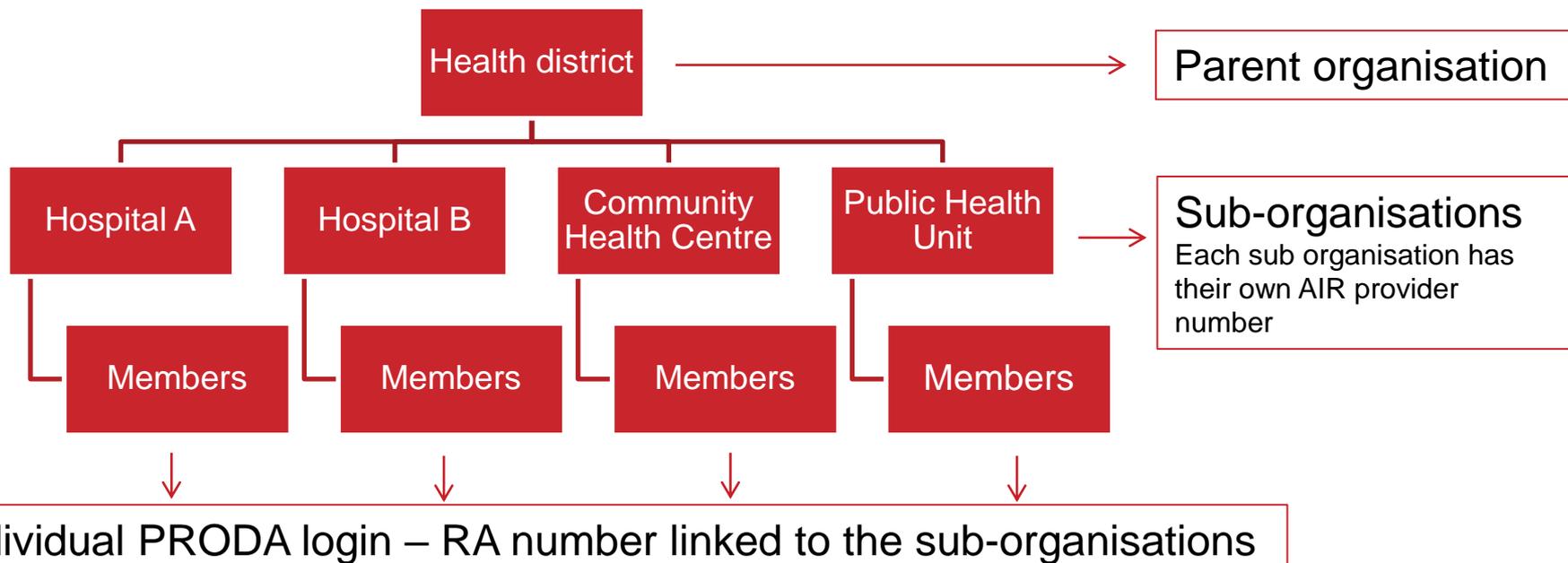


I work in a community clinic or public hospital, so how do I access AIR?

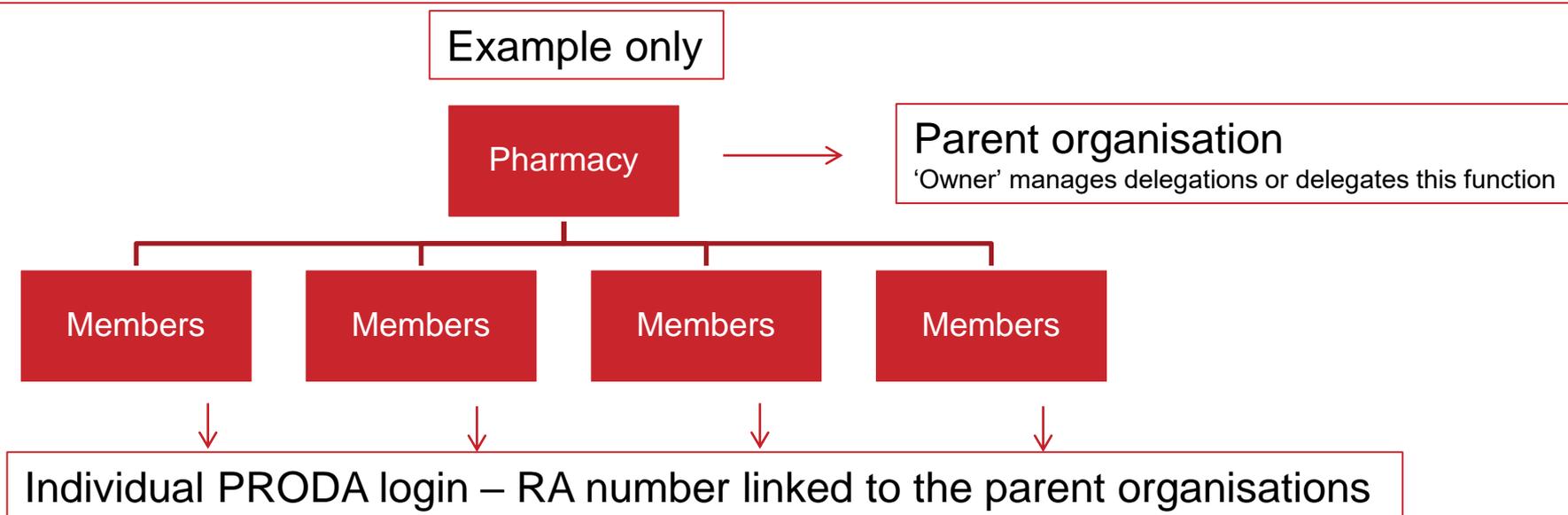


- Each state and territory health departments will be setting up their processes. Advice and processes regarding transition to PRODA will be provided by your relevant jurisdiction.
- Expected that organisations will set up a parent organisation with sub-organisations (models will be different depending on your organisation)

PRODA for Organisations example



I work in a pharmacy, so how do I access the AIR?



- Pharmacies need to register for PRODA for organisations and delegate appropriate staff at the pharmacy to access the AIR tile.
- Relevant staff need to register for PRODA and provide RA number to their pharmacy.
- All pharmacies providing immunisation services should be registered with AIR as an immunisation provider (IM004 form).
- Pharmacies can access the AIR secure site using the authentication file but this will be phased out.
- Pharmacies should be reporting all vaccination encounters to AIR; through software or AIR secure site

Setting up PRODA for Organisations



Step 1: Register for an Individual PRODA account

- Create an individual account
- Verify your individual proof of identity documents (or manual verification HW080)
- Receive your individual Registered Authority (RA) number

Step 2 Register your parent organisation PRODA account

- Create an Organisation account (authorised officer on ABR)
- Verify proof of ownership documents
- Receive your organisations Registered Authority (RA) number

Step 3 Create sub-organisation/s (optional)

Step 4 Link HPOS to your parent organisation

Step 5 Link AIR to your organisation and/o

Step 6 Link individual RA numbers to the c

The screenshot shows the Australian Government Services Australia website. The breadcrumb trail is: Home > Organisations > Business > Business payments and services > Provider Digital Access (PRODA) > How to register an organisation. The main heading is 'How to register an organisation'. Below the heading, it states: 'To access an available service on behalf of an organisation, you must register your organisation in PRODA.' There is a section titled 'on this page' with four links: 'Before you register', 'Step 1 – Register the organisation', 'Step 2 – Answer ownership questions', 'Step 3 – Verify the organisation email', and 'Step 4 – Set up your organisation functions'. The left sidebar shows a navigation menu with 'How to register an organisation' selected.

Need help with PRODA / HPOS / AIR?



PRODA	HPOS	AIR
<ul style="list-style-type: none">• Available services and programs• Linking PRODA to HPOS• Technical Requirements	<ul style="list-style-type: none">• Log on• HPOS delegations• Which services and programs are available• How to manage your details, access and delegations• Additional help topics, education modules, infographics and simulations	<ul style="list-style-type: none">• Access AIR Site• Payments, reports, data lodgement, immunisation history statements• Technical support
<ul style="list-style-type: none">• www.servicesaustralia.gov.au/proda• 1800 700 199• proda@servicesaustralia.gov.au	<ul style="list-style-type: none">• www.servicesaustralia.gov.au/hpos• HPOS Helpdesk 1800 700 199	<ul style="list-style-type: none">• www.servicesaustralia.gov.au/hpair• General enquiries: 1800 653 809• AIR Internet Help: 1300 650 039• air@servicesaustralia.gov.au

Key messages



- ✓ Keep your practice software up to date
- ✓ Send all immunisation data, for all individuals to AIR
- ✓ Check patient's history on AIR
- ✓ Register for PRODA
- ✓ Access the AIR via PRODA and HPOS

Resources



Enhancing data quality of vaccination encounters recorded in practice software and on AIR – tips and tricks

Why is data quality relating to vaccination encounters so important?

It is important that vaccination encounter data recorded on the Australian Immunisation Register (AIR) is accurate as this information is used for a range of purposes:

- supporting clinical decision making to ensure a person is appropriately vaccinated
- measuring immunisation coverage
- monitoring the effectiveness of vaccines and vaccination programs
- informing policy and research
- identifying any parts of Australia at risk during disease outbreaks
- assessing eligibility for Family Tax Benefit and Child Care Subsidy payments
- facilitating entry to childcare and school, for employment and travel.

Tips and tricks to enhance information accuracy

We have put together some tips and tricks to help providers minimise and identify errors in vaccination recording to ensure the information held on patient's records and on AIR is accurate.

Practice software

Software updates

- Ensure your practice software is using the latest version as well as downloading data upgrades. Review practice software release notes to check immunisation updates.
- Important updates occur when new vaccines are approved for use in Australia (e.g. Fluzed Quad) and when the National Immunisation Program (NIP) Schedule is changed.

Patient information

The patient information is matched on AIR using details held by Medicare.

- Encourage patients and parents to ensure Medicare has current contact details, that is, address, mobile phone number and Indigenous status recorded on Medicare.
- Ensure demographic details (including name, address, date of birth) are the same as those registered on Medicare, paying particular attention to spelling and hyphens. If the details do not match the Medicare Card details then the record will not be transmitted to AIR or AIR will create another record for the same patient.

Recording encounters

- Always use the 'Immunisation' tab within the medical software to record encounters - do not use free text to record any immunisation encounters in patient's notes. User guides and support is available from the various medical software companies.
- When recording a vaccine not included on the NIP, use 'Record other vaccine'
- Check correct vaccine name is selected (e.g. Infanrix versus Infanrix Hexa)
- Check dose (sequence) number is correct, particularly if the patient has received vaccinations at other immunisation providers

Enhancing data quality of vaccination encounters recorded in practice software and on AIR – tips and tricks | 15 June 2020

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www.ncirs.org.au



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Questions?



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