



CAIR2 Tips

Is your clinic entering doses into your EHR and again into CAIR2 (double data entry)?

Below are some possible reasons your clinic may be doing this and some possible solutions so that your clinic staff does not waste extra time entering doses into your EHR system and again into CAIR2.

1. EHR does not send doses quickly enough so clinic staff is entering doses manually so patient can leave with an updated 'Yellow Card'.
 - **Solution:** Print an immunization history report directly from your EHR rather than a 'Yellow Card' from CAIR2. An EHR immunization history report is acceptable for enrollment in California schools.
2. EHR is not sending 'historical' doses so staff enter them manually into CAIR2 so the record is complete.
 - **Solution:** Ask your vendor to set up your EHR to send complete patient histories each time you enter a new dose. That way all the vaccine doses that are in your EHR (including 'historical') will be sent to CAIR2. Several EHR senders are now doing this.
3. EHR connection is not working at all or inconsistently working.
 - **Solution:** Monitor your EHR submissions, either in your own EHR, or in CAIR2 using the 'Check Status' screen. Regularly checking your clinic's data exchange activity helps determine if there are connectivity issues and also ensures that your EHR continues to submit quality data to CAIR2. For instructions on how to use CAIR2's 'Check Status' screen, see this [video](#) or visit our [Data Exchange FAQs webpage](#). Contact the Data Exchange Team (CAIRDataExchange@cdph.ca.gov) for assistance if you discover that your EHR is not sending doses properly.
4. EHR is sending doses, but some are not being added to the patient record.
 - **Solution:** If you know that your EHR is connected and successfully submitting doses, a likely explanation is that some of your patients have duplicate records in CAIR2 and CAIR2 will not allow new doses to be added when such duplicate records exist. Please report duplicate patients by completing and emailing the CAIR Duplicate Correction Form (found on the [CAIR Forms webpage](#)) to CAIRHelpDesk@cdph.ca.gov so they can be merged.

If you have questions, please contact the CAIR Data Exchange Team at CAIRDataExchange@cdph.ca.gov for assistance.