

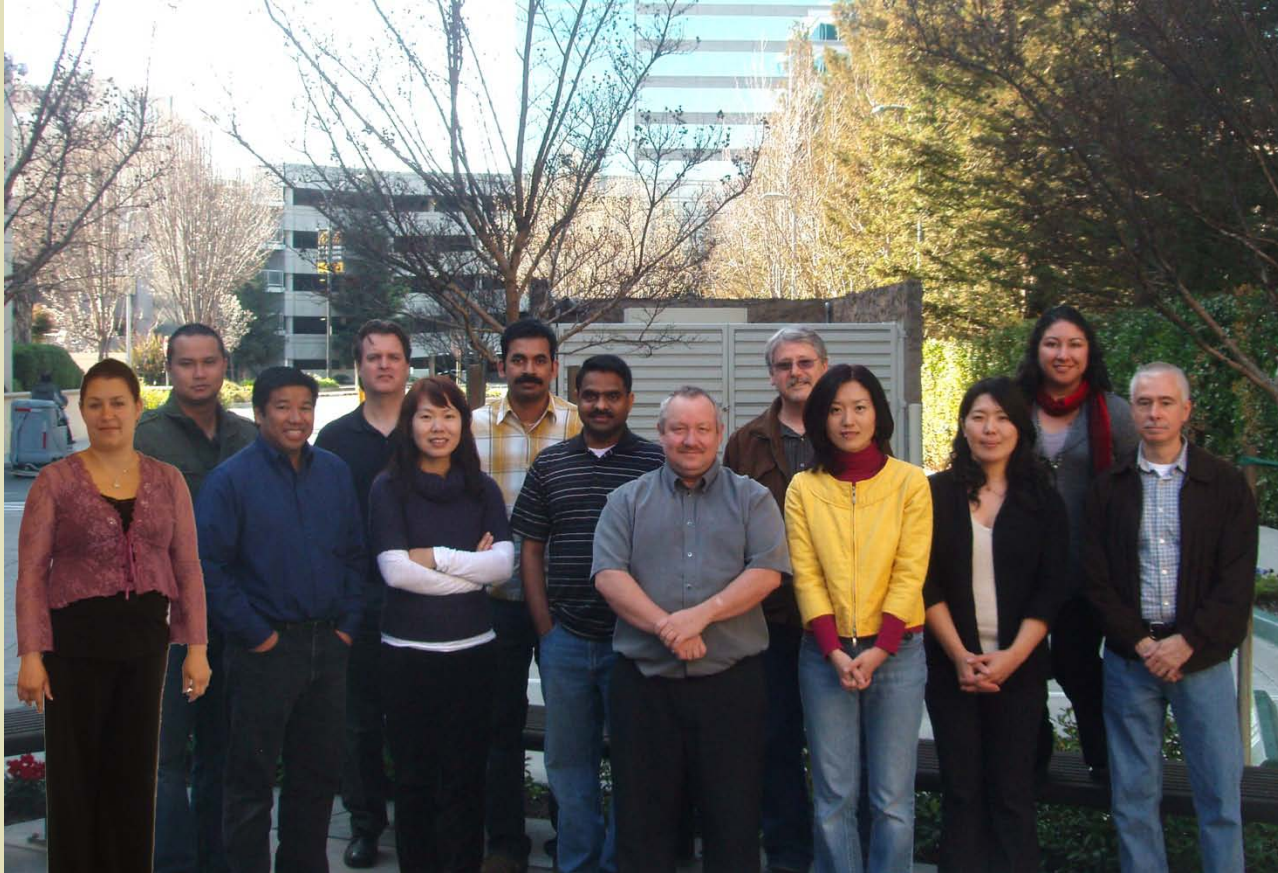
# The New CAIR Training and Refresher Modules

Presented by Cecilia Sandoval, MPH  
California Immunization Coalition Summit  
Los Angeles, CA  
Monday, April 18, 2011

# Overview

- CAIR Technical Staff
- Help Desk – 1<sup>o</sup> and 2<sup>o</sup> support
- CAIR Enrollment
- CAIR Forms
- CAIR Training Modules

# CAIR Technical Staff



# Help Desk

- 3 full-time staff – several layers of ‘back-up’ staff in case of volume
- Primary (1<sup>o</sup>) level support - phone or email
  - Answer user questions/assist users
  - Manage user accounts, including activation, inactivation, and access level changes for users
  - Document user complaints, e.g. issues with performance, software ‘bugs’ or errors, scheduling mistakes
  - Attempt to replicate/validate ‘issues’ using test environment
- Secondary (2<sup>o</sup>) level support
  - Software ‘bugs’ fixes, enhancements, algorithm tweaks, some hardware issues.

# Eligible Users

- Healthcare providers
- Schools
- Child care facilities
- Family child care homes
- WIC service providers
- Local and state health departments
- County welfare departments
- Health care plans

# CAIR Enrollment

- Request via email or telephone
- Local staff (if available):
  - Make contact , offer software demonstration.
  - Ask provider to complete 'Provider Agreement, 'Provider Account Form', and 'User Action' form to complete.
  - Create a Provider ID for the practice and User IDs for employees.
  - Set up a training to discuss confidentiality, patient disclosure, as well as demonstration and hands-on-training with the software (login, search, add immunizations, set up inventory, and run reports).
  - After 'go live', check on the new provider weekly for the first month (can use PSR tool), then on monthly basis until the office is comfortable with use of registry. Thereafter, check in every six months or annually.



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**Did you know?**

Every minute, 1200 CAIR users look up an immunization record!  
[Enroll Now!](#)

**Who participates in CAIR?**

Health care providers, schools, WIC offices, foster care, and day care centers across California.

**See who shares with CAIR! Click picture below.**



**Providers New to CAIR**

[How CAIR helps your practice](#)  
[How CAIR works with your EMR](#)  
[View CAIR Training Modules](#)  
[CAIR users speak out](#)  
[Enroll Now](#)



**Parents and General Public**

[Where's my immunization record?](#)  
[What do I need to know about CAIR?](#)



**CAIR Users**

[CAIR User Guides](#)  
[CAIR Forms](#)  
[Data Exchange Tech Support](#)  
[Download WinCASA and CoCASA](#)  
[Your CAIR Help Desk](#)



**Schools and Agencies**

[How CAIR helps schools and child care](#)  
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**What's New**

**New CAIR 'Tdap' Report available to Clinical Users!!** Login to CAIR to get a list of your school age patients who will need a dose of Tdap for school entry this fall!

Check out new [CAIR online training modules!](#)

**Stay up-to-date on HITECH Act** (Health Information Technology for Economic and Clinical Health)

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- [EHR Incentive Programs](#)

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# CAIR Forms

- **CAIR Access Agreement for Providers and Agencies**
- **CAIR Provider Account Form** – to open provider account
- **CAIR User Action Form** – to open or modify user accounts
- **CAIR Disclosure Letter for Parents and Patients** in English (PDF, WORD), Spanish (PDF, WORD), Hmong (PDF, WORD), Hindi (PDF), Chinese (PDF), Vietnamese (PDF), Armenian (PDF), Hindi (PDF), Korean (PDF, WORD), Punjabi\*(PDF), Russian \* (PDF), Arabic (PDF), Farsi (PDF), Japanese (PDF), Samoan (PDF), Tagalog (PDF)
- **Decline or Start Sharing/Information Request Form** in English, Spanish, Punjabi\* , Russian\* , Arabic, Farsi, Japanese, Korean, Samoan, Tagalog \**Interactive Forms-Require Adobe Acrobat 8*
- **School Consent Form (FERPA consent)**
- **CAIR Authorization To Release Healthcare Information**
- **CAIR Duplicate Correction Form**



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# CAIR Training Modules (Clinical Providers)

- If local staff not available or 'Limited' users, refer them to user guides and online training modules\* on [www.CAIRWeb.org](http://www.CAIRWeb.org):
  - Module 1: Getting Started with CAIR
  - **Module 2: Logging In/Resetting Password**
  - **Module 3: Patient Search**
  - **Module 4: Disclosing/Creating New Patients**
  - Module 5: Entering Immunizations and History for Clinical Providers
  - **Module 6: Entering Immunization History for Limited Clinical Providers**
  - Module 7: Entering Risks and Waivers
  - **Module 8: Setting Preferences**
  - **Module 9: Entering Inventory**
  - **Module 10: Inventory Reports**
  - **Module 11: Printing Reports**
  - Module 12: Reminder/Recall
  - **Module 13: Merging Patients**

\* Blue - completed, Black – soon



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# CAIR Training Modules (Non-Clinical Providers)

- Module 1: Getting Started with CAIR
- **Module 2: Logging In/Resetting Password**
- **Module 3: Patient Search**
- **Module 11: Printing Reports**

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Questions?