

SDIR is moving to CAIR2

FREQUENTLY ASKED QUESTIONS

The County of San Diego Immunization Unit is leading an effort to migrate the existing San Diego Immunization Registry (SDIR) to the California Immunization Registry (CAIR2) system. This document provides answers to frequently asked questions SDIR users may have regarding the CAIR2 system and transition activities.

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RECENTLY UPDATED:

- Training information
- Support for troubleshooting issues

TRANSITIONING TO CAIR2

Q: What is CAIR2?

CAIR2 is a secure, web-based system available to healthcare providers, including local health departments, community clinics, private medical offices, hospitals, and other approved agencies, such as schools, childcare facilities, and foster care.

CAIR2 aims to improve immunization services by providing a central location for healthcare providers and other approved entities to store and access a person’s immunization history. This includes documenting one’s complete immunization data and Tuberculosis test history; forecasting the immunizations that are due; generating official patient/student immunization documentation; and helping immunization providers manage their vaccine inventory, generate practice-level immunization reports, and conduct reminder/recall activities. This system plays an important role in immunization program management and implementation by improving the quality of immunization data and enhancing accountability and stewardship of public vaccine resources.

Q: Who manages CAIR2?

The California Department of Public Health (CDPH) manages CAIR2.

Q: Is there a cost to CAIR2?

There is no cost to participate in the CAIR2 system. However, your organization may have IT costs to migrate existing interfaces with the new system.

Q: How long will the transition take?

The transition to CAIR2 will be a gradual process in which current interfaces will be reconfigured and redirected to the CAIR2 system. The local system will fully transition to CAIR2 on **April 25, 2022**.

Q: What type of training and support is available during the transition?

The state will deliver multiple trainings to current SDIR providers before the transition date based on user access level (e.g., read only, regular, and power user). The trainings are instructor-led and web-based. After the transition to CAIR2, providers can register for regularly scheduled trainings by the CDPH.

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Q: When will the training be available?

The CDPH will reach out to users who have not taken the training. Information and instructions to register for the training will be given prior to the start of training.

Q: How will the County of San Diego Immunization Program support the CAIR2 transition?

The local Immunization Program will continue to communicate about the transition to CAIR2 with current SDIR users, including ways to prepare for the transition and available state training. The [SDIR webpage](#) will also be up to date with resources.

For any questions or comments, please contact the SDIR Help Desk at (619) 692-5656 or email sdir.hhsa@sdcounty.ca.gov

Q: How can providers and other agencies prepare for this transition?

Preparation will differ for providers who enter data directly into the system (i.e., GUI users) and those who send their data via data exchanges (i.e., interface users).

Please look out for emails from the CDPH at cair2@cdph.ca.gov. The County's local Immunization Program will also provide support. Please look out for emails from sdir.hhsa@sdcounty.ca.gov.

Q: When should providers and other agencies stop entering information in SDIR?

All providers and agencies will continue to utilize SDIR through the transition period until the scheduled go-live date of April 25, 2022.

Job aids, user guides, and a recorded training session will be made available to providers ahead of go-live. These *do not* serve as a stand-in for live, instructor-led training. All providers will be required to attend a formal training session to access to the CAIR2 system.

Q: What type of support is provided if users have technical issues?

Please see the following tips:

- Check your spam/junk/bulk e-mail folder for emails from CAIR2@cdph.ca.gov.
- Save CAIR2@cdph.ca.gov in your contacts.
- Anti-spam protection or other software filters sometimes block or label certain messages as junk, spam, or graymail. Please check with your IT department to address this issue.
- For log-in/credential issues, please email CAIR2 at CAIRHelpDesk@cdph.ca.gov, or call (800) 578-7889.

BENEFITS TO CAIR2

Q: How will providers benefit by using CAIR2?

CAIR2 will still provide the same functions of the previous immunization registry system, including automated routine vaccine scheduling, reports to help manage vaccine inventory and tracking of doses administered, and reminder and recall lists.

CAIR2 also offers several new features that will help clinics provide the best care for their patients:

- Consolidation of immunization records from all regional immunization registries across the state. This means that providers may access more complete immunization histories, even if a patient has visited multiple providers in different clinics and regions. Additional release forms are not needed.

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- Real-time [bidirectional data exchange](#).
- Faster patient lookups and reports. Providers no longer have to wait to provide updated yellow cards to patients since data sent to CAIR2 will appear within seconds.

COMPUTER REQUIREMENTS

Q: Do I need special software to access CAIR2?

CAIR2 is a web application. Internet connection and a web browser are required to access CAIR2. Downloading/installing special software or electronic health record (EHR) is not required. CAIR2 is accessible with PCs, Macs, and tablets using current internet browsers (Safari, Firefox, Chrome, Internet Explorer).

Q: Can I access CAIR2 on a mobile device?

Yes, CAIR2 is accessible from a mobile device. “Zooming in” is a helpful feature on mobile devices until the state develops a more usable mobile interface in the future.