

**Webinar Q&A:  
AIR Patient Lookup**

|   | <b>Question</b>                                                                                                                                                                                                                                  | <b>Answer</b>                                                                                                                                                                                                                         |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | I assume groups with multiple stores/owners can get away with digital signatures. They did allow this for customers using Go Bookings.                                                                                                           | Yes, Services Australia is accepting digital signatures on the HW027 form                                                                                                                                                             |
| 2 | Will the AIR provider number be specific to each pharmacist (ie. PRODA individual registration) or can all pharmacists use the pharmacy generic upload number as per influenza vaccines?                                                         | The pharmacy will need to enter the AIR Provider number the is specific to that pharmacy. All pharmacists will have access to this feature using the single AIR provider number.                                                      |
| 4 | Can I please ask if we can access the Minor ID now in Plus One?                                                                                                                                                                                  | PlusOne will provide the MinorID for each pharmacy in the Service Settings page of the Record Services section. The Service Settings page will be progressively available in pharmacies PlusOne account beginning on the 28th of May. |
| 5 | Does it need to be the pharmacy's owner that completes the hw027 form, or can it be a pharmacy employee?                                                                                                                                         | The details section and the signature on the form will need to be those of the person who is linked to the AIR Provider Number that is being submitted to Services Australia.                                                         |
| 6 | Can you report on patients over 50 years to invite?                                                                                                                                                                                              | Yes, the eligibility criteria for inviting patients is currently set at anyone over 50 years of age. This is based on the current guidelines for the Astra Zeneca vaccine and may change if required.                                 |
| 7 | What happens if I practice in multiple pharmacies? So to my understanding the HW027 form just needs filled in by pharmacy proprietor and when it is approved by Australia services any pharmacist who works for pharmacy can access AIR records? | Yes. Only one form needs to be submitted by each pharmacy and any pharmacist working at the pharmacy will have access to patient AIR records via PlusOne.                                                                             |
| 8 | Can a patient have both the APP & receive a paper record of vaccination                                                                                                                                                                          | Yes. If the patient has the app they will see a record of vaccination in the APP. The pharmacist may separately choose to print the paper record using the Patient Statement PDF.                                                     |
| 9 | Will the booking system recognise if there is a flu vaccination booking at the same time (to avoid pharmacies double booking patients when there is only one pharmacist administering vaccinations)                                              | Yes, if you are using one calendar for the same consultation room, then MedAdvisor can receive manage all types of vaccination bookings and therefore no double booking will occur.                                                   |

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| 11 | Will there be PPA claiming capabilities built into Plus One?                                | Yes, when the PPA release the integration pathway for software vendors to use, PlusOne will seamlessly submit claims for COVID-19 vaccinations to PPA.                                                                                                                                                            |
| 12 | Will we need to set up B2B device name and activation codes (information obtained in PRODA) | No. Only two steps are required when setting up AIR with PlusOne. 1. Enter your AIR provider number into the Service Settings page of PlusOne. 2. Submit the HW027 form with the MinorID provided in PlusOne. Any additional steps in PRODA or elsewhere are not required when using PlusOne for AIR integration. |
| 13 | The example AIR form given only has "Hep" as a vaccine. will it specify hep b or hep A?     | Yes, when using real data PlusOne will specify Hep A or Hep B.                                                                                                                                                                                                                                                    |