The purpose of this User Guide is to provide an overview of the California Immunization Registry (CAIR2) and how to use the features available to CAIR2 Regular users.

For sites using CAIR2 Data Exchange (DX) to send patient information directly to CAIR2 from your EHR/EMR: Most/all the information in this guide can be sent/updated in CAIR2 via your electronic Data Exchange files; therefore, you will not need to manually enter/update this information in CAIR2. If you are unsure ask your Manager.

For additional support, the following resources are available:

Local CAIR2 Representatives (LCRs): [https://cairweb.org/lcrs/](https://cairweb.org/lcrs/)

CAIR2 Help Desk:
- Phone: 800-578-7889
- Fax: 888-436-8320
- Email: CAIRHelpDesk@cdph.ca.gov

CAIR2 Website: [www.cairweb.org](http://www.cairweb.org)
Section I: Introduction

What is CAIR2?
The California Immunization Registry (CAIR2) is a secure web-based system available to health care providers including local health departments, community clinics, private medical offices, hospitals, pharmacies, long-term health care facilities as well as other approved organizations such as schools, childcare facilities, and foster care agencies. CAIR2 helps these providers/organizations track and update their patient/student/client immunization and tuberculosis (TB) records. CAIR2 is free-of-charge and managed by the California Department of Public Health (CDPH).

The goal of CAIR2 is to improve immunization services by providing a central location for health care providers and other approved organizations to store and access a person’s complete immunization and TB test history. Providers/organizations using CAIR2 can view patient/student/client immunization histories and immunizations due, generate patient reports (e.g., Yellow Card, Blue Card) and practice-level reports, conduct reminder/recall activities, and manage their vaccine inventory. CAIR2 helps providers to reduce missed opportunities, minimize administration of duplicate immunizations, and increases immunization coverage rates.

User Responsibilities
Information stored in CAIR2 is confidential. Inappropriate use or disclosure of information may result in civil and criminal penalties per Federal and State laws and termination of your and/or your agency’s rights to use CAIR2. As a CAIR2 user, you agree to read, understand, and abide by Section 120440 of the California Health and Safety Code and the following CAIR2 Confidentiality Policies:

- Use CAIR2 only for your assigned duties related to providing immunization-related services.
- Use CAIR2 only to find records for persons coming to your agency for services.
- Keep your CAIR2 user account and password confidential; do not share your account/password with anyone else. Employees needing access to CAIR2 are required to have their own account.
- Log-off from CAIR2 at the end of your shift or at any time when you leave your work area. Make sure other people cannot see the CAIR2 information on your computer screen.
- Keep the patient information you get from CAIR2 confidential. CAIR2 complies with federal HIPAA rules and California State law.
- Do not use your CAIR2 user account from a past job – ask your supervisor to transfer your account through the CAIR2 Account Update system.
- Understand that CAIR2 automatically tracks which patient/student/client records you open.

Disclosure Process for Patients/Parents
Before a patient’s immunization record can be entered into CAIR2, the patient or parent/legal guardian must be disclosed about CAIR2. Disclosure (giving the Registry Notice to the patient/parent) only needs to be done once. A patient is disclosed if they:

- Are given a copy of the CAIR2 Immunization Registry Notice to Patients and Parents (Registry Notice) to read, or the opportunity to read a CAIR2 Registry Notice poster that has been posted in the provider/agency waiting room and other visible areas.
- Have been given the opportunity to ask questions.
- Been told that they are allowed to decline to share their information in CAIR2 (i.e., have their record locked in CAIR2), and asked what their sharing preference is.
As a CAIR2 user, you must:

- Provide a copy of the CAIR2 Immunization Registry Notice to Patients and Parents (Registry Notice) to each patient whose information will be entered into CAIR2 to read. If the patient is under the age of 18, the Registry Notice must be given to the parent/legal guardian.
- Provide the patient with a printed copy if the patient requests a hard copy to keep. The Registry Notice should be printed in the patient/parent’s preferred language. Registry Notices in many languages are available on the CAIR2 website at https://cairweb.org/cair-forms/.
- Make sure that the patient/parent understands the information in the Registry Notice and has the opportunity to ask questions.

CAIR2 Posters

As an alternative to giving each patient/parent a copy of the Registry Notice to read, your clinic/agency may post official Registry Notice posters in the office waiting and exam rooms, visible to all patients whose information may be entered into CAIR2. Both the English and Spanish versions of the poster must be posted. The posters should be posted in areas to maximize the opportunity for patients/parents to read the information. The clinic/agency must give a paper copy of the Registry Notice to the patient/parent to keep if requested. Registry Notice posters are available from your Local CAIR2 Representative (LCR). Examples of the CAIR2 Registry Notice and Poster are below:

Sharing Process for Patients/Parents

A patient/parent has the right to decline to share their/their child’s information in CAIR2 with other CAIR2 providers. In this case, the patient’s information should still be entered into CAIR2, but the record must be locked. Locked records are only viewable by users at the site that lock the record. Other sites will have to ask the patient/parent if they can unlock the record. A patient/parent may change their mind at any time to share or decline to share their/their child’s record.

A patient’s/parent’s Sharing Status is documented in CAIR2 at the time the patient’s record is first created, and defaults to Share (unlocked) unless the setting is changed to ‘No’ in the dropdown field.
The sharing status must be updated and noted in CAIR2 any time the patient/parent changes their decision. CAIR2 clinical users (Regular or Inventory) can lock/unlock the patient’s record in CAIR2 directly by logging into CAIR2 and updating the Share fields on the patient’s Update Patient screen (See Patient Information). Changes to a patient’s Share/Decline to Share status can also be submitted to CAIR2 by sites participating in CAIR2 Data Exchange via their electronic submissions to CAIR2.

**Note:** The patient/parent does not need to complete a form to change their Sharing Status if the request is made in person. No phone requests to change sharing status are allowed. If your clinic/agency is unable to document/update a patient/parent’s Sharing Status in CAIR2 via the methods listed above, have the patient/parent go to [https://cairweb.org/cair-forms/](https://cairweb.org/cair-forms/) and complete an online request form to have the CAIR2 Help Desk lock or unlock their record.

**Information Request Process for Patients/Parents**
As described in the CAIR2 Registry Notice, patients/parents have the right to request to receive a copy of their/their child’s CAIR2 record and request to have errors corrected. They also have the right to receive a list of all providers/agencies that have viewed their/their child’s CAIR2 record. Refer patients/parents to the CAIR2 Help Desk to obtain this information: CAIRHelpdesk@cdph.ca.gov; 800-578-7889.

**Section II: Accessing CAIR2**

**To access CAIR2:**
1. Go to the CAIR2 Login screen at: [https://cair.cdph.ca.gov/](https://cair.cdph.ca.gov/).
2. Enter your CAIR2 Org Code, Username, and Password and click the **Login** button.

**Note:** Only the ‘Password’ field is case-sensitive.

**Additional Login/Account Information:**
- The first time you log into CAIR2, you will be asked to read and agree to the Security Notification, change your Password, and enter answers to Security Questions.
  **Note:** If you have issues logging in the first time, you must contact the CAIR2 Help Desk. The ‘Forgot Password?’ button will not work the first time you are logging into CAIR2.
- If your email address has not been entered you will be prompted to enter it.
- If you forget your password, click the **Forgot Password?** button on the Login screen and answer security questions to reset your password.
- Passwords must be changed every 90 days; the system will prompt you to change your password.
- You will be automatically logged out after 30 minutes of inactivity.
- Your user account will be automatically inactivated after 90 days of inactivity; your supervisor must then request to re-activate your account by contacting the CAIR2 Help Desk.
- For additional information, refer to the [CAIR2 Login and Account Management Guide](#).
**Section III: Navigating in CAIR2**

Once you log into CAIR2, the ‘Home Screen’ will display. It contains Announcements (new information about CAIR2) and Release Notes (information about bug fixes and enhancements to CAIR2). If your site is using the CAIR2 Inventory feature, the ‘Home Screen’ will list vaccine lots that your site’s Inventory (Power) user(s) has entered into CAIR2 that have expired, are due to expire soon, or are running low on doses remaining. Your site’s Inventory (Power) user(s) manage the setting for these alerts.

### Home Screen

![Home Screen](image)

On every page in CAIR2, the following information/navigation sections will display:

- **Menu Bar**: This section is located at the top of the screen. It contains the following options:
  - **Home**: Returns you to the CAIR2 ‘Home Screen’ from anywhere within the CAIR2 system.
  - **Manage Access/Account**: Allows you to update your user account information (e.g., contact information, password, security questions).
  - **Forms**: Hyperlinks for printing blank forms and support documentation.
  - **Related Links**: Hyperlinks to other immunization-related websites.
  - **Logout**: Logs you out of CAIR2.
  - **Help Desk**: Displays contact information for the CAIR2 Help Desk.
  - **‘Light Bulb’ Icon**: Displays information/help about what is located on that specific screen.

- **User Confirmation Bar**: This section is located directly beneath the ‘Menu Bar’, highlighted in yellow. It displays your clinic/agency’s Name, your First and Last Name, and your User Role (access level).

- **Menu Panel**: This section appears in blue on the left side of the screen. It contains links to the CAIR2 features applicable to your CAIR2 user role.

**Section IV: Searching for Patients**

To search for a patient in CAIR2:

1. Click the **patient search** link underneath the ‘Patients’ header in the left blue Menu Panel.
The ‘Patient Search Criteria’ screen will display.

2. Search for the patient **at least three times** by entering two pieces of information each time in the ‘Search by Patient’ section. We recommend:
   - Last Name and First Name
   - Last Name and Birth Date
   - First Name and Birth Date

   A wildcard search can also be used in the name fields – enter at least the first 3 letters of the last name and/or at least the first 2 letters of the first name with a second field (e.g., Birth Date). This is good for finding patients with unique and hard-to-spell names.

   **Note:** When searching using first and/or last names, CAIR2 ignores spaces, apostrophes, and hyphens.

   You can also search using one of the following fields:
   - **Medical Record Number (MRN):** The patient’s MRN associated with your clinic/agency.
   - **CAIR ID:** The patient’s unique CAIR2 ID number.

3. Click the **Find** button. Results that match your search criteria will display at the bottom of the screen.

   **Note:** If too many possible matches are returned, the message “xxxx patients were found, please refine your search criteria to limit your patient list” will display. Narrow down your search by adding more information in the search fields, and then click the **Find** button to search again.

4. Look closely at all of the information that displays to find the correct patient.

5. Click on the hyperlink of the patient’s **Last Name** to view the patient’s record.

   **Note:** If a patient’s CAIR2 record is locked, the pop-up message below will appear indicating that you are not authorized to view this patient’s record:
If the patient/parent is physically present (verbal consent over the phone is not allowed) and gives you approval, you can click **OK** to open the record. If not, you must click **Cancel** and the record will remain locked. If the patient/parent is not physically present, they can submit a request directly to CAIR2 to unlock their record via [https://cairweb.org/cair-forms/](https://cairweb.org/cair-forms/).

**Section V: Viewing/Editing Patient Information in CAIR2**

Once you open a patient’s record, the ‘Update Patient’ screen will display – here you can view and update patient demographic, contact, and other information.

**Note:** It is important to verify you’ve opened the correct patient’s record before making any changes.

![Update Patient Screen]

**Note:** You can make changes or add information in each section (tab) for fields that are not greyed out.

A. **Buttons:** There are four buttons at the top right of the ‘Update Patient’ screen which allow you save information you have added/changed on this screen as well as navigate to other screens in CAIR2. The buttons are:

- **Save:** After you add/update any information in any section of the ‘Update Patient’ screen, you should always click the **Save** button. A “Patient record successfully saved” message will display in red at the top of screen to indicate that your changes have been saved.
- **History/Recommend:** This button takes you to the ‘History/Recommend’ screen where you can view the patient’s immunization history and recommendations for needed immunizations.
- **Reports:** Allows you to print Patient Reports (See Section XIII).
- **Cancel:** Takes you back to the ‘Patient Search Criteria’ screen where you can search for another patient.

B. **Personal Information:** This section allows you to view and update the patient’s basic demographic information. Required fields have blue font and an asterisk (*) next to them. The required fields are: Last Name, First Name, Birth Date, and Gender.
**Note:** The row below the ‘Mother’s First Name’ field tells you which clinic/agency last updated the patient’s record and the date it was updated.

Adding additional identifiers helps prevent the creation of duplicate records and assists with differentiating between patients with similar information. These fields are not required but are important and the information should be entered if you have it. These include:

- **Middle Name and Suffix**
- **Mother’s Maiden Last Name:** If you don’t know the maiden last name, leave it blank.
- **Mother’s First Name:** Very important to add if you have it.
- **Medical Record Number (MRN):** If your site has an internal MRN for the patient and has entered it into CAIR2, it will display here and be greyed out (See [Organization Information](#) on entering an MRN).

Other optional fields include:

- **Medi-Cal ID, Birth Country, Birth State, and Birth County**
- **Birth Order:** This field indicates if the patient is part of a multiple birth (such as twins, triplets etc.). Leave this blank if the patient is a single birth (i.e., not a twin, triplet, etc.).

**C. Additional Tabs (sections):** The ‘Update Patient’ screen contains seven additional tabs (sections). Each are described below. To access each tab, click on the arrow for the tab you want to open. Once you have finished, you can collapse that tab by clicking on the arrow again. If you make changes in a section, remember to click the **Save** button before moving to the next section to ensure your changes are saved.

**a) Patient AKA:** This section allows you to add, remove or update a patient’s AKA (i.e., ‘Also Known As’ name). The AKA can be used to search for a patient by an alternate name, such as a nickname or recently changed name and will also display in the search results.

- **To add an AKA:** Enter the patient’s AKA in the ‘Last Name’ and ‘First Name’ fields (required), and then click the **Add AKA** button. Click the **Save** button at the top of the screen.
- **To remove an AKA:** Click the checkbox under the ‘Remove AKA’ button, and then click the **Remove AKA** button. Click the **Save** button at the top of the screen.
b) **Organization Information:** This section allows you to add or change information about the patient that pertains to your specific clinic/agency. Some of the fields can impact whether the patient displays in your site’s CAIR2 reports.

- **Status:** Patients set as ‘Active’ will display in your site’s CAIR2 reports; if set to ‘Inactive’, the patient will not be included in reports. It is important to inactivate patients who are no longer coming to your site for services to ensure your reports are accurate. See the [CAIR2 Guide to Using Manage Patient Status](#) for more information on inactivating groups of patients at the same time instead of individually.
- **Provider-PCP:** We are not using this field at this time – leave it blank.
- **Tracking Schedule:** The tracking schedule determines the vaccine recommendations you see in CAIR2 for the patient. This field defaults to the Advisory Committee of Immunization Practices (ACIP) recommended schedule, but you can choose another schedule in the drop-down menu.
- **Allow Reminder and Recall Contact?** Choosing ‘No’ in this field will remove the patient from Reminder/Recall reports your site runs if the patient/parent has indicated they do not want to receive Reminder/Recall notices.
- **Last Notice:** A date will appear here if the patient was included in a Reminder/Recall report generated by your site. The date indicates the date of the Reminder/Recall report.
- **Medical Record Numbers:** Allows you to add or remove a Medical Record Number (MRN) if your site has an MRN for the patient. The MRN is only viewable and searchable by users at your site.

  - To add an MRN: Enter the information in the ‘Medical Record Number’ field, and then click the **Add Medical Record Number** button. Click the **Save** button at the top of the screen.
  - To delete an MRN: Click the checkbox to the left of the ‘Medical Record Number’ and then click the **Remove MRN** button. Click the **Save** button at the top of the screen.

**Note:** You can designate one MRN as the ‘Primary’. This MRN will display in the ‘Personal Information’ section at the top of the screen. To do this, click on the radio button under the ‘Primary’ column next to the MRN you want to designate. Click the **Save** button at the top of the screen.
c) **Patient Information**: This section allows you to view, add, or update information about your patient that is not included in the ‘Personal Information’ section. Some of the information included in this section can impact whether other sites using CAIR2 can view the patient’s record.

- **Race and Ethnicity**: Adds information about patient’s Race and Ethnicity.
- **CAIR ID**: This is the patient’s unique CAIR2 ID number. It is greyed out and cannot be changed.
- **School and Occupation**: We are not using these fields at this time – leave them blank.
- **Patient Disclosure**: Shows the date and clinic/agency that conducted CAIR2 disclosure with the patient. Once documented, these fields are greyed out and cannot be changed.
- **Patient Sharing**: Tells you whether the patient/parent is allowing the sharing of their/their child’s CAIR2 record with other clinics/agencies using CAIR2. The patient/parent can request to have their sharing status changed at any time.
  - If the ‘Sharing Status’ is set to ‘Yes’, the record is unlocked and viewable by other clinics/agencies using CAIR2.
  - If the ‘Sharing Status’ is set to ‘No’, the record is locked and only users at the clinic/agency that locked the record can view it.

**Note**: See [Disclosure Process for Patients/Parents](#) and [Sharing Process for Patients/Parents](#) for more information.

d) **Address Information**: This section allows you to view, add, and update address and other contact information for the patient. This information also helps distinguish between patients with similar names and dates of birth. Adding Phone and Email information is very helpful for Reminder/Recall efforts.

**Note**: You MUST add a new ‘Start Date’ BEFORE updating the address. This is to ensure the old address is also retained in CAIR2 to help distinguish between patients. Click on the [view Patient Address History](#) link to see previous addresses recorded for the patient.
e) **Responsible Persons**: This section allows you to add, update, and remove multiple responsible persons for your patient in CAIR2 (e.g., parents, legal guardians, etc.).

- **To add a Responsible Person:**
  - If there are no Responsible Persons listed yet, then enter the ‘Last Name’, ‘First Name’, and ‘Relationship’ (required) and any other information you have. Then click the **Apply Changes** button and their information will be listed under the ‘Responsible Person listing’. Click the **Save** button at the top of the screen.
  - If there is already a Responsible Person(s) listed, to add another one, click the **Add New** button and then follow the steps mentioned above.

- **To update an existing Responsible Person’s information**: Under the ‘Responsible Person listing’ locate the Responsible Person you would like to make changes to and click on the radio button under the ‘Review’ button next to their name. Then click the **Review** button. Their information will display for you to update. Click the **Apply Changes** button when you are done. Click the **Save** button at the top of the screen.

- **To remove a Responsible Person**: Under the ‘Responsible Person listing’ locate the Responsible Person you would like to remove and click on the check box under the
‘Remove’ button next to their name. Then click the **Remove** button. Click the **Save** button at the top of the screen.

**Note:** You can designate one Responsible Person as the ‘Primary’. This person’s information will display when you open this tab. To do this, click on the radio button under the ‘Primary’ column next to the person you want to designate. Click the **Save** button at the top of the screen.

**f) Patient Comments:** This section allows you to view, add, and delete medical information about the patient that could impact future vaccination recommendations.

Comments can be selected from the drop-down list (ordered alphabetically) and include: anaphylactic reactions, chronic diseases, underlying medical conditions, titer test results noting immunity, history of disease, and patient refusals/deferrals of immunization (See example of the first half of the list below).

**Note:** Some Comments impact the future vaccination recommendations for the patient, and some do not (See **Vaccines Recommended by Selected Tracking Schedule**).

Below is a partial list of Patient Comments available for selection:

- To add a new Patient Comment:

  1. Select the Comment to be added in the ‘Patient Comment’ drop-down list. **Note:** Only medically diagnosed and documented conditions should be added.
  2. Enter a ‘Start Date’ (required). An ‘End Date’ is not required, and some Comments do not allow an end date to be entered. End Dates have no impact on future vaccination recommendations.
  3. Click the **Add Comment** button.
4. Click the **Save** button at the top of the screen to save your entry.

5. After you've saved the Patient Comment, check to see if the vaccine recommendations have been impacted by clicking on the **History/Recommend** button at the top of the screen and view the ‘Vaccines Recommended by Selected Tracking Schedule’ (See [Vaccines Recommended by Selected Tracking Schedule](#)).

- **To Remove a Patient Comment:** Check the box next to the Comment under the ‘Patient Comment listing’ and click the **Remove** button. Click the **Save** button at the top of the screen.

![Patient Comments Table]

### g) Patient Notes

Patient Notes is a free-text field where you can add additional information that is important when providing immunizations to the patient (e.g., Patient is afraid of needles). Patient Notes are viewable by all other CAIR2 users. Once you have entered the note, click the **Save** button at the top of the screen.

**IMPORTANT NOTE:** *Patient Notes should not be used for sensitive/confidential medical information.* Once entered and saved, a Patient Note cannot be edited or deleted.

![Patient Notes]

### Section VI: Viewing Information in the History/Recommend Screen

The History/Recommend screen includes the patient’s immunization history and recommendations for shots that are due according to the current ACIP immunization schedule. Reviewing the patient’s immunization history and vaccine recommendations in CAIR2 helps to prevent missed immunization opportunities.

To go to the ‘History/Recommend’ screen, click the **History/Recommend** button in the ‘Update Patient’ screen (See [Section V](#)).
The ‘History/Recommend’ screen will default to the ‘Immunization History’ tab, and contains the following sections (each section is described below):

- **Patient Information**
- **Links to the ‘Immunization History’ and the ‘TB Test History’ tabs (Note: We do not cover the TB Test History tab in this guide. For more information, see the CAIR2 TB User Guide)**
- **Navigation buttons**
- **Immunization Record**
- **Vaccines Recommended by Selected Tracking Schedule**

### A. Patient Information

**Note:** Information in this section is not editable. To edit the information, go to the ‘Update Patient’ screen (See **Section V**). This top section shows:

- **Patient Information:** Contains basic patient demographic and contact information.
- **Comments:** Lists in red any contraindications, immunity, or refusals that have been documented in the patient’s record (See **Patient Comments**).
- **Current Age**: The dark blue bar tells you the age the patient is today.
- **Patient Notes**: Alerts you if there is a Patient Note saved in the record.

### B. Immunization History Tab
This tab allows you to see the patient’s immunization history as well as shots that are due. The row of buttons under the ‘Immunization History’ tab allows you to navigate to different screens where you can add shots given, edit patient information, and print the patient’s shot record/reports:

<table>
<thead>
<tr>
<th>Immunization History</th>
<th>TB Test History</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add New Imms</td>
<td>Add Historical Imms</td>
</tr>
<tr>
<td>Edit Patient</td>
<td>Reports</td>
</tr>
<tr>
<td>Print Record</td>
<td>Print Confidential Record</td>
</tr>
</tbody>
</table>

- **Add New Imms**: Allows you to add new immunizations given to the patient in their CAIR2 record (See Section VIII).
- **Add Historical Imms**: Allows you to add historical shots that were given to the patient in the past in their CAIR2 record (See Section VII).
- **Edit Patient**: Takes you back to the ‘Update Patient’ screen where you can make changes to the patient’s demographic information (See Section V).
- **Reports**: Allows you to print different patient-level reports (See Section XIII).
- **Print Record**: Allows you to print an exact copy of the ‘History/Recommend’ screen.
- **Print Confidential Record**: Allows you to print a copy of the ‘History/Recommend’ screen excluding any contact information (e.g., address/phone number) and any recorded Patient Comments.

### C. Immunization Record
This section of the ‘Immunization History’ tab includes information about the immunizations the patient has already received. Shots are listed by Vaccine Group in alphabetical order. Each column provides information about the specific immunization that was given (described below):

- **Vaccine Group**: The vaccines are listed in alphabetical order. If the patient received a combination vaccine (e.g., Pediarix), the shot will appear within each vaccine group for the components included in the combination vaccine (e.g., for Pediarix, the shot will appear within the DTaP, Hep B, and Polio Vaccine Groups).
- **Date Admin**: Shows the date the shot was administered. You can click on the hyperlink to see the series information for that vaccine as well as other information. To see the age of the patient at time of vaccine administration, hover your cursor over the link but do not click on it.
- **Series**: Shows where that shot counts in the series. If ‘NOT VALID’ or ‘SUBPOTENT?’ is displayed, you can click on the **Date Admin** hyperlink for that shot to view an explanation. If the field is blank, that means an extra shot in the series was given but is allowed by the ACIP recommendations.
- **Vaccine [Trade Name]:** Shows the vaccine components and Trade Name for that immunization.
- **Dose:** Shows if the amount of vaccine given to the patient was a Full (standard) dose, or if less or more than the standard dose was given. If this column is blank, then the shot was entered as a historical dose and it should be assumed the dose was given as a full dose.
- **Owned?:** Shows which site entered the shot into CAIR2. It is not necessarily which site gave the shot. If it is blank that means your site entered the shot. For example, if it is a historical shot and your site entered it into CAIR2, then it will show your site as the ‘owner’, even if your site did not give that shot. If it says ‘No’, then your site did not enter the shot and you can click on the No hyperlink to see which site did and their contact information.
- **Reaction:** Shows if a reaction has been documented for this shot. The entire row will also appear in red text. You can click the red Yes hyperlink in this column to see a description of the reaction (See Section X).
- **Hist?:** Will indicate a ‘Yes’ if the dose was transcribed into CAIR2 as a Historical shot (e.g., from a Yellow Card). If it was an administered dose, this column will be blank (See Section VII).
- **Edit:** Allows you to add/edit information about the shot (See Section IX).

### D. Vaccines Recommended by Selected Tracking Schedule

This section of the ‘History/Recommend’ screen displays which vaccines are currently recommended for the patient. Vaccines that are due/overdue are highlighted in green. Use of this feature is explained in more detail in Section VIII. If a shot series has been completed, it will show ‘Complete’. If a vaccine is not recommended (e.g., based on a Patient Comment that has been entered for the patient) it will show ‘Contraindicated’.

<table>
<thead>
<tr>
<th>Vaccines Recommended by Selected Tracking Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select</td>
</tr>
<tr>
<td>--------</td>
</tr>
<tr>
<td>DTaP</td>
</tr>
<tr>
<td>HepA</td>
</tr>
<tr>
<td>HepB</td>
</tr>
<tr>
<td>MMR</td>
</tr>
<tr>
<td>Polo</td>
</tr>
<tr>
<td>Varilive</td>
</tr>
</tbody>
</table>

**Note:** The vaccine recommendations will be based on the tracking schedule that was selected for the patient (See Organization Information).

### Section VII: Adding Historical Immunizations

Historical Immunizations are doses that were administered to the patient in the past. These are often brought in by the patient/parent on an immunization record (e.g., Yellow Card) or are in your EHR/EMR and should be entered into the patient’s CAIR2 record if they are not already in there.

It is important that all past immunizations the patient has received be entered into CAIR2, so that the recommendations for future immunizations are accurate. **Note:** See the Guide to Adding Historical Immunizations for more detailed instructions for adding Historical Immunizations.

### A. Entering Single Historical Shots

1. Click on the Add Historical Imms button in the ‘Immunization History’ tab.
2. On the screen that displays (see below), scroll down to the second half of the screen and look for the ‘Enter Historical Immunizations’ section. The vaccine groups you can choose from are listed in the left-hand ‘Immunization’ column in alphabetical order.

3. Enter the date the vaccine was given in the ‘Dose 1’ field next to the vaccine (See DTaP example below). The date requires MM/DD/YYYY format.

   **Note:** You can put the date into the ‘Dose 1’ column even if this isn’t the first dose of that vaccine the patient has received. CAIR2 will automatically insert it as the correct dose in the series. For example, if the patient already had the first dose of DTaP recorded in CAIR2 and you are recording the second dose, you can enter it in the ‘Dose 1’ field; CAIR2 will automatically count it as the second dose in the series based on the date the patient received the vaccine.

4. If you have additional doses of the same vaccine to record (e.g., more than one DTaP), enter them in the columns listed (e.g., Dose 2, 3, etc.).

   **IMPORTANT NOTE:** If you know the Trade Name of the vaccine (e.g., Daptacel), you should add it using the ‘Add Details’ button before saving the vaccine dates (See subsection B below). This is very important, especially for combo shots and single vaccines that have different vaccination schedules.

5. Click the Save button at the bottom of the screen when you are finished.

**B. Entering Historical Combination (Combo) Shots**

   **Note:** When entering a historical combo shot (e.g., Pediarix, Pentacel) it is very important to include the Trade Name using the ‘Add Details’ button. This is because different vaccines have different schedules (e.g., Pediarix is a 3-dose series, whereas Pentacel is a 4-dose series). If you don’t add the Trade Name, CAIR2 will not know which vaccine series it is, and future shot recommendations will not be accurate:

   1. Enter the date of the shot in the ‘Dose 1’ field for **only one of the components of the vaccine.** For example, Pediarix is a combination of DTaP, HepB, and Polio. You can enter the date of the shot in just the DTaP box (see screenshot below).
   
   2. Then click on the **Add Details** button at the bottom of the screen.
3. On the screen that appears, scroll down to the ‘Enter Historical Immunization Details’ section and select the **Trade Name** (e.g., PediariX).

![Image of Enter Historical Immunization Details]

**Note:** You can also use the ‘Add Details’ button to add other info if you have it (e.g., Lot Number and name of provider that gave the shot).

4. Click the **Save** button. You will then be taken back to the ‘History/Recommend’ screen. The shot information for each antigen in the vaccine will be automatically added to the patient’s shot record and will include the associated Trade Name.

![Image of Immunization Record]

**Section VIII: Reviewing Recommendations and Entering New Shots**

**A. Adding New Shots Using the Vaccines Recommended by Selected Tracking Schedule**

New shots are administered vaccine doses that your site gave to the patient. Shots that are due or can be given today and count as valid will show in the ‘Vaccines Recommended by Selected Tracking Schedule’ section (See [Vaccines Recommended by Selected Tracking Schedule](https://example.com/)).

This section will only list vaccines that are part of the patient’s selected tracking schedule’s recommendations. You can view and modify the patient’s selected tracking schedule in the ‘Organization Information’ tab (See [Organization Information](https://example.com/)).

![Image of Vaccines Recommended by Selected Tracking Schedule]
The columns in this section ordered left to right include:

- **Select**: Check the boxes for the immunizations your site gave and need to enter today.
- **Vaccine Group**: Listed in alphabetical order.
- **Vaccine**: Lists the vaccines in the group.
- **Earliest Date**: Lists the earliest date the vaccine can be given and count as a valid shot.
- **Recommended Date**: The recommended date the shot should be given, which is determined by the selected tracking schedule (includes the 4-day grace period).
- **Past Due Date**: Notes the date that the patient is past due for the immunization.

Any vaccine that is due or overdue per the tracking schedule will have its Vaccine Group column highlighted in green. If a vaccine is contraindicated, or the patient has aged out of that schedule, it will be noted in the ‘Recommended Date’ column and the row for that vaccine group will be greyed out. The checkbox in the ‘Select’ column will also be removed for that vaccine group.

According to the example (screenshot) above, the patient is overdue and should receive today the following vaccines: Heb B, Polio, Tdap, and Varicella. The patient can also receive a Flu shot and have it count as a valid dose. The patient has aged out of the schedule for PneumoConjugate, so should not receive another dose of this vaccine. MMR is contraindicated so the patient should not receive this vaccine.

a) **To select and enter new shots per the tracking schedule (for sites **USING** the CAIR2 Inventory Feature):**

1. Select the checkbox in the ‘Select’ column for the shots you want to enter.
   
   **Note**: If you are entering a Combo shot (e.g., Pediarix), you only need to mark the checkbox for one of the components of the vaccine. For example, Pediarix is a combination of DTaP, HepB, and Polio. You just need to select the checkbox next to the ‘DTaP’ vaccine group (see screenshot below). You will be able to select ‘Pediarix’ on the screen that follows.

2. Click on the **Add Selected** button in the bottom right corner of the screen.
3. On the screen that appears, scroll down to the ‘Enter New Immunization’ section.

   ![Image of the 'Enter New Immunization' section]

**Note:** If your clinic is using the Inventory feature in CAIR2, shots you enter will deduct doses from your site’s CAIR2 inventory. For this to work, make sure the ‘From CAIR Inventory’ box is checked. Once the box is checked it will default to that setting going forward. For more information about using the CAIR2 Inventory feature, refer to the [CAIR2 Inventory User (Power) Guide](#). If your site is not using CAIR2 Inventory feature, follow the steps in subsection b) below.

4. **Date Administered:** This field will default to today’s date. If the shot(s) were administered on a different date, make sure to enter/select the correct date.

5. Select each blank field in the ‘Enter New Immunization’ section for each shot given:
   - **Immunization:** This field will auto-populate with the selected vaccine if you have that vaccine in your CAIR2 inventory.
   - **Vaccine Eligibility:** You must record the patient’s eligibility status in the Vaccine Eligibility drop-down before choosing the lot number in the Trade Name/Lot Number/Funding Source field.
   - **Trade Name-Lot #-Funding Source-Exp Date:** Choose the lot number from the drop-down list for the vaccine you gave the patient. Only those lots available in your CAIR2 inventory for the selected funding source will display. If you do not see that lot number listed, check with your site’s Inventory Manager (Power User) – do not select a lot number from the drop-down field that you did not give to the patient.
   - **Administered By:** Choose the Shotgiver name from the drop-down list. If not shown, have your supervisor submit an Account Update request to have the Shotgiver name added.
   - **Body Site:** Record the injection site by choosing from the drop-down list in this field.
   - **Route:** Record how the shot was given by choosing from the drop-down list. For certain vaccines, this field may auto-populate with the most commonly used route.
   - **Dose:** If you administered more or less of the standard dosage (i.e., a partial dose), you can record this in the ‘Dose’ field.

6. Verify you have entered the correct information in the required fields, and then click the **Save** button. You will be taken back to the patient’s ‘Immunization Record’.

   **b) To select and enter new shots per the tracking schedule (for sites NOT Using the CAIR2 Inventory Feature):**
   1. Follow the first two steps in subsection a) above.
2. On the screen that appears, scroll down to the ‘Enter New Immunization’ section.

Note: Since your site is not using the CAIR2 Inventory feature, the ‘From CAIR Inventory’ box should not be checked.

3. Enter/select each blank field in the ‘Enter New Immunization’ section for each shot given as mentioned in subsection a) #4-5. Note: You will need to type in the ‘Trade Name’ and ‘Lot #’ fields manually.

4. Verify you have entered the correct information in the required fields, and then click the Save button. You will be taken back to the patient’s ‘Immunization Record’.

B. Entering New Shots Using the Add New Imms Button
You may need to enter shots that are not shown in the ‘Vaccines Recommended by Selected Tracking Schedule’ section such as non-routine immunizations (e.g., Rabies, Meningococcal B). These shots can be entered into CAIR2 using the ‘Add New Imms’ button.

**Note:** Once you record the first dose of the vaccine in CAIR2, future doses of the vaccine will be recommended in the ‘Vaccines Recommended by Selected Tracking Schedule’ section.

1. To add a new shot, click on the Add New Imms button in the in the ‘Immunization History’ tab.

2. On the screen that appears, scroll down to the ‘Enter New Immunization’ section. Note: You can enter several shots at the same time on this screen.

3. Enter/select the information in the following fields as mentioned in in subsections a) and b) above, depending on whether your site uses the CAIR2 Inventory feature or not. Note: You will need to select the vaccine group in the ‘Immunization’ column since you did not select the
vaccine group using the ‘Vaccines Recommended by Selected Tracking Schedule’ section. Select only one of the components of the vaccine when documenting combo shots (e.g., Pediariix).

4. Verify you have entered the correct information in the required fields, and then click the Save button. You will be taken back to the patient’s ‘Immunization Record’.

**Note:** Once you have entered and saved the shots, you will be taken back to the patient’s ‘Immunization Record’. It is best practice to review all of the shots you entered to make sure the information is correct. The recommendations for future shots will be updated based on the shots you entered.

**Section IX: Editing/Deleting Shots**

You may occasionally need to correct errors for a shot documented in CAIR2 (e.g., changing the injection site from right arm to left arm). Some shot information can be modified or deleted, depending upon who entered/submitted the information to CAIR2.

A. **Editing/Deleting Administered Shots**

You can only edit/delete shots entered into CAIR2 as administered doses (i.e., non-historical) if your site administered the shots. You cannot edit/delete administered shots given by other providers.

To edit or delete a shot that was administered by your site:

1. Go to the patient’s ‘History/Recommend’ screen.
2. In the ‘Immunization Record’ section of the screen, click on the icon in the ‘Edit’ column next to the shot you need to edit.
3. The ‘Edit Immunization’ screen will appear for that shot. On this screen, you can only edit/add information in the Date Provided (date administered), Administered By, Body Site, Administered Route, and VIS Date fields. You can also mark a dose as a ‘Subpotent Dose’ (See **Noting a Subpotent Dose** below). You can also delete the shot by clicking on the Delete button.

**Note:** You only need to delete/modify one entry for combo shots. Each entry for the vaccines included in that combo shot will be automatically modified/removed from the patient’s immunization history.
B. Editing/Deleting Historical Shots
You can edit or delete any historical shots that have been entered by your site or another site.

**Note:** You should only edit/delete a shot given by another provider if you are absolutely sure the changes/deletions should be done.

**To edit or delete a historical immunization:**
1. Go to the patient’s ‘History/Recommend’ screen.
2. In the ‘Immunization Record’ section of the screen, click on the 🖋️ icon in the ‘Edit’ column next to the historical shot you need to edit/delete.
   **Note:** You can tell if it is a historical shot if it says ‘Yes’ in the ‘Hist?’ column.
3. The ‘Edit Historical Immunization’ screen will appear for that shot. On this screen you can only edit/add information for the Vaccine Lot Number, Date Provided, Provider Org Name, and Source of Immunization fields. You can also mark a dose as a ‘Subpotent Dose’ (See Noting a Subpotent Dose below). You can also delete the shot by clicking on the Delete button.

![Edit Historical Immunization](image)

C. Noting a Subpotent Dose
Doses marked as ‘SUBPOTENT?’ are often because the vaccine that was administered has expired at the time it was administered to the patient or was stored or administered incorrectly. Subpotent doses are not counted as ‘Valid’ in the recommended schedule (but they can be counted for School entry requirements). If you click on the date of the dose, it gives an explanation.

<table>
<thead>
<tr>
<th>Vaccine</th>
<th>Lot Number</th>
<th>Date Provided</th>
<th>Source of Immunization</th>
<th>Viscosity</th>
<th>History of Vaccine</th>
</tr>
</thead>
<tbody>
<tr>
<td>Polio</td>
<td>03/03/2017</td>
<td>03/03/2017</td>
<td>DTap-HepB-IPV</td>
<td>Full</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>03/12/2017</td>
<td>03/12/2017</td>
<td>DTap-HepB-IPV</td>
<td>Full</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>03/05/2022</td>
<td>03/05/2022</td>
<td>DTap-HepB-IPV</td>
<td>Full</td>
<td>No</td>
</tr>
</tbody>
</table>

**Note:** When noting a combo shot as subpotent, each antigen administered as part of the combo vaccine will be shown as subpotent in the patient’s record.

Section X: Documenting a Reaction to a Vaccine
Reactions (e.g., anaphylactic reaction) are very important for patient care and should be recorded in the patient’s CAIR2 record. Reactions do not remove the shot from the ‘Vaccines Recommended by Selected Tracking Schedule’.

**If your patient has a reaction to a vaccine:**
1. Go to the patient’s ‘History/Recommend’ screen.
2. In the ‘Immunization Record’ section of the screen, click on the 🖋️ icon in the ‘Edit’ column next to the shot the patient had a reaction to.
3. Scroll to the bottom of the screen to see the ‘Reactions to Immunization’ section. Click on the check box next to the reaction the patient experienced.

4. Then click on the **Save** button at the top right of the screen.
5. You will be taken back to the patient’s ‘Immunization Record’ where the shot will have been changed to a red color. If the patient had a reaction to a combo shot (e.g., Pediarix), all the components of the combo shot will be changed to a red color as well.

6. The type of reaction documented can be viewed by clicking on the red **Yes** in the ‘Reaction’ column. A pop-up will display with the reaction type.

**IMPORTANT NOTE:** If your site documented a reaction in the patient’s CAIR2 record, you will also need to report the reaction to the **Vaccine Adverse Event Reporting System (VAERS)**.
Section XI: Viewing/Entering Tuberculosis (TB) Test History
The TB Test History section of CAIR2 is not covered in this guide. For more detailed information on accessing/entering TB Test history, see the CAIR2 TB User Guide.

Section XII: Entering a New Patient
Before entering a new patient in CAIR2, it is very important that you search thoroughly first to make sure the patient does not already have a record in CAIR2 (See Section IV). This will prevent creating a duplicate record. If you are not able to find the patient in CAIR2, you can create the patient’s record using the instructions below.

To enter a new patient in CAIR2:
1. If you do not find the patient after searching at least 3 times on the ‘Patient Search’ screen, click the Add New button. Note: The ‘Add New’ button will only appear after a search attempt.

2. The ‘Add Patient’ screen will then display for you to enter the patient’s information.

3. Enter as much information as you can in the ‘Personal Information’ section of the screen. Note: Last Name, First Name, Birth Date, and Gender are required, but it’s important to include as much information as you can (e.g., Mother’s First Name) to help differentiate between patients with similar demographic information.

4. Click the Save button.

5. The system will automatically check one more time for possible matches using the information you have entered. If no matches are found, a message will display at the top of the page informing you the patient was saved successfully.

   If the ‘Mother’s Maiden Last’ Name field is not completed when you save the new patient, you will receive the red text at the top of your screen (shown below).
The mother’s maiden last name is not a required field; however, this unique identifier helps to ensure duplicate records are not created. If you don’t know the mother’s maiden last name, leave the field blank. **Do not add the mother’s married last name in this field.**

6. Once the record is saved, continue adding additional information about the patient on this screen such as address, responsible persons, AKAs, Medical Record Number, etc. (See Section V).

**Note:** If you receive a “Patient Match Detected” message when you first save the record (shown below), you must first verify the information before creating the new record.

```plaintext
1. Review the records listed in ‘Possible Patient Matches’.
2. If an existing CAIR2 record is listed that matches your patient’s demographics, view the possible match information by clicking on the blue link for the corresponding last name. You will be taken to the ‘Update Patient’ screen of the patient’s record to verify the information.
3. If you verify that the possible matches listed are not your patient, click on the Create New Patient button to over-ride the warning. Then follow the steps above to enter the new patient.
```

**Section XIII: Running Patient Reports**
You may view, save, and/or print the following Patient Reports for the patient: Immunization History Report, Immunizations Needed/Routing Slip, Yellow Card Report, and Blue Card Report (schools only).

**To view/print any of these reports:**
1. Click the Reports button on the ‘Update Patient’ screen or the ‘History/Recommend’ screen.

The screen below will appear:
2. Click on the name of the report you want to view/print. It will display as an Adobe® PDF file.

3. To print the report, click the printer icon on the Adobe® toolbar. Click the OK button in the Print dialog box.

4. To return to the ‘Patient Reports’ screen, you may close the Acrobat Reader® by clicking the X button in the upper right corner.

Examples of Patient Reports. See the following pages for examples of the:
- Immunization History Report
- Immunizations Needed/Routing Slip
- Yellow Card Report

Note: An example of the Blue Card Report can be found in the CAIR2 School User Guide.
Immunization History Report
The Immunization History Report displays demographics, contact information, and a detailed summary of the patient’s immunization history. It should be printed and given to the patient/parent at the end of each immunization visit after the patient’s information has been entered or updated in CAIR2. You can use this report in lieu of printing the Yellow Card from CAIR2 until a fix is implemented in the Yellow Card Report software.
Immunizations Needed/Routing Slip Report

The Immunizations Needed/Routing Slip report displays demographics, contact information, immunization record, and immunizations recommended by date according to the tracking schedule assigned to the patient. This report can be provided to parents and guardians at the end of the visit for their records and to help identify upcoming immunizations for their children. Clinic staff can also pull this report before the visit to determine which vaccines the patient should receive.
Yellow Card Report
The Yellow Card Report is the immunization record for patients/parents that should be printed and given to the patient/parent at the end of each visit where immunizations have been given (it should be printed after the patient’s information has been entered or updated in CAIR2). It can be printed on yellow stock paper, but yellow paper is not required.

**Note:** There is a bug currently in CAIR2 that can cause some immunizations not to show on the Yellow Card Report. Until this issue is fixed, you will see a pop-up warning when you click on the Yellow Card Report hyperlink. If you see this warning, we strongly recommend that you print out the Immunization History Report instead until this bug is fixed.
Section XIV: Running the Doses Administered Report

The Doses Administered Report shows the number of administered doses (not historical doses) given by your site. You can narrow the report by selecting a specific Funding Source and/or Date Range. The report will show the number of doses given, the number of patients that received those doses, and a list of each patient that received the doses.

**Note:** If the report fails to generate, or you get an error message, it means the report was too large to run. In this case, you should shorten the ‘Date Range’ (e.g., run multiple reports one month at a time, instead of several months at a time).

To generate a Doses Administered report:

1. In the left blue Menu Panel, click on the **doses administered** link under the ‘Inventory’ header.

2. Enter/select the following information in the ‘Doses Administered Report Criteria’ screen:

   - **Funding Source**: You can select to view all vaccines or vaccines from a specific Funding Source (e.g., VFC, 317, State General Fund, and Private). Click on the desired funding source in the drop-down or leave as ‘All’ to see all Funding Sources used.
   - **Report Date Range**: From/To: Enter/select a date using the MM/DD/YYYY format to view doses given within the date range you enter.
   - **What would you like to do with this Report?**: You can choose to generate the report as an Excel spreadsheet or a PDF document.

3. Click the **Generate Report** button to generate the report.

4. Once generated, the report will display in another window as either a PDF or Excel spreadsheet, depending upon the radio button you clicked in the ‘Doses Administered Report Criteria’ screen.

See below for an example and explanation of the information contained in a Doses Administered Report:
Example of a Doses Administered Report (PDF)

- **Report Criteria section:** The grey section at the top shows the criteria used to generate the report.

- **Doses Administered (Summary):** This section displays a summary of the number of doses given, sorted in several different ways: By Vaccine(s) given, Age Group, Total Number of Doses, and Total Number of Patients who received those doses, Total Doses, and Total Unique Patients receiving those doses.
  - **Vaccine:** Shows name of vaccine in abbreviated form. Only vaccines that were given during the date range entered will display.
  - **Age Group (Years) columns:** Shows the number of doses given of each vaccine within the specified age group.
  - **Total Number of Doses:** Shows the total number of doses given of each vaccine for all age groups. **Note:** A patient will be counted more than once if they received more than one dose of that vaccine within the date range entered.
  - **Total Number of Patients:** Shows the total number of patients who received that vaccine.
  - **Total Doses:** Shows the total number of doses given during the date range. **Note:** A patient will be counted more than once if they received more than one dose of that vaccine within the date range entered.
  - **Total Unique Patients:** Shows total number of unique patients that received doses within the date range (i.e., each patient is counted only once, regardless of how many doses they received).

- **Doses Administered (Detail):** This section displays dose information for each patient that received an administered dose of vaccine from your site during the date range entered. **Note:** A patient may display more than once in this section if they received multiple shots during the date range entered. The information for each patient includes:
  - **Date Administered:** The date the shot was administered to the patient.
- **Vaccine Group:** The vaccine the patient received.
- **CAIR ID:** The patient’s unique CAIR2 ID number.
- **Patient Name:** The First and Last Name of the patient.
- **DOB:** The patient’s Date of Birth.
- **Lot #:** The Lot Number for the vaccine the patient received.
- **Expiration:** The expiration date of the vaccine the patient received.
- **Trade Name:** The trade name of the vaccine the patient received.
- **Funding Source:** The Funding Source of the vaccine the patient received (e.g., VFC, Private, State General Fund, 317).
- **Patient Eligibility:** The patient’s documented eligibility for the vaccine (e.g., VFC- Medi-Cal/CHDP, VFC-Uninsured, etc.; 317; State General Fund; Private).

**Note:** The information that will display in each column will be impacted by which of the four methods your site enters/submits doses to CAIR2 (see below).

- **Sites Manually Entering Shots into CAIR2 and Using the CAIR2 Inventory Feature:** If your site directly enters doses into CAIR2 and uses the CAIR2 Inventory feature, then all columns in the report for each dose will be filled-in for each patient.

- **Sites Manually Entering doses into CAIR2 but NOT using the CAIR2 Inventory Feature:** All fields in the report for each dose will be filled-in, except for the following:
  - **Lot#:** The Lot # will be filled-in only if the user at your site entered the Lot# in manually when recording the dose in CAIR2.
  - **Expiration:** The Lot Expiration date will always be blank.

- **Sites Submitting Doses Directly to CAIR2 from their EHR/EMR Via CAIR2 Data Exchange (DX) and using the CAIR2 Inventory Decrementing feature:** All fields in the report for each dose will be filled in, except for the following:
  - **Trade Name:** If the dose was sent using a CVX code (not an NDC code) the Trade Name field will be blank.
  - **Funding Source:** If the provider doesn’t include the Patient Eligibility information in their DX file this field will be blank.
  - **Patient Eligibility:** If the provider doesn’t send this info, this field will be blank.

- **Sites Submitting Doses Directly to CAIR2 from their EHR/EMR Via CAIR2 Data Exchange (DX) but NOT using the CAIR2 Inventory Decrementing feature:** All fields in the report for each dose will be filled-in, except for the following:
  - **Lot Expiration date:** This field will always be blank.
  - **Trade Name:** If the dose was sent using a CVX code (not NDC code) the Trade Name field will be blank.
  - **Funding Source:** If the provider doesn’t send the Patient Eligibility this field will be blank.
  - **Patient Eligibility:** If the provider doesn’t send this info, this field will be blank.