

# We're moving together to CAIR2

**Bigger Better Faster**

Dear CAIR2 users,

As you know, moving to CAIR2 is a large and complex transition with the goal of creating a statewide immunization registry with new, faster software and enhanced features. Unfortunately, as can be the case with new software, we have encountered some major bugs despite our rounds of testing before the launch. We apologize for the frustration this may be causing and thank all of you who have identified and reported problems. We are continuing to work with our vendor around-the-clock on fixing these issues and rolling out CAIR2 updates to you on a weekly basis. We will provide weekly progress reports through email communications and the [CAIR website](#).

There are two major issues that we have prioritized to address. We list them below, and suggest temporary workarounds to ensure patient care is not impacted.

1. The CAIR2 vaccines recommendations (forecast) may not be accurate.

**Workarounds:**

- Double-check the patient's immunization history and review the [ACIP schedule](#) before recommending or administering vaccines to patients.
- For any vaccine marked in CAIR2 as "NOT VALID," click on the vaccine date to see reason. Then, check the [ACIP schedule](#) to verify the validity of these doses. Until the forecasting issues are resolved, refrain from using the CAIR2 reminder/recall feature. Your EHR may have a reminder/recall function to utilize.

2. Yellow Card Records aren't displaying all vaccines.

**Workarounds:**

- You may fill in the missing doses by hand or use [the Immunization History Report](#) instead. Note some doses may show up mistakenly as "NOT VALID".

Please continue to help us improve CAIR2 by reporting any software bugs or problems with your patient records, migrated inventory, reports or CAIR2 functionality, so that we can take steps to address them. Report issues to [CAIRHelpDesk@cdph.ca.gov](mailto:CAIRHelpDesk@cdph.ca.gov). When possible, provide a clear description of the problem accompanied by screen shots and/or the relevant CAIR Patient ID.

Note that the planned Phase 2 transition of the Bay Area and Central Valley registries

to CAIR2 scheduled for December 5th, 2016 has been postponed until 2017 so that we have time to resolve these and other critical issues with the CAIR2 software.

We are grateful to be able to build on your experiences for Phases 2 and 3 and apologize for the difficulties you faced as the first region to work with CAIR2. We are fully committed to ensuring that CAIR2 works well for everyone. Thank you so much for your continued flexibility and patience during this transition period.

CAIR2 Team  
California Department of Public Health  
Immunization Branch

*This email account is not checked. Contact [CAIRHelpDesk@cdph.ca.gov](mailto:CAIRHelpDesk@cdph.ca.gov) for questions.*