

CAIR2 Tips

CAIR2 Users,

CAIR2 staff are currently working to reduce the number of duplicate patient records in CAIR2. Please assist us by following these 3 tips:

1. Before creating a new patient, search for them at least 3 times using different fields:

- Last Name + Date of Birth or
- First Name + Date of Birth or
- Last Name + First Name

For the time being, stop searching for patients using a patient ID. Duplicate patients will be missed when you use this method.

2. With millions of patient records in CAIR2, your patient may have the same name and birth date as another patient. In these cases, you may need to use additional information such as the mother's first name or the patient's address to identify which patient is yours.
3. When entering a new patient, do not ignore the pop-up warning message that may open since this indicates that one or more existing patients listed may be your patient. Open and review the listed records before adding the new patient.

If your patient has duplicate records in CAIR2:

Review each record and confirm they are the same patient. Report duplicates to the Help Desk at CAIRHelpDesk@cdph.ca.gov or 800-578-7889 so records can be merged. Also, keep in mind that the full patient record may be distributed across the duplicates so each version needs to be reviewed before making a clinical decision.

Need More Info?

Check out CAIR2 [Quick Guides](#) and [Training Videos](#).

*For the latest information about CAIR2, visit www.cairweb.org/cair-2-project/.
Please do not reply to this message. This email account is not checked.*