

Frequently Asked Questions (FAQs)

Submitting an Application on the CAIR2 New Organization/Site enrollment website

1. What is the CAIR2 New Organization/Site enrollment website for?

This enrollment website is for Organizations/Sites (e.g. health care facilities, schools, daycares, etc.) who are authorized to access patient records and are:

- Not yet enrolled with CAIR2
- Health care facilities who will enter doses manually into CAIR
- Schools, school districts, or daycares who wish to lookup student records

If your clinical site has an Electronic Health/Medical Record system (EHR/EMR) and you want to submit information electronically to CAIR2, you must enroll at the [CAIR IZ Portal](#). Do not enroll at this website.

2. I don't know if my practice/organization is already enrolled in CAIR2. Should I submit an enrollment?

No. Do not submit an enrollment. Please contact the [Local CAIR Representative](#) for your County to find out if your site is already enrolled in CAIR2.

3. My practice/organization already uses CAIR2 but I need a user account to log into CAIR2. Do I use this website?

No. Please have your supervisor request a CAIR2 User account for you through the [CAIR2 Account Update](#) website. If you have any questions, please contact the CAIR2 Help Desk at CAIRHelpdesk@cdph.ca.gov or 800-578-7889, or the [Local CAIR Representative](#) for your County.

4. What types of medical practices are eligible to use CAIR2?

Any public or private medical practice that gives immunizations to children and/or adults can use CAIR2. These include private practices, hospitals, community-based clinics, pharmacies, school/college-based clinics, skilled nursing facilities, and health departments. If you are not sure whether your practice is eligible to use CAIR2, contact the [Local CAIR Representative](#) for your County.

5. Are non-medical organizations eligible to use CAIR2?

Yes. Organizations that are legally required to know the immunization status of their patients/clients/students can use CAIR2. These include schools/colleges, licensed childcare facilities, adult care facilities, and Foster Care programs. If you are not sure whether your organization is eligible to use CAIR2, contact the [Local CAIR Representative](#) for your County.

6. My practice/organization has an EHR/EMR system. Can we send information to CAIR2 electronically?

Absolutely. You will need to enroll at the [CAIR IZ Portal](#), a separate website for enrolling sites that will send data electronically. If you have questions before you enroll, please contact the CAIR2 Data Exchange team at CAIRDataExchange@cdph.ca.gov.

7. My practice/organization has an EHR/EMR system, but we are not sure we are ready to submit information electronically right now. What should we do?

If you want to discuss your site's readiness to submit electronically to CAIR2, contact the CAIR2 Data Exchange team at CAIRDataExchange@cdph.ca.gov before you enroll.

Otherwise, you can enroll your practice/organization through this website to enter information manually for now. When your site is ready to submit electronically, you can contact the CAIR2 Data Exchange team at CAIRDataExchange@cdph.ca.gov to guide you through the steps to making the transition.

8. Our practice/organization is not in California but we serve patients from California. Can we enroll in CAIR2 to obtain our patients' immunization records?

No. Have your patients request their own CAIR2 records directly from CAIR2 to give to you. They can request their record using this link: <https://CAIRforms.CAIRweb.org/AuthorizationToRelease/CAIR2Search>.

9. I am a parent. Can I enroll in CAIR2 to get my child's immunization record?

No, individuals cannot enroll in CAIR2. To request a copy of your or your child's immunization record from CAIR2, please go to <https://CAIRforms.CAIRweb.org/AuthorizationToRelease/CAIR2Search>.

10. What happens after I submit the enrollment application to CAIR2?

It may take up to 10 business days for your application to be reviewed and processed. A Local CAIR2 Representative (LCR) will contact you if they need additional information. If you do not hear from an LCR within 10 business days, or if you have any questions about your application, feel free to contact the [Local CAIR Representative](#) for your County.