Per the Health Officer Order, SNFs are required to keep a record of COVID vaccination status of residents and staff. If a resident does not know their vaccination status, you can look them up in CAIR2. If a staff member does not know their vaccination status, they are treated as unvaccinated, or they can give you permission to look up their status in CAIR2. Please follow the directions below to create a user account that allows you to look up any residents and staff with permission.

*Most SNF accounts in CAIR2 are non-clinical and have Read-only/QA access and need to request user accounts. Some facilities are Clinical accounts with users who regularly log in and do not need to create new users per the directions below.

Instructions to request Read-only/QA user accounts:

Log In
1. Have the supervisor of the site go to the "CAIR2 Account Update" website: http://accountupdate.CAIR2web.org/
2. Login to Account Update using the site's CAIR2 Org Code (this is your CAIR2 or IIS ID) and Zip Code
3. There will be a list of Users associated with that account. If your name is already listed, but you have never logged into CAIR2, you will need to add yourself again as a new User

Add New User
4. Click the section for adding New Users
5. In the Field named 'User Role Requested' choose either Read-Only or QA user roles for you/your staff that need access to CAIR2
    1. Note: The Read-only role allows staff to look-up patient records and run *patient reports* (e.g., Yellow Card, IZ History). The QA User Role allows staff to look up patient records and run *clinic-level reports* like the Doses Administered report. No training is required for either of these user roles.
6. Once the Account Update request is submitted, the CAIR2 Help Desk will process it within a few days. The new users will get an email with their CAIR2 login information including a link to review the Read-only User Guide.

Lookup Vaccine Status
7. Once you receive an email from CAIR2, follow the instructions to log in
    1. The CAIR2 homepage is https://CAIR2.cdph.ca.gov/CAPRD/portalInfoManager.do for future access
8. Make sure you're on the Home Page and click "View patient report" on the left side below "CAIR2 2"
9. Search by individual's name and date of birth
    1. You will be able to see all vaccination records for that individual. Identify the COVID vaccine and date(s) of administration and update your SNF records
    2. If you do not find the individual or do not see the COVID vaccine listed, then we assume the individual did not receive the COVID vaccine

Get Help

10. If you have any questions about how to submit the Account Update request, there is a link called "instructions" on the Account Update login page to help guide you through the Account Update system. You can also contact the CAIR2 Help Desk at CAIR2Helpdesk@cdph.ca.gov, Phone: 800-578-7889

COVID-19 Vaccine Team
Los Angeles County Department of Public Health
COVID-LTC-Test@ph.lacounty.gov