



COVID-19 VACCINE CLINIC TOOLKIT





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The PHN has developed this toolkit to assist practices prepare for a smooth roll out of the COVID-19 vaccine. The toolkit describes the shared and separate responsibilities of the practice team and processes to deliver safe and effective COVID-19 vaccines.

Responsibilities

The practice should identify champions within the practice to develop a coordination team. This team will coordinate the planning and running of the COVID-19 vaccine clinic. You may wish to consider representatives from each specialised role within your practice, example: Practice Manager, Admin/Medical Practice Assistant, Nurse, General Practitioner.

COORDINATION TEAM

- Coordinate a communication strategy for all staff – The communication strategy will provide timely, transparent, and credible information to inform and educate your practice team, and the patients, about the COVID-19 vaccine. This will build confidence in the regulatory processes for COVID-19 vaccines.
- Collect data to assist in identifying eligible cohort of patients for each phase of the COVID-19 roll-out using CAT4 or clinical software – this will help guide you in planning your clinics
- Review extracted data of eligible patients to decide on the number of clinics the practice could manage per week and the availability of staff members
- Identify which clinicians are available to attend the clinic. Do you have evidence that they have completed the mandatory COVID-19 vaccine training?
- Identify number of staff required to participate in the COVID-19 vaccine clinic. Do you have adequate numbers? If additional workforce is required, start process of recruitment
- Develop a plan for unexpected events or staff member unavailability within the COVID-19 vaccine team. For example, who will cover? How will we notify patients?
- Ensure your details are up to date on the National Health Services Directory
- Ensure the clinical team are familiar with the Therapeutic Goods Association (TGA) guidelines for reporting of an Adverse Event Following Immunisation (AEFI)
- Conduct regular team meetings, for example: Monday morning huddle or post clinic huddle for discussions for improvement
- Delegate tasks to both admin and clinical staff involved in the roll out of the COVID-19 vaccine
- Develop policy and procedure for COVID-19 Vaccine Clinic
- Identify key users of the Australian Immunisation Register (AIR) within the practice
- Ensure nurses, General Practitioners, Practice Managers are registered for PRODA
- Ensure General Practitioners have provided delegations in HPOS to allow access to the Australian Immunisation Register (AIR) to the nurse/s
- Consider a whole of practice “trial” run to review the flow of your vaccination clinic



Preparing your clinic

PRACTICE TEAM

- Please refer to the **Onboarding Pack** emailed to your practice in preparation of Phase 1b of the COVID-19 vaccine roll-out
- Review your CAT4 extracted data:
CAT4 COVID-19 recipes
 - [Covid-19: Identify Indigenous patients over 50 with two or more chronic conditions](#)
 - [Covid-19: Identify older patients with two or more chronic conditions](#)
 - [Covid-19: Identify patients over 70 yrs of age](#)
 - [Covid-19: Identify patients with a cancer diagnosis](#)
 - [Covid-19: Identify patients with specific chronic diseases](#)
- Ensure patient demographic data is complete
- Refer patients to Department of Health website www.health.gov.au, the COVID-19 Vaccine Eligibility Checker <https://covid-vaccine.healthdirect.gov.au/eligibility> or the National coronavirus and COVID-19 vaccine helpline <https://www.health.gov.au/contacts/national-coronavirus-and-covid-19-vaccine-helpline>
- Develop autofill for clinical software. For example:

GP/NURSE PRACTITIONER WITH NURSE ADMINISTERING:

Patient presents for COVID-19 vaccine. Suitability Assessment attended
Nil contraindications noted. Eligibility for current phase of rollout verified
Discussed risks and benefits of vaccine and common side effects
Informed consent gained

Nurse to draw up and administer vaccine as per guidelines

Nurse to document vaccine details and oversee Australian Immunisation Register upload

Patient aware of 2 dose schedule, encouraged to make next appt prior to leaving today

Service bulk billed per MBS requirements with patient consent

NURSE:

Suitability Assessment attended by GP. Nil contraindications noted and informed consent recorded
Immunisation history checked on AIR – nil record of any other immunisation in past 14 days

Vaccine dose 0.5mL drawn up as per guidelines

Vaccine administered **L deltoid IMI** **R deltoid IMI**

Patient observed post vaccine for appropriate time

Patient advised to book dose 2 prior to leaving surgery

Post vaccine advice provided and encouraged to respond to SMS from **SmartVax** **Vax Tracker**

At time of leaving surgery, nil concerns noted

GP/ AUTHORISED NURSE IMMUNISER ASSESSING AND IMMUNISING:

Suitability Assessment attended. Nil contraindications noted and Informed consent recorded
Immunisation history checked on AIR – nil record of any other immunisation in past 14 days

Vaccine dose 0.5mL drawn up as per guidelines

Vaccine administered **L deltoid IMI** **R deltoid IMI**

Patient observed post vaccine for appropriate time

Patient advised to book dose 2 prior to leaving surgery today

Post vaccine advice provided and encouraged to respond to SMS from **SmartVax** **VaxTracker**

At time of leaving surgery, nil concerns noted

- Attend a stock take of consumables to ensure adequate supply
- Ensure Anaphylaxis kits are present in each room that immunisations are being administered
- Order COVID-19 vaccines using the Online Order Form – YOU DO NOT NEED TO HOLD BACK VACCINE STOCK FOR THE SECOND DOSE.



Appointment Workflow

PRACTICE MANAGER / ADMIN

Phone script –

- Develop a script to determine eligibility in accordance with vaccine phase, for example:

Welcome to <Practice Name>, <Person's name> speaking

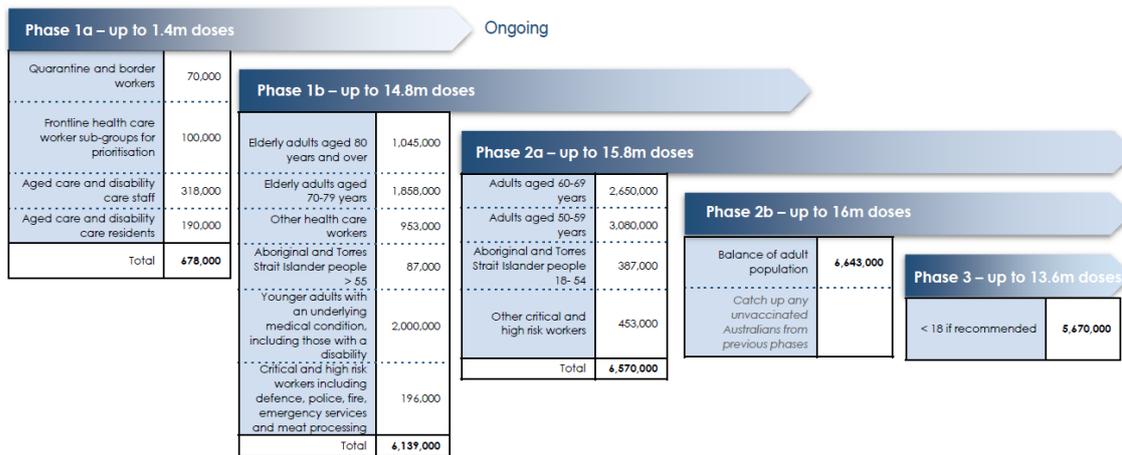
Examples of questions to ask:

Have you checked your eligibility online? If not, refer patient to the COVID-19 Vaccine Eligibility Checker <https://covid-vaccine.healthdirect.gov.au/eligibility>

- If your patient doesn't have access to the internet, complete the online checker with the patient over the phone

If patient is eligible, book patient for COVID-19 vaccine clinic appointment

- If patient is new to the practice, ask patient to bring a current health summary from their regular GP if possible and a current Medicare card to the appointment
- Ensure patients are advised to wear appropriate clothing for easy access to upper arm
- Advise patient to expect to be at the COVID-19 vaccine clinic for at least 30 minutes



Checklist on arrival for vaccine clinic –

- Attend COVID-19 screening checklist
- Ask patient for their three (3) identifiers; name, address, date of birth
- Verify patient eligibility to receive the COVID-19 vaccine. This can be done by asking for proof of occupation, for example: ID card, letter from employer or declaration form
- Give patient COVID-19 vaccine information sheet or consent form to read whilst waiting – advise patient to hold on to this form and give to GP or nurse
- Ensure all patient demographics are up to date including current phone numbers and Medicare card numbers
- Check that patient consents to SMS reminders and this is recorded in software
- Advise patient of expected wait time and plan for workflow



Clinic Workflow

VACCINE PROVIDERS	<p>Prior to patient consult –</p> <ul style="list-style-type: none"> • Ensure cold chain is being maintained as per Strive for 5 guidelines, between 2°C – 8°C • Prepare drawing up area according to infection control standards • Using aseptic technique, the vaccine dose should be drawn up from the vial and recommend checked by 2 staff members - DO NOT shake the vial and DO NOT pool excess vaccine from multiple vials • Vaccine vials must be stored in original packaging in fridge to protect from light • The vaccine should be inspected visually prior to administration and discarded if particulate matter or differences in the described appearance are observed • Vaccines drawn up into syringe must be used immediately, however, the vial can be re-refrigerated if necessary. After first opening, the cumulative storage time at room temperature must not exceed 6 hours, and the total cumulative storage time must not exceed 48 hours. Each time a vaccine is moved, there is a risk of damage and/or a cold chain breach. Sites should limit vaccine movement as much as possible • Monitor vaccine fridge temperature in between preparing vaccine batches • Maintain consumable stock levels <p>Procedure checklist – <i>clinician to complete BEFORE administering COVID-19 vaccine</i></p> <ul style="list-style-type: none"> • Ask patient for their three (3) identifiers; name, address, date of birth • Ensure patient had given informed consent and this has been recorded • Discuss risks and benefits of the COVID-19 vaccine to the patient • Ensure allergies and medical history are updated • Check immunisation history via Australian Immunisation Register to ensure patient has not received any other vaccine in the past 14 days • Pre-screening completed and recorded in patient file • Ensure MBS record keeping requirements are met and informed financial consent is obtained <p>Procedure checklist – <i>clinician to complete AFTER administering COVID-19 vaccine</i></p> <ul style="list-style-type: none"> • COVID-19 vaccine recorded in clinical software ready for transmission to the Australian Immunisation Register • Add 12 week reminder to patient record for dose 2 COVID-19 vaccine • Give patient post COVID-19 vaccine information sheet • Consider having a system to ensure patient and staff are aware of wait times, for example: patient given a brightly coloured piece of paper highlighting the vaccine time or sticky label with vaccine time given • Escort patient to post vaccine waiting area and advise patient of time required to remain at practice for observation • Clean area prior to bringing next patient in
	ADMIN



Post clinic workflow

PRACTICE MANAGER / ADMIN / NURSE

- Ensure patient COVID-19 vaccine suitability assessment service has been processed to Medicare under the supervising General Practitioner
 - Complete Capacity Tracker vaccine module to ensure currency of status
 - Transmit the vaccination from the clinical software to the Australian Immunisation Register within two (2) working days
 - Refer to your **Onboarding Pack** to ensure all tasks have been completed
- To ensure vaccine stock is appropriately managed and accurate reporting, sites will be required to report stock levels to the Vaccine Operations Centre (VOC) via the online portal. The Vaccine Stock Management Form should be completed weekly and captures:
- details of stock on-hand
 - the number of doses administered to patients during the day; and
 - any wastage of doses from the stock
- In the event of a potential or actual wastage incident that exceeds the threshold (5 or more vials at a time), sites need to contact the Vaccine Operations Centre (VOC) COVID19VaccineOperationsCentre@health.gov.au as soon as possible, and complete the Vaccine Wastage Report within 2 hours of the incident
- Any cold chain breach of immunisation fridge must be reported to your local Public Health Unit as per usual protocol. www.health.nsw.gov.au/immunisation/Documents/ccb-reporting-form.pdf
- Any Adverse Events Following Immunisation (AEFI) should also be reported to your local Public Health Unit using AEFI reporting form as per usual protocol www.health.nsw.gov.au/immunisation/Documents/national-AEFI-reporting-form-march-2014.pdf

Record keeping requirements

In order to substantiate a Medicare service, a patient record should be completed at the time a service is provided, or as soon as practicable afterwards. The record needs to:

- clearly identify the name of the patient;
- contain a separate entry for each attendance by the patient for the vaccination suitability assessment service and the date(s) on which the service was provided;
- record the patient's consent to receive the vaccine;
- provide clinical information adequate to explain the service;
- be sufficiently comprehensible that another GP, relying on the record, can effectively undertake the patient's ongoing care as it relates to COVID-19 vaccinations

Disclaimer

The COVID-19 Vaccine Clinic Toolkit provided is a general guide only. It is ultimately the responsibility of the practice to consider if any of the resources herein are relevant/ appropriate/ fit for purpose for your practice and adjust/ include or exclude accordingly.



Sample vaccine clinic workflow - GP and Nurse

Prior to commencing clinic, ensure cold chain has been maintained per Strive for 5 standards, appropriate infection control measures are in place and all required consumables are available.

- **Administration staff** greet patient on arrival.
- Confirm patient reports feeling well and complete general COVID screening questions.
- Demographic and Medicare details are checked/updated or file created for new patient.
- Admin hand patient the COVID-19 vaccine information or consent form to read whilst waiting for GP.
- Directs patient to pre-vaccine waiting area.



- **GP** calls patient in, checks 3 identifiers.
- Confirms and/or updates allergy status in clinical software.
- Attends any clinically relevant checks related to vaccine suitability assessment.
- Sights and records eligibility to receive vaccine in current phase of COVID-19 vaccine rollout.
- Discusses risks and benefits of the vaccine relevant to the individual circumstances of patient.
- Answers any questions, explains common side effects of the vaccine.
- Gains and records informed patient consent.
- Directs patient to waiting area for Nurse.



- **Nurse** calls patient in, checks 3 identifiers.
- Checks immunisation history on AIR to confirm no other vaccines administered in past 14 days
- Confirms allergy status, awareness of common side effects, need for 2 doses of same vaccine.
- Confirms patient consent.
- Ensures patient is aware they must remain in the practice for post vaccine observation.
- Administers vaccine as per COVID-19 vaccine training.
- Enters immunisation details into clinical software.
- Provides patient with sticker/paper stating minimum time patient must remain in observation.
- Directs patient to post vaccine observation area.



- **Observation** is attended by suitably qualified staff member in the post vaccine waiting area.
- Once patient has completed the required waiting time, patient presents to Admin to book appointment for dose 2 (if not done already).
- Patient is confirmed ok to leave practice by a clinical staff member.



- **MBS billing** processed as advised by GP at end of clinic/ end of day
- **Australian Immunisation Register** upload from clinical software at end of clinic/ end of day
- **Adverse Events following immunisation** reported to Public Health Unit ASAP
- **Vaccine stock management form** completed weekly and submitted to VOC



Sample vaccine clinic workflow - General Practitioner

Prior to commencing clinic, ensure cold chain has been maintained per Strive for 5 standards, appropriate infection control measures are in place and all required consumables are available.

- **Administration staff** greet patient on arrival.
- Confirm patient reports feeling well and complete general COVID screening questions.
- Demographic and Medicare details are checked/updated or file created for new patient.
- Admin hand patient the COVID-19 vaccine information or consent form to read whilst waiting for GP
- Directs patient to pre-vaccine waiting area.



- **GP** calls patient in, checks 3 identifiers.
- Confirms and/or updates allergy status in clinical software.
- Attends any clinically relevant checks related to vaccine suitability assessment.
- Sights and records eligibility to receive vaccine in current phase of COVID-19 vaccine rollout.
- Discuss risks and benefits of the vaccine relevant to the individual circumstances of the patient.
- Answers any questions, explains common side effects of the vaccine.
- Checks immunisation history on AIR to confirm no other vaccines administered in past 14 days
- Ensures patient is aware they must remain in the practice for post vaccine observation.
- Gains and records informed patient consent.
- Administers vaccine as per COVID-19 vaccine training.
- Enters immunisation details into clinical software.
- Provides patient with sticker/paper stating minimum time patient must remain in observation.
- Directs patient to post vaccine observation area.



- **Observation** is attended by suitably qualified staff member in the post vaccine waiting area.
- Once patient has completed the required waiting time, patient presents to Admin to book appointment for dose 2 (if not done already).
- Patient is confirmed ok to leave practice by GP.



- **MBS billing** processed as advised by GP at end of clinic/ end of day
- **Australian Immunisation Register** upload from clinical software at end of clinic/ end of day
- **Adverse Events Following immunisation** reported to Public Health Unit ASAP
- **Vaccine stock management form** completed weekly and submitted to VOC



Sample vaccine clinic workflow - Authorised Nurse Immuniser

Prior to commencing clinic, ensure cold chain has been maintained per Strive for 5 standards, appropriate infection control measures are in place and all required consumables are available.

- **Administration staff** greet patient on arrival.
- Confirm patient reports feeling well and complete general COVID screening questions.
- Demographic and Medicare details are checked/updated or file created for new patient.
- Admin hand patient COVID-19 vaccine information or consent form to read whilst waiting for Nurse.
- Directs patient to pre-vaccine waiting area.



- **Authorised Nurse Immuniser** calls patient in, checks 3 identifiers.
- Confirms and/or updates allergy status in clinical software.
- Attends any clinically relevant checks related to vaccine suitability assessment.
- Refers to supervising GP with any queries regarding patient suitability for vaccine.
- Sights and records eligibility to receive vaccine in current phase of COVID-19 vaccine rollout.
- Discuss risks and benefits of the vaccine relevant to the individual circumstances of patient.
- Answers any questions, explains common side effects of the vaccine.
- Checks Australian Immunisation Register (AIR) history to confirm no other vaccines administered in past 14 days per Therapeutic Goods Association (TGA) guidelines.
- Ensures patient is aware they must remain in the practice for post vaccine observation.
- Gains and records informed patient consent.
- Administers vaccine as per COVID-19 vaccine training.
- Refers to supervising GP if any concerns noted post vaccine administration.
- Enters immunisation details into clinical software.
- Provides patient with sticker/paper stating minimum time patient must remain in observation.
- Directs patient to post vaccine observation area.



- **Observation** is attended by suitably qualified staff member in the post vaccine waiting area.
- Once patient has completed the required waiting time, patient presents to Admin to book appointment for dose 2 (if not done already).
- Patient is confirmed ok to leave practice by a clinical staff member.



- **MBS billing** processed as advised by supervising GP at end of clinic/ end of day
- **Australian Immunisation Register** upload from clinical software at end of clinic/ end of day
- **Adverse Events following immunisation** reported to Public Health Unit ASAP
- **Vaccine stock management form** completed weekly and submitted to VOC



References and useful contacts

[Accessing the AIR using PRODA for Individuals](#)

[Accessing the AIR using PRODA for Organisations](#)

[Anaphylaxis response kit preparation](#)

[ATAGI clinical guidance on COVID-19 Vaccine in Australia in 2021](#)

[Australian Immunisation Handbook](#)

[Australian Product Information –COVID-19 Vaccine AstraZeneca\(ChAdOx1-S\)](#)

[Central Coast Public Health Unit](#)

[COVID-19 vaccine campaign materials](#)

[COVID-19 vaccine eligibility checker](#)

[COVID-19 vaccination decision guide for frail older people, including RACF](#)

[COVID-19 vaccination decision guide for women who are pregnant, breastfeeding or planning pregnancy](#)

[COVID-19 vaccine national rollout phases](#)

[COVID-19 vaccine national roll-out strategy](#)

HealthPathways Central Coast: [COVID-19 Vaccination](#)

HealthPathways Hunter New England: [COVID-19 Vaccination](#)

[HNE Public Health Unit](#)

[MBS COVID-19 Vaccine Suitability Assessment Service](#)

[National Health Services Directory](#)

[Onboarding Pack](#) - Phase 1B COVID-19 Vaccine Roll-out through Primary Care Providers
Emailed to your practice with registration pack

PHN COVID-19 vaccine coordination vaccine@thephn.com.au

[PRODA Registration](#)

[Services Australia PRODA Training](#)

[Strive-for-5 3rd edition](#)

[TGA regulation of COVID-19 vaccine advertising](#)

Vaccine Operations Centre (VOC) COVID19VaccineOperationsCentre@health.gov.au