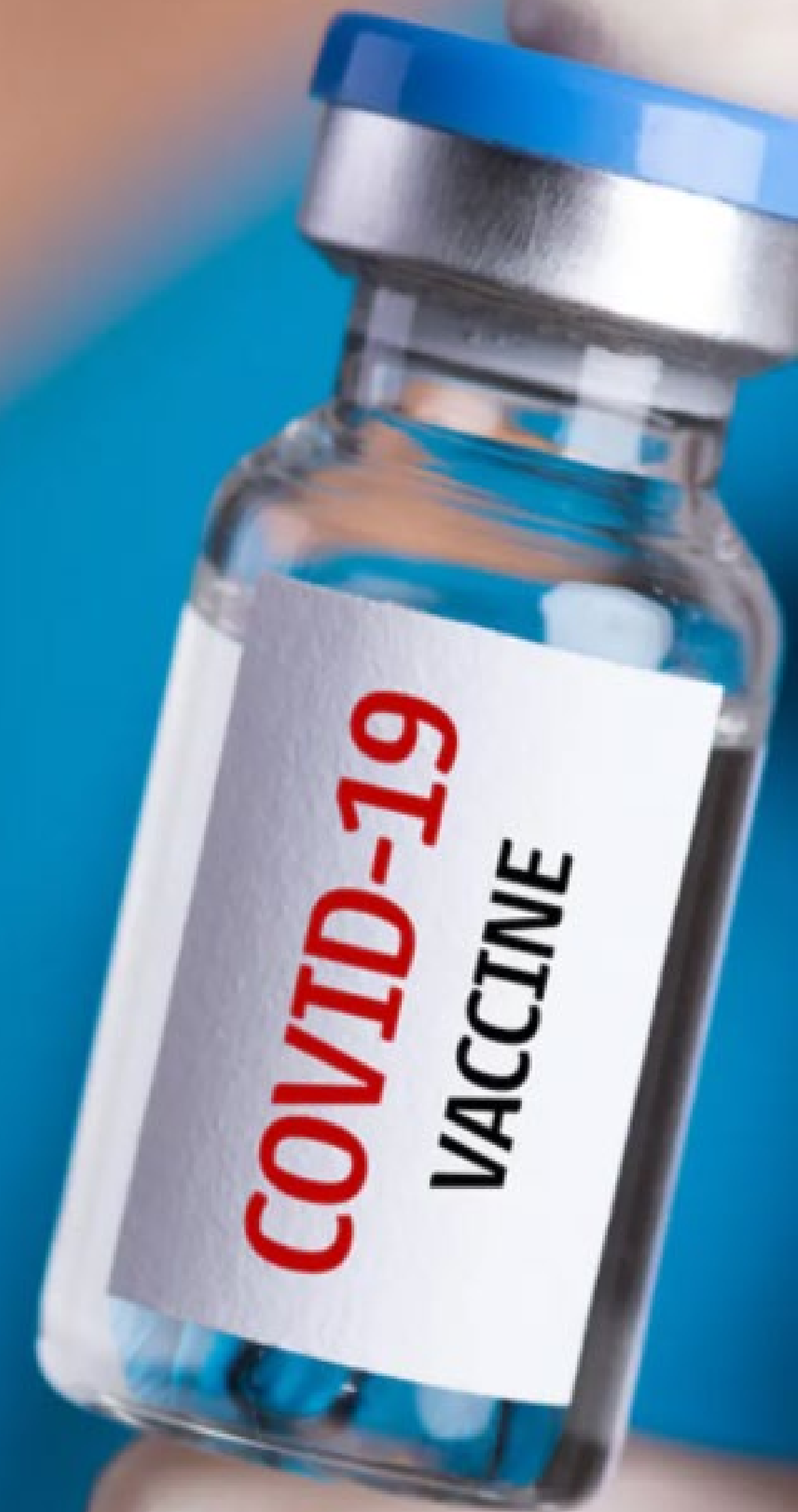



THE COVID-19 VACCINE: THE 12 WEEK WALL

21st April 2021

WE ACKNOWLEDGE THE TRADITIONAL OWNERS & CUSTODIANS OF THE
LAND THAT WE LIVE & WORK ON AS THE FIRST PEOPLE OF THIS COUNTRY.



A string of colorful speech bubble ornaments hangs against a white background. The ornaments are in various colors: orange, light green, blue, teal, and red. The orange ornament in the foreground is the largest and contains text. It is hanging from a black cord. The other ornaments are slightly out of focus in the background.

Where do we want to go?
What's working well?
What lessons have we learned so far?
How can we increase our capacity?
Do we have enough staff?

Deliveries	Scope of Practice	Reporting	Workflows	Informed Consent	Sharps disposal	SMS
AIR	Bookings	Floods	Infection Control	Cold Chain	Staff illness	Syringes
Side effects	Space in waiting room	Needles	Annual Leave	Changing guidelines	Flu Vaccines	MBS
PPE	Reminders	Bushfires	Multi dose vials	Information Security	Allergies	Phone calls
Online bookings	Eligibility	Clinic Staffing	Billing	Vaccine orders	COVID outbreak	AEFI
RACF	Cancer screening	Excisions	Health assessments	Wound care	Childhood immunisation	Chronic diseases
Medicals	Workers Comp	Injuries	Result recalls	Illnesses	Injections	WHS

April

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28 MAR	29 th Mar-2 nd April Group 1 Cov1					3
4	5 th -9 th April Group 2 Cov1					10
11	12 th -16 th April Group 3 Cov1					17
18	19 th -23 rd April Group 4 Cov1 Group 1 & 65-70yrs Flu					24
25	26 th -30 th April Group 5 Cov1 Group 2 & 65-70yrs Flu					1 MAY

May

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25 APR	26 th -30 th April					1
2	3 rd -7 th May Group 6 Cov1 Group 3 & Under 18's Flu					8
9	10 th -14 th May Group 7 Cov1 Group 4 & 10 Flu					15
16	17 th -21 st May Group 8 Cov1 Group 5 & 11 Flu					22
23	24 th -28 th May Group 9 Cov1 Group 6 & 12 Flu					29

June

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30 MAY	31 st May-4 th June Group 10 Cov1 Group 7 & NON COV Flu					5
6	7-11 th June Group 11 Cov1 Group 8 & NON COV Flu					12
13	14 th -18 th June Group 12 Cov1 Group 9 & NON COV Flu					19
20	21 st -25 th June Group 1 Cov2					26
27	28 th June-2 nd July Group 2 Cov2					3 JUL

July

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27 JUN	28 th June-2 nd July					3
4	5 th -9 th July Group 3 Cov2 Group 13 COV1					10
11	12 th -16 th July Group 4 Cov2 Group 14 COV1					17
18	19 th -23 rd July Group 5 Cov2 Group 15 COV1					24
25	26 th -30 th July Group 6 Cov2 Group 16 COV1					31

August

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2 nd -6 th August Group 7 Cov2 Group 17 COV1					7
8	9 th -13 th August Group 8 Cov2 Group 18 COV1					14
15	16 th -20 th August Group 9 Cov2 Group 19 COV1					21
22	23 rd -27 th August Group 10 Cov2 Group 20 COV1					28
29	30 th Aug-3 rd Sept					4 OCT

September

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29 SEPT	30 th Aug-3 rd Sept Group 11 Cov2 Group 21 COV1					4
5	6 th -10 th Sept Group 12 Cov2 Group 22 COV1					11
12	13 th -17 th Sept Group 23 COV1					18
19	20 th -24 th Sept Group 24 COV1					25
26	27 th Sept-1 st Oct					2 OCT

October

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26 SEPT	27 th Sep-1 st Oct Group 13 COV2					2
3	4 th -8 th Oct Group 14 COV2					9
10	11 th -15 th Oct Group 15 COV2 Group 25 COV1					16
17	18 th -22 nd Oct Group 16 COV2 Group 26 COV1					23
24	25 th -29 th Oct Group 17 COV2 Group 27 COV1					30

November

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31 OCT	1 st -5 th Nov Group 18 COV2 Group 28 COV1					6
7	8 th -12 th Nov Group 19 COV2 Group 29 COV1					13
14	15 th -19 th Nov Group 20 COV2 Group 30 COV1					20
21	22 nd -26 th Nov Group 21 COV2 Group 31 COV1					27
28	29 th Nov-3 rd Dec					4 DEC

December

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28 NOV	29 th Nov-3 rd Dec Group 22 COV2 Group 32 COV1					4
5	6 th -10 th Dec Group 23 COV2 Group 33 COV1					11
12	13 th -17 th Dec Group 24 COV2 Group 34 COV1					18
19	20 th -24 th Dec					25
26	27 th -31 st Dec					1 JAN

Maintain business as usual

Recruit staff in advance of shortages or increased clinics

Ensure you are only following official and reputable advice

Manage your ordering and reporting well - protected time

Manage your appointment book for specific clinic times

Define clear roles, plans & staff scope of practice

Consider effective use of your physical space

Refine your workflows and processes for efficiency



Managing your practice flow



PRIMARY CARE
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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

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Last updated March 2021



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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
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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

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Last updated March 2021

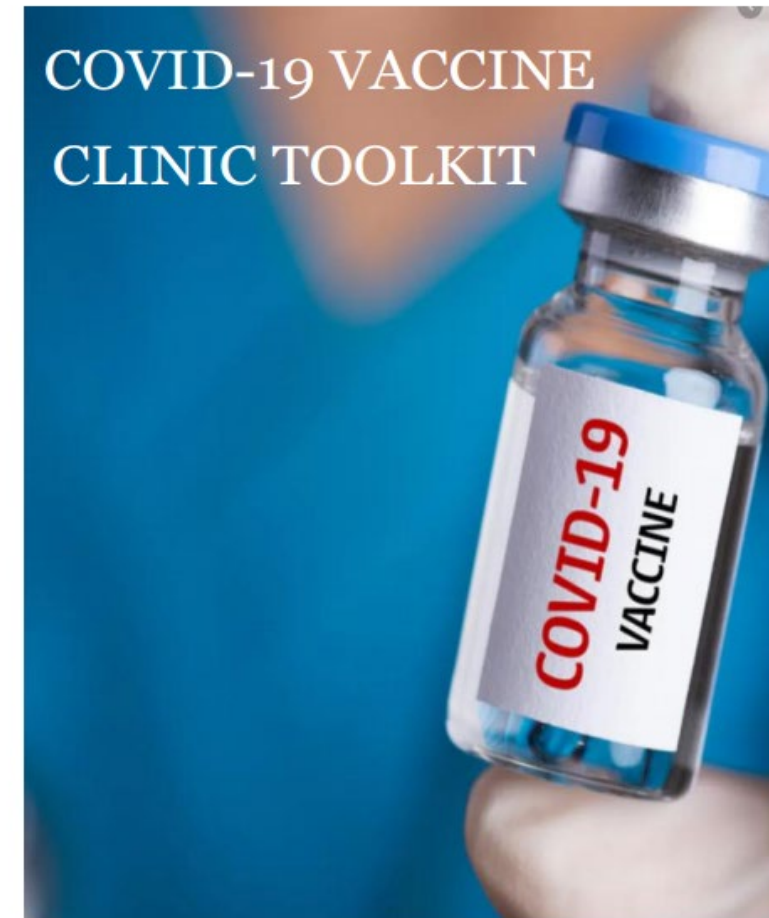


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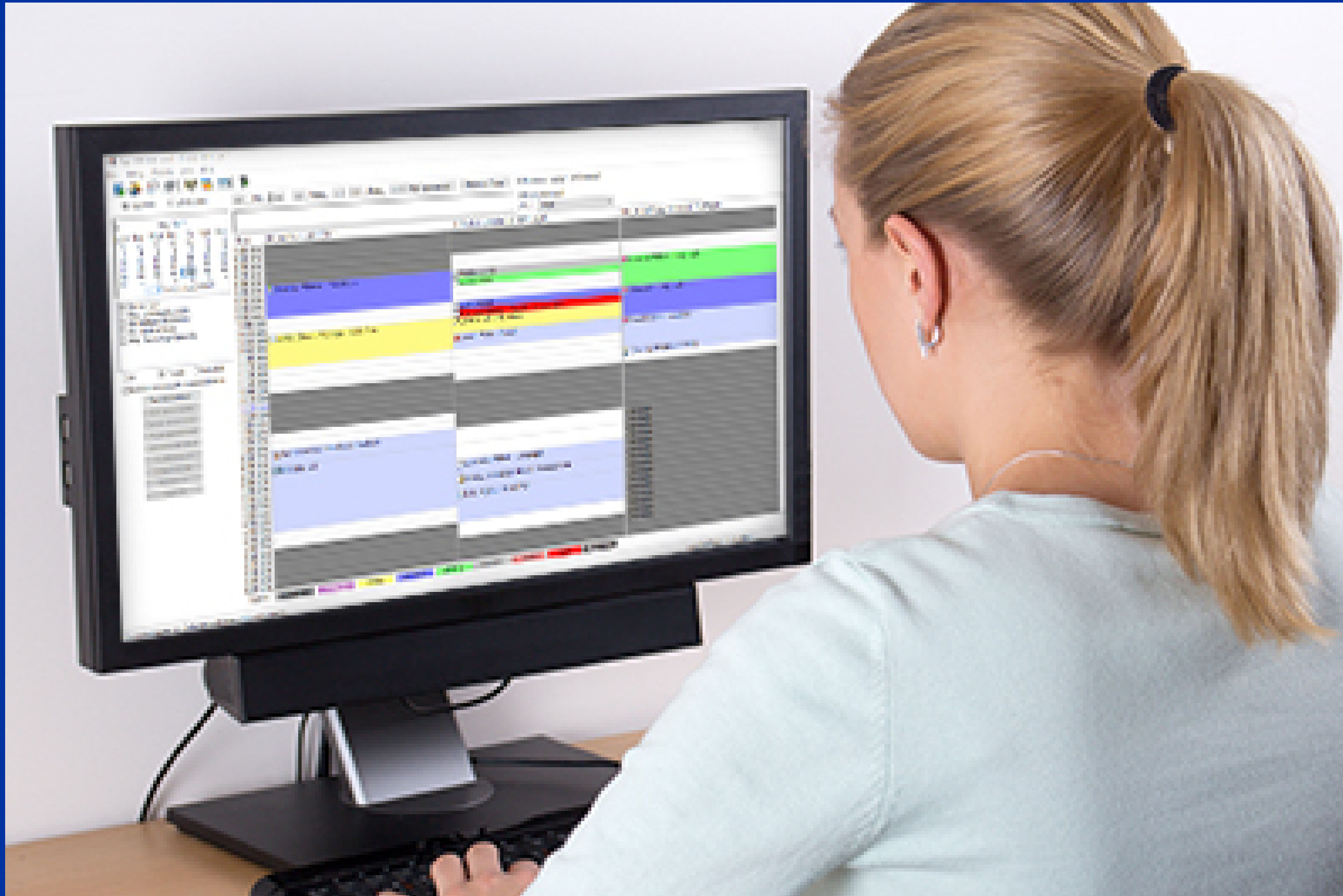
COVID-19 VACCINE CLINIC TOOLKIT



Page 1 of 10

Last updated March 2021

Managing clinics and appointment book



Managing your vaccine order



LOOK AFTER YOURSELF AND YOUR FELLOW STAFF!



vaccine@thephn.com.au

Vaccine Operations Centre (VOC)

Ph: 1800 318 208

COVID19VaccineOperationsCentre@health.gov.au

Community HealthPathways – clinical pathways

Hunter New England

The screenshot shows the Hunter New England Community HealthPathways website. The header includes the Hunter New England logo and a search bar. The left sidebar lists various COVID-19 resources, with 'COVID-19 Vaccination' selected. The main content area is titled 'COVID-19 Vaccination' and includes a section 'In This Section' with links to 'COVID-19 Vaccination Information' and 'COVID-19 Vaccination Procedure'. The footer contains copyright information and a link to the classic HealthPathways.

<https://hne.communityhealthpathways.org/>

Username: hnehealth

Password: p1thw1ys

Central Coast

The screenshot shows the Central Coast NSW HealthPathways website. The header includes the Central Coast NSW HealthPathways logo and a search bar. The left sidebar lists various COVID-19 resources, with 'COVID-19 Vaccination' selected. The main content area is titled 'COVID-19 Vaccination' and includes a section 'In This Section' with links to 'COVID-19 Vaccination Information', 'COVID-19 Vaccination Procedure', and 'Preparing for COVID-19 Vaccination'. The footer contains a 'Page Information' section with details about the document owner and last updated date.

<https://centralcoast.healthpathways.org.au>

Username: centralcoast

Password: 1connect

Register now for Capacity Tracker

NEW! PPE REQUEST & VACCINE MODULE RELEASED

Capacity Tracker is a free, secure online communication tool capturing real-time General Practice (GP), Aboriginal Medical Service (AMS) and Residential Aged Care Facility (RACF) workforce and resource data, including:

- Vaccine stocks available by location
- Authorised practices and immunisation locations
- Immunisers available by location
- Residential Aged Care Facility staff and patients vaccinated (and declining to be vaccinated)

Awareness of vaccine supply, resourcing issues, and visibility of the location of authorised immunisers, enables effective PHN support by:

- tailoring communications in response to vaccination progress across the region (including particularly high or low rates of immunisation), and
- advocating for General Practices, Aboriginal Medical Services, Residential Aged Care Facilities and the community.

Register now for Capacity Tracker at au.capacitytracker.com



SUCCESS STORIES

Working with RACGP, the PHN fast-tracked a locum to support a regional GP facing a period of being unable to service the community, hospital and RACF

PPE REQUESTS



You can now also request emergency mask supplies under the “Business continuity” tab.