

# Out of the chaos- immunisation process redesign



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# Breaking point – the need for change

## Issues for patients

- Availability
- Phone access
- Confusing messaging
- Eligibility
- Prescriptions for private vaccine
- Inconvenience

## Practice challenges

- Supply
- Uncertainties about COVID-19 vaccine
- Resources
- Financial constraints
- COVID safety

## Solutions

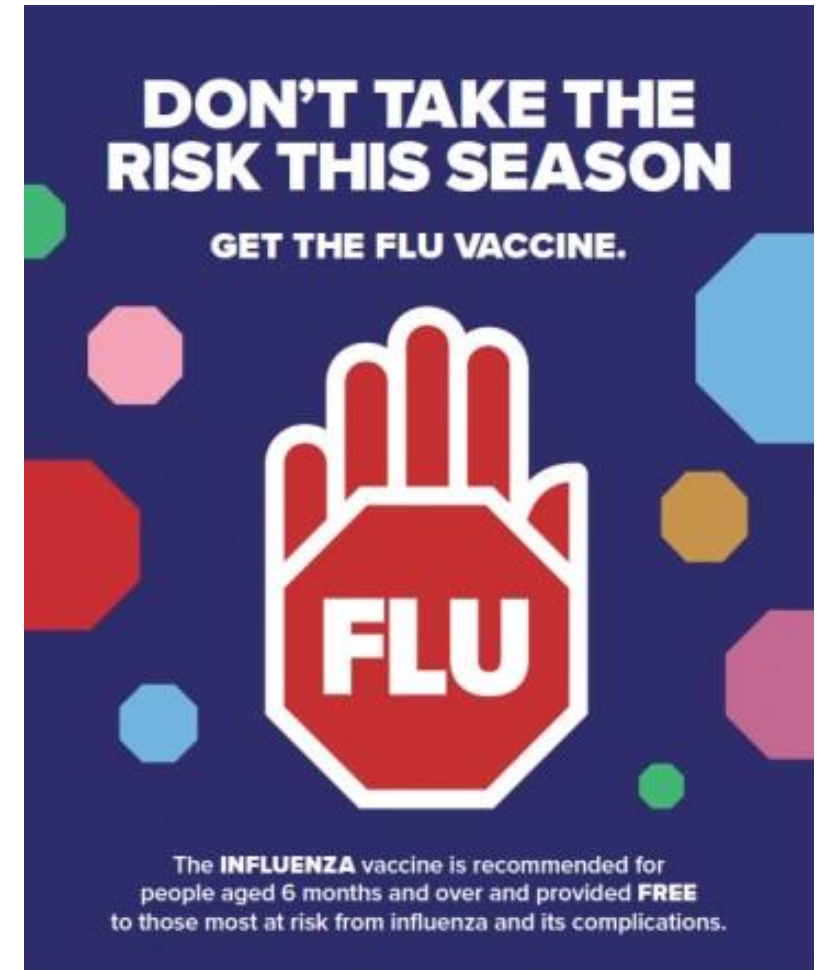
- Online eligibility, booking, screening, consent and payment
- Appointments linked to vaccine stock
- Waiting list
- Pre and post immunisation information to patients

# Preparation

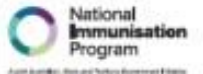
- AutoMed vaccination management system
- Projections based on 2020 numbers – 2500 NIP vaccines
- Extra vaccine fridge
- Ordered 500 private flu vaccines for 5-12s
- Elected to receive as much influenza vaccine as possible early in season
- Planned testing
- Social media campaign



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Ask about the influenza vaccine today:  
[health.gov.au/immunisation](http://health.gov.au/immunisation)



# Before immunisation

- Target groups
- Online booking via app
- Select type of flu clinic by age/ eligibility
- If no vaccine available - waiting list and receive SMS to book when stock available
- Complete consent form and checklist online
- Answer COVID19 screening questions
- Payment – private vaccine only
- SMS confirmation of appointment
- Reminder SMS with instructions not to attend if unwell

The screenshot shows the Blackbutt Doctors Surgery mobile app interface. At the top is the logo, a red stylized face with a white nose and mouth, above the text "BLACKBUTT DOCTORS SURGERY". Below the logo is a blue header bar with the text "Blackbutt Doctors Surgery". The main content area has a grey background with the instruction "Please select your appointment type from the drop-down before proceeding". Below this is a grey "Appointment Type" dropdown menu. There are two blue buttons: "Make an appointment with a particular practitioner" (with a person icon) and "Make an appointment with 1st available practitioner" (with a calendar icon). Below these is the text "Last seen doctor." followed by a profile card for "Dr Wendy Bridges" with a photo, an "About Info." link, and a "Book" button. At the bottom, a blue navigation bar contains a menu icon. A grey overlay shows the expanded "Appointment Type" dropdown menu with options: "6 Months - 4 Year and 11 Months Flu V...", "5 - 12 Years Flu Vaccine", "5 - 64 Years Flu Vaccine" (highlighted), and "65+ Years Flu Vaccine". A "Done" button is in the top right of the overlay.

PLEASE READ BELOW BEFORE ANSWERING YES OR NO

YES means YES to ANY question

NO means no to ALL questions

1. Have you had fever symptoms or fever (37.5°C or above) in the past 3 days?

OR

2. Do you have any new cough, sore throat, runny nose, rash, breathlessness, wheeze, loss of smell or taste, vomiting or diarrhoea?

OR

3. Do you need testing or clearance for COVID-19?

OR

4. Have you been advised to self-isolate or are waiting for COVID-19 test results?

OR

5. Have you been in a COVID-19 case location in the past 14 days?

Yes

No

Please complete consent form

**Section 1: Information about vaccine participant (Please Print)**

Guardian Name (If Applicable):

Please answer the questions below to allow us to assess our suitability to receive the flu vaccine today.

Yes No

Have you received a seasonal influenza vaccine in the past?

Have you received a seasonal influenza vaccine since 1 March this year?

Have you received a COVID-19 vaccine? (bring details to your appointment)

Have you had anaphylaxis following any vaccination in the past?

Have you ever had a severe reaction following any vaccination in the past?

Do you feel unwell today?

Do you currently have a fever  $\geq 38.5^{\circ}\text{C}$ ?

# On the day



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- Attends for immunisation
- Post immunisation SMS with information about common side effects, how to access AIR, reminder of spacing for COVID19 vaccine
- No printed certificates
- SmartVax



# Out of the chaos - innovation

- ✓ Delivered > 1000 flu shots, improved clinic flow
- ✓ Easy to use, automated, cost effective
- ✓ Safety - checklist and consent
- ✓ Configurable appointments
  
- ✓ Informed patients
- ✓ Continuous improvement
- ✓ Scalable

