**COVID-19/Influenza Vaccination Preparation Pack**

***Part three – Identifying eligible patients and planning the***

***patient vaccination journey checklist***

*This checklist is to be used as a guide only and to help prepare for pandemic vaccination and*

*can be used as evidence for accreditation and quality improvement activities.*

**Practice manager and administration team**

|  |  |  |
| --- | --- | --- |
| **Task** | **Details** | |
| **Identify patients in Phase 1b of the vaccination roll-out**    *Phase 1b:*   * Adults >80 * *Adults >70 years* * *Other healthcare workers* * *Aboriginal and Torres Strait Islander People >55 years* * *Younger adults with an underlying medical condition including those with a disability* * *Critical and high-risk workers including defence, police, fire, emergency and meat processing* | Actions:  Ensure demographic data is current & correct, revisit policy on how the administration team collect demographic data if required  Use clinical software or PenCS CAT4/Primary Sense™ to identify eligible patient cohorts  Agree the process for your practice to confirm the eligibility of patients that are not registered with your practice but book an appointment to receive the COVID-19 vaccine (ADDED CdW)  Ensure clinical information in patient record is current and accurate  Discuss with your team which patients in your practice you consider vulnerable  Consider uploading Shared Health Summaries to My Health Record for vulnerable patients as they present for routine appointments  Contact GCPHN Primary Healthcare Improvement Helpdesk for CAT4/Primary Sense™ training if required  Tip: Patients without proof of their eligibility for phase 1b can make a phase 1b declaration (FORM to link when available)  **Phone:** (07) 5612 5408| **Email:**[**practicesupport@gcphn.com.au**](mailto:practicesupport@gcphn.com.au)  Resources:   * [Australia’s COVID-19 vaccine national roll-out strategy](https://www.health.gov.au/resources/publications/covid-19-vaccination-australias-covid-19-vaccine-national-roll-out-strategy) * [PenCS COVID-19 CAT4 recipes](https://help.pencs.com.au/display/CR/COVID-19+Vaccine+Priority+Patients) * [Primary Sense™](https://www.primarysense.com.au/) * To determine individual patient eligibility, use the [Vaccine Eligibility Tracker](https://covid-vaccine.healthdirect.gov.au/eligibility) * [MBS COVID-19 Vaccine Suitability Assessment Service](http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/News-210301a) | |
| **Person responsible:** | **Comments and completion date:** |
|  |  |
| **Identify a champion to ensure a robust recall and reminder process is in place to meet the needs of mass vaccination**  *To meet PIP COVID-19 Vaccine Incentive Payment requirements, patients must return for their second vaccine.* | Actions:  Identify roles and responsibilities of the team in relation to reminder systems and recall processes  Review reminder systems currently used for vaccinations – will this meet the needs of your vaccination program?  Review recall processes currently used for results if necessary  Contact your online booking vendor (HotDoc, HealthEngine etc.) to discuss your process for reminders  Consider an online booking vendor if you currently do not utilise one  Ensure you have a process to check off reminders once actioned  Communicate any changes with team members | |
| **Person responsible:** | **Comments and completion date:** |
|  |  |
| **Setting up appointment schedules, handling enquiries and managing patient bookings** | Consider:  Developing a script to support management of incoming enquiries:   * Different scripts for existing patients and new patients * Automating the phone system i.e. press 1 for COVID-19 vaccination bookings, press 2 for general practice bookings * Please note: People who are not eligible for Medicare may still receive a free COVID-19 vaccination through a Qld Health vaccination clinic or GP respiratory clinic   Consider advising and training administration team on how to effectively manage and respond to difficult patient behaviour  Create a protocol for following up on enquiries   * Decide when/how administration staff should seek advice from the clinical team * How will enquiries and advice be provided to patients and documented?   Talk to your software vendor for options on how to set up your appointment book, consider:   * A separate location in appointment book * Colours and/or icons for different appointment types * Quantity and duration of appointments   Consider upcoming appointments – do you need to reserve appointment times for vaccinations?  Consider ensuring patient bookings are confirmed to minimise missed appointments  Consider process for patients who do not attend or miss appointments  Document and share all plans with the team | |
| **Person responsible:** | **Comments and completion date:** |
|  |  |

**Clinical team**

|  |  |  |
| --- | --- | --- |
| **Manage complex and chronic patients** | Consider:  Reviewing patients with a chronic disease or complex condition prior to vaccination rollout to ensure routine care is attended to   * Consider phone consultations | |
| **Person responsible:** | **Comments and completion date:** |
|  |  |
| **Plan patient journey for completing COVID-19 and influenza vaccination** | The suggested period between [COVID-19 vaccination and influenza vaccination](https://www.health.gov.au/resources/publications/covid-19-vaccination-atagi-advice-on-influenza-and-covid-19-vaccines) is 14 days.  Document practice plan in reviewing, recording and scheduling all vaccinations and share with the team.  Tips:   * Upload a Shared Health Summary or Event Summary to My Health Record * Schedule next appointments as required during current visit (if required) * Will you provide a patient vaccination card/personal record for each patient which includes COVID-19 1,2 and influenza? * Consumers can get immunisation history statements through their Medicare online account, Medicare express plus app, MyGov and My Health record.   Resources:   * [QLD Health COVID-19 Asset Library](https://assetlibrary.health.qld.gov.au/share/D17AB8D2-23AB-4E3B-B17766BA724F7A49/) * [QLD Health COVID-19 Vaccine Page](https://ourphn.us12.list-manage.com/track/click?u=59286be12ff2f637d38347996&id=b353300e66&e=f8b678968a) * [GCPHN Immunisation Webpage](https://gcphn.org.au/patient-care/prevention/immunisation/) | |
| **Person responsible:** | **Comments and completion date:** |
|  |  |

*GCPHN would like to acknowledge Central Queensland, Wide Bay, Sunshine Coast and Brisbane South PHN for the development and sharing of this document.*