**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**

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| **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 requiredTip: 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**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%2BVaccine%2BPriority%2BPatients)
* [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)
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| **Person responsible:** | **Comments and completion date:** |
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| **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:** |
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| **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:** |
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**Clinical team**

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| **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
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| **Person responsible:** | **Comments and completion date:** |
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| **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/)
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| **Person responsible:** | **Comments and completion date:** |
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