

# COVID-19/Influenza Vaccination Preparation Pack

## Part one – Preparing your practice policies and protocols 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				
<b>Review and/or update the practice influenza/ pandemic plan</b>	Actions: <ul style="list-style-type: none"> <li><input type="checkbox"/> Incorporate changes made in the past 12 months</li> <li><input type="checkbox"/> Consider version control/regular reviews</li> <li><input type="checkbox"/> Consider keeping this document where accessible for all staff</li> </ul> Resources: <ul style="list-style-type: none"> <li>• <a href="#">RACGP Emergencies and Pandemics</a></li> <li>• <a href="#">APNA – What you need to know about COVID-19</a></li> </ul>				
	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;"><b>Person responsible:</b></td> <td style="width: 50%;"><b>Comments and completion date:</b></td> </tr> <tr> <td style="height: 40px;"></td> <td></td> </tr> </table>	<b>Person responsible:</b>	<b>Comments and completion date:</b>		
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<b>Australian Immunisation Register (AIR) – confident use and linking to the system</b>  <i>Please note: mandatory recording in the AIR is required for all vaccinations beginning March 2021.</i>	<i>Authentication file option for AIR is not functional after June 2021 – access to AIR will be through PRODA.</i> Actions: <ul style="list-style-type: none"> <li><input type="checkbox"/> Identify key users of the AIR within the practice</li> <li><input type="checkbox"/> Ensure nurses, GPs, PMs are registered for PRODA</li> <li><input type="checkbox"/> Ensure GPs have provided delegations in the AIR to the nurse/s</li> </ul> Resources: <ul style="list-style-type: none"> <li>• <a href="#">PRODA Registration</a></li> <li>• <a href="#">Accessing the AIR using PRODA for Individuals</a></li> <li>• <a href="#">Accessing the AIR using PRODA for Organisations</a></li> <li>• <a href="#">Services Australia PRODA Training</a></li> </ul>				
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<b>Review medical indemnity insurance</b>	Actions: <ul style="list-style-type: none"> <li><input type="checkbox"/> Review practice insurance in relation to vaccination</li> <li><input type="checkbox"/> Review individual clinicians' insurance requirements</li> </ul>				
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Vaccination planning checklist: Part one – policies and protocols

<b>Ensure software is updated</b>	Actions: Clinical Software: <ul style="list-style-type: none"> <li><input type="checkbox"/> Contact IT provider and ensure latest updates are scheduled</li> <li><input type="checkbox"/> Check processes to ensure that all patient demographic data is updated if needed, consider using tools like Topbar</li> <li><input type="checkbox"/> Ensure practice and providers are set up to use My Health Record</li> </ul> Data Cleansing Tool: <ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure PenCS is updated to latest version</li> </ul> Online Booking Systems/SMS Recall <ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure updates are completed (E.G. HotDocs, AutoMed)</li> </ul>	
	<b>Person responsible:</b>	<b>Comments and completion date:</b>
<b>Phone/internet /security</b>	Actions: <ul style="list-style-type: none"> <li><input type="checkbox"/> Contact IT for routine maintenance and inform of potential increased use of systems, including after-hours/weekends</li> <li><input type="checkbox"/> Review scheduled backup times will not interfere with increased or changing clinic times</li> <li><input type="checkbox"/> Contact internet/NBN/phone companies to ensure updates or scheduled maintenance will not interfere with practice systems</li> <li><input type="checkbox"/> Inform phone/internet companies of increased use of systems</li> </ul>	
	<b>Person responsible:</b>	<b>Comments and completion date:</b>
<b>Workforce requirements</b>	Consider: <ul style="list-style-type: none"> <li><input type="checkbox"/> Current workforce capabilities</li> <li><input type="checkbox"/> Identify if additional workforce is required and begin process</li> <li><input type="checkbox"/> Changes to business hours</li> </ul>	
	<b>Person responsible:</b>	<b>Comments and completion date:</b>
<b>Interpreter service</b>	Actions: <ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure all practitioners are registered with interpreter services</li> </ul> Resources: <ul style="list-style-type: none"> <li><input type="checkbox"/> <a href="#">Translating and Interpreting Services</a></li> </ul>	
	<b>Person responsible:</b>	<b>Comments and completion date:</b>

Vaccination planning checklist: Part one – policies and protocols

<b>Assign an ‘Administration Communications Champion’</b>	<b>Actions:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Sign up to PHN GP Matters to receive timely and relevant updates</li> <li><input type="checkbox"/> Monitor incoming communications around vaccine information (e.g., upcoming training, latest resources, practice news, digital health support)</li> <li><input type="checkbox"/> Provide frequent updates at team meetings</li> <li><input type="checkbox"/> Distribute updates to all relevant staff via electronic methods or hard copy resources</li> <li><input type="checkbox"/> Link with the ‘Clinical Communications Champion’</li> </ul>	
	<b>Resources:</b> <ul style="list-style-type: none"> <li>• <a href="#">Our PHN</a> <ul style="list-style-type: none"> <li>○ <a href="#">COVID-19 updates</a></li> <li>○ <a href="#">Subscribe to GP Matters and COVID-19 Updates</a></li> <li>○ <a href="#">Health Pathways COVID-19 Information</a></li> </ul> </li> <li>• <a href="#">Australian Government Department of Health</a></li> <li>• <a href="#">Queensland Health</a></li> <li>• <a href="#">RACGP Managing Emergencies and Pandemics</a></li> </ul>	
	<b>Person responsible:</b>	<b>Comments and completion date:</b>
<b>Ensure flu/COVID-19 vaccination is a standing agenda item for team meetings</b>	<b>Actions:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Provide frequent updates and notify of any changes</li> <li><input type="checkbox"/> Consider increasing ‘team huddles’</li> </ul>	
	<b>Person responsible:</b>	<b>Comments and completion date:</b>
<b>Plan communication methods with patients</b>	<b>Consider utilising:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Webpage</li> <li><input type="checkbox"/> Patient handouts</li> <li><input type="checkbox"/> Waiting room signage</li> <li><input type="checkbox"/> Scripted messages for staff</li> <li><input type="checkbox"/> Social media (if applicable)</li> <li><input type="checkbox"/> Telephone ‘on hold’ message</li> </ul>	
	<b>Person responsible:</b>	<b>Comments and completion date:</b>
<b>Other practice identified preparation</b>		
	<b>Person responsible:</b>	<b>Comments and completion date:</b>

## Clinical Team

<p><b>Identify vaccine management and storage person</b></p> <p>Public Health Units:  <b>Central Queensland (Rockhampton)</b>                  (07) 4920 6865  <b>Wide Bay (Bundaberg)</b>                  (07) 4303 7500  <b>Wide Bay (Hervey Bay)</b>                  (07) 4184 1800  <b>Sunshine Coast</b>                  1300 017 190</p>	<p>Actions:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Assign designated cold chain champion in each practice (Strive for Five)</li> <li><input type="checkbox"/> Lessons learned from 2020 flu clinic, what can you apply this year?</li> <li><input type="checkbox"/> Review cold chain management policy – consider contacting local Public Health Unit for review and suggestions</li> <li><input type="checkbox"/> Consider fridge/cooler capacity:                         <ul style="list-style-type: none"> <li><input type="checkbox"/> Review current ordering systems/stock levels (public and private)</li> <li><input type="checkbox"/> Requirements for extra coolers, ice bricks, thermometers</li> <li><input type="checkbox"/> Tip: to improve fridge storage capacity, use open-weave plastic trays with a solid base. It helps if these trays have higher sides to fill the size of the shelves to maximise the space and stop excess stock touching the sides of the fridge.</li> </ul> </li> </ul> <p>Perform</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Annual fridge audit and slush test</li> <li><input type="checkbox"/> How to pack a cooler</li> <li><input type="checkbox"/> Has a provider in your practice carried out the required self-audit within the previous 12 months?</li> </ul> <p>Resources:</p> <ul style="list-style-type: none"> <li>• <a href="#">Strive for Five</a></li> <li>• <a href="#">Vaccine Storage Self-Audit</a></li> <li>• <a href="#">Department of Health info for vaccination providers:</a> <ul style="list-style-type: none"> <li>○ <a href="#">Immunisation provider guide to obtaining informed consent for COVID-19 vaccine</a></li> <li>○ <a href="#">Consent form for COVID-19 vaccination</a></li> <li>○ Patient resource – <a href="#">Preparing for COVID-19 vaccination</a></li> <li>○ Patient resource – <a href="#">After your COVID-19 vaccination</a></li> </ul> </li> </ul>				
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<p><b>Assign Infection Control Coordinator/s</b></p>	<p>Actions:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Review infection control policy</li> </ul> <p>Resources:</p> <ul style="list-style-type: none"> <li>• <a href="#">RACGP Infection Prevention and Control Standards</a></li> </ul>				
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<p><b>COVID-19 Training Policy</b></p>	<p>Consider:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Who will complete the training (consider GP's in-practice policy)</li> <li><input type="checkbox"/> Process for ensuring all staff administering vaccines have appropriate training and/or qualifications in line with jurisdictional requirements</li> </ul>				

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	<ul style="list-style-type: none"> <li><input type="checkbox"/> Process for ensuring nurses have all completed mandatory COVID training</li> <li><input type="checkbox"/> Administration team to complete non-clinical modules</li> <li><input type="checkbox"/> Document completed modules for individual team members</li> </ul> <p>Resources:</p> <ul style="list-style-type: none"> <li>• <a href="#">COVID-19 Vaccination Training Program</a></li> </ul> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 50%; text-align: left;">Person responsible:</th> <th style="width: 50%; text-align: left;">Comments and completion date:</th> </tr> <tr> <td style="height: 40px;"></td> <td></td> </tr> </table>	Person responsible:	Comments and completion date:		
Person responsible:	Comments and completion date:				
<p><b>Consider assigning a ‘Clinical Communication Champion’ to monitor clinically relevant information</b></p>	<p>Actions:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Monitor for clinical updates on vaccination, COVID-19 testing, PPE, Australian Technical Advisory Group on Immunisation (ATAGI), Adverse Events Following Immunisation (AEFI) advice and any other clinically relevant information</li> <li><input type="checkbox"/> Link with ‘Administration Communication Champion’</li> </ul> <p>Resources:</p> <ul style="list-style-type: none"> <li>• QLD Health COVID Frontline Advice – <a href="#">subscribe here</a></li> <li>• <a href="#">Testing sites</a></li> <li>• <a href="#">ATAGI</a></li> <li>• <a href="#">Ausvax Safety</a></li> <li>• <a href="#">RACGP</a></li> <li>• <a href="#">APNA</a></li> </ul> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 50%; text-align: left;">Person responsible:</th> <th style="width: 50%; text-align: left;">Comments and completion date:</th> </tr> <tr> <td style="height: 40px;"></td> <td></td> </tr> </table>	Person responsible:	Comments and completion date:		
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<p><b>Review current protocols on Adverse Events Following Immunisation (AEFI)</b></p>	<p>Actions:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> How are AEFI managed and documented in your practice</li> <li><input type="checkbox"/> Review guidelines on AEFI</li> </ul> <p>Resources:</p> <ul style="list-style-type: none"> <li>• <a href="#">QLD Health – Adverse Events Following Immunisation</a></li> <li>• <a href="#">ASCIA - Allergy, Immunodeficiency, Autoimmunity and COVID-19 Vaccination Position Statement</a></li> <li>• <a href="#">ASCIA – Anaphylaxis e-training for health professionals</a></li> </ul> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 50%; text-align: left;">Person responsible:</th> <th style="width: 50%; text-align: left;">Comments and completion date:</th> </tr> <tr> <td style="height: 40px;"></td> <td></td> </tr> </table>	Person responsible:	Comments and completion date:		
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