

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				
<p>Identify patients in Phase 1b of the vaccination roll-out</p> <p><i>Phase 1b:</i></p> <ul style="list-style-type: none"> Adults >80 years 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 	<p>Actions:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ensure demographic data is current & correct, revisit policy on how the administration team collect demographic data if required <input type="checkbox"/> Use clinical software or PenCS CAT4 to identify eligible patient cohorts <input type="checkbox"/> Contact PHN Primary Health Care Officer for CAT4 training if required <input type="checkbox"/> Ensure clinical information in patient record is current and accurate <input type="checkbox"/> Discuss with your team which patients in your practice you consider vulnerable <input type="checkbox"/> Consider uploading Shared Health Summaries to My Health Record for vulnerable patients as they present for routine appointments <p>Resources:</p> <ul style="list-style-type: none"> Australia's COVID-19 vaccine national roll-out strategy PenCS COVID-19 CAT4 recipes TrainIT Medical To determine individual patient eligibility, use the Vaccine Eligibility Tracker MBS COVID-19 Vaccine Suitability Assessment Service <table border="1"> <tr> <td>Person responsible:</td> <td>Comments and completion date:</td> </tr> <tr> <td> </td> <td> </td> </tr> </table>	Person responsible:	Comments and completion date:		
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<p>Identify a champion to ensure a robust recall and reminder process is in place to meet the needs of mass vaccination</p> <p><i>To meet PIP COVID-19 Vaccine Incentive Payment requirements, patients must return for their second vaccine.</i></p>	<p>Actions:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Identify roles and responsibilities of the team in relation to reminder systems and recall processes <input type="checkbox"/> Review reminder systems currently used for vaccinations – will this meet the needs of your vaccination program? <input type="checkbox"/> Review recall processes currently used for results if necessary <input type="checkbox"/> Contact your online booking vendor (HotDoc, HealthEngine etc.) to discuss your process for reminders <input type="checkbox"/> Consider an online booking vendor if you currently do not utilise one <input type="checkbox"/> Ensure you have a process to check off reminders once actioned <input type="checkbox"/> Communicate any changes with team members <table border="1"> <tr> <td>Person responsible:</td> <td>Comments and completion date:</td> </tr> <tr> <td> </td> <td> </td> </tr> </table>	Person responsible:	Comments and completion date:		
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Vaccination planning checklist: Part two – Internal preparation for your team

<p>Setting up appointment schedules, handling enquiries and managing patient bookings</p>	<p>Consider:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Developing a script to support management of incoming enquiries: <ul style="list-style-type: none"> ○ 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 <input type="checkbox"/> Consider advising and training administration team on how to effectively manage and respond to difficult patient behaviour <input type="checkbox"/> Create a protocol for following up on enquiries <ul style="list-style-type: none"> ○ Decide when/how administration staff should seek advice from the clinical team ○ How will enquiries and advice be provided to patients and documented? <input type="checkbox"/> Talk to your software vendor for options on how to set up your appointment book, consider: <ul style="list-style-type: none"> ○ A separate location in appointment book ○ Colours and/or icons for different appointment types ○ Quantity and duration of appointments <input type="checkbox"/> Consider upcoming appointments – do you need to reserve appointment times for vaccinations? <input type="checkbox"/> Consider ensuring patient bookings are confirmed to minimise missed appointments <input type="checkbox"/> Consider process for patients who do not attend or miss appointments <input type="checkbox"/> Document and share all plans with the team 	
	Person responsible:	Comments and completion date:

Clinical team

Manage complex and chronic patients	Consider: <ul style="list-style-type: none"> <input type="checkbox"/> Reviewing patients with a chronic disease or complex condition prior to vaccination rollout to ensure routine care is attended to <ul style="list-style-type: none"> o 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 is 14 days. <ul style="list-style-type: none"> <input type="checkbox"/> Document practice plan in reviewing, recording and scheduling all vaccinations and share with the team. <input type="checkbox"/> Tips: <ul style="list-style-type: none"> o Upload a Shared Health Summary or Event Summary to My Health Record o Schedule next appointments as required during current visit (if required) o Will you provide a patient vaccination card/personal record for each patient which includes COVID-19 1,2 and influenza? Resources: <ul style="list-style-type: none"> • QLD Health COVID-19 Asset Library • QLD Health COVID-19 Vaccine Page • Central Queensland, Wide Bay, Sunshine Coast PHN Immunisation Page 	
	Person responsible:	Comments and completion date: