**COVID-19/Influenza vaccination preparation checklist**

***Part three – Identify 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 eligible to be vaccinated** | Consider:  Updating patient demographic data if necessary  ☐ Identifying vulnerable patients first  Using clinical software or PenCS CAT4 to identify eligible patient cohorts  Contacting [PHN Primary Health Care Officer](https://www.ourphn.org.au/practice-support/) for CAT4 training if required  Resources:   * [Phase 1b](https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/phase-1b) * [PenCS COVID-19 CAT4 recipes](https://help.pencs.com.au/display/CR/COVID-19+Vaccine+Priority+Patients) * [TrainIT Medical](https://trainitmedical.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:** |
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| **Setting up appointment schedules, handling enquiries and managing patient bookings**  *Please note: patients who do not hold a valid Medicare card are still eligible to receive a free COVID-19 vaccination through a state or territory vaccination clinic or GP Respiratory Clinic* | Consider:  Developing scripts to support management of incoming enquiries for new and existing patients  Automating phone systems i.e., press 1 for COVID vaccination bookings, press 2 for general practice bookings  Your practice capacity and vaccine stock prior to booking  Advising and training administration team on how to effectively manage and respond to difficult patient behaviour  Creating 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?   Options on setting up your appointment schedule:   * Adding a separate location in the appointment book * Colours and/or icons for different appointment types * Quantity and duration of appointments * Reserve appointment times   Ensuring patient bookings are confirmed to minimise missed appointments  Process for patients who do not attend or miss appointments  Communicating processes with the team | |
| **Person responsible:** | **Comments and completion date:** |
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| **Contacting eligible patients**  *To meet PIP COVID-19 Vaccine Incentive Payment requirements, patients must return for their second vaccine.* | Consider:  Identifying roles and responsibilities of the team in relation to reminder systems  Your communication method to notify eligible cohorts  Reviewing current reminder systems used for vaccinations  Encouraging patients to book their second dose at the same time they have their first dose  Timeframe between first and second COVID-19 vaccination  Timeframe between COVID-19 and Influenza vaccinations  Contacting your Online Booking Vendor to discuss your process for reminders  Utilising an Online Booking Vendor or alternatively, the Department of Health has a booking system which will integrate with the National Health Service Directory  Ensuring you have a process to check off reminders once actioned  Communicating any changes with team members  Resources:   * [TGA COVID-19 Vaccination Advertising Guidelines](https://www.tga.gov.au/advertising-covid-19-vaccines-australian-public) | |
| **Person responsible:** | **Comments and completion date:** |
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**Clinical Team**

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| **Managing 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 via telehealth if appropriate  Ensuring clinical information in patient record is current and accurate  Uploading Shared Health Summaries to My Health Record for vulnerable patients as they present for routine appointments  Resource:   * [COVID-19 Vaccination Screening Questions | Queensland Health](https://www.health.qld.gov.au/__data/assets/pdf_file/0022/1029361/covid-19-vaccination-screening-qrg.pdf) * [COVID-19 vaccination decision guide for women who are pregnant, breastfeeding, or planning pregnancy](https://www.health.gov.au/resources/publications/covid-19-vaccination-covid-19-vaccination-decision-guide-for-women-who-are-pregnant-breastfeeding-or-planning-pregnancy) | |
| **Person responsible:** | **Comments and completion date:** |
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| **Patient journey for completing COVID and Influenza vaccinations**  *The preferred minimum interval between a dose of seasonal influenza vaccine and a dose of Comirnaty (Pfizer) or COVID-19 Vaccine AstraZeneca is 7 days.* | Consider:  How you will manage and schedule COVID and Influenza clinics inline with the recommended intervals  Checking your process for uploading patient vaccination details to AIR to minimise system failure and errors  Documenting any changes of practice policies and processes and communicate changes with team  Resources:   * [COVID-19 vaccination – ATAGI advice on influenza and COVID-19 vaccines](https://www.health.gov.au/resources/publications/covid-19-vaccination-atagi-advice-on-influenza-and-covid-19-vaccines) * [Department of Health – Advice for vaccination providers](https://www.health.gov.au/news/2021-nip-influenza-vaccination-program) * [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) * [Central Queensland, Wide Bay, Sunshine Coast PHN Immunisation Page](https://www.ourphn.org.au/immunisation-program/) | |
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