**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 requiredResources:* [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%2BVaccine%2BPriority%2BPatients)
* [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)
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| **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 membersResources:* [TGA COVID-19 Vaccination Advertising Guidelines](https://www.tga.gov.au/advertising-covid-19-vaccines-australian-public)
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| **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 appointmentsResource:* [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)
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| **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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| **Person responsible:** | **Comments and completion date:** |
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