

# Record, Recall, Report

## - APNA COVID Webinar -

Presented by:

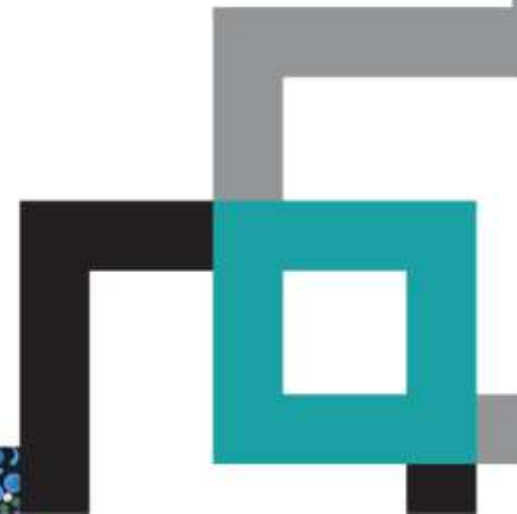
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## Marg Windsor

### **Registered Nurse**

Authorised Nurse Immuniser  
Certificate IV Training & Assessment  
Certificate IV Project Management

Margaret worked as a Practice Nurse for 17 years before starting her own consultancy business – DARTA Medical. She has been training clinical software since the first version was launched and is an approved trainer for both MedicalDirector and Best Practice Software.

Margaret continues to provide nursing education, software training and consultancy services to practices and aboriginal community-controlled health organisations across Australia.

Marg is currently supporting delivery of Covid vaccines in the remote areas of Western Queensland.



## Katrina Otto

### **Managing Director, Train IT Medical Pty Ltd**

Bachelor's degree in Adult Education, Diploma of  
Business, Health Administration  
Certificate IV Training & Assessment  
Certificate – Social Welfare

Katrina is a Practice Management Consultant & Software Trainer  
She has 30 years experience working in a wide variety of medical practices, many of those as a practice manager.

Katrina also spent 25 years as a part-time TAFE teacher teaching medical administration, technology & practice management.

Katrina is an approved trainer for Dept of Health, Australian Digital Health Agency, AAPM, APNA, RACGP, ACCRM, Avant Mutual, Primary Health Networks, Best Practice Software, Medical Director., Pen CS and many others.

# Learning Objectives

1. Meet vaccination guidelines for recording consent.
2. Record vaccine encounters using clinical software and new technologies.
3. Understand the importance and various ways to upload vaccination information to AIR - clinical software, PRODA, CVIP.
4. Design an effective recall and reminder system.
5. Discuss reporting for adverse events (AEFI) and quality improvement.



# Learning Objective 1

**Meet vaccination guidelines for recording consent.**





# “Consent is a process, not a form”

**Avant Mutual**

[Download “Consent Essentials”](#)

# Check, Consent & Communicate

1. **Check vaccine status (AIR, My Health Record)**
2. **Consent to give vaccine**
3. **Communicate process and policy**
4. **Consent to recall**

# HealthDirect

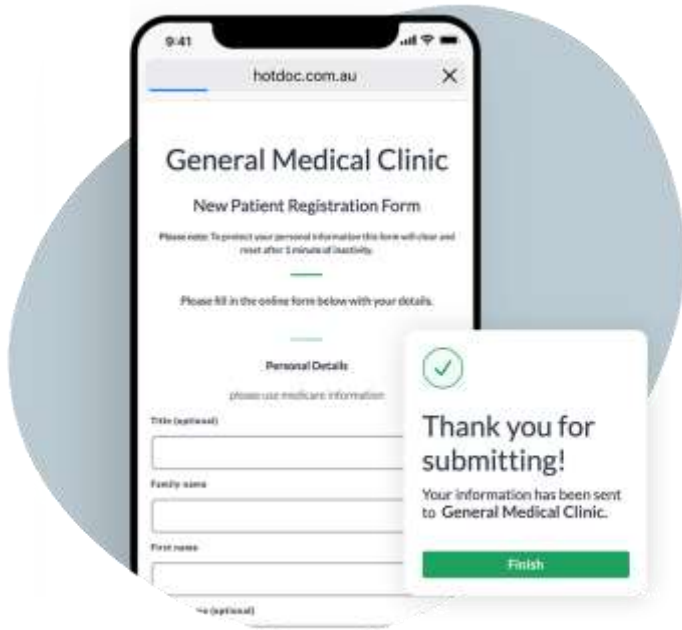
1. [Register/update National Health Services Directory \(NHSD\)](#)
2. [Vaccine Eligibility Checker](#)



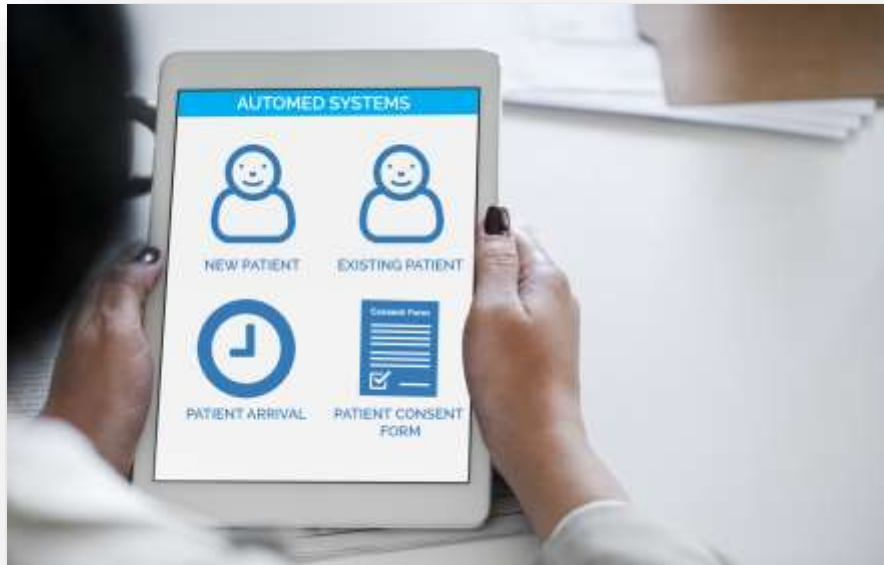
Use the [Vaccine Eligibility Checker](#) to find out when it might be your turn to get vaccinated against COVID-19.

# Use Your Own Online Booking Platform

Technology to register, complete online consent etc prior to visit or on check-in



[HotDoc](https://www.hotdoc.com.au)



[AutoMed Systems](https://www.automedsystems.com.au)



[Better Consult](https://www.betterconsult.com.au)



# Health Engine - Online Vaccination Booking Platform

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Australasia's leading voice in digital health news

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## HealthEngine wins contract to build COVID-19 vaccination booking system



Written by Kate McDonald on 08 March 2021.

Online appointment booking and directory service  
HealthEngine has been chosen to build the booking platform for the federal government's COVID-19 Vaccination Information and Booking Service.

The booking platform will be launched in the next few weeks to help support the vaccination roll-out, allowing patients to locate and book appointments with designated vaccine clinics via a service finder based

on the National Health Services Directory (NHSD)

## HealthEngine COVID-19 Vaccine Rollout

HealthEngine's COVAX solution is designed specifically for COVID-19 vaccines and integrates with the NHSD. Our new product features will help you deliver COVID-19 vaccines in an efficient and secure manner. HealthEngine will start onboarding practices as of the 8th of March.

Find out more ↓

If you're not an existing HealthEngine Customer click [here to get in touch.](#)



[Pulse IT article](#)

[HealthEngine COVID-19 Vaccine Rollout](#)



# Consider a checklist

1. Confirm eligibility
2. Complete Vaccine Assessment
3. Record consent
4. Medical order / document detail in clinical notes
5. Administer vaccine
6. Record vaccine details in software
7. Side effects
8. Waiting time
9. Enter MBS item number
10. Book 2<sup>nd</sup> appointment
11. Update Tracking/usage/wastage details



# Check vaccine status on AIR or My Health Record



Train IT Medical Consultant Sue Cummins  
receiving Covid Vaccine at Redfern AMS

# AIR data flows into My Health Record automatically

This is not a complete view of the individual's health information. For more information about the individual's health record or data, please consult the individual or other healthcare professionals as needed.

This patient has an active My Health Record to which you have access. [Change/Gain Access](#)

My Health Record View Prescription and Dispense View Pathology Report View Diagnostic Imaging Report View

Show List View

94

## My Health Record

### Prescription Information - PBS and RPBS

Generic Name	Brand	Prescribed	Supplied	Form and Strength	Quantity	Repeat Number	Code
doxycycline	DOXYCYCLINE SANDOZ	30 Jan 2020 11:00+1100	24 May 2020 10:00+1000	DOXYCYCLINE 50MG TABLET, 25	25	5	09106G

### Australian Immunisation Register - AIR

#### Immunisations

Type	Date	Dose
COVID-19 Vaccine AstraZeneca	23 Mar 2021 11:00+1100	

#### Cancelled Immunisations

No Information Available

### Australian Organ Donor Register Decision Information

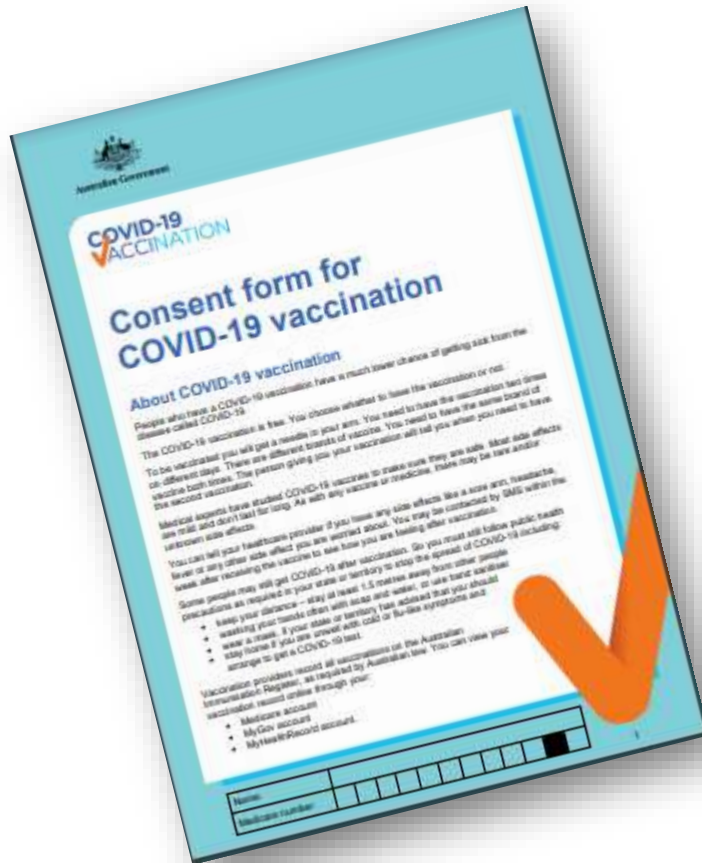
Registered	Donor Decision	Organ and/or Tissue donation
16 Feb 2019 00:00+1100	Yes	Bone Tissue Indicator <b>Yes</b>

Create Clinical Document Supersede Remove from My Health Record Save in MD Close

All nurses should register for a PRODA account



# Record Consent



Patient information	
Name:	
Medicare number:	
Date of birth:	
Address:	
Phone contact number:	
E-mail:	
Sex:	

Are you Aboriginal and/or Torres Strait Islander?

☐ Yes, Aboriginal only  
☐ Yes, Torres Strait Islander only  
☐ Yes, Aboriginal and Torres Strait Islander  
☐ No  
☐ Prefer not to answer

Next of kin (in case of emergency):

Name:

Phone contact number:

Consent to receive COVID-19 vaccine

☐ I confirm I have received and understood information provided to me on COVID-19 vaccination

☐ I confirm that none of the conditions, above apply, or I have discussed these and/or any other special circumstances with my regular health-care provider and/or vaccination service provider

☐ I agree to receive a course of COVID-19 vaccine (two doses of the same vaccine)

Patient's name:

Patient's signature:

Date:

☐ I am the patient's guardian or substitute decision-maker, and agree to COVID-19 vaccination of the patient named above

Guardian/substitute decision-maker's name:

Guardian/substitute decision-maker's signature:

Name:

Medicare number:

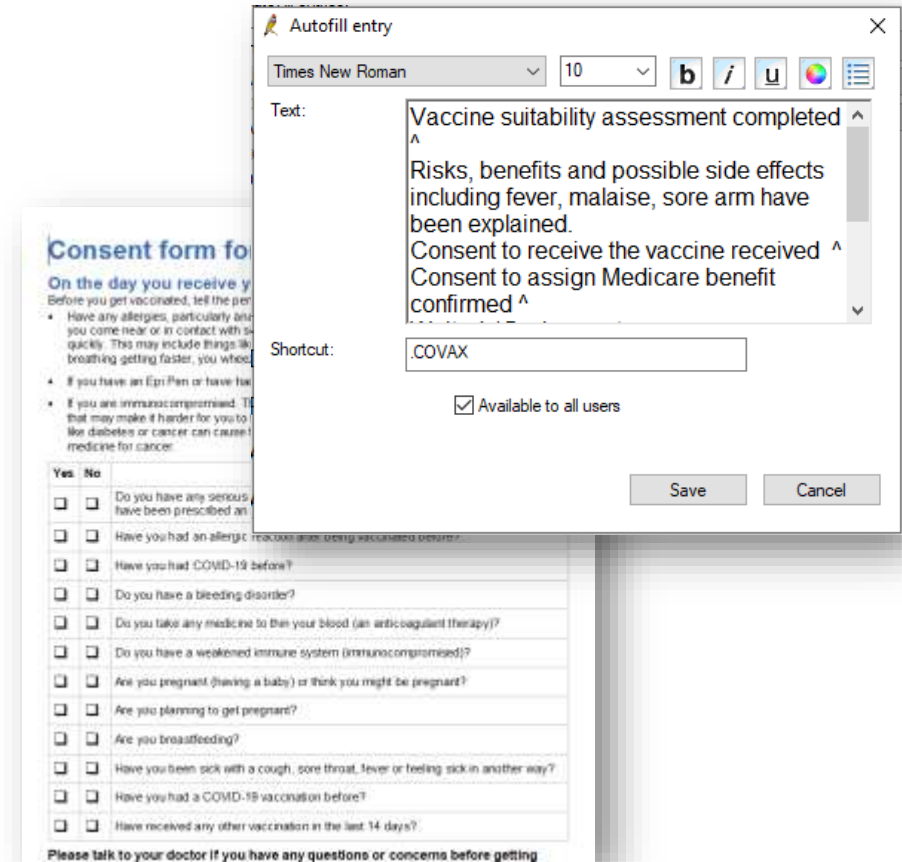
How is the information you provide at your appointment used?	
For information on how your personal details are collected, stored and used visit: <a href="https://www.health.gov.au/consent-to-vaccinate">https://www.health.gov.au/consent-to-vaccinate</a>	
On the day you receive your vaccine	
Before you get vaccinated, tell the person giving you the vaccination if you:	
<ul style="list-style-type: none"><li>Have any allergies, particularly anaphylaxis (a severe allergic reaction) to a previous dose of a COVID-19 vaccine, to an ingredient of a COVID-19 vaccine, or to other vaccines or medications. An allergy is when you come near or in contact with something and your body reacts to it and you get sick very quickly. This may include things like an itchy skin, your tongue getting bigger, your breathing getting faster, you wheeze or your heart beating faster.</li><li>If you are immunocompromised. This means that you have a weakened immune system that may make it harder for you to fight infections and other diseases. Sometimes a disease like diabetes or cancer can cause this or certain medicines or treatments you take, such as medicine for cancer.</li></ul>	
Yes: No:	
<input type="checkbox"/>	<input type="checkbox"/> Do you have any serious allergies, particularly anaphylaxis, to anything?
<input type="checkbox"/>	<input type="checkbox"/> Have you had an allergic reaction after being vaccinated before?
<input type="checkbox"/>	<input type="checkbox"/> Do you have a meat sensitivity?
<input type="checkbox"/>	<input type="checkbox"/> Have you had COVID-19 before?
<input type="checkbox"/>	<input type="checkbox"/> Do you have a bleeding disorder?
<input type="checkbox"/>	<input type="checkbox"/> Do you take any medicine to thin your blood (anticoagulant therapy)?
<input type="checkbox"/>	<input type="checkbox"/> Do you have a weakened immune system (immunocompromised)?
<input type="checkbox"/>	<input type="checkbox"/> Are you pregnant or do you think you might be pregnant?
<input type="checkbox"/>	<input type="checkbox"/> Are you breastfeeding?
<input type="checkbox"/>	<input type="checkbox"/> Have you been sick with a cough, sore throat, fever or are feeling sick in another way?
<input type="checkbox"/>	<input type="checkbox"/> Have you had a COVID-19 vaccination before?
<input type="checkbox"/>	<input type="checkbox"/> Have received any other vaccination in the last 14 days?
Please talk to your doctor if you have any questions or concerns before getting your COVID-19 vaccination.	
Name:	
Medicare number:	

[Consent form for Covid-19 vaccination](#)



# Ideas for your consent & communication process

1. Official 4-page consent form can be made into 1 double-sided form for consent signature. Other page given to patient for handout.
2. Email consent link for patients to complete at home.
3. [Import modified version into your software](#)  
– MD & Bp
4. Shortcut/Autofill in progress notes
5. HotDoc, AutoMed, Better Consult etc.





# Learning Objective 2

**Record vaccine encounters using clinical software and new technologies.**



# Record COVID-19 Vaccine Details | Save batch numbers

**Vaccination Window**

☐ Vaccine given elsewhere

Vaccinator: Dr A Practitioner

Consent provided by: Patient ☐ Vaccination declined

Date: 23/03/2021

Type: COVID-19 VACCINE ASTRAZENECA

Site: Deltoid IM, Right side

Sequence: 1

Batch No: 121212 ☒ Store batch No

Comment:

Mark for recall Save Cancel

**Immunisation**

Available Vaccines

Vaccine	Against
Cervarix	HPV
Cholera	Cholera
Comvax	HIB, Hepatitis B
COVID 19 Vaccine AstraZen	COVID-19
Dengue fever	Dengue fever

Billing provider: Dr Frederick Findacure (Bundaberg Clinic) ☐ Include inactive providers

Given by: Dr Frederick Findacure

Date: 11/03/2021 Site: Left Deltoid Sequence: 1

Route: ☒ IMI ☐ SC ☐ Oral ☐ Intradermal

Batch No.: 121212 Batch Expiry: ☒ 11/03/2023 ☐ Save batch details

Serial No.:

Comment:

☐ Send reminder Reminder date: ☒ 11/03/2021

Save Cancel



# Shortcut/Autofill sample

## .Covax

Vaccine suitability assessment completed ^

Risks, benefits and possible side effects including fever, malaise, sore arm have been explained.

Consent to receive the vaccine received ^

Consent to assign Medicare benefit confirmed ^

Waited 15 mins post vaccination and observed ^

Advised to phone the practice if any side effects experienced or seek urgent medical care in the unlikely event any severe reactions occur.

Download instructions for creating shortcuts


- [Bp Premier](#)
- [MedicalDirector](#)

# Vaccination Management technology tools

## Appointment Types

+ Add Appointment Type   + Sort Appt. Types   ⚙ Resource Allocation Labels

	PMS Name	Name	Service Type	Duration (mins)	Start - End time(24hr)	Nurse Required
	Home visit	Video Consult - Bulk Bill	Telehealth	10	10:40 - 21:40	No
	Immunisation	Private Flu Shot	Flu Clinic	10	09:00 - 23:00	No
	Teleconference	Video - Private Fee	Telehealth	10	08:00 - 22:00	No
	Procedure	Procedure	Telehealth	30	10:40 - 21:40	Yes
	Home Visit	Home Visit	Telehealth	10	10:40 - 21:40	No
	Script	Script	Telehealth	10	10:40 - 21:40	No
	Standard appt.	Skin Check	Telehealth	10	10:40 - 21:40	No

 Vacc

Select Vaccine

COVID-19

Free Flu Vaccine

Private Flu Shot

Vaccine: Private Flu Shot

## AutoMed Systems

	Name	Current Stock Qty	Expected Delivery Date	Reserved Stock Qty	Update Stock Qty	Arrival Msg	Delete
	COVID-19 Vaccine	0	2021-03-01	0	Qty   	 Show Message	<input type="checkbox"/>
	FLU Vaccine - 6m - under 5 years	0	2021-03-01	0	Qty   	 Show Message	<input type="checkbox"/>
	FLU Vaccine - CD or Pregnant	0	2021-03-01	0	Qty   	 Show Message	<input type="checkbox"/>
	Flu Vaccine - 65+	0	2021-03-01	1	Qty   	 Show Message	<input type="checkbox"/>
	Private Flu Vaccine	3	2021-03-01	0	Qty   	 Show Message	<input type="checkbox"/>

Basic



NP Dennice from Werin Aboriginal Corporation





# Learning Objective 3

**Understand the importance and various ways to upload vaccination information to AIR - clinical software, PRODA, CVIP.**



# Send to AIR

- 24 hours to upload
- Patient Management software
- Manual upload to  
PRODA>HPOS>AIR
- Reconciliation with software





# Do online patient verification (OPV) before sending to AIR

View Items in Immunisation Claim A004859									
Date of Service	Provider No	Pai Nai	Medicare No	Vaccine	Sequence	Batch	Status	User ID	Timestamp
22/03/2021	Validate patient details to ensure successful transmission to AIR.			COVAST	1	05004...		VKB	23/03/2021 8:34 AM
22/03/2021				COVAST	1	05004...		VKB	23/03/2021 8:34 AM
22/03/2021				COVAST	1	05004...		VKB	23/03/2021 8:34 AM
22/03/2021				COVAST	1	05004...		VKB	23/03/2021 8:34 AM
22/03/2021				COVAST	1	05004...		VKB	23/03/2021 8:34 AM
22/03/2021				COVAST	1	05004...		VKB	23/03/2021 8:34 AM
22/03/2021				COVAST	1	05004...		VKB	23/03/2021 8:34 AM
22/03/2021				COVAST	1	05004...		VKB	23/03/2021 8:34 AM

**NEW**



# Clinician Vaccine Integrated Platform

For vaccination providers who do not already have clinical software that reports to AIR.

## Features

- ✓ patient self-check in
- ✓ review current AIR history
- ✓ barcode scanning function to quickly record the supply of a vaccine
- ✓ reporting to AIR

[Read more about CVIP](#)





# Learning Objective 4

**Design an effective recall and reminder system.**



# Reminders & Booking for 2<sup>nd</sup> Dose



How can I follow up with Patient for Second Dose?

## Workflow Option 1

Notifications:

Type	Due	Reason
Outstanding requests	22/02/2021	There are 4 outstanding requests for this patient!
Reminder sent	26/02/2021	Fluvax Immunisation - Sent on 28/05/2022.
Preventive health	09/03/2021	A Cervical Screening Test is due!
Reminder due	23/03/2021	COVID Vaccination 2nd Dose

Select patients for reminders

Select reasons: ☐ Clinically significant only

Filter by type: All

Reason:

- ☐ ADF Post Discharge GP Health Assess...
- ☐ Blood check
- ☐ Care plan
- ☐ Cervical screening (Clinically Significant)
- ☒ COVID 2nd Dose
- ☐ Custom reminder reason
- ☐ Facial Oncol. Blood
- ☐ Fluax Immunisation
- ☐ Hepatitis B Immunisation
- ☐ Immunisation
- ☐ Influenza Immunisation
- ☐ Influenza Vaccination
- ☐ Pap smear
- ☐ Pneumovax Immunisation
- ☐ Tetanus Immunisation

Select all | Deselect all

Due between: 15/03/2021 and 21/06/2021

☐ Include overdue reminders  
☐ Include inactive patients

OK | Cancel

## Workflow Option 2

Finalise visit

Visit length: 4h 23m 4s | Account type: Direct Bill

MBS item: 93624 | ☐ Default list | Search MBS

Description	Item No.	Fee	Rebate
COVID-19 vaccine suitability assessment by a GP, 1st dose	93624	30.75	30.75

Professional attendance by a general practitioner for the purpose of assessing a patient's suitability for the first dose of a COVID-19 vaccine if all of the following apply: (a) one or both of the following is undertaken, where clinically relevant: (i) a short patient history; (ii) limited examination and management; (b) the patient is eligible for a COVID-19 vaccine; (c) the service is bulk-billed; (d) the service is provided at, or from, a practice location in a Modified Monash 1 area

Items to bill:

Description	Service text	Item No.	Fee	Rebate
COVID-19 vaccine suitability assessment by a		93624	30.75	30.75

Note to reception:

Book second dosage for 12 weeks

☐ Not normal aftercare  
☐ In hospital

No. of patients: 1

Save | Save & Close | Cancel

[Download Bp Covid-19 vaccination instructions](#)

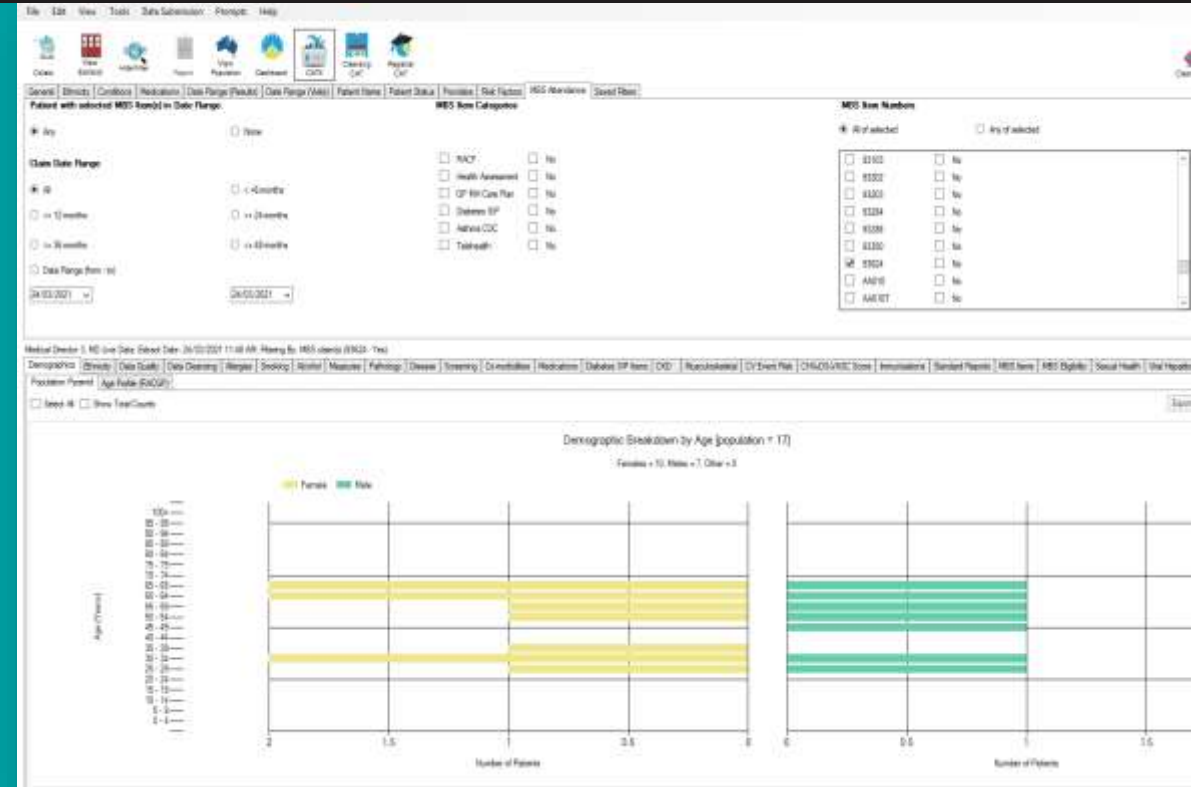
[Register for Bp Premier Webinar: Get COVID-19 Vaccination Ready!](#)





# Technology to help identify & recall

- Patient Management software
- Bp Comms
- HotDoc, HealthEngine, AutoMed
- Pen CS & Polar
- Cubiko



# Following up who has not had 2<sup>nd</sup> dose



Communicate your system clearly at the time of giving vaccine no 1. Examples:

- “You will receive an sms, it is your responsibility to come back in, you may not receive another one.”
- Let’s write down your appointment/date that your next due.”

Use your technology to connect, follow-up & report.



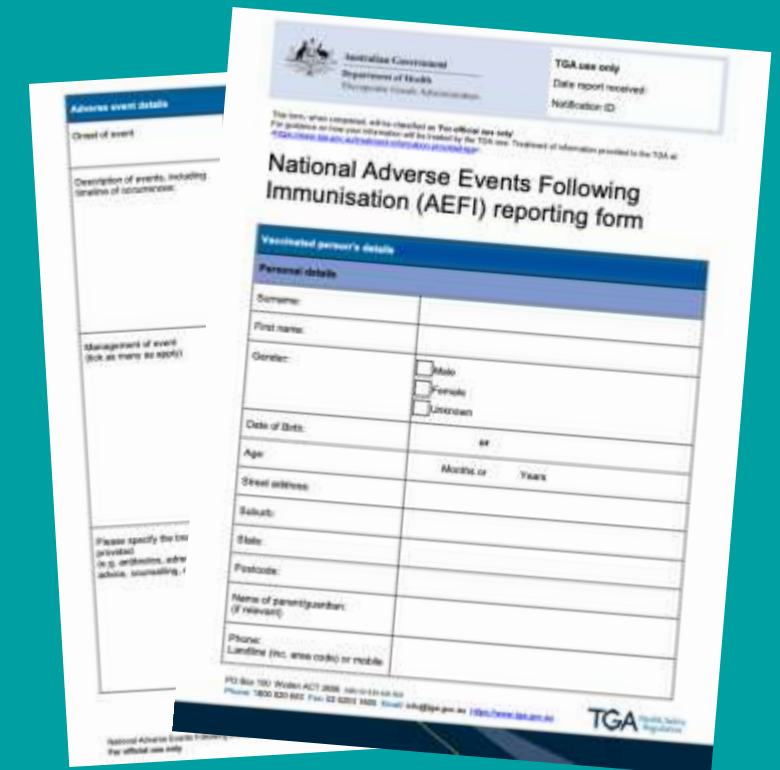
# Learning Objective 5

**Discuss reporting for adverse events (AEFI) and quality improvement.**



# Adverse event reporting

- Data collection to ensure accurate side-effect recording
- AEFI document
- AusVaxSafety – governing body
- SmartVax – available at no cost for a limited no. of practices



The image shows a 'National Adverse Events Following Immunisation (AEFI) reporting form' from the Australian Government Department of Health. The form is titled 'National Adverse Events Following Immunisation (AEFI) reporting form' and includes a section for 'Vaccinated person's details'. The form is divided into several sections: 'Adverse event details', 'Vaccinated person's details', and 'Management of event'. The 'Vaccinated person's details' section includes fields for 'Personal details' (Surname, First name, Gender, Date of birth, Age, Street address, Suburb, State, Postcode, Name of parent/guardian, Phone, Landline, and Mobile) and 'Management of event' (Please specify the test provided, in 15, 30, 60, 90, 120, 180, 240, 360, 480, 600, 720, 840, 960, 1080, 1200, 1320, 1440, 1560, 1680, 1800, 1920, 2040, 2160, 2280, 2400, 2520, 2640, 2760, 2880, 3000, 3120, 3240, 3360, 3480, 3600, 3720, 3840, 3960, 4080, 4200, 4320, 4440, 4560, 4680, 4800, 4920, 5040, 5160, 5280, 5400, 5520, 5640, 5760, 5880, 6000, 6120, 6240, 6360, 6480, 6600, 6720, 6840, 6960, 7080, 7200, 7320, 7440, 7560, 7680, 7800, 7920, 8040, 8160, 8280, 8400, 8520, 8640, 8760, 8880, 9000, 9120, 9240, 9360, 9480, 9600, 9720, 9840, 9960, 10080, 10200, 10320, 10440, 10560, 10680, 10800, 10920, 11040, 11160, 11280, 11400, 11520, 11640, 11760, 11880, 12000, 12120, 12240, 12360, 12480, 12600, 12720, 12840, 12960, 13080, 13200, 13320, 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30600, 30720, 30840, 30960, 31080, 31200, 31320, 31440, 31560, 31680, 31800, 31920, 32040, 32160, 32280, 32400, 32520, 32640, 32760, 32880, 33000, 33120, 33240, 33360, 33480, 33600, 33720, 33840, 33960, 34080, 34200, 34320, 34440, 34560, 34680, 34800, 34920, 35040, 35160, 35280, 35400, 35520, 35640, 35760, 35880, 36000, 36120, 36240, 36360, 36480, 36600, 36720, 36840, 36960, 37080, 37200, 37320, 37440, 37560, 37680, 37800, 37920, 38040, 38160, 38280, 38400, 38520, 38640, 38760, 38880, 39000, 39120, 39240, 39360, 39480, 39600, 39720, 39840, 39960, 40080, 40200, 40320, 40440, 40560, 40680, 40800, 40920, 41040, 41160, 41280, 41400, 41520, 41640, 41760, 41880, 42000, 42120, 42240, 42360, 42480, 42600, 42720, 42840, 42960, 43080, 43200, 43320, 43440, 43560, 43680, 43800, 43920, 44040, 44160, 44280, 44400, 44520, 44640, 44760, 44880, 45000, 45120, 45240, 45360, 45480, 45600, 45720, 45840, 45960, 46080, 46200, 46320, 46440, 46560, 46680, 46800, 46920, 47040, 47160, 47280, 47400, 47520, 47640, 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# Reporting

- ✓ Numbers
- ✓ Financials
- ✓ Adverse Events
- ✓ Outcomes



**Quality Improvements / Patient Experience / Outcome reporting.**

# Presentation Links

## Dept Health Consent form for Covid-19 vaccination

- [https://www.health.gov.au/sites/default/files/documents/2021/03/covid-19-vaccination-consent-form-for-covid-19-vaccination\\_3.pdf](https://www.health.gov.au/sites/default/files/documents/2021/03/covid-19-vaccination-consent-form-for-covid-19-vaccination_3.pdf)

## Dept Health FAQs for Vaccine Providers

- [https://www.health.gov.au/sites/default/files/documents/2021/03/covid-19-vaccine-general-questions-for-vaccine-providers.pdf?fbclid=IwAR1Jwm2leig4i92KOP\\_uDxj3dk7E\\_DDWoxOy5lzEXP\\_TLYLE5IYyDqPHqwjg](https://www.health.gov.au/sites/default/files/documents/2021/03/covid-19-vaccine-general-questions-for-vaccine-providers.pdf?fbclid=IwAR1Jwm2leig4i92KOP_uDxj3dk7E_DDWoxOy5lzEXP_TLYLE5IYyDqPHqwjg)

## After Your Vaccination Handout

- [file:///C:/Users/Train%20IT/Downloads/covid-19-vaccination-after-your-pfizer-cormirnaty-vaccine\\_0.pdf](file:///C:/Users/Train%20IT/Downloads/covid-19-vaccination-after-your-pfizer-cormirnaty-vaccine_0.pdf)

## Australian Technical Advisory Group on Immunisation (ATAGI) Provider Guide to Obtaining Informed Consent

- <https://www.health.gov.au/sites/default/files/documents/2021/03/covid-19-vaccination-atagi-immunisation-provider-guide-to-obtaining-informed-consent-for-covid-19-vaccine.pdf>

## NCIRS Supporting & understanding delegations in HPOS to enable access to the AIR

- [https://www.ncirs.org.au/sites/default/files/2020-12/HPOS%20-%20Supporting%20providers\\_December%202020\\_Final\\_0.pdf](https://www.ncirs.org.au/sites/default/files/2020-12/HPOS%20-%20Supporting%20providers_December%202020_Final_0.pdf)

## Help using AIR online:

- <https://www.servicesaustralia.gov.au/organisations/health-professionals/services/medicare/australian-immunisation-register-health-professionals/managing/help-using-air-online>

## Clinical Vaccine Integrated Program (CVIP)

- <https://www.digitalhealth.gov.au/healthcare-providers/cvip>

## Accredited Nurse Immunisers – Policy Directives:

- [https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2020\\_050.pdf](https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2020_050.pdf)

## Avant Consent Essentials:

- <https://www.avant.org.au/Resources/Public/consent-essentials/>

## Tips on being ready for your Covid-19 vaccine:

- <https://www.gps-can.com.au/covid19-blog/covid-19-vaccine-ready>

## Better Consult:

- <https://au.betterconsult.com/>

## HotDoc:

- <https://www.hotdoc.com.au/>

## Automed Systems:

- <https://automedsystems.com.au/>

## Pen CS

- <https://www.pencs.com.au/covid-19-gps/>

## Cubiko

- <https://www.cubiko.com.au/>

## Train IT Medical:

- [Templates & Shortcuts for Bp Premier & MedicalDirector](#)



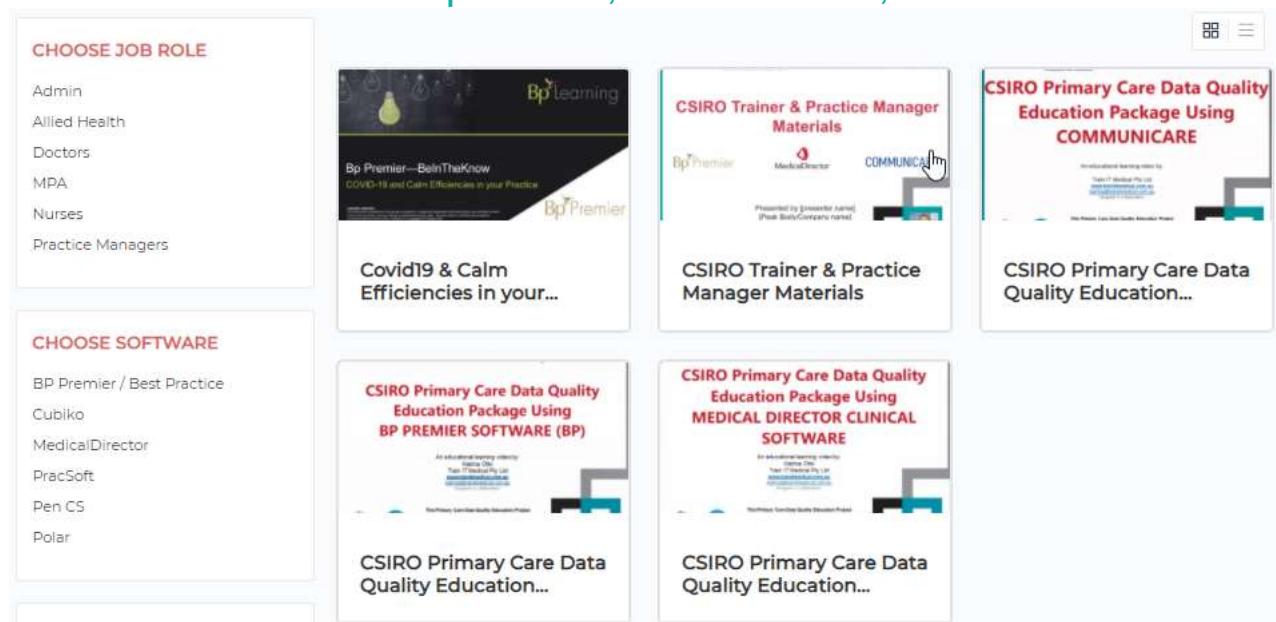
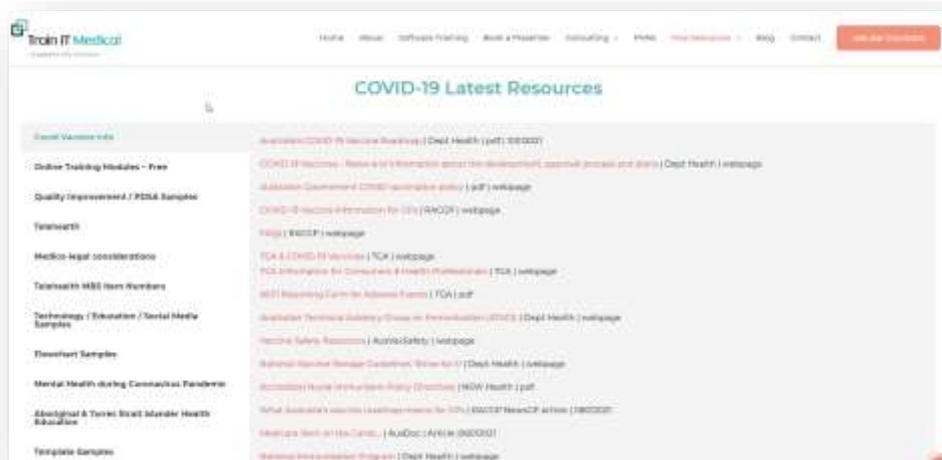
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