

Getting your practice COVID vaccine ready

Webinar 3 - Central Eastern Sydney Primary Health Network

Presented by:
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A decorative border at the top of the slide featuring a traditional Aboriginal dot pattern. It consists of numerous small dots in various colors including red, green, blue, purple, and white, arranged in a complex, non-repeating pattern.

Acknowledgement of Country

Train IT Medical acknowledge the traditional owners and custodians of land and waterways we meet on today.

We wish to pay our respects to Aboriginal and Torres Strait Islander elders past, present and future.

A decorative border at the bottom of the slide, matching the top border, featuring a traditional Aboriginal dot pattern with red, green, blue, purple, and white dots.

Michelle Horswood

Registered Nurse
Master of Management
Accredited Nurse Immuniser
Grad Cert Child & Family Health Nursing
Diploma of Cardiopulmonary Technology
NAATI level 2 Auslan Interpreter



Practice Manager, O'Connell Street Medical Practice

40 years experience as Registered Nurse
10 years experience as Clinical Manager, Cath labs and Cardiothoracic Ward.
14 years experience as Practice Manager in both large and small general practices.
3 years experience as a General Practice Management Consultant
Auslan Interpreter for Deaf community.
Passionate about primary care and has a particular interest in developing models of care which improve patient outcomes and enhance practice viability.

Katrina Otto

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



Managing Director, Train IT Medical Pty Ltd

Practice Management Consultant & Software Trainer
30 years experience in wide variety of medical practices.
25 years experience as a TAFE teacher of medical administration & practice management.
Approved trainer for Dept of Health, Best Practice, Medical Director.
Australian Digital Health Agency, AAPM, APNA, RACGP, ACRRM, Avant Mutual, Primary Health Networks and others.



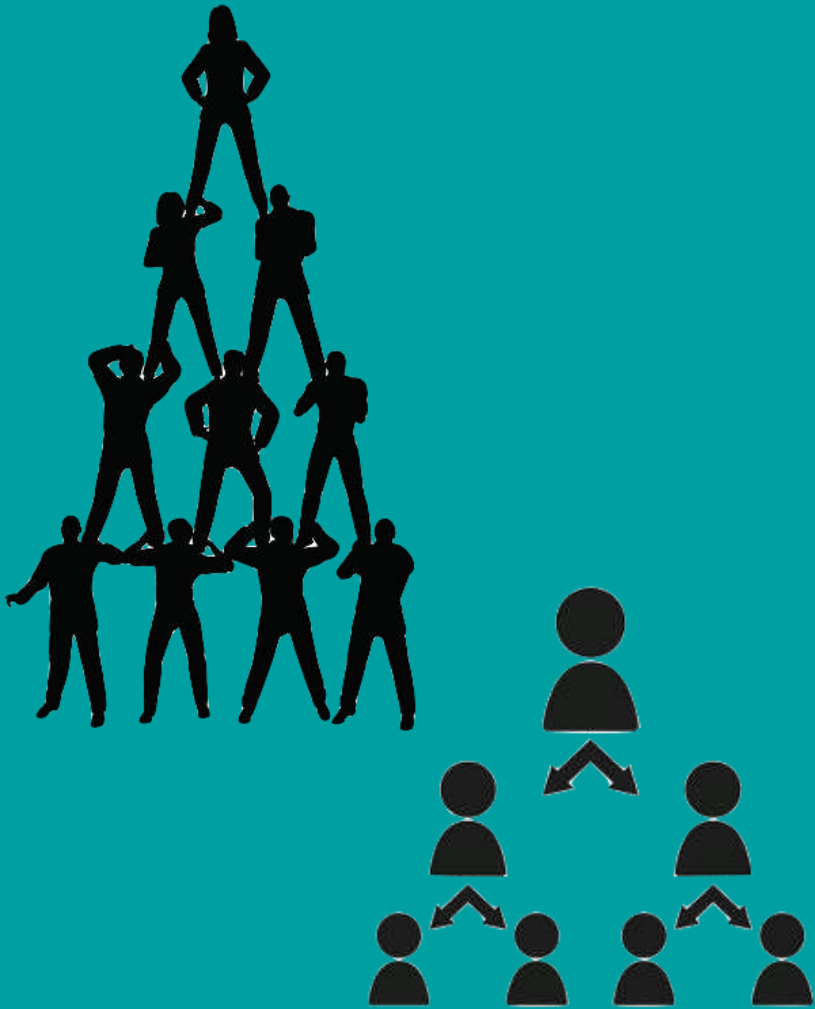
Learning Objectives

1. **Implement strategies in your practice for efficient COVID vaccination planning**
2. **Discuss the “on-boarding process”**
3. **Understand specific eligibility for Phase 1B**
4. **Develop plan for identifying and contacting eligible patients**
5. **Create consent and documentation policy and procedure for COVID vaccination in your practice**
6. **Establish sound recall and reminder systems**
7. **Design and implement workflow plans for COVID vaccination suitable for your practice and workforce**
8. **Ensure appropriate vaccination after care**

Learning Objective 1

Implement strategies in your practice for efficient COVID vaccination planning





Strategies

1. Leadership
2. Consult your team
3. Communicate
4. Share the load
5. Develop unique structure

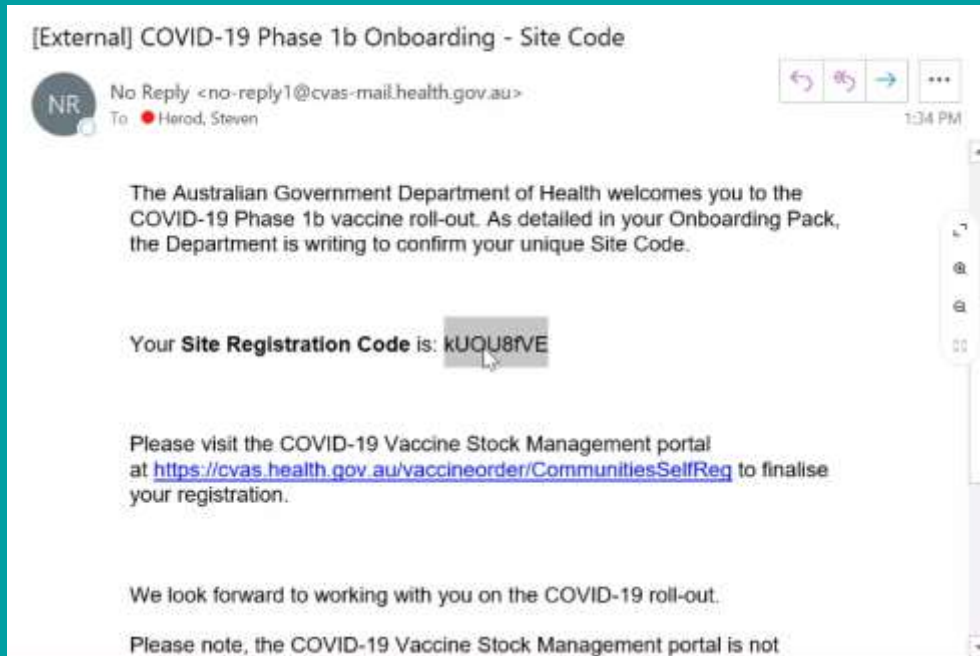
Learning Objective 2

Discuss the “on-boarding process”



Practice “On-Boarding”

- Letter – COHORT CODE, DOSES
- Site Registration Code - from 10/3 - connect to online portal



Practice “On-Boarding” - continued

- Create Vaccine Operation Centre (VOC) account
- AstraZeneca Vaccination Site Readiness declaration prior to submitting order
- VOC - Stock Management Portal – 14 days in advance, minimum 100 doses, no dose quarantine
- Weekly Vaccine Stock Management Form via portal
- Wastage >5 doses - report
- Consumables ordered via VOC

Practice “On-Boarding” - continued

- Training
- National Health Service Directory (NHSD)
- Online booking profile integrated
- DOH – online booking system – Health Engine
- 16 new item numbers based on GP, location, time and dose + PIP
- Eligibility check 1st dose proof or declaration (DOH)


Opening Hours

OPEN NOW


MONDAY	8:00 AM - 5:00 PM
TUESDAY	8:00 AM - 5:00 PM
WEDNESDAY	8:00 AM - 5:00 PM
THURSDAY	8:00 AM - 5:00 PM
FRIDAY	8:00 AM - 5:00 PM

Online Booking

⌚ Next available booking: Today 3:15PM

 **HotDoc** [Book now](#)

Other bookings may be available:

 **HotDoc** [Book now](#)



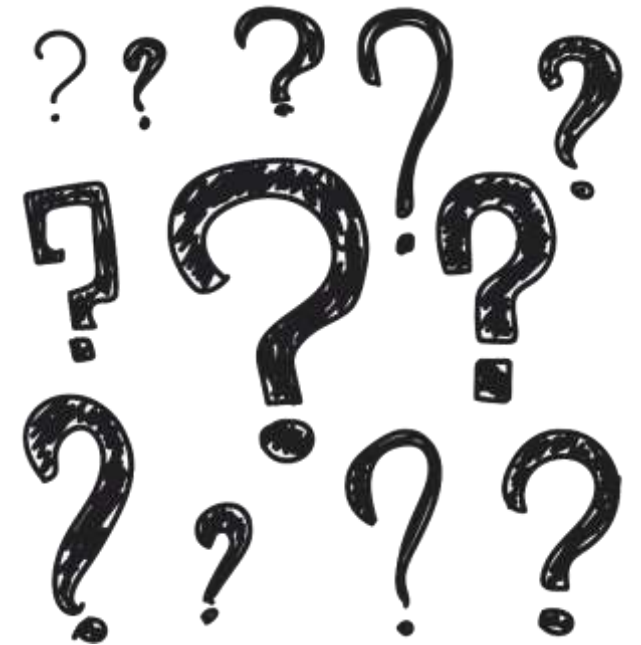
Learning Objective 3

Understand specific eligibility for Phase 1B

Phase 1B

High Risk

- 70+
- Organ transplant
- Immunosuppressive therapy
- Bone Marrow Transplant - 2 years
- Blood cancer - 5 years
- Chemotherapy/Radiotherapy



Phase 1B

Moderate Risk

- Chronic renal failure
- Heart disease
- Chronic lung disease
- Non-haematological cancer – 12 months
- Diabetes
- Severe obesity
- Chronic liver disease
- Some neurological conditions
- Some chronic inflammatory conditions
- Other primary or acquired immunodeficiency

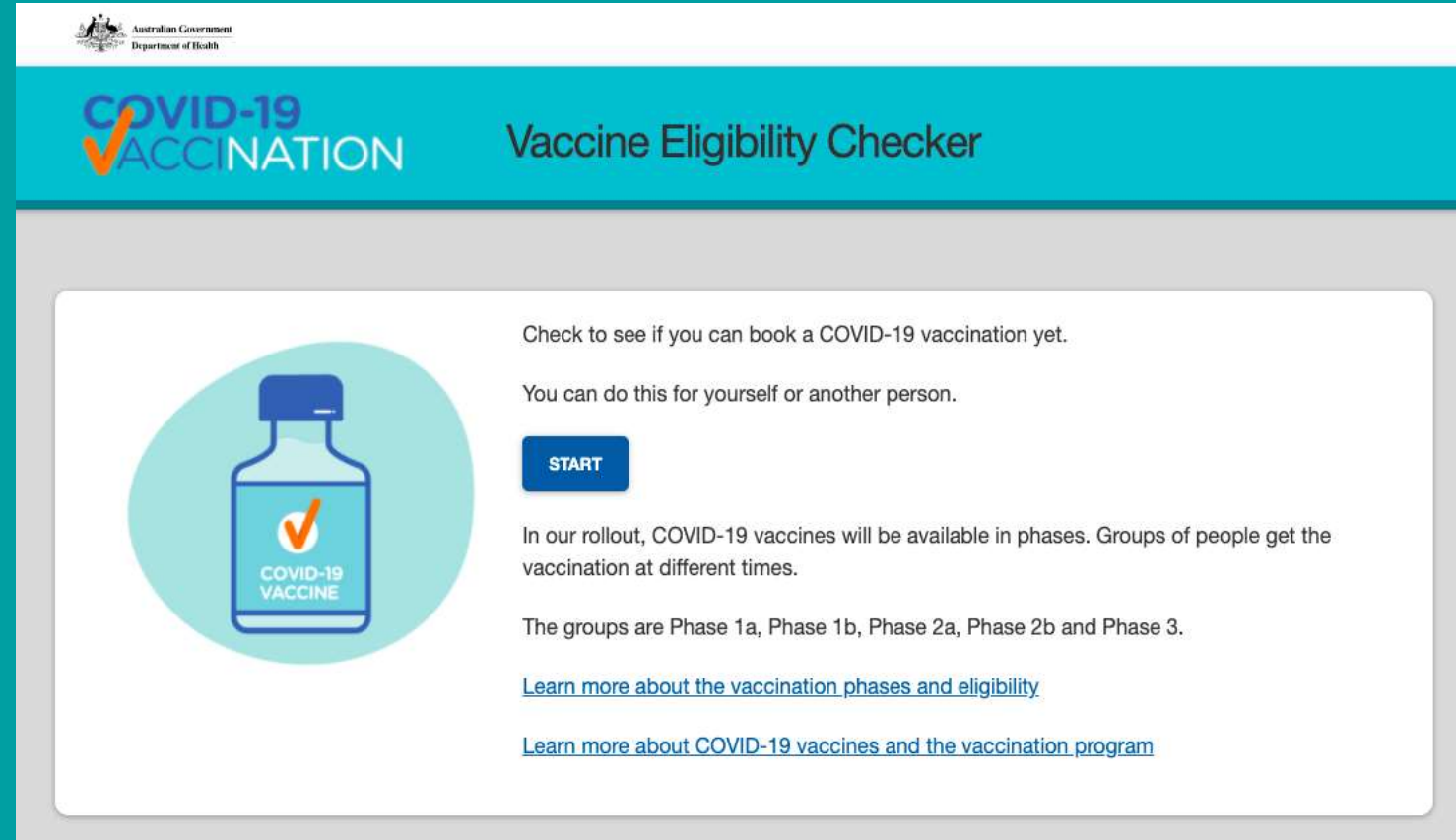


Learning Objective 4

Develop a plan for identifying and contacting eligible patients

Patient Identification

- Identification – start with high risk
- Eligibility checker
- Software tools
- Database search
- Prove eligibility
- Declaration



The screenshot shows the 'COVID-19 VACCINATION Vaccine Eligibility Checker' webpage. At the top, it features the Australian Government Department of Health logo and the 'COVID-19 VACCINATION' branding with a large orange checkmark. The main heading is 'Vaccine Eligibility Checker'. Below this, there is a section with a blue button labeled 'START' and an illustration of a vaccine bottle with a checkmark on its label. The text on the page instructs users to check if they can book a COVID-19 vaccination yet, noting that it can be done for oneself or another person. It also mentions that COVID-19 vaccines will be available in phases (Phase 1a, 1b, 2a, 2b, and 3) and provides links to learn more about the vaccination phases and eligibility, and about COVID-19 vaccines and the vaccination program.

Australian Government
Department of Health

COVID-19
VACCINATION

Vaccine Eligibility Checker

Check to see if you can book a COVID-19 vaccination yet.

You can do this for yourself or another person.

START

In our rollout, COVID-19 vaccines will be available in phases. Groups of people get the vaccination at different times.

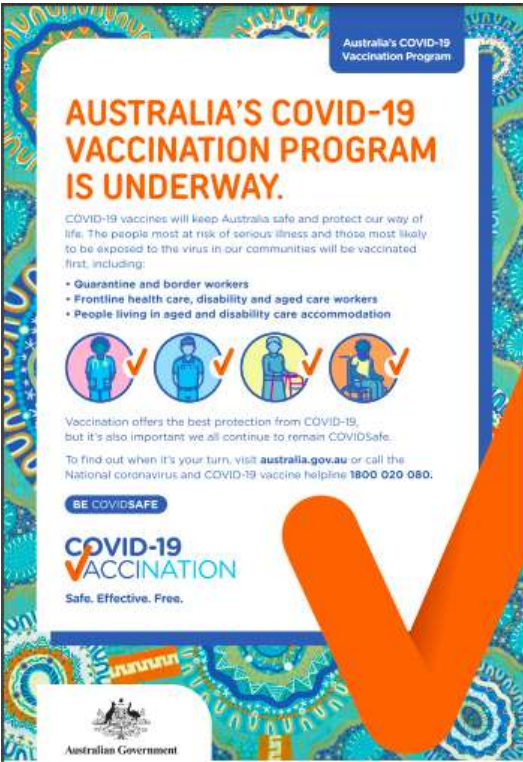
The groups are Phase 1a, Phase 1b, Phase 2a, Phase 2b and Phase 3.

[Learn more about the vaccination phases and eligibility](#)

[Learn more about COVID-19 vaccines and the vaccination program](#)

<https://covid-vaccine.healthdirect.gov.au/eligibility>

Contacting Practice Patients



- Social media
- SMS broadcast
- Website
- Posters in the clinic
- Opportunistic identification and self-identification



<https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines>

Learning Objective 5

Create consent and documentation policy and procedure for COVID vaccination in your practice

Consent / Documentation

- Information to patient - risks and benefits
- Pre-vaccination check-list
- Consent
- Vaccination encounter
- Post vaccination information

O'Connell Street Clinic

Consent form for COVID-19 vaccination

Patient Information:

Substance:	Child Name:
Birth Date: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other	Date of Birth: <input type="text"/>
Street Address:	State:
suburb:	Postcode:
Phone Number:	Phone Number:
Medicare Card Number:	Phone Number:
Are you Aboriginal or Torres Strait Islander? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Next of Kin:	
Emergency Contact:	

☐ Tick if Case at Home OR in:

About COVID-19 vaccination:

People who have a COVID-19 vaccination have a much lower chance of getting COVID-19.

The COVID-19 vaccination is free. You choose to have the vaccination. You need to have the vaccination in your arm. You need to have the vaccination in your arm. There are different brands of vaccine. You need to have the vaccination in your arm. There are different brands of vaccine. You need to have the vaccination in your arm.

Medical experts have studied COVID-19 vaccines to make sure they are safe and effective. You can also tell your healthcare provider (doctor, nurse, or pharmacist) if you have any side effects or if you are feeling unwell after receiving the vaccine to see how you are feeling.

Some people may not get COVID-19 after vaccination. Do you understand that you may not get COVID-19 after vaccination? Do you understand that you may not get COVID-19 after vaccination?

- keep your distance – stay at least 1.5 metres away
- wearing your hands often with soap and water, &
- wear a mask, if you state or territory has asked you to
- stay home if you are unwell with cold or flu-like symptoms

Healthcare providers record all vaccinations on the Immunisation Register.

- Medicare account
- MyGov account
- MyGov account

O'Connell Street Clinic

On the day you receive your vaccine:

Before you get vaccinated, tell the person giving you the vaccination if you:

- Have any allergies, particularly anaphylaxis (a severe allergic reaction). An allergy is when your body reacts to something 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 a rash, hives, your tongue getting bigger, your breathing getting faster, or wheezing in your chest (asthma).
- If you have an Epi Pen or have had one before.
- 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.

Do you have any serious allergies, particularly anaphylaxis, to anything, or carry or have prescribed an adrenaline autoinjector (EpiPen)?

Have you had an allergic reaction after being vaccinated before?

Have you had COVID-19 before?

Do you have a bleeding disorder?

Do you take any medicine to thin your blood (an anticoagulant therapy)?

Do you have a weakened immune system (immunocompromised)?

Are you pregnant (having a baby) or think you might be pregnant?

Are you planning to get pregnant?

Are you breastfeeding?

Have you been sick with a cough, sore throat, fever or are feeling sick in a way that is not like you?

Have you had a COVID-19 vaccination before?

Have you received any other vaccination in the last 14 days?

**** Please talk to your doctor if you have any questions or concerns ****

Consent to receive COVID-19 vaccination:

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 with my regular healthcare provider and/or healthcare provider. I agree to receive a course of COVID-19 vaccine (two doses of the same vaccine).

Patient's name:

Patient's signature:

I am the patient's legal guardian or legal substitute decision-maker, and the patient named above.

Legal guardian/substitute decision-maker's name:

Legal guardian/substitute decision-maker's signature:

Date:

After your COVID-19 vaccination

About the vaccine:

Today you have received the COVID-19 vaccine. This vaccine does not contain any live virus, and it cannot give you COVID-19. It contains the genetic code for an important part of the SARS-CoV-2 virus called the spike protein. After getting the vaccine, your body makes copies of the spike protein, and your immune system will learn to recognize and fight against the SARS-CoV-2 virus.

What to expect after vaccination:

As with any vaccine, you may have some side effects after receiving a COVID-19 vaccine.

Common side effects after COVID-19 vaccination include:

- pain or swelling at the injection site
- tiredness
- headache
- muscle pain
- chills
- fever
- joint pain

Less common side effects after COVID-19 vaccination include:

- redness at the injection site
- nausea
- enlarged lymph nodes
- feeling unwell
- pain in limbs
- dizziness
- itching at the injection site.

These side effects are usually mild and usually go away within one or two days. If you experience pain at the injection site or fever, headaches or body aches after vaccination, you can take paracetamol or ibuprofen. **Do not take aspirin to reduce the above symptoms (you do not need to take paracetamol or ibuprofen before vaccination).** If there is swelling at the injection site, you can use a cold compress.

Rare side effects that have been reported after COVID-19 vaccination include:

- Severe allergic reaction (anaphylaxis)
- Temporary one-sided facial drooping (also called Bell's palsy).

You should seek medical attention after vaccination if:

- You think you are having an allergic reaction. Call 000 if you experience severe symptoms, such as difficulty breathing, wheezing, a fast heartbeat or collapsing.
- You are worried about a potential side effect or have new or unexpected symptoms.
- You have an expected side effect of the vaccine which has not gone away after a few days.

For symptoms which are not urgent, you can see your regular healthcare provider (usually your GP).

Page 1 of 2

Consent form for your practice software



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Competence with Confidence

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COVID-19 Latest Resources

- Vaccine Resources & Links
- Webinars and Online courses
- Communication
- Covid-19 MBS Item Numbers
- Aboriginal & Torres Strait Islander Health
- Template Samples**
- FAQs
- Quality Improvement / PDSA Samples

GPMP-TCA- Review during Covid – 2020 – to be imported into Bp Premier (credit to GPN Sarah)
GPMP-TCA- Review during Covid19 – 2020 – to be imported into MedicalDirector (credit to GPN Sarah)
Bp Premier – Importing Templates Summary Sheet | Train IT Medical
MedicalDirector – Importing Templates Summary Sheet | Train IT Medical
MedicalDirector – COVID Vaccine consent form – 2021 – to be imported into MedicalDirector (adapted from the Australian Government PDF version)
Bp Premier – COVID Vaccine consent form – 2021 – to be imported into Bp Premier (adapted from the Australian Government PDF version)

[Download abridged templates in ready to import into Bp Premier or MedicalDirector](#)




MedicalDirector



Learning Objective 6

Establish sound recall and reminder system



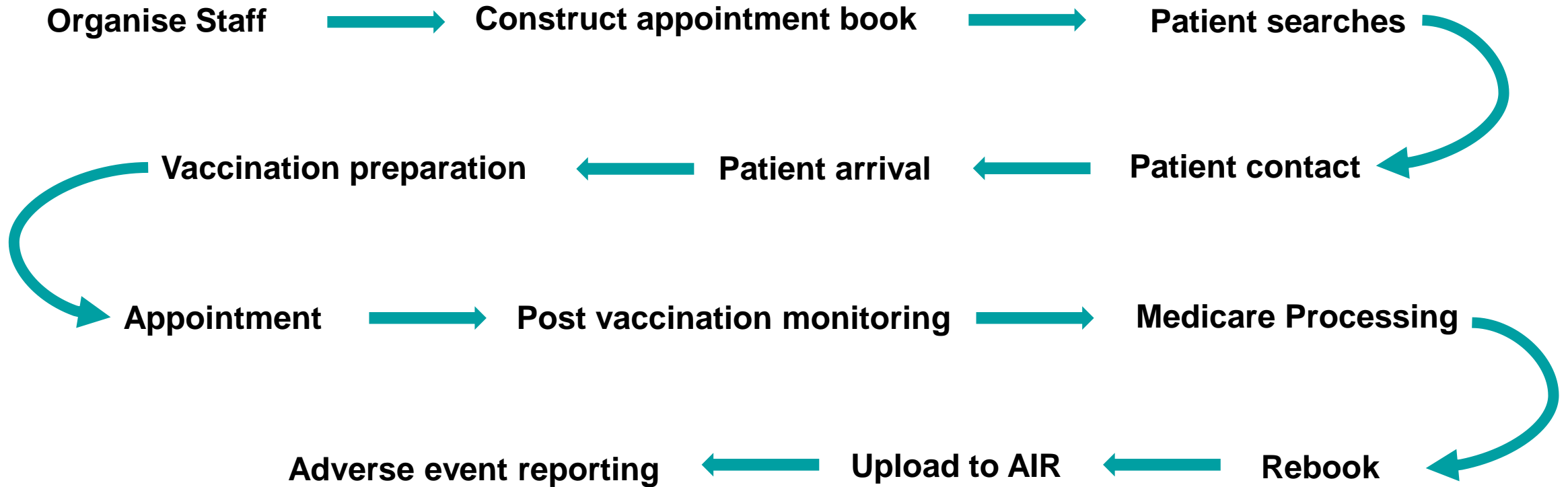
Recall and Reminder systems

- **Reserve**
- **Rebook**
- **Recall/Remind**
- **Relentless**

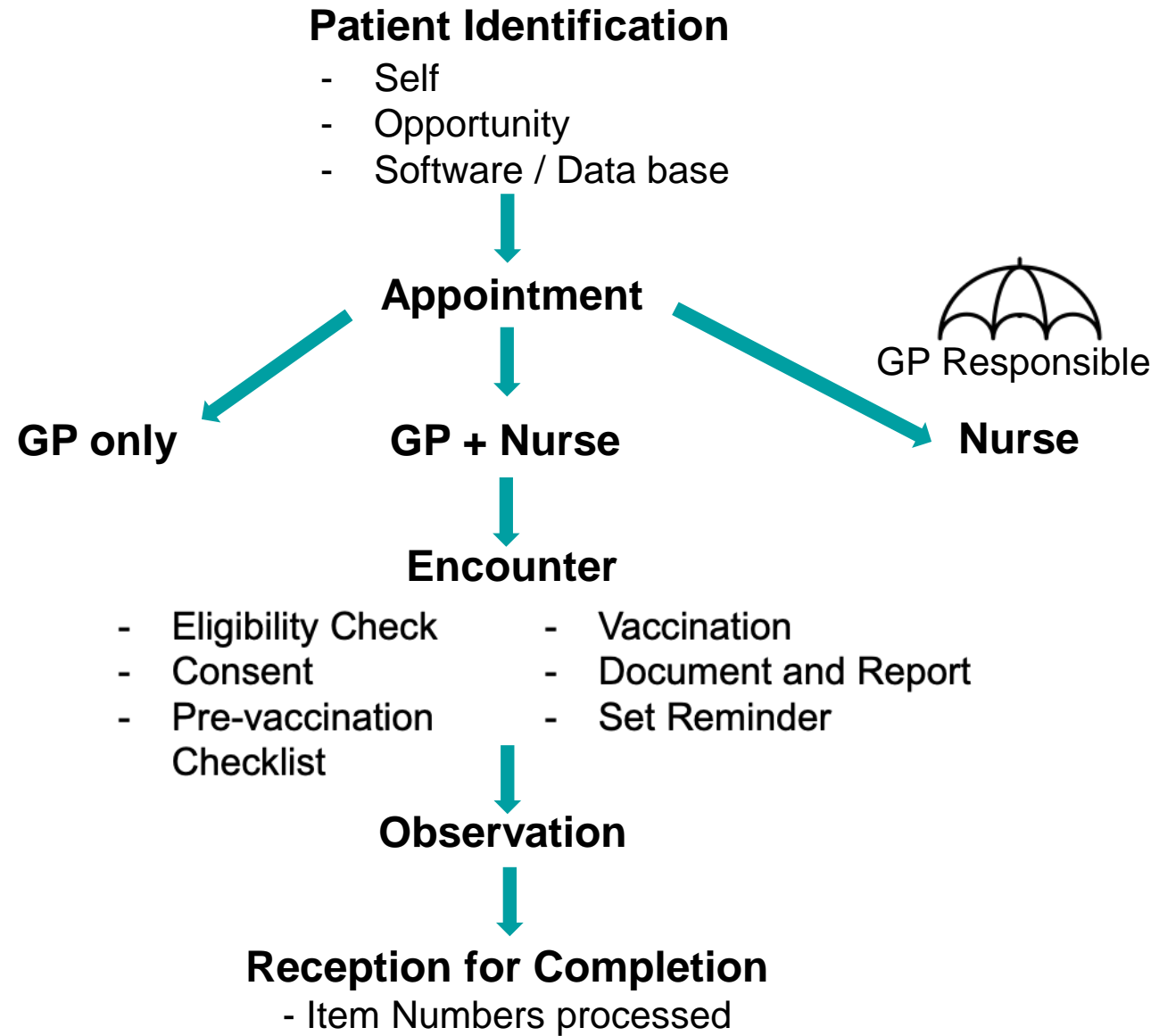
Learning Objective 7

Design and implement workflow plans for COVID vaccination suitable for your practice and workforce

Practice Work-flow Diagram



Patient Work-flow Diagram



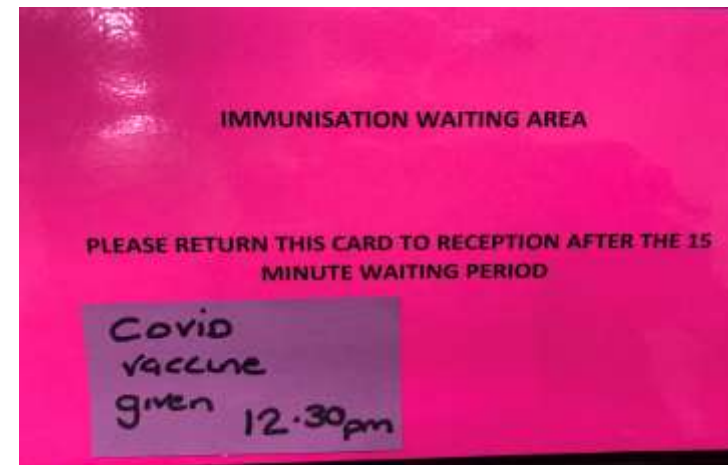
Learning Objective 8

Ensure appropriate vaccination after care



Vaccination Aftercare

- Information to patient
- Post vaccination waiting area
- Follow-up



Presentation Links

RACGP Practice Managers mailing list:

Ela Duraj - ela.duraj@racgp.org.au On Behalf Of RACGP Events - NSW&ACT faculty

Australian Government COVID vaccination policy – November 2020:

- <https://www.health.gov.au/sites/default/files/documents/2020/11/australian-covid-19-vaccination-policy.pdf>

ATAGI prioritization of COVID vaccination program:

- https://www.health.gov.au/sites/default/files/documents/2020/11/atagi-preliminary-advice-on-general-principles-to-guide-the-prioritisation-of-target-populations-in-a-covid-19-vaccination-program-in-australia_0.pdf

New Vaccine storage guidelines:

- <https://www.health.gov.au/resources/publications/national-vaccine-storage-guidelines-strive-for-5>

Mandatory On-line training:

- <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/covid-19-vaccination-training-program>
- <https://www.heti.nsw.gov.au/education-and-training/courses-and-programs/vaccine-storage-and-cold-chain-management->

AEFI Reporting:

- <https://www.tga.gov.au/sites/default/files/national-adverse-events-following-immunisation-aefi-reporting-form.pdf>

Aus VaxSafety:

- <http://www.ausvaxsafety.org.au/ausvaxsafety-commences-routine-monitoring-2020-seasonal-influenza-vaccines>

WHO training:

- <https://openwho.org/courses/covid-19-vaccination-healthworkers-en>

Accredited Nurse Immunisers – Policy Directives:

- https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2020_050.pdf

Medicare Billing:

- https://www.ausdoc.com.au/news/medicare-item-cards-covid19-vaccination-gp-practices?utm_content=bufferdd570&utm_medium=social&utm_source=facebook.com&utm_campaign=australian+doctor+facebook

COVID-19 vaccine national rollout strategy:

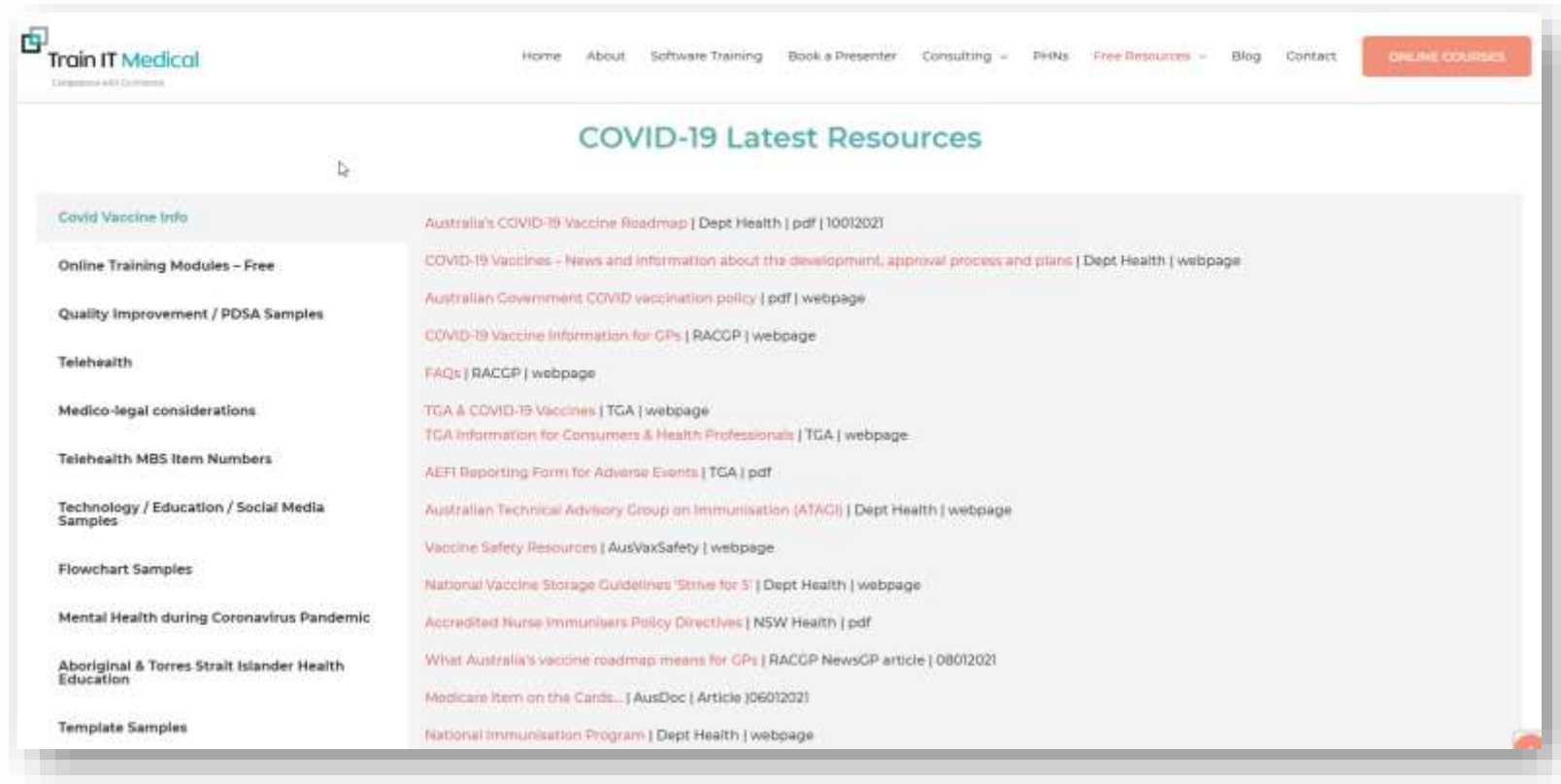
- <https://www.health.gov.au/sites/default/files/documents/2021/01/australia-s-covid-19-vaccine-national-roll-out-strategy.pdf>

Living Evidence - COVID-19 vaccines:

- <https://aci.health.nsw.gov.au/covid-19/critical-intelligence-unit/covid-19-vaccines>

Access further education

trainitmedical.com.au
courses.trainitmedical.com.au



CSIRO Data Standards Training for your staff



Primary Care Data Quality Education

This training program, funded by the Australian Department of Health, is designed to support healthcare providers to:

- improve use of clinical information systems
- enhance the usefulness of patient records
- improve interoperability and sharing and
- support better healthcare outcomes for patients.

This training program has been developed by Train IT Medical in collaboration with RACGP, ACRRM, APNA, AAPM and Aboriginal Community Controlled Health Organisations across Australia.

COURSE CONTENT ^ Collapse All

CSIRO Primary Care Data Quality Education Package – Bp Premier Software 5 Lessons

- Lesson 1 - Adding Aboriginal & Torres Strait Islander Status in Bp Premier Clinical Software
- Lesson 2 - Adding Allergies & Adverse Reactions in Bp Premier Clinical Software
- Lesson 3 - Adding a Diagnosis (Past History) in Bp Premier Clinical Software
- Lesson 4 - Adding Medication & Reason For Medication in Bp Premier Clinical Software
- Lesson 5 - Adding An Immunisation in Bp Premier Clinical Software

Free 5-minute eLearning.

Learn how to add Immunisation details using Bp Premier, MedicalDirector, & Communicare.

<https://courses.trainitmedical.com.au/>



Leading your practice into a digital future



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enquiries@trainitmedical.com.au

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CESPHN Contacts



Immunisation team: immunisation@cesphn.com.au

Practice Support: practicesupport@cesphn.com.au

Digital Health Support: immunisation@cesphn.com.au

Links & Resources: <https://www.cesphn.org.au/coronavirus>

HealthPathways:

<https://www.cesphn.org.au/generalpractice/healthpathways>



Keep up to date with the latest immunisation news via our
Immunisation weekly update!

<https://www.cesphn.org.au/news>

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