Webinar

Phase 1B COVID-19 Vaccine Roll-out

Including information on Onboarding Pack 2

WAPHA | RURAL HEALTH WEST | Practice Assist
Strengthening general practice in WA

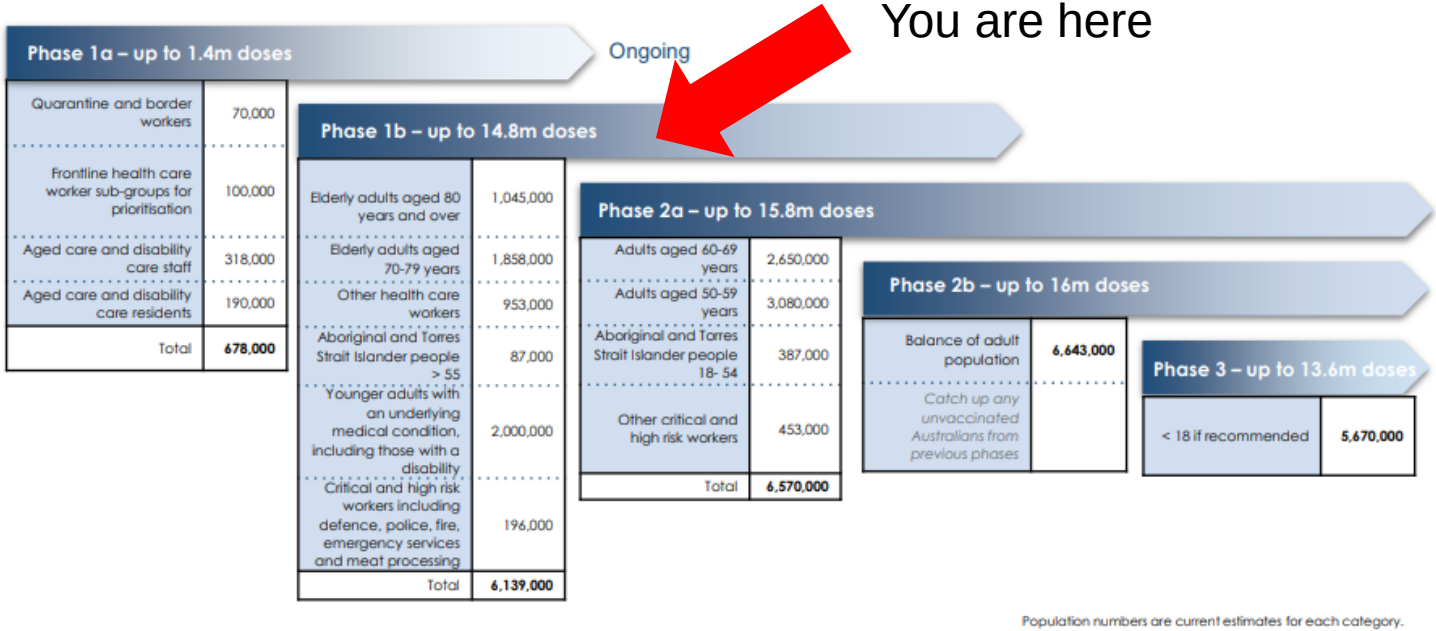
WA Primary Health Alliance acknowledges and pays respect to the Traditional Owners and Elders of this country and recognises the significant importance of their cultural heritage, values and beliefs and how these contribute to the positive health and wellbeing of the whole community.

Koorn Koorl Danjoo *(Coming Together)*
John Walley 2018

COVID-19 vaccine national roll-out strategy

COVIDSAFE

You are here

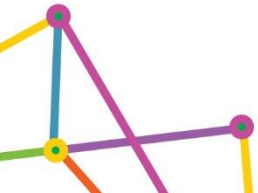


Population numbers are current estimates for each category.

[Australia's COVID-19 Vaccine national rollout strategy]

Agenda

- Overview of the Onboarding Pack provided with the commencement date and allocation emails from the Commonwealth Department of Health.
- Overview of the brand new Preparing for COVID-19 Vaccination localised pathway. Which can be found by logging into WA Health Pathways
- Questions and Answers



WAPHA RURAL HEALTH WEST Practice Assist
Strengthening general practice in WA

WAPHA HealthPathways WA
Clinical decision support

COVID-19 Vaccination Checklist

Preparing Practice Policies and Protocols

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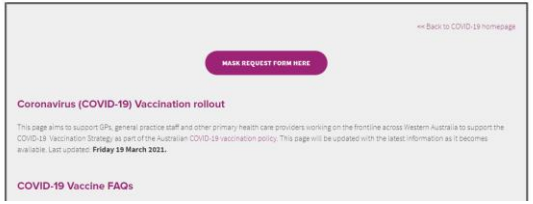
Practice Assist COVID-19 Vaccine Rollout Information

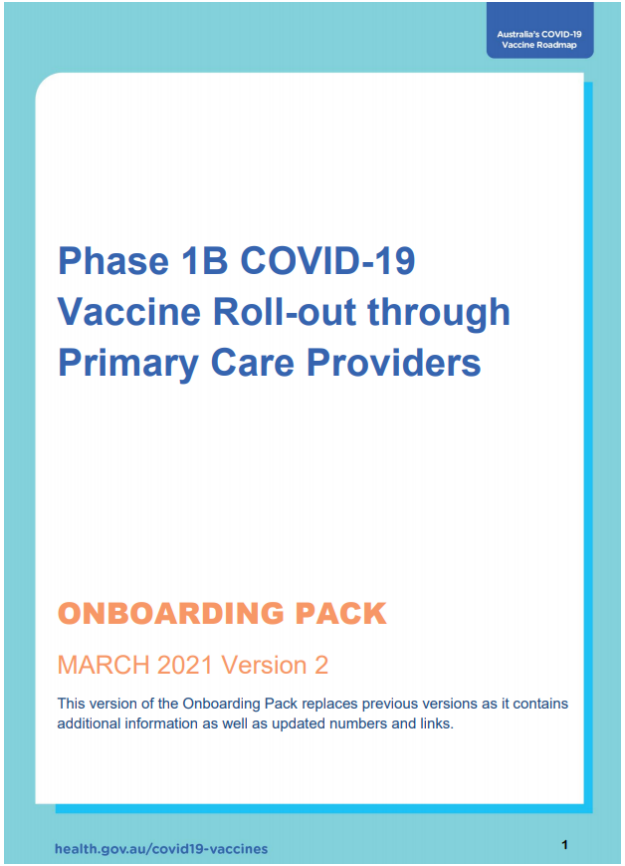
- This page aims to support GPs, general practice staff and other primary health care providers working on the frontline across Western Australia.
- Example of useful resources
    - The Practice Preparedness Checklist can be found at the Practice Assist COVID-19 Vaccine rollout information page here
    - Onboarding Pack 2.



Phase 1b COVID-19 vaccine rollout – Onboarding Pack

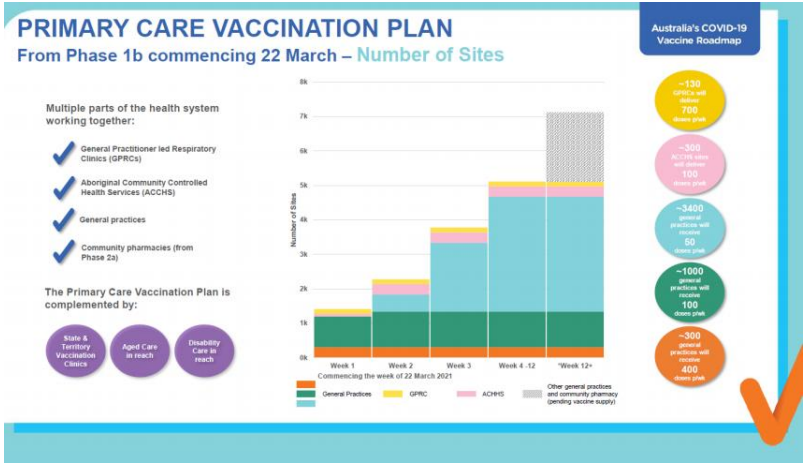
- Next steps to finalise you acceptance into the Program
- what you can do to prepare your practice to commence vaccinating your local community;
- guidance on the national vaccination roadmap
- details on Program processes and reporting requirements

[Onboarding Pack Version 2]



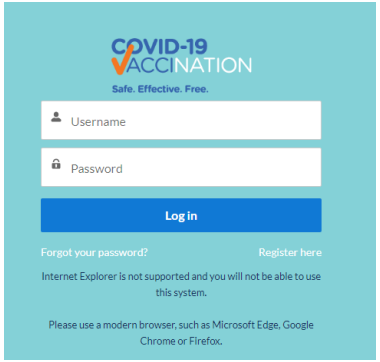
Primary Care Vaccination Plan

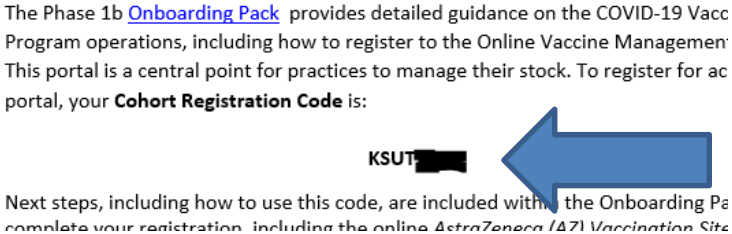
- There will be a rapid expansion of participating practices in the first 4 weeks to quickly establish a broad national foot print.
- Timing of commencement for each practice will be staggered based on vaccine supply
- **Tiered dose allocations are based on geographic distribution, density of 1b priority populations and practice size and capacity**



Practice Registration

- Go to the online portal to Register your practice and complete the online AstraZeneca (Az) Vaccination Site Readiness Checklist and Declaration Form.
- The Online Portal is live
- You will need the Cohort Registration code (In the letter emailed from WAPHA)




The Phase 1b Onboarding Pack provides detailed guidance on the COVID-19 Vacc
Program operations, including how to register to the Online Vaccine Managemen
This portal is a central point for practices to manage their stock. To register for ac
portal, your **Cohort Registration Code** is:

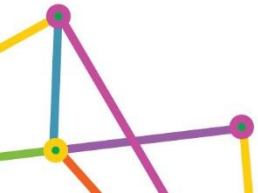
KSUT[redacted]

Next steps, including how to use this code, are included with the Onboarding Pa
complete your registration, including the online *AstraZeneca (AZ) Vaccination Site*

- Plus your unique (Practice Specific) 'Site Registration Code – which will be emailed from the Commonwealth Department of Health from- no-reply@cvas-mail.health.gov.au

Practice Registration

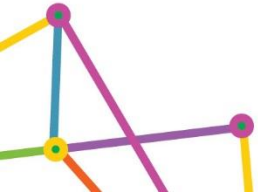
- Expectations of receiving site registration codes Week 3 Practices TODAY, Week 4 Monday next week.
- If you do not receive your site registration code at the end of the day please email primarycareCOVIDvaccine@health.gov.au
- Using the link in the email with the Site Registration code you enter both Cohort code and registration code. Which will generate another email to your inbox.
- This email will contain your User ID and a link to set your password for the portal for registration and future ordering.



Practice Registration – IMPORTANT INFORMATION

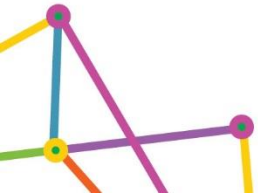
Once registered with the online portal:

- You will be asked to provide additional information that will be used to link your practice to all other components of the rollout including **Booking system** and **Stock Delivery**
- You will be prompted to complete the AstraZeneca (AZ) Vaccination Site Readiness Checklist and Declaration Form
- Once this is completed you are registered to participate in the program and can access the **order forms.**
- Any changes to this information will need to contact the Vaccine Operation Centre **1800 318 208**



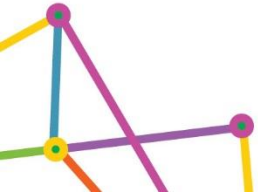
COVID-19 Vaccination Training Program

- Already covered process on the Practice Assist Checklist the Onboarding Pack has lots of access information.
- **Important -** Organise for all staff involved in administering the vaccine to register for, and complete, the COVID-19 Vaccination Training Program and record their completion. Access training here
- All vaccine administrators must complete the training before the roll-out at their site, and each site is required to maintain a record of completion for all practitioners at their site.
- Training Portal support, Phone 1800 020 080 24/7, Chat Line Support: 8am to 6pm



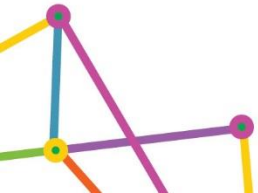
WA Supplementary Training

- WA Supplementary information (module) for health professionals
  The WA Supplementary module is mandatory for providers working under the COVID-19 Structured Administration and Supply Arrangements (SASA)
- Medical Practitioners (GPs) and registered Nurse Practitioners do not need to work under the authority of a SASA as they can independently order and administer vaccines. However, it would be beneficial to complete the short WA supplementary module as it will provide some WA specific information that is not captured in the Australian Government COVID-19 Vaccination training program (approx. 10 minutes).
- Local Training modules and Vaccine safety surveillance info be found here



Online Services

- As per the Checklist this page is about requirements for Australian Immunisation Register, Access through PRODA (Provider Digital Access)
- COVID-19 vaccine encounters should be uploaded into AIR at the time of administration(including the patient's individual Medicare reference number), or as soon as possible, to ensure consumer immunisation information is up to date.
- The ways to report a vaccination to the AIR include:
    - Practice management or clinical software integrated with AIR(see list in onboarding pack);
    - The Australian Digital Health Agency's Clinician Vaccine Integrated Platform (CVIP) free app;
    - AIR site accessed via Health Professional Online Services (HPOS) Contact your software provider to check if your existing software will reportCOVID-19 vaccinations to the AIR.
- Contact Practice Assist if you need further assistance with these online services



Vaccine Information & Booking Service – Key points

- Booking Service is based on existing National Health Services Directory (NHSD) operated by Healthdirect Australia on behalf of DOH.
- **All** approved COVID-19 vaccination clinics **must** be listed on the NHSD to ensure timely and transparent access for consumers, and should accept bookings from all eligible people.
- IMPORTANT – Nominate your practices booking system of choice when you register for the Online Portal.
- Healthdirect will facilitate the integration of your booking system with the NHSD with your provider directly.
- You can send any questions on the Commonwealth booking systems to digital.CV19@Health.gov.au
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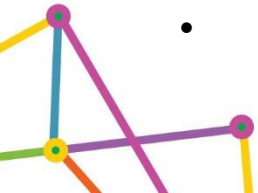
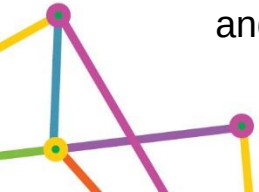


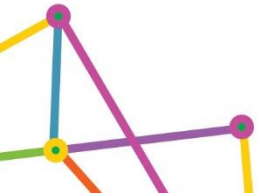
Vaccine Information & Booking Service – Key points

- If you have an online booking system that you intend to use to manage patients for COVID-19 vaccinations, Healthdirect, will work directly with the booking service to ensure your booking profile is integrated. Practices do not need to change their existing booking process (ie, can use telephone, online etc). Your patients can still phone your practice and book in for their vaccination or register in your online booking as usual.
- You do not need to contact NHSD or Healthdirect. The practice information received through the registration process will be provided to Healthdirect, and they will contact your vendor directly to enable this to occur.
- If you don’t have an existing online booking system, the Department of Health is developing a non-mandatory booking system that can be used by interested practices. The booking system will integrate with the NHSD, have functionality for patients to book both doses at the same time, and facilitate patient recall and re-bookings. The booking system will not be able to integrate with your patient data management system.
- *NEW* The COVID-19 Vaccination and Booking Service will go live in the week of 15 March and practices are encouraged to make appointments available online.



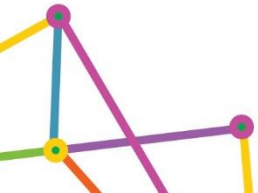
Payments

- MBS COVID-19 suitability assessment vaccine items
- Familiarise yourself with the COVID-19 MBS items –you can access the factsheet here
- To obtain the relevant PIP payment, ensure your General Practitioners are linked to your practice.
- Providers seeking advice on interpretation of the MBS items and rules and the Health Insurance Act and associated regulations can contact the Department of Health at askMBS@health.gov.au
- Also Practice Assist have a range of MBS Cheat Sheets for GP's who visit Residential Aged Care Facilities and for Telehealth Item numbers https://www.practiceassist.com.au/The-Tool-Kit/Medicare-Australia



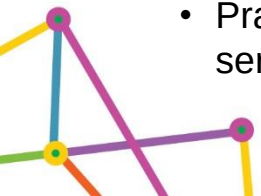
Payments - MBS

- MBS COVID-19 suitability assessment vaccine items Sixteen new temporary item number
- MBS COVID-19 vaccine suitability assessment items have been introduced, categorised by:
    - Practitioner (GP/Medical Practitioner);
    - Location (metropolitan/non-metropolitan);
    - Time Period (business/after hours); and
    - Dose (first dose/second dose).
- For the purposes of claiming an MBS item, it is the responsibility of treating practitioners to use their professional judgment to determine the most clinically appropriate services to provide, and to ensure that any services billed to Medicare fully meet the eligibility requirements outlined in the legislation.



Payments – Practice Incentive Program (PIP)

- The Practice Incentives Program (PIP) encourages general practices to continue providing quality care, enhance capacity, and improve access and health outcomes for patients.
- Practices that are approved for PIP are eligible to participate in the PIP COVID-19 Vaccine General Practice Incentive (COVID-19 Incentive). The payment is set at $10 per eligible patient that has received both a first-dose and second-dose MBS COVID-19 vaccine suitability assessment services at the same practice in a clinically appropriate timeframe (payable only once per patient).
- Once a practice is approved for the PIP, there is no separate registration process attached, payments will be made automatically.
- The COVID-19 Incentive payment will be based on the MBS COVID-19 vaccine suitability assessment services provided from March 2021. Payments relating to the COVID-19 Incentive are expected to be received by practices from the August 2021 payment quarter and onwards (paid quarterly).
- Practices are reminded to ensure that their General Practitioners providing assessment services are linked to the practice registered for the PIP



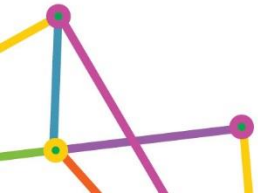
Eligibility and Clinical Considerations - Resources

- The Australian Government's Roll-out Strategy details the phases in which the vaccine will be available.
- Priority groups for COVID-19 Vaccination Program: Phase 1B
- ATAGI has developed Clinical guidance on use of the COVID-19 vaccine in Australia in 2021 (v2.0)
- Practices should be familiar with the Australian Immunisation Handbook; and the
- National Vaccine Storage Guidelines -Strive for 5
- Product and Consumer Medicine Information on COVID-19 Vaccine
- COVID-19 Vaccine Eligibility Checker

- Also Health Pathways has Clinical and Eligibility information all in one space easily accessible for clinical staff.

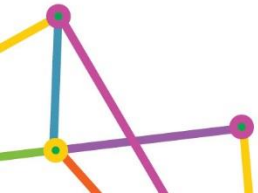
Eligibility - Guidance

- There is significant demand for safe and effective vaccines to end the COVID-19 pandemic. As vaccines become available, they are prioritised for people in higher risk groups.
- Priority groups have been identified using public health, medical and epidemiological evidence, including expert advice from the Australian Technical Advisory Group on Immunisation (ATAGI).
- This advice is consistent with the World Health Organisation. This includes people that would be at higher risk of serious illness if they contracted COVID-19, and those most likely to be exposed to it. ATAGI has developed a number of guidance documents to assist vaccine providers to make clinical decisions on who should receive the vaccine.



Patient Eligibility

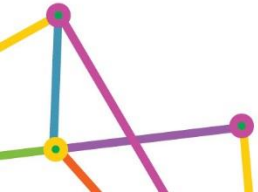
- *NEW* Practices should only book patients who meet the eligibility for each phase (or the preceding phase of the roll-out). Once Phase 1b commences, this means Phase 1a and Phase 1b priority populations will be eligible.
- Phase 1a priority population groups include: quarantine and border workers; frontline health care workers;
    - aged care and disability residents; and
    - aged care and disability staff.
- Phase 1b priority population groups include:
    - people 70 years of age or older;
    - health care workers;
    - Aboriginal and Torres Strait Islander adults over 55 years;
    - younger people with an underlying medical condition, including people with a disability; and
    - critical and high risk workers, including Australian Government officials about to be deployed overseas on official government business.



Patient Eligibility

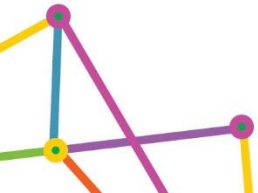
- Please note: ATAGI has developed a number of resources to assist Clinicians to make clinical judgements about eligibility.
- Further resources to assist with assessment, management and specialist requests for patient conditions are available in the Health Pathways online see last few slides.
- People who are not eligible for Medicare can still receive a free COVID-19 vaccination service at a **General Practitioner led Respiratory Clinic** or at a state or territory vaccination clinic.

- Priority groups for COVID-19 Vaccination Program: Phase 1B



Proof of Eligibility

- Patients will need to prove their eligibility to receive the COVID-19 vaccine to receive the vaccine in Phase 1b.
- Individuals and health professionals can use the COVID-19 vaccine eligibility checker to see if an individual is eligible to receive a COVID-19 vaccine.
- The eligibility checker will be updated as further information is provided.
- Practices should:
    - Confirm that proof of eligibility meets one of the accepted types for the first dose (not required for the second dose as long as the first dose is registered in AIR);
    - Make a simple record of proof provided.
    - There are a number of things patients who are not eligible for Phase 1b can do to get ready for vaccination.
- Clinicians should be familiar with ATAGI decision guides for:
    - Pregnant and breast feeding women; and
    - Frail older people



Proof of Eligibility

- A COVID-19 vaccination HealthPathways resource can be accessed by contacting your regional HealthPathways team.
- Patients can obtain proof of vaccination through their Medicare immunisation history through myGov, or by calling Medicare on1800 653 809.
- The table below provides examples of appropriate types of proof per population group:

Healthcare Workers not included in Phase 1a	Proof of occupation (ID card, letter from employer) or Phase 1B Declaration Form
Critical and high risk workers	Proof of occupation (ID card, letter from employer) or Phase 1B Declaration Form
People over 70 years	All standard forms of identification (drivers licence, passport) will be accepted
Aboriginal and Torres Strait Islanders over 55 years	Self-identification as an Aboriginal and/or Torres Strait Islander Person (remember to ask the question)
People over 18 years with an underlying medical condition, including disability	Medical records (for example, a clinic record, MyHealth Record, printout of chronic disease plan); a referral from a GP or treating specialist; or a Phase 1B Declaration Form
Carers and disability workers	Carers documentation or proof of occupation (ID card or letter from employer/centre-based support provider); or a Phase 1B Declaration Form

Patient Eligibility

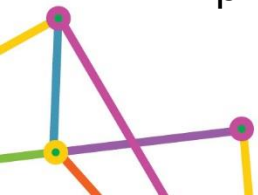
- This table is directly from [Onboarding Pack Version 2]
- It is also available through [Health Pathways]

UPDATED The tables below provides further guidance on specific underlying medical conditions eligible under Phase 1b. This guidance may change and will be updated on the Departments website.

Conditions	Notes
Immunocompromising conditions	
Solid organ transplant recipients who are on immune suppressive therapy	
Bone marrow transplant or on chimeric antigen receptor T-cell (CAR-T) therapy	
Haematological diseases or cancers	**Including** leukaemia, lymphoma, or myeloma
Non-haematological cancer	Diagnosed in the last 12 months, or currently receiving therapy, or not in remission
Those on immune suppressive therapy for graft versus host disease	
Those undergoing chemotherapy or radiotherapy	
Chronic inflammatory conditions and treatments	**Including:** Systemic Lupus Erythematosus, Rheumatoid Arthritis, Crohn's disease, ulcerative colitis, and similar who have been treated with Disease modifying anti-rheumatic drugs (DMARDs) or immune-suppressive therapy. **Generally not inclusive** of people living with osteoarthritis, fibromyalgia, myalgic encephalomyelitis/chronic fatigue syndrome.
Primary or acquired immunodeficiency	**Including** congenital causes of immunodeficiency and HIV/AIDS
Other underlying conditions	
Chronic renal (kidney) failure with a eGFR of <44mL/min	**Does not include** mild-moderate chronic kidney disease
Heart disease	**Including** Ischaemic heart disease, valvular heart disease, cardiomyopathies and pulmonary hypertension
Chronic lung disease	**Including** of Chronic Obstructive Pulmonary Disease, cystic fibrosis, interstitial lung disease. **Does not include** Mild or moderate asthma
Diabetes	
Severe obesity with a BMI ≥ 40kg/m2	
Chronic liver disease	
Some neurological conditions	**Including** of Stroke, dementia, Multiple sclerosis, motor neurone disease, Parkinson's disease, cerebral palsy. Generally not inclusive of migraine or cluster headaches
Poorly controlled blood pressure (defined as two or more pharmacologic agents for blood pressure control, regardless of recent readings)	

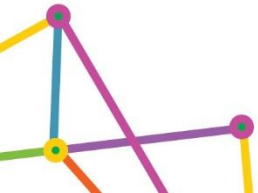
Proof of Vaccination

- Consumers can get an immunisation history statement to prove their vaccination status through:
    - Medicare Online account
    - Medicare Express Plus app
    - MyGov
    - My Health Record
- They can also request their immunisation history by phoning Services Australia.
- Healthcare providers can also print immunisation history statements on behalf of their patient.
- Practices will also be provided with a supply of **COVID-19 Vaccination Appointment Cards** that can be filled out at the time of vaccination and provided to patients. These cards will be delivered together with vaccine stocks.



Consent

- As with all vaccines, informed consent is required before administering each COVID-19 vaccine dose and providers are required to document it in a patient's medical record.
- Verbal or written consent is acceptable.
- Patients are to be advised that their vaccination details must be reported to the Australian Immunisation Register. This will include some personal information. For the COVID-19 vaccine, the Australian Government Department of Health will use de-identified immunisation information to report on how the vaccine rollout is progressing.
- ATAGI have published an immunisation provider guide to obtaining information consent for the COVID-19 vaccine. This guide assists immunisation providers to gain consent for COVID-19 vaccination and answers some frequently asked clinical questions. An optional written consent form has been developed as an aid for those providers who choose to use it.

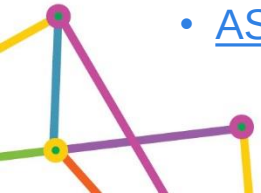


Adverse Events

- Where a patient experiences an adverse event following the administration of the COVID-19 vaccine, these must be reported and standard adverse event reporting practices and processes should be followed.
- This includes reporting to the Therapeutic Goods Administration(TGA), as well as any relevant jurisdiction reporting requirements. More information about the possible side effects of COVID-19 vaccines are available on the Health Direct website or in the AstraZeneca Consumer Medicine Information.

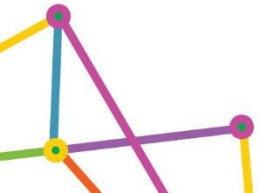
Resources:

- COVID-19 Vaccination – Monitoring and reporting side effects
- WA Health – Adverse Event Following Immunisation
- ASCIA – Allergy, Immunodeficiency, Autoimmunity and COVID-19 Vaccination Position Statement
- ASCIA – Anaphylaxis e-training for health professionals



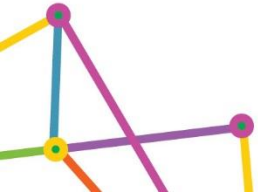
Stock Management

- In the initial weeks of Phase 1b, there will be a limited amount of vaccine stock available.
- The Australian Government Department of Health has undertaken comprehensive modelling to efficiently and equitability manage the distribution of vaccine across the country.
- Stock control measures will be put in place with tiered caps on allocation based on estimated throughput and priority population distribution and reach.
- The maximum allocation provided to each site may be reviewed as vaccine availability expands and supply stabilises.
- Clinics should consider arranging bookings to allow a period of flexibility around vaccine delivery. For example, by not booking appointments that rely on new stock within 48 hours of anticipated delivery.
- YOU DO NOT NEED TO HOLD BACK STOCK FOR THE SECOND DOSE



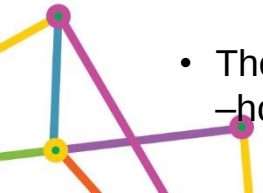
Online Stock Management Portal

- The online stock management portal will support sites to manage their vaccine stocks.
- The portal will also provide the Department with end-to-end visibility of vaccine stock.
- All forms referred to in this section are accessed through the online stock management portal.
- In addition to the detail provided below, the Department may provide further information to practices on stock ordering, acceptance and management as it becomes available.
- The Vaccine Operations Centre (VOC) is the central point of contact within the Department of Health to assist you with operational components of the COVID-19 vaccine roll-out. Phone 1800 318 208 Email COVID19VaccineOperationsCentre@health.gov.au
- Please note that Vaccine Operations Centre hours of operation are 4am – 7pm (AWST)



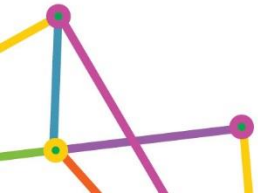
Ordering Stock

- The Department has allocated a maximum weekly allocation per site (details of your allocation is included within your letter).
- Sites will be able to place orders via an Online Order Form up to their maximum allocation (minimum of 100 doses to be ordered at a time) via the online portal once a week.
- Orders will need to include a point of contact for delivery acceptance and notifications.
- Orders should be placed 14 calendar days in advance of the requested delivery date.
- Orders for the first three weeks will be limited to your allocated vaccine cap, and you should place you first order as soon as possible to ensure timely delivery.
- Orders can be changed or cancelled through the online portal up to 7 days in advance of the requested delivery date. If you wish to make a change within this timeframe, you will need to contact the VOC on 1800 318 308.
- Sites will receive an order confirmation, including of the confirmed delivery date.
- The amount of vaccine delivered may differ from the amount ordered based on vaccine availability –however you should **receive sufficient warning to manage your bookings**.



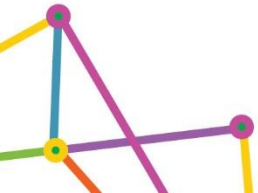
Accepting Stock

- Sites will need to complete an online Stock Acceptance Form via the online portal when taking delivery of the AZ vaccine.
- Forms **must be submitted by 9pm on the day of delivery**.
- When undertaking the acceptance process, you will need to:
    - Check the package for signs of damage or tampering;
    - Check the temperature logger for indications of cold chain breach; and
    - Visually inspect the internal contents of the package (AZ vaccine is colourless to slightly brown, clear to slightly opaque and should not contain visible particles).
- If there is an issue with the delivery, sites will need to contact the VOC on 1800 318 308 immediately (within 2 hours of delivery)



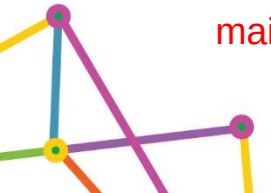
Consumables

- The Australian Government will provide vaccine administration products to practices in line with the number of AstraZeneca doses delivered.
- These will be provided at the same time as your vaccine and includes:
    - 3mL syringes;
    - 25mm needles (appropriate for most adults); and
    - Sharps waste disposal bins.
- If you have trouble obtaining additional ancillary consumables, contact the VOC to discuss as there may be available stock that can be ordered.



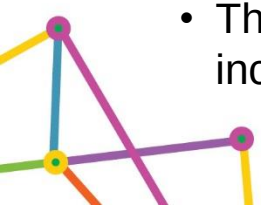
Managing Stock

- To ensure vaccine stock is appropriately managed and accurate reporting is available to support the COVID-19 vaccine roll-out program, sites will be required to report stock levels to the VOC via the online portal.
- The Vaccine Stock Management Form should be completed **weekly** and captures:
    - details of stock on-hand
    - the number of doses administered to patients during the day; and
    - any wastage of doses from the stock.
- Given the significance of the COVID-19 Vaccine Program, regular reporting will help to inform equitable vaccine distribution plans and to monitor population engagement.
- The Australian population is also very interested in the progress of the vaccine roll-out including accurate details on the numbers of people vaccinated and availability of vaccines throughout the supply chain.
- It is critical that cold-chain storage and handling requirements for the Vaccines are maintained at all times and are not breached during the stocktake process.



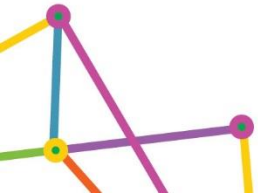
Wastage

- Practices should take all necessary steps to minimise stock wastage.
- Wastage could occur through multiple situations:
    - doses left over at the end of the day (note –bookings should be planned to maximise full use of multi-dose vials);
    - damaged vials; or a
    - potential/actual cold chain breach.
- A cold chain breach could occur during stock acceptance, stock management or on-site day-to-day.
- **Any stock believed to be affected by a cold chain breach should be immediately quarantined in 2-8°C refrigeration, and the VOC should be notified.**
- The VOC will provide advice on the use of the stock following receipt of the incident details.



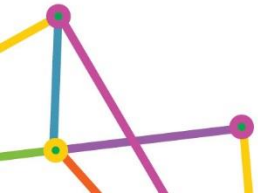
Vaccine Wastage Report

- A Vaccine Wastage Report has been developed to capture any wastage incident that exceeds more than **5 vials** at one time (wastage threshold).
- In the event of a potential or actual wastage incident that exceeds the threshold (5 or move vials at a time), sites need to contact the VOC as soon as possible, and complete the Vaccine Wastage Report within 2 hours of the incident.
- The Department may be able to replace the damaged stock based on availability of stock and the individual circumstances for the wastage incident.



Communications

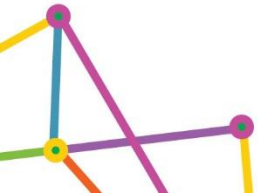
- Providers Kit To support vaccination providers, the Department of Health is developing a Providers Kit which will include:
    - Posters;
    - information sheets on the vaccines, and what to do before and after vaccination;
    - social media posts and tiles;
    - content for Electronic Direct Mail (EDMs) and newsletters; and
    - standard text for use in SMS and email reminders.
- Use of the content of this kit is optional, but will support compliance with the TGA advertising Act if you intend to promote the availability of the vaccine.
- https://www.practiceassist.com.au/Coronavirus-COVID19/Coronavirus-COVID19-Vaccine-Rollout-Information



Communications

Weekly GP Webinars

- We encourage you to attend our weekly GP webinar where we provide key updates to the sector. The weekly GP Webinars are chaired by Professor Michael Kidd AM and have a few panellists each week.
- Dr Lucas de Toca from the COVID-19 Primary Care Response is a regular panellist.
- The GP Webinar is held from 11:30am – 12:30pm each Thursday (AEST) and is available live or on demand.
- Sign up to receive the COVID-19 Newsletter for GPs to keep up to date on the latest information.



Demonstration of new COVID-19 Vaccination HealthPathways WA

WAPHA

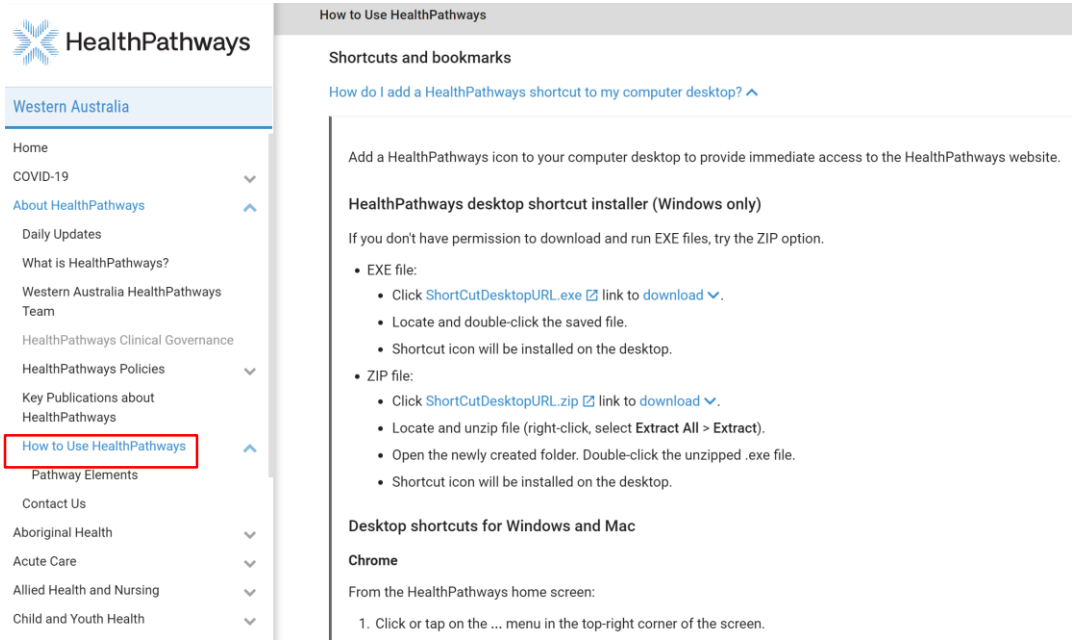
HealthPathways WA
Clinical decision support

Accessing HealthPathways WA

Website: wa.communityhealthpathways.org

Username: connected
Password: healthcare

For instructions on how to download a desktop shortcut, search ‘How to Use HealthPathways’



Thank you

WAPHA | RURAL HEALTH WEST | Practice Assist
Strengthening general practice in WA