WA Rural Health Conference 2021

Practice Management Workshop

COVID-19 Vaccination

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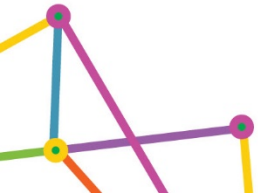
- COVID-19 Vaccination Rollout and Eligibility
- COVID-19 Vaccination Resources
- Clinical Resources – HealthPathways WA
- Delivering COVID-19 Vaccinations
- Medicare, PIP and COVID-19 Vaccination
- Questions and Answers



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COVID-19 Vaccination Rollout and Eligibility

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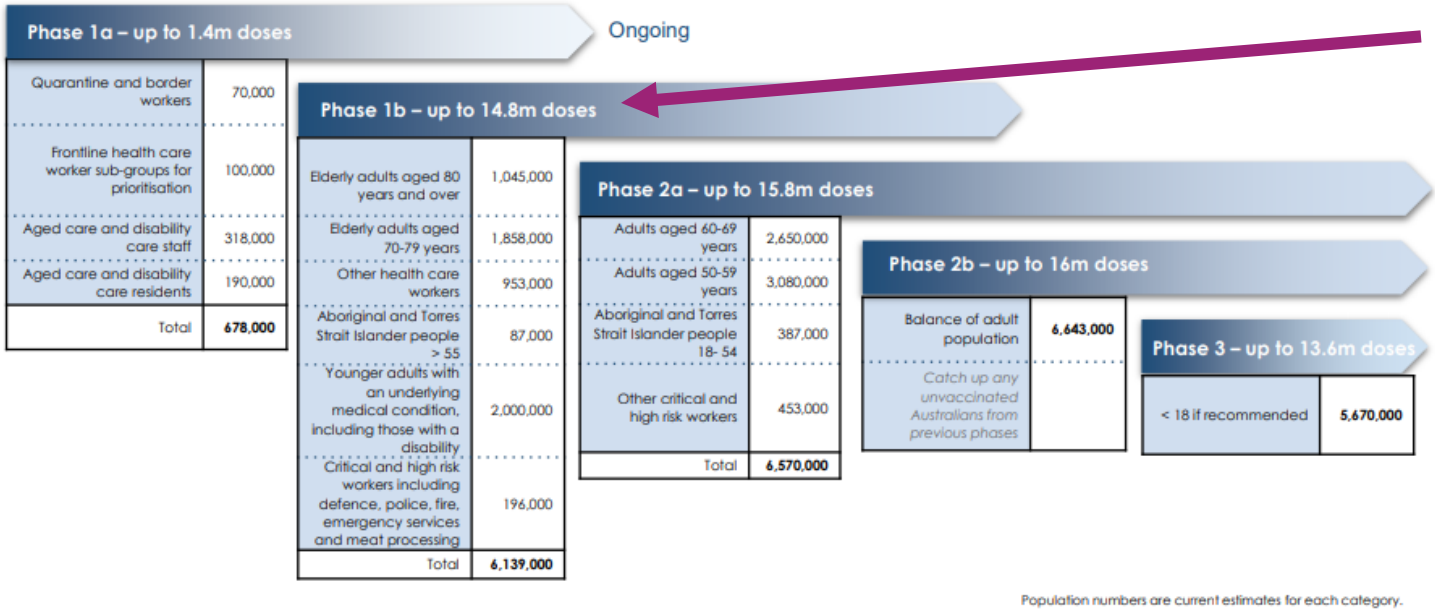
COVID-19 vaccine national roll-out strategy

COVIDSAFE



Population numbers are current estimates for each category.

General practice is the cornerstone of the Phase 1b rollout

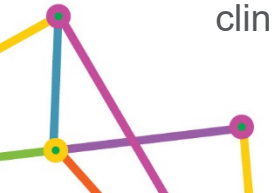
[Australia's COVID-19 Vaccine national rollout strategy]

Eligibility and Clinical Considerations – Resources

- The Australian Government's Roll-out Strategy details the phases in which the vaccine will be available.
- 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
- National Vaccine Storage Guidelines -Strive for 5
- Product and Consumer Medicine Information on COVID-19 Vaccine from the TGA
- COVID-19 Vaccine Eligibility Checker. Patients can check their own eligibility and be directed from here to the Directory and online bookings.
- Health Pathways has COVID-19 Assessment and Management 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 being 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.
- Further resources to assist with assessment, management and specialist requests for patient conditions are available in HealthPathways online.
- 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.



COVID-19 Vaccination Practice Resources

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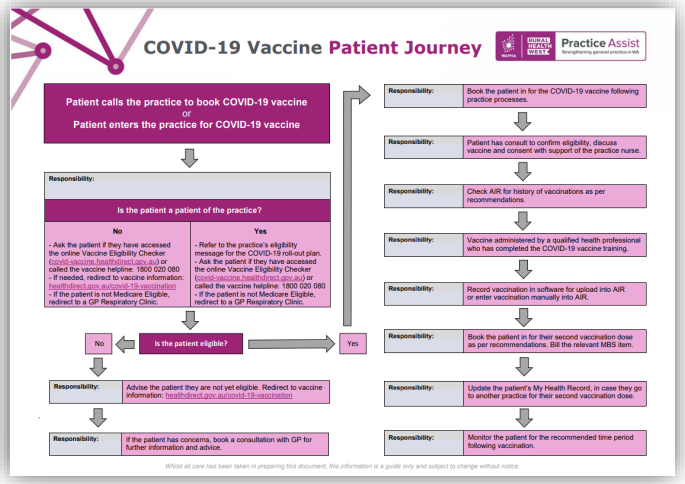
COVID-19 Vaccine Resources For Practices

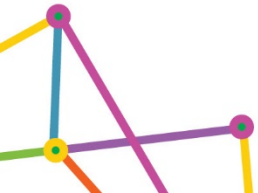
- WA State and Commonwealth Departments of Health have large volume of resources available for COVID-19 in general.
- Guides, factsheets and posters on COVID-19 are available here on the Commonwealth Department of Health website.
- Peak bodies such as RACGP, APNA and AAPM have resources available to members.
- Practices involved in the 1b rollout received further resources in the Onboarding pack.
- Practice Assist COVID-19 Vaccination Rollout Information page is kept up to date with resources and latest information.
- Practice Assist NEW COVID-19 Vaccine Patient Journey editable flowchart template.
- Practice Assist Factsheet and Checklist for practices not currently participating in COVID-19 Vaccination.



COVID-19 Vaccination Communications - Resources

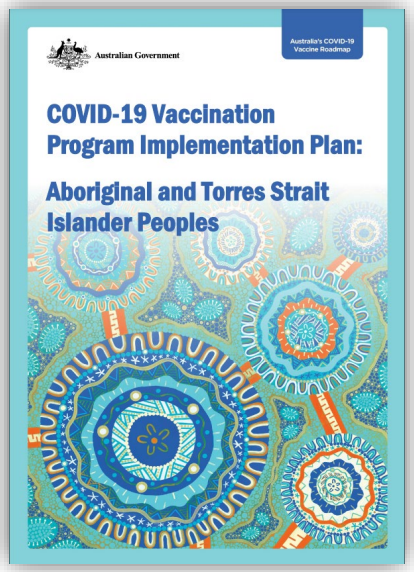
- COVID-19 Vaccine Provider Communication Kit – General Practices has been developed by the Department of Health. It includes:
    - Posters;
    - information sheets on the vaccines, and what to do before and after vaccination;
    - social media posts and tiles;
    - content for Electronic Direct 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 for COVID-19 Vaccines, if you intend to promote the availability of the vaccine.



COVID-19 Vaccination Information and Resources for Aboriginal and Torres Strait Islander People

- The COVID-19 Vaccination Program – Aboriginal and Torres Strait Islander Peoples Implementation Plan builds on Australia's COVID-19 Vaccine National Rollout Strategy, and complements the Management Plan for Aboriginal and Torres Strait Islander Populations.
- National Aboriginal Community Controlled Health Organisation (NACCHO) and the National Centre for Immunisation Research and Surveillance (NCIRS) have developed the resource Information about COVID-19 vaccines for Aboriginal and Torres Strait Islander People along with a Provider Communication Kit.
- The WA Department of Health also has FAQ's, Factsheets, posters and other resources available on many COVID-19 topics.



COVID-19
HealthPathways WA

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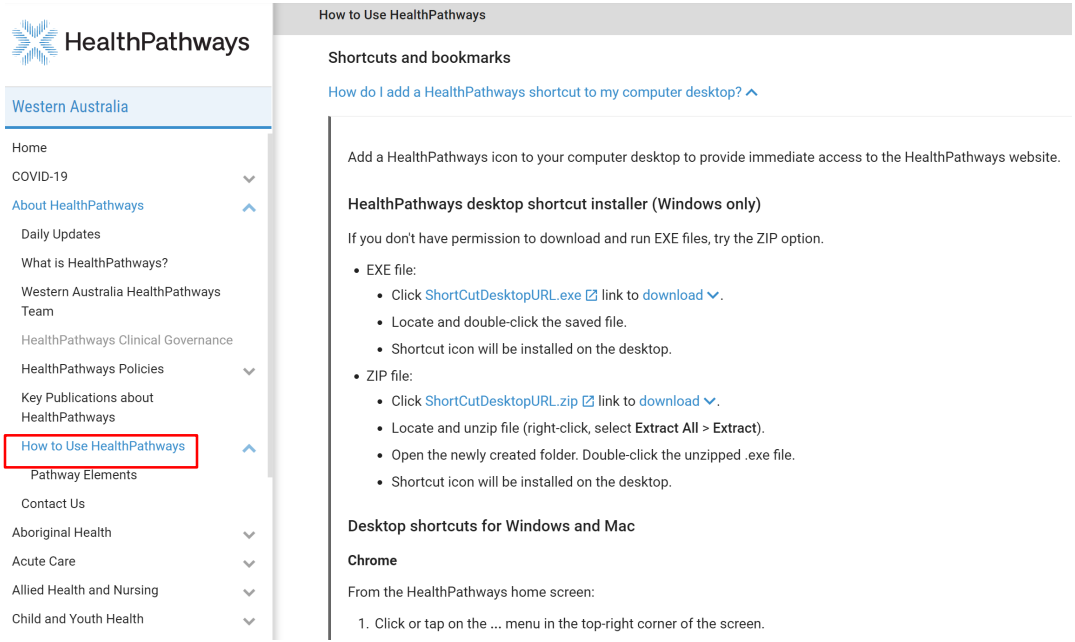
HealthPathways WA
Clinical decision support

Accessing HealthPathways WA

Website: wa.communityhealthpathways.org

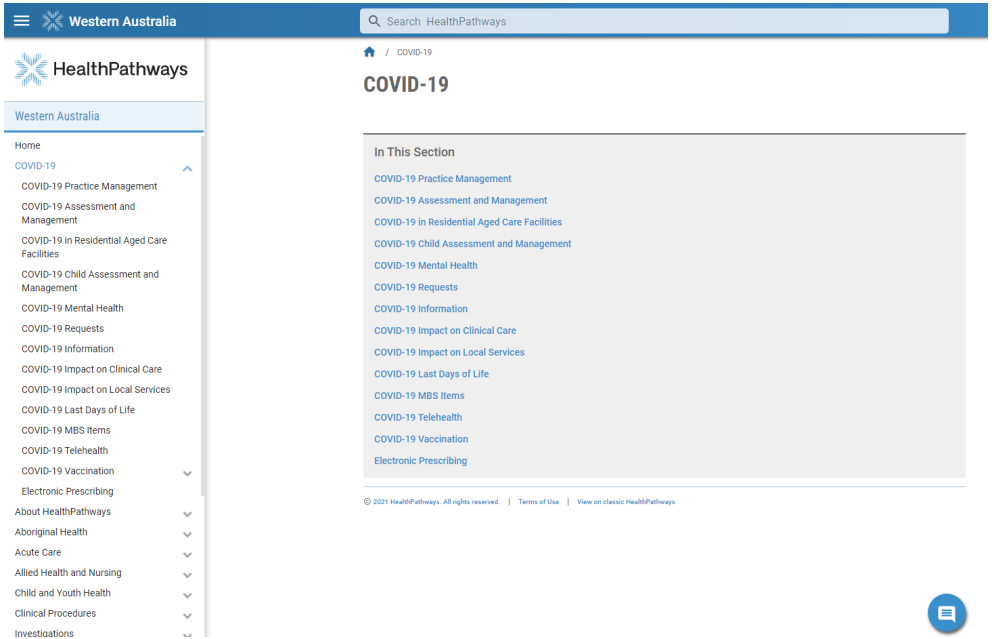
Username: connected
Password: healthcare

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



HealthPathways WA COVID-19 Pathways

- HealthPathways WA have up to date COVID-19 information in 14 different topics.
- Clinical editors ensure that this Information is kept current.
- Use the side menu once logged in or the search bar at the top to find relevant information.
- HealthPathways WA can be accessed on a computer or mobile device.



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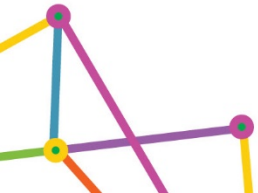
HealthPathways WA
Clinical decision support

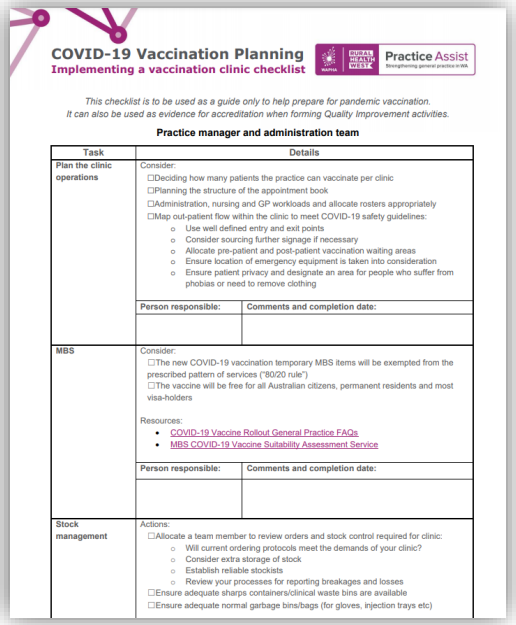
Delivering COVID-19 Vaccinations Phase 1b

Phase 1b COVID-19 Vaccination

- To be involved in Phase 1b general practices were required to submit an EOI addressing specific criteria. Practice were then awarded places in the rollout according to the EOI responses.
- Phase 1b was rolled out incrementally with greater numbers of practices being added each week over 4 weeks. With the final week of the 1b rollout beginning 12 April 2021.
- Rollout of phase 2a and 2b will follow.



Practice Assist COVID-19 Vaccination Checklists



COVID-19 Vaccination Planning
Implementing a vaccination clinic checklist

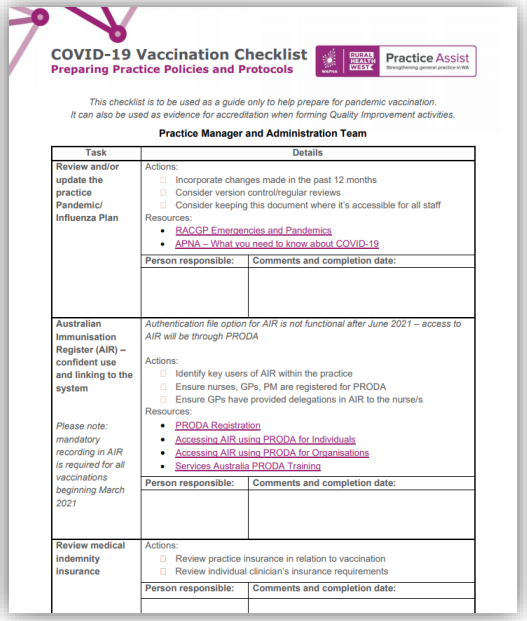
Practice Assist

This checklist is to be used as a guide only to help prepare for pandemic vaccination.
It can also be used as evidence for accreditation when forming Quality Improvement activities.

Practice manager and administration team

Task	Details
Plan the clinic operations	Consider: ☐Deciding how many patients the practice can vaccinate per clinic ☐Planning the structure of the appointment book ☐Administration, nursing and GP workloads and allocate rosters appropriately ☐Map out-patient flow within the clinic to meet COVID-19 safety guidelines: o Use well defined entry and exit points o Consider sourcing further signage if necessary o Allocate pre-patient and post-patient vaccination waiting areas o Ensure location of emergency equipment is taken into consideration o Ensure patient privacy and designate an area for people who suffer from phobias or need to remove clothing **Person responsible:** / **Comments and completion date:**
MBS	Consider: ☐The new COVID-19 vaccination temporary MBS items will be exempted from the prescribed pattern of services ("80/20 rule") ☐The vaccine will be free for all Australian citizens, permanent residents and most visa-holders Resources: • COVID-19 Vaccine Rollout General Practice FAQs • MBS COVID-19 Vaccine Suitability Assessment Service **Person responsible:** / **Comments and completion date:**
Stock management	Actions: ☐Allocate a team member to review orders and stock control required for clinic: o Will current ordering protocols meet the demands of your clinic? o Consider extra storage of stock o Establish reliable stockists o Review your processes for reporting breakages and losses ☐Ensure adequate sharps containers/clinical waste bins are available ☐Ensure adequate normal garbage bins/bags (for gloves, injection trays etc)

- Checklists on Preparing Practice Policies and Protocols and Implementing a vaccination clinic have been developed.
- These Checklists have roles for Practice Manager, Admin Team and Clinical Team however some tasks could be interchangeable.
- They can also be used as evidence for accreditation when forming Quality Improvement Activity.



COVID-19 Vaccination Checklist
Preparing Practice Policies and Protocols

Practice Assist

This checklist is to be used as a guide only to help prepare for pandemic vaccination.
It can also be used as evidence for accreditation when forming Quality Improvement activities.

Practice Manager and Administration Team

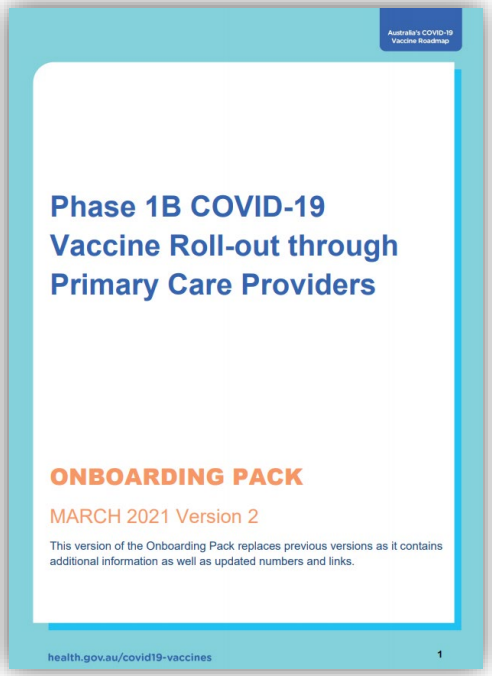
Task	Details
Review and/or update the practice Pandemic/ Influenza Plan	Actions: ☐ Incorporate changes made in the past 12 months ☐ Consider version control/regular reviews ☐ Consider keeping this document where it's accessible for all staff Resources: • RACGP Emergencies and Pandemics • APNA – What you need to know about COVID-19 **Person responsible:** / **Comments and completion date:**
Australian Immunisation Register (AIR) – confident use and linking to the system *Please note: mandatory recording in AIR is required for all vaccinations beginning March 2021*	*Authentication file option for AIR is not functional after June 2021 – access to AIR will be through PRODA* Actions: ☐ Identify key users of AIR within the practice ☐ Ensure nurses, GPs, PM are registered for PRODA ☐ Ensure GPs have provided delegations in AIR to the nurse/s Resources: • PRODA Registration • Accessing AIR using PRODA for Individuals • Accessing AIR using PRODA for Organisations • Services Australia PRODA Training **Person responsible:** / **Comments and completion date:**
Review medical indemnity insurance	Actions: ☐ Review practice insurance in relation to vaccination ☐ Review individual clinician's insurance requirements **Person responsible:** / **Comments and completion date:**

See our COVD-19 Vaccine Rollout page for these and more

Phase 1b COVID-19 vaccine rollout – Onboarding Pack

The Onboarding pack provided to practices for the 1b phase of the rollout contains information on the following:

- Online portal registrations
- Training
- Using Online Services – Australian Immunisation Register (AIR),and access through PRODA (Provider Digital Access)
- Eligibility and Clinical considerations
- Stock Management
- and more including lists of key contacts and resources



Onboarding Pack Version 2

You can view the WAPHA Onboarding pack V2 webinar and slides recorded 22 March 2021

COVID-19 Vaccination Training Program

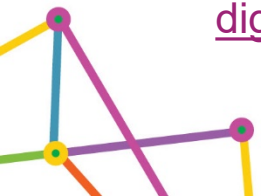
- All staff involved in administering the vaccine need to register for, and complete, the COVID-19 Vaccination Training Program and record their completion. Access training here
- All vaccine administrators must complete the training before the roll-out at their site, and each site is required to maintain 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

Western Australia Supplementary Training

- The WA Supplementary module is mandatory for providers working under the COVID-19 Structured Administration and Supply Arrangements (SASA)
- Local Training modules and Vaccine safety surveillance info be found here

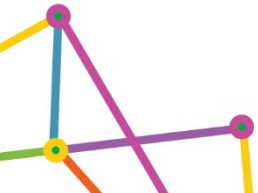
Vaccine Information & Booking Service – Key points

- 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.
- 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.
- You can send any questions on the Commonwealth booking systems to digital.CV19@Health.gov.au



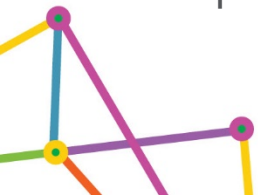
Consumables

- 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 Vaccine Operations Centre (VOC) to discuss as there may be available stock that can be ordered.



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.



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

Medicare, PIP and COVID-19 vaccinations

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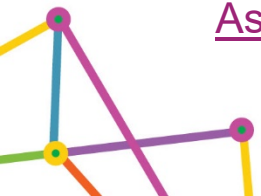
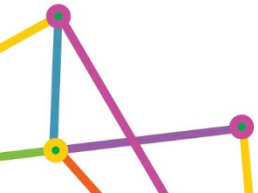
MBS COVID-19 Vaccine Suitability Assessment Items

- From March 2021, 16 new Medicare Benefit Schedule (MBS) items will be available to enable GPs and suitably qualified health professionals to assess patients for their suitability to receive a COVID-19 vaccine. These item numbers are for those participating in the rollouts as they require a vaccination to be available at the time of attendance. You can access the full MBS factsheet here, including examples.
- Practice Assist has a cheat sheet available here.
- 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 in the Practice Assist ToolKit

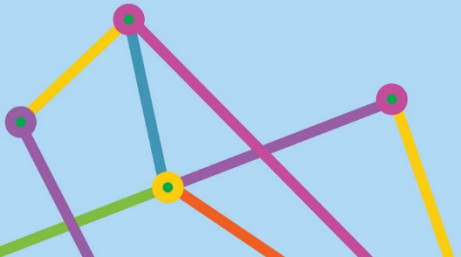


Practice Incentive Program (PIP)

- 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. To obtain the relevant PIP payment, ensure your General Practitioners are linked to the practice registered for the PIP.
- 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).



Q&A



Thank you

For Further information

Please contact us at Practice Assist

P 1800 2 ASSIST (277 478)

E practiceassist@wapha.org.au

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