

# General Practice COVID-19 Vaccine Rollout

## Key Resources and Contact Details

### General information for practices

**Information about the AstraZeneca vaccine to help patients make informed decisions**  
*\*Includes infographic about weighing up the potential benefits and harms of the vaccine*

Australian Government Department of Health webpage:

[Weighing up the potential benefits against risk of harm from COVID-19 Vaccine AstraZeneca](#)

**Information for COVID-19 vaccination providers, including general practice**

Australian Government Department of Health webpage:

[Information for COVID-19 vaccination providers](#)

**COVID-19 vaccine program-related advice for vaccine providers**

Australian Government Department of Health webpage:

[COVID-19 vaccine – advice for vaccine providers](#)

**WA COVID-19 vaccination information for health providers**

Western Australia Department of Health webpages:

[COVID-19 vaccination program](#)

[COVID-19 vaccination information for health providers](#)

[Safety of COVID-19 vaccines](#)

**Practice Assist**

A joint initiative of WA Primary Health Alliance (WAPHA) and Rural Health West (RHW) which provides free, help desk support and resources about the COVID-19 vaccine rollout for general practices.

Call 1800 2 ASSIST (1800 2 277 478) weekdays from 9am to 5pm, email [practiceassist@wapha.org.au](mailto:practiceassist@wapha.org.au)

or visit the Practice Assist [COVID-19 Vaccine Rollout Information webpage](#)

**HealthPathways WA**

A secure, online portal that includes information and resources to support GPs for COVID-19 vaccination.

For up-to-date information reviewed by GP Clinical Editors, visit the [COVID-19 Vaccination Pathways](#)

To register for log in details, complete the [online form](#) or call 0439 283 894.

**Residential Aged Care COVID-19 Immunisation webpage**

A webpage dedicated to keeping residential aged care providers informed about the rollout of the national COVID-19 vaccination program in WA. Visit the [residential aged care COVID-19 immunisation webpage](#)

or email [racfvaccination@wapha.org.au](mailto:racfvaccination@wapha.org.au) for further information.

### General information for patients

**Patient information about the AstraZeneca vaccine and the COVID-19 vaccination program**

Australian Government Department of Health webpage:

[AstraZeneca vaccine and the COVID-19 vaccination program – patient information](#)

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## COVID-19 vaccination program phases and priority groups

Australian Government Department of Health webpage:

[When will I get a COVID-19 vaccine](#)

## COVID-19 vaccine information translated into multiple languages

Australian Government Department of Health webpage:

[COVID-19 information in your language](#)

## Find out when you can receive a COVID-19 vaccine

Australian Government Department of Health webpage:

[Vaccine Eligibility Checker](#)

## COVID-19 GP respiratory clinics

Non-Medicare patients can attend a COVID-19 GP respiratory clinic for vaccination.

Australian Government Department of Health webpage:

[COVID-19 GP respiratory clinics](#)

## National COVID-19 vaccine helpline and enquiries

If patients need information about COVID-19, vaccines or the COVIDSafe app, they can call the Australian Government National Coronavirus Helpline on 1800 020 080 or visit [COVID-19 online vaccine enquiries](#)

Please note: the helpline is unable to book COVID-19 vaccine appointments.

## Online resources for WA patients

Healthy WA webpages:

[Coronavirus \(COVID-19\)](#)

[COVID-19 vaccine](#)

## Vaccine operational issues

### Phase 1B COVID-19 Vaccine Rollout through Primary Care Providers

Australian Government Department of Health:

[Onboarding Pack, Version 2, March 2021](#)

### PRODA or Services Australia enquiries

- Provider Enquiry Line: 13 21 50
- PRODA support: 1800 700 199 or email [ebusiness@servicesaustralia.gov.au](mailto:ebusiness@servicesaustralia.gov.au)
- Health Professional Online Services (HPOS): 13 21 50 (press 6)
- Australian Immunisation Register (AIR): 1800 653 809

### Practice Assist

For issues such as:

- withdrawing from the rollout
  - updating contact details for your practice on the Vaccine Service Finder
- contact Practice Assist by emailing [practiceassist@wapha.org.au](mailto:practiceassist@wapha.org.au) or calling 1800 2 ASSIST (1800 2 277 478) weekdays from 9am to 5pm.

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## Australian Government Vaccine Operations Centre (VOC)

For issues such as:

- no site code
- incorrect details in the portal
- email change
- site codes not working

contact the Vaccine Operations Centre (VOC) by calling 1800 318 208 from 7am to 10pm (AEDT) or emailing [covid19vaccineoperationscentre@health.gov.au](mailto:covid19vaccineoperationscentre@health.gov.au)

## MBS items

For advice on the interpretation of MBS items, email [askMBS@health.gov.au](mailto:askMBS@health.gov.au) or visit [MBS Online](#)

## HealthDirect Australia

Email [digital.CV19@health.gov.au](mailto:digital.CV19@health.gov.au)

## Adverse event following immunisation (AEFI)

### WA information for an adverse event following immunisation

Western Australia Department of Health webpages:

[Adverse event following immunisation \(AEFI\)](#)

[COVID-19 vaccine safety surveillance information for healthcare providers](#)

### General information on adverse event reporting and managing

Australian Government Department of Health and TGA webpages:

[Reporting and managing adverse vaccination events](#)

[Reporting suspected side effects associated with a COVID-19 vaccine](#)

### SmartVax and Vaxtracker information for immunisation providers

AusVaxSafety webpage:

[Information for immunisation providers](#)

## Clinical information and guidance

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### ATAGI Clinical guidance for COVID-19 immunisation providers and program staff

Australian Government Department of Health webpage:

[COVID-19 vaccination – ATAGI clinical guidance on COVID-19 vaccine in Australia in 2021](#)

## Updates and newsletters for practices

### COVID-19 Immunisation Update

A bulletin to keep general practices informed about the rollout of the national COVID-19 and influenza vaccination programs in WA. [Subscribe](#)

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### **COVID-19 GP Update**

A regular update to ensure WA GPs and practice staff are well informed and prepared, brought to you by WA Department of Health, Australian Medical Association (WA), Rural Health West, WA Primary Health Alliance, Australian College of Rural and Remote Medicine, WA General Practice Education and Training and Royal Australian College of General Practitioners WA. [Subscribe](#)

### **COVID-19 Immunisation Update for Residential Aged Care Providers**

A bulletin dedicated to keeping residential aged care providers informed about the rollout of the national COVID-19 vaccination program in WA. [Subscribe](#)

### **Practice Connect Newsletter**

A fortnightly newsletter for practice managers, principals, nurses and administration staff about industry news, relevant issues, upcoming events and professional development opportunities. [Subscribe](#)

### **GP Connect Newsletter**

A monthly newsletter with news from Hospital Liaison GPs, the latest clinical updates, developments within HealthPathways WA and other information relevant to roles in primary care. [Subscribe](#)