

## VCF Pfizer bookings and booking provider changes

Dear Service Provider,

Please find the following important information regarding Pfizer Booking Links on the Vaccine Clinic Finder (VCF) and what to do in the circumstance that your pharmacy changes its Booking System Provider.

### Pfizer Bookings and the VCF

Your pharmacy may wish to set up their existing online bookings systems so patients can make appointments for Pfizer vaccinations.

Upon agreeing to the Pfizer site declaration in CVAS you will be requested to enter your Pfizer clinic hours.

Once you have placed your initial Pfizer order in CVAS, the COVID-19 Taskforce will send the Pfizer hours and Booking Provider details you entered into CVAS to Healthdirect.

Healthdirect will then liaise directly with the following Pharmacy Booking System Providers to update your Pfizer booking links on the VCF:

- Medadvisor (PlusOne)
- Guildlink (GuildCare)
- Myhealth1st (Go Bookings)
- Chemist Warehouse
- Wizard Pharmacies
- Blooms the Chemist
- HealthEngine
- HotDoc
- Commonwealth Booking Platform

Please note it may take up to 10 business days from the date of your initial CVAS Pfizer order for your booking link to appear on the VCF.

**You do not need to email the PPA or Healthdirect your Pfizer booking links.** Please ONLY contact the PPA if it has been longer than 10 days after placing your first Pfizer order in CVAS and your Pfizer booking link is still not showing on the VCF. Where it has been longer than 10 days, we will follow up with the COVID-19 Taskforce and Healthdirect to investigate the reason for the delay.

Your pharmacy will have separate listings on the VCF for each type of vaccination it

provides. Each listing shows the pharmacy's specific booking link and clinic hours for the relevant vaccine. The type of vaccine the patient selects they want on the VCF landing page will determine which of your pharmacy's listings they see.

### **Changing Booking System Providers**

Depending on who your previous Booking System Provider was, if you change to a new Booking System Provider your old booking links will either:

- Remain on the VCF as outdated links
- Be automatically removed from the VCF and your pharmacy will be shown with no booking links.

Therefore, as outlined in the Onboarding Pack, if you change your Booking System Provider and need your booking links updated on the VCF, you will need to provide the PPA with details of your new Booking System Provider. The PPA will forward these details to Healthdirect who will liaise with your new Booking System Provider to confirm they have you listed as one of their pharmacies. Healthdirect will then make the required changes in the VCF for you.

Please be aware that it may take up to 10 days for your new booking links to be reflected in the VCF.

Please also note if you are using a Booking System Provider who is not on the above list of accepted Providers your booking links cannot currently be added to the VCF.

Booking System Providers that wish to be listed may contact Healthdirect at [bookingprovider-support@healthdirect.org.au](mailto:bookingprovider-support@healthdirect.org.au) for further information including their standard API and data sharing agreements.

Kind regards,

Pharmacy Programs Administrator