



4 April 2022 - Easy Vaccine Access Call-back Service | Transition of Commonwealth Booking Platform and Clinician Vaccine Integrated Platform

Dear Service Provider,

This email provides information from the Taskforce about a range of matters relevant to pharmacies participating in the COVID-19 Vaccination in Community Pharmacy Program (CVCP), as follows:

- Easy Vaccine Access Call-back Service for patients
- Transition of Commonwealth Booking Platform and Clinician Vaccine Integrated Platform.

Easy Vaccine Access Call-back Service for patients

Launched on Monday 28 March 2022, **EVA (Easy Vaccine Access)** provides a simple entry point to help people who struggle to navigate vaccine booking systems.

How does it work?

- A person, or someone on their behalf, can register by SMS to receive a phone call from trained National Coronavirus Helpline (NCH) call agents.
- Agents will book a vaccine appointment during the call based on individual needs. This will include finding services where an appointment is not needed (e.g. walk in), but will not include home visits.
- *Simply SMS 'Hey EVA' to 0481 611 382.*
- Healthdirect monitors the messages, and a reply is sent to collect details needed for an EVA team member to make the call.

EVA is available every day from 7 am to 10 pm AEST.

EVA includes:

- Choice of call back time and date
- Information and advice on COVID-19 and vaccines
- Find a service where appointments are not needed (walk in)
- Completes the COVID-19 vaccine booking over the phone
- Free interpreting assistance via TIS National.

Home visits **cannot** be arranged by EVA.



Note for Pharmacies:

- If a booking cannot be made online by the call agent, a phone call will be made to the pharmacy using the contact number listed on the Vaccine Clinic Finder. This call will include the patient and the NCH call agent.
- All relevant consent will be obtained from the patient.
- The privacy policy is located at: health.gov.au/eva

Transition of Commonwealth Booking Platform and Clinician Vaccine Integrated Platform

Some community pharmacies may be using the Commonwealth Booking Platform (CBP) and Clinician Vaccine Integrated Platform (CVIP) to manage mandatory reporting of vaccinations in the Australian Immunisation Register. **If this is you - please read on.** This notice **does not apply** to pharmacies using GuildLink, MedAdvisor and other integrated IT practice management platforms.

Users of the CBP and CVIP are reminded to transition to a new booking and reporting software or other processes **before 31 May 2022.**

- CBP and CVIP will be **decommissioned on 31 May 2022.**
- This change may affect your pharmacy's mandatory reporting of vaccinations to the Australian Immunisation Register (AIR).

What to do: **Connect your site to the Australian Immunisation Register (AIR)**

- To connect to the new service, visit [How to set up your access to AIR on the Services Australia website.](#)
- If you do not have practice management software and need to view data held on the AIR, you can access the AIR site using [HPOS](#). You'll need an individual [PRODA](#) account to access HPOS.
- Using HPOS, you can set up your access to the AIR as a [member of a medical practice, pharmacy or organisation with an AIR provider number](#)

Kind regards,

Pharmacy Programs Administrator