



## 16 May 2022 - Call Campaign - Vaccine Clinic Finder Connect | Recording of Webinar for Pharmacies | Clinical and Administrative Reminders

Dear Service Provider,

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

- Call Campaign - Vaccine Clinic Finder Connect (VCFC)
- Recording of Winter Preparedness Webinar for Pharmacists
- Clinical and Administrative Reminders
  - COVID-19 Assessment and Vaccine
  - Co-administration of COVID-19 vaccination and a flu vaccine
  - CVAS Contact Details
  - Use of Clinical Software
  - Stock on Hand Reports
  - Hey EVA.

### Call Campaign - Vaccine Clinic Finder Connect (VCFC)

The VCF remains the preferred digital channel with over 50 million visits since release in March 2021.

**It is important you keep your VCF listing up to date using VCF Connect.** An outbound call campaign will soon encourage all VCF Connect users to update details about their site including vaccine types, booking providers and accessibility details.

#### Action requested by Pharmacies:

The campaign will be a friendly reminder to log in to VCF Connect and:

- Add any new vaccine types that are not currently displayed on VCF (per the **program requirement** to ensure transparent and easy access to COVID vaccines all primary care sites);
- Add a preferred booking provider to each vaccine type (the VCF Connect team will do the hard work for you to publish links on VCF within five working days); and
- Update accessibility features for each vaccine type, including wheelchair accessibility, whether you accept walk-ins (no appointment required)
- **All pharmacies** nationally should tick the 'vaccinates people without Medicare' box in VCF Connect.

Importantly:

- All pharmacies nationally can vaccinate people without access to Medicare and claim through the PPA portal. Information on how to record and claim for COVID-19 vaccinations administered to Medicare ineligible patients is available in the [CVCP Program Rules](#)
- A new feature in VCF planned for release in early-mid June, will display all accessibility features selected in VCF Connect. This includes wheelchair accessibility and walk-ins accepted.

If you have any questions, please reach out to [CV19.products@health.gov.au](mailto:CV19.products@health.gov.au) or call 1800 316 375.

## Recording of Winter Preparedness Webinar for Pharmacists

- On 3 May, a webinar was hosted by Professor Michael Kidd (Deputy Chief Medical Officer - Department of Health) regarding winter preparedness for Pharmacists.
- This webinar provided key updates and answered the questions of participants on COVID-19 and influenza preventions and treatments.
- A recording of this session can be [found here](#).

## Clinical and Administrative Reminders

### COVID-19 Vaccination

COVID-19 vaccination is **free** for everyone in Australia seeking to be vaccinated. This includes refugees, asylum seekers, temporary protection visa holders, bridging visas and those whose visas have been cancelled.

Importantly:

- **Providers are not to charge Medicare eligible or ineligible patients.**
- COVID-19 vaccine services for Medicare eligible or Medicare ineligible patients cannot be made contingent on any other service or fee. That includes, but is not limited to:
  - General health checks; and
  - Any other service a site requires before any COVID-19 vaccination.

- Information on how to record and claim for COVID-19 vaccinations administered to Medicare ineligible patients is available in the [CVCP Program Rules](#).

### **Co-administration of COVID-19 vaccination and a flu vaccine**

A COVID-19 vaccination and an influenza vaccination can be administered at the same time and may be provided to patients during the same attendance.

### **CVAS Contact Details**

A reminder to pharmacies to please ensure the contact details in CVAS are accurate to assist with communication and information processes.

### **Use of Clinical Software**

Many pharmacies use clinical management software that includes powerful scheduling abilities that can send automatic reminders to patients. The Taskforce encourages pharmacies to take maximum advantage of these functions to remind patients to book for second doses, booster doses and winter doses of COVID-19 Vaccine.

### **Stock on Hand Reports**

A reminder to pharmacies it is mandatory to accurately complete CVAS stock on hand reports each week.

Importantly:

- Stock on hand reports require information such as:
  - Number of administered doses for the week
  - Number of doses on hand at the start and end of the week
  - Any major or minor wastage that occurred during the week
  - Transfers of stock to or from other participating primary care sites
  - Stock that will expire within a 14 day period of report date, including Batch No. and Expiry Date.
- These reports should be submitted through CVAS by **9pm local time every Friday** as per the requirements of the Program.

**Please note** - you will not be able to order vaccines until you have completed your most recent Stock on Hand Report for each vaccine product.

**Reminder** - *it is a criminal offence under section 137.1 of the Criminal Code Act 1995 to provide false or misleading information to the Australian Government.*



## **Hey EVA**

In the first month, EVA (Easy Vaccine Access) has helped hundreds of people find and book a COVID-19 vaccine appointment. EVA is a simple call back service helping people book a COVID-19 vaccine. A person, or their carer, registers for EVA by sending an SMS. A National Coronavirus Helpline agent calls back and provides personalised support to book their vaccination.

EVA offers:

- Choice of call back time and date
- Information and advice on COVID-19 and vaccines
- Find and book a suitable vaccine appointment
- 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
- Available every day from 7 am to 10 pm (AEST).

*Note: EVA cannot arrange home visits.*

If the patient is unable to book the appointment online, the EVA agent calls the clinic or pharmacy using the contact number listed on the Vaccine Clinic Finder.

**Please help share EVA with the community. Include the wording below on your social profiles, regular newsletter, and website**

SMS 'Hey EVA' to 0481 611 382 for help booking a COVID-19 vaccine. Someone from the National Coronavirus Helpline will call you back and find you an appointment. EVA is available every day from 7 am to 10 pm (AEST) with free interpreting support  
[health.gov.au/eva](https://health.gov.au/eva)

If you have any feedback for EVA, please contact [digitalCV19@health.gov.au](mailto:digitalCV19@health.gov.au)

Kind regards,

Pharmacy Programs Administrator