Vaccination Recording

Protocol
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Service Information

Service objective

The GuildCare Vaccination Recording program is designed to assist pharmacists with:
- Assessing patient vaccination suitability;
- Determining whether or not the patient may qualify for a free vaccine under the National Immunisation Program (NIP) Schedule (Immunise Australia Program);
- Record patient consent and relevant details of the vaccines administered including post-vaccination monitoring outcomes; and
- Produce professional GP referrals and GP/Patient vaccination reports.

Clinical service overview

A pharmacy may choose to employ an accredited pharmacist immuniser (in states where the legislation permits) or a third party provider to deliver a vaccination service. The GuildCare Vaccination Recording program provides the pharmacy with the flexibility to engage in either workflow. The program is up-to-date with all current state legislations and requirements. It can be used to record all details of the service including vaccine batch number and route/site of administration. The software contains a comprehensive list of resources such as:
- Emergency response protocol
- Vaccine consumer medicine information (CMI)
- Vaccine-specific frequently asked questions (FAQ)
- Vaccine suitability checklist
- Patient consent form
- Third party declaration form
- Patient report, GP report or referral

The GuildCare Vaccination Recording program is designed to help pharmacies to record all details of the vaccination service as per the Australian Immunisation Handbook, QCPP T3M – Vaccination Services in the Pharmacy Checklist, and relevant state-specific legislations/guidelines. It also provides documentation and handouts that are required before and after vaccination. The accredited vaccine administrator may use the Frequently Asked Questions; Patient Consent Form (includes Screening Checklist to assess patient suitability) and Patient Handout provided in the GuildCare software, or they may use their own documentation. It is the pharmacy’s responsibility to discuss this with their chosen accredited vaccine administrator and they may wish to document this by using the GuildCare Third Party Declaration Form. All equipment/therapeutic devices used for service delivery must comply with the QCPP Standards/Checklist requirements. The skills, knowledge, and where applicable, accreditation required to conduct a full vaccination service in pharmacy are developed through training external to GuildCare (see Resources for more information).

As part of delivering this service, Pharmacists are under obligation to adhere to the relevant professional practice standards. This includes but is not limited to applying professional judgement to identify, record and report potential or actual medication related problems that are
likely to be clinically significant for the patient (e.g. interactions, contraindications, incompatibilities, allergies, adverse drug reactions) to the patient’s Medical Practitioner, the Therapeutic Goods Administration and any other relevant entity. See Appendix A: How to report a problem with a medicine or medical device to the Therapeutic Goods Administration.

Documentation

During or after the clinical service the GuildCare software ‘Documentation’ tab is completed and saved by the vaccine administrator, pharmacist, or trained pharmacy staff to record the details of the vaccination. Staff should adhere to the recommendations provided on page 9, Part A of the “AIWH National best practice guidelines for collecting indigenous status in health data sets” when questioning whether or not the patient identifies as Aboriginal or Torres Strait Islander.

Prior to vaccination, the vaccine administrator:

- Provides an FAQ document to the patient, individual to the vaccine that patient is receiving
- Uses a screening checklist to assess patient’s suitability for vaccination; and if suitable, obtains patient’s consent for vaccination (and where applicable, consent to have their vaccination record sent to the state immunisation register).
- Check if the patient qualifies for a free vaccination under any State or National Government funded programs

If for any reason, the patient is unable to receive the vaccination service in pharmacy, the pharmacist can use the GP Referral printout from the program to refer patient back to their GP.

Following vaccination, the vaccine administrator or trained staff:

- Records details of vaccine administered including brand, site and route of administration, batch number and accredited vaccine administrator details;
  - Where applicable, vaccine dose number, expiry date and next vaccination due date should also be recorded.
- Provides patient with Patient Handout (Record of Immunisation), including details of vaccine administered and possible side effects;
- Monitors the patient for 15 minutes, records details of any outcomes observed;
  - Report any adverse events
  - If the patient wishes to leave the pharmacy early, counsel them on possible risks and make appropriate notes within the record. The pharmacy may choose to use the PGA’s ‘Consumer monitoring early release form’.
- Provides the patient’s nominated GP the details of the vaccination for their records (via Post, Email, Fax, or to the patient to give to their GP).
**Staff Roles**

To allow for appropriate workflow and consistent delivery of this service, it is advised to inform and where appropriate, train staff members about the service the pharmacy is providing patients and their role in the pharmacy’s procedure.

The vaccine administrator must assess the patient’s suitability for vaccination and obtain the patient’s consent to be vaccinated. This can be done by either using the GuildCare screening checklist and patient consent form, or a third party document. If the vaccine administrator is not the person who collects the patient’s screening checklist and consent, they should review the form and verify with the patient that consent has been obtained and patient is suitable for vaccination. In some states, staff will also need to ask if patient consents to their information being sent to a state immunisation register.

**Only an accredited and approved vaccine administrator, such as an accredited vaccination nurse or accredited pharmacist vaccinator, may administer vaccines to patients.** Then the vaccine administrator, pharmacist or trained staff can enter details of the vaccination into the GuildCare software.

**Facilities to support the program**

Each service with a patient should be conducted in a screened area or private room, where the vaccine can be administered in private, and confidential discussions with a patient be conducted and not overheard by other patients at normal speaking levels. There should also be an area where the patient can be observed by the vaccine administrator or pharmacy staff for 15 minutes post-vaccination, to allow monitoring for any adverse reactions. In the event of an adverse reaction, there should be enough space to lie the patient down, provide first aid management and allow for emergency service personnel to respond, where required.

These areas should not be within the dispensary, and should be agreed upon by the approved vaccine administrator and the pharmacy as suitable for the service. Ideally these areas would also have access to a computer with GuildCare installed.
Software Information

Program Qualification and Notification

There are no criteria to qualify for this program. Either the patient requests, or the pharmacy invites the patient to participate ad-hoc.

Trained staff use the GuildCare software for patient enrolment and recording details of the service. To enrol a patient ad-hoc:

- Find and click on their name in the 'Patients' tab, or
- If the patient is new to GuildCare, click ‘Add Patient’ and follow the on-screen prompts.

![Figure 1: ‘Add Patient’ button in ‘Patients’ tab](image)

From the ‘Current Patient’ tab, click ‘Add’ and select ‘Vaccination Recording’ from the Professional Service drop-down list then click ‘Enrol’.

Patient Decline

If the patient does not wish to participate, the pharmacist selects ‘Declined’ as the status.

Resources

<table>
<thead>
<tr>
<th>Title</th>
<th>Author/Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Australian Immunisation Handbook</td>
<td>Australian Government Department of Health and Ageing, National Health and Medical Research Council</td>
</tr>
<tr>
<td>Guidelines for Conducting Pharmacist Initiated and Administered Vaccination Service within a New South Wales Community Pharmacy Environment</td>
<td>The Pharmacy Guild of Australia</td>
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<tr>
<td>10455NAT – Course in Conduct Immunisation Services within a Community Pharmacy Environment</td>
<td>The Pharmacy Guild of Australia</td>
</tr>
<tr>
<td>PSA Practice guidelines for the provision of immunisation services in pharmacy</td>
<td>Pharmaceutical Society of Australia</td>
</tr>
<tr>
<td>Immunise Australia Program</td>
<td>Australian Government Department of Health and Ageing</td>
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<tr>
<td>Vaccine Hub</td>
<td>Sanofi Pasteur</td>
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<tr>
<td>National best practice guidelines for collecting Indigenous status in health data sets</td>
<td>The Australian Institute of Health and Welfare</td>
</tr>
<tr>
<td>QCPP Template T3M – Vaccination Services in the Pharmacy Checklist</td>
<td>QCPP Pharmacy Guild of Australia</td>
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Appendix A: How to report a problem with a medicine or medical device to the Therapeutic Goods Administration

Information for health professionals


The Therapeutic Goods Administration (TGA) is a division of the Australian Government Department of Health and Ageing and is responsible for regulating medicines and medical devices. The work of the TGA is based on applying scientific and clinical expertise to ensure that the benefits to consumers outweigh any risks associated with the use of medicines and medical devices. The TGA relies on the public, healthcare professionals and industry to report problems with medicines or medical devices so that the TGA can identify and respond to safety matters.

When to report

If a patient has experienced or you suspect they may be experiencing an adverse event relating to a medicine or medical device, report the adverse event to the TGA. Suspected adverse events should be reported the first time they occur, as well as any time they occur thereafter.

What to report

Please report any suspected adverse event that your patient(s) may be experiencing, in particular:

- serious reactions (e.g. resulting in hospitalisation)
- unexpected reactions (reactions not consistent with consumer medicine information or labelling)
- all suspected reactions to medicines recently introduced in Australia
- all suspected adverse events that may be caused by combinations of medicines (drug interactions)
- faults with medical devices resulting in an adverse event (keep the faulty equipment until you have contacted the TGA).

What to include in your report

In your report include (if applicable):

- basic details of the patient experiencing the adverse event – initials, date of birth, gender
- details of the adverse event or reaction – date it occurred, symptoms experienced (including duration), description of device fault resulting in adverse event, treatment required and outcome (if known)
- details of the medicine or device involved – name, description, dose, for a complementary medicine include AUST L number
- details of any other medicine(s) the patient experiencing the adverse event may be taking.

Report a medicine or medical device adverse event to the TGA

How to report

Report a suspected adverse event directly to the TGA using:

- GuildCare’s Adverse Events Recording module, sent electronically via a web service portal direct to the TGA

Alternatively:

**Medicines**

Phone: 1300 134 237 or 1800 044 114

Email: [adr.reports@tga.gov.au](mailto:adr.reports@tga.gov.au)

**Medical devices**

Phone: 1800 809 361

Email: [iris@tga.gov.au](mailto:iris@tga.gov.au)