# COVID-19 vaccine phase 1b FAQ

## Questions and answers from COVID-19 webinar (9 March 2021)

Below are some of the commonly asked questions and answers provided from the recent webinar: *Our practice is eligible to deliver the COVID-19 vaccine in phase 1b – what now?*

**When will I receive my site code to register for the portal?**

Week 1 practices should have already received their site code to register for the portal. Week 2-4 will receive their site codes in the coming weeks in line with their on-boarding date.

We are allocated a maximum of 50 doses, however the minimum order says 100 doses?

The minimum order is 100 doses therefore practices who have been allocated 50 doses will need to order 100 doses fortnightly. All other practices will need to order weekly.

How often can you order vaccines after the initial order

You can order vaccines weekly up to the maximum allocated amount. If you have an allocation of 50, you will only be able to order fortnightly as the minimum order amount is 100. You must order vaccines with a minimum of 5 days’ notice to allow for processing and delivery times.

What consumables will be supplied with the vaccine?

The Commonwealth will be providing 3mL syringes, 25mm needles and sharps waste disposal bins. These will be shown with your vaccine order in the portal. All other consumables should be sourced from your usual supplier.

**Does every patient need to sign a consent form or can we get verbal consent?**

You can get verbal consent from a patient however this needs to be recorded in the clinical record.

**What if a patient not known to us is unable to provide proof of their eligible medical condition?**

If a patient is unable to provide proof of eligibility they can sign a Phase 1b declaration form. This form will be available soon from the Department website.

What evidence will be required to confirm that a patient is Aboriginal or Torres Strait Islander?

Self-identification as Aboriginal or Torres Strait Islander is sufficient evidence. Please refer to page 12 of the on-boarding guide.

**Are practice staff required to do CPR training if they have had it within the last 3 years (aligned with RACGP 5th Standards) or do they need to have a current certificate (within the last 12 months)?**

If a practice is operating in line with RACGP Standards for general practices (5th edition), this is sufficient to meet the requirements to deliver the COVID-19 vaccine.

**Are non-clinical staff eligible as ‘other health workers’ under phase 1b?**

Yes, any staff working in a health facility are eligible under phase 1b.

**Can we vaccinate our own staff with our initial supply?**

Health workers are included in phase 1b, therefore yes you can choose to vaccinate your own staff first.

**Can the item number for the COVID-19 vaccine be billed in conjunction with a normal consultation? E.g. if the eligible patient has an appointment booked for another issue and decides to have the vaccine at that consult.**

Standard MBS multiple same-day attendance rules apply to the COVID-19 vaccination suitability assessment services. Co-claiming is only permitted where another GP service is provided that is unrelated to the vaccine suitability assessment item. More information can be found here [Medicare Benefits Schedule – Note AN.44.1](http://www9.health.gov.au/mbs/fullDisplay.cfm?type=note&qt=NoteID&q=AN.44.1)

**How long is the vaccine viable for once opened and can the vaccine be pre-drawn or does it need to be administered immediately?**

[The COVID-19 Vaccine AstraZeneca Australian product information](https://www.tga.gov.au/sites/default/files/auspar-chadox1-s-covid-19-vaccine-astrazeneca-210215-pi.pdf) contains information on page 2 in relation to how long after opening the vial it can be stored for. The current advice is that once it has been drawn into the syringe that it should be administered immediately. Any changes to this advice will be included in updated versions of the product information.

**Can a GP bill a COVID-19 vaccine assessment item before they have completed the compulsory training?**

No, all practitioners must have completed the training prior to administering the vaccine or billing the associated Medicare item number.

**What do we do with the COVID-19 training certificates, do we have to submit them somewhere?**

The COVID-19 vaccination training is compulsory for all vaccine administrators. You do not need to submit your training certificate however you must maintain a record of completion for all practitioners at your practice. Page 6 of the on-boarding guide has more information about the training.

**I don’t understand the national booking system; how will it work?**

The COVID-19 Vaccination Information and Booking Service will list all practices who are participating in phase 1b. Patients will be able to check their eligibility and if eligible will be provided with links to clinics in their area. You do not need to change your usual booking process (telephone, online booking system) as the system will provide this information to the patient and they will contact the practice directly via their usual booking processes.

You do not need to do anything as your details will be confirmed when you access the portal. All practices will automatically be listed.

If you do not have an existing online booking system and wish to use one, then you can opt to use the Department of Health’s online booking system–however this will not integrate with your patient data management system. You will be able to have full control over the booking system for your practice to manage appointment times.

When you login to the portal you will be asked if you wish to use the national booking system. Only answer yes to this question if you would like to use the non-mandatory online booking system that the Department of Health is providing. If you select no, you will be still listed on the service and patients will book with you through your usual process.

**How often do we need to upload vaccine data to AIR?**

COVID-19 vaccine encounters should be uploaded into AIR at the time of administration or as soon as possible. Page 7 of the on-boarding guide provides options for reporting a vaccination to the AIR including directly from your practice software.

**Does the practice need to check every patient’s AIR history before each dose?**

Checking AIR history will enable you to confirm

* the patient has not already received their first dose of the COVID-19 vaccine at another location
* the patient has not recently received a flu vaccination
* that the appropriate time has passed between first and second doses.

**Will there be guaranteed stock of the same vaccine for repeat doses?**

Yes. The Commonwealth Department of Health is reserving vaccine stock for second doses and there is no requirement for practices to hold back stock for second doses.

**How do I report an adverse reaction or event to the vaccine?**

COVID-19 vaccine providers in **Queensland** must report COVID-19 AEFIs using the [COVID 19 Adverse Event Following Immunisation Reporting Form](https://www.health.qld.gov.au/__data/assets/pdf_file/0026/1025189/covid-aefi-reporting-form.pdf) and send to [COVID\_AEFI@health.qld.gov.au](mailto:COVID_AEFI@health.qld.gov.au).

***If you follow this process you did not need to complete a Therapeutic Goods Administration (TGA) AEFI form, this will be done automatically by QLD Health.***

More information can be found on the [Queensland Health Website – adverse event following immunisation](https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/diseases-infection/immunisation/service-providers/adverse-event)

*Information in this document is current as of 10/3/2021 however is subject to change due to the evolving nature of the COVID-19 vaccine phase 1b roll-out.*