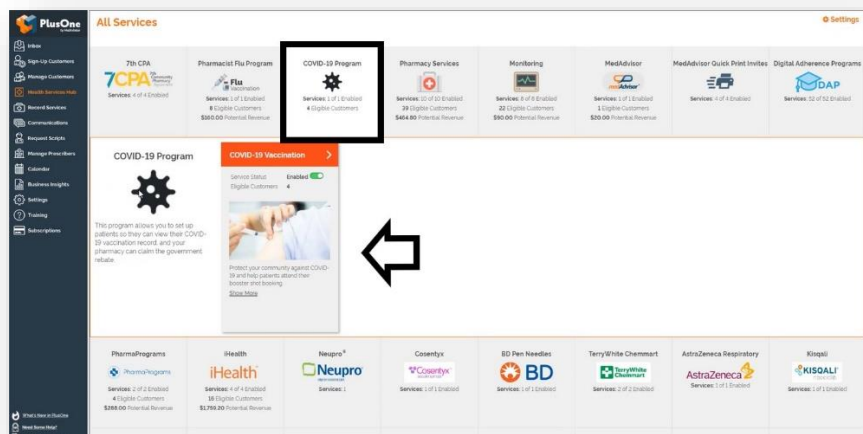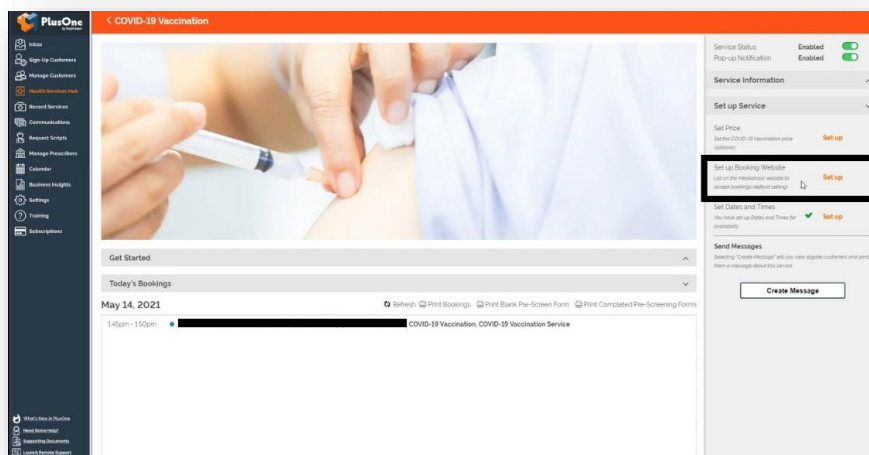**MedAdvisor**

Covid-19 Quick Start Guide

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1. Set up your Covid Booking URL for patients to book a Covid-19 vaccination at your pharmacy
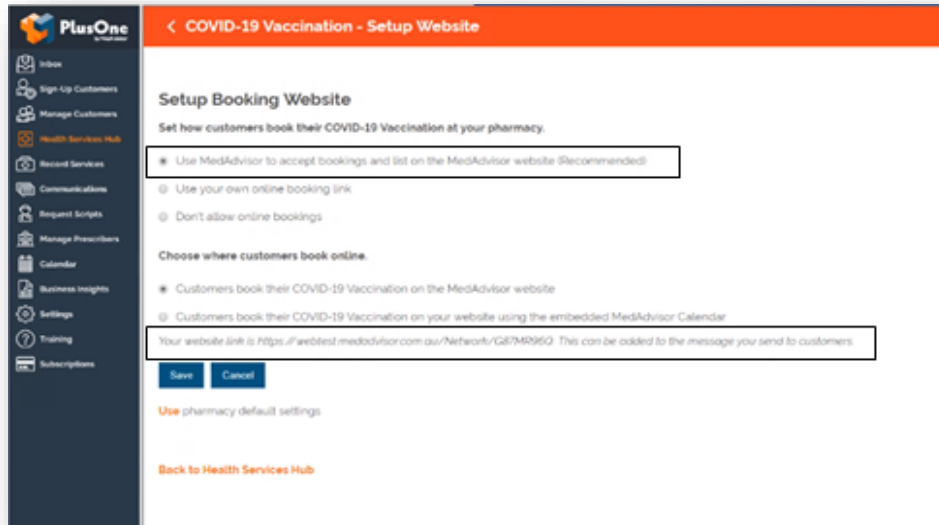
1. In the left-hand menu of PlusOne, go to **Health Services Hub** and select **Covid-19 Program.**

1. Click **Set up Booking Website**

2. Select the FIRST option **Use MedAdvisor to accept bookings and list on the MedAdvisor website**. Your pharmacy's Covid-19 booking URL is shown at the bottom. You can use this URL on various platforms such as your website/social media etc.

Note: MedAdvisor will provide your Covid-19 booking URL to **HealthDirect** on your behalf so that patients can book a Covid-19 vaccination at your pharmacy via the HealthDirect website.

The above URL is only for Covid-19 bookings. You can also set up a **master booking URL** for your pharmacy that will include all services enabled at your pharmacy. Learn more.

2. Set up your calendar availability for Covid-19 vaccination appointments

1. In the left-hand menu of PlusOne, go to **Calendar.**

2. Choose Show and select **Consult Room** from the dropdown menu.

3. Click **Setup** to set up your calendar.

4. Select Covid-19 vaccination and other services you will be offering in that consult room.

5. Choose to make these services available during your existing Opening Hours or add the days and times you offer these services (click here to watch the calendar set up video).

3. Invite patients to your Covid-19 vaccination program via App or SMS

1. Go to **Health Services Hub.**

2. Select **Covid-19 Program** tile.

3. Click **Create Message** on the right hand panel.

4. A list of **eligible customers** will appear. As of the 22/7/21, the eligibility criteria is currently based on an age of 60 and over but is subject to change in the future.

Note: you can filter by different customer types - MedAdvisor App Customers, MedAdvisor SMS Customers, SMS Non-Reminder Customers (Anyone in the dispense system who is eligible and has a mobile number) or All Customer Types (to send to everyone who is eligible). *App messaging is free, standard SMS costs apply for messages sent to SMS customers.*
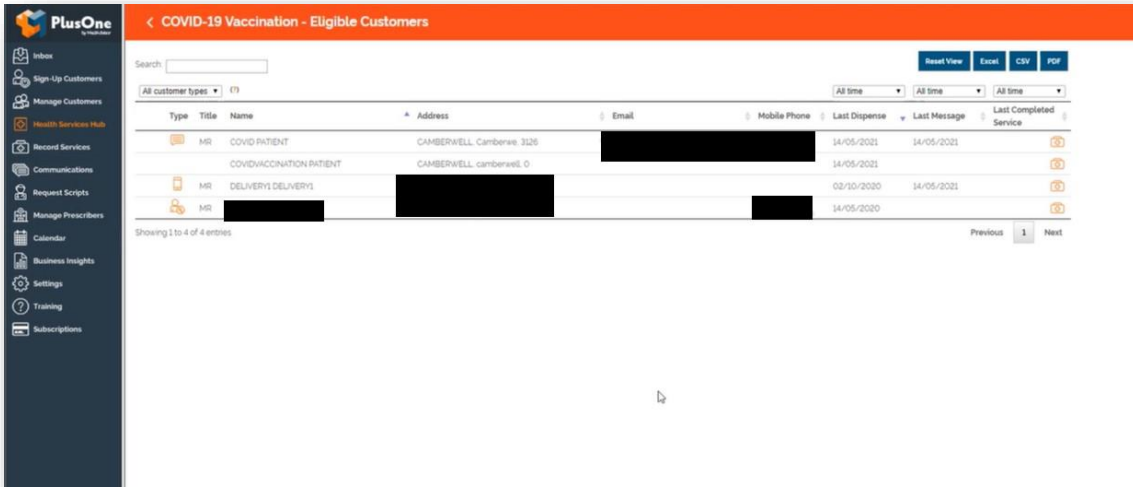
5. Click **Next.**

6. Select the **templates** you wish to use, or **customise** your own.
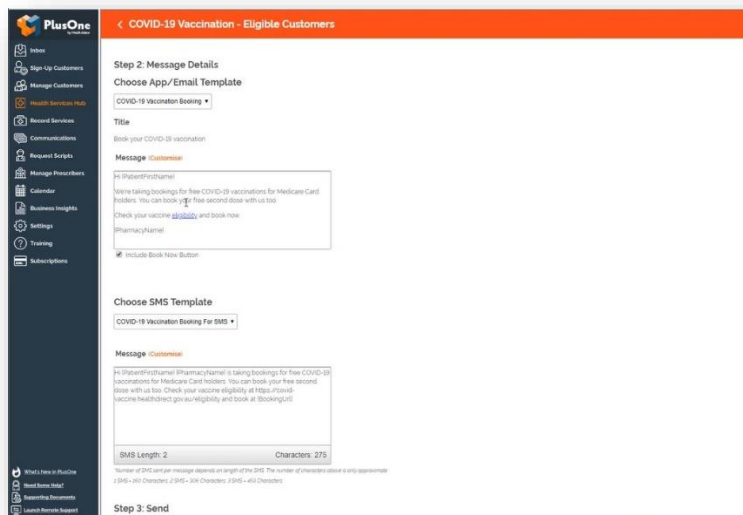
7. Select **Send.** You will see a dialogue box to confirm that the messages have been sent**.**

4. Set up AIR lookup to view patient's AIR history prior to vaccinating

1. Go to **Record Services.**

2. Select **Service Settings** at the top right-hand side.

3. Enter your **Immunisation Provider Number** (case sensitive) and click **Update Settings.**

4. The **Minor ID** for your pharmacy will now appear.

5. Enter the Minor ID into the **HW027** form (more info).

6. Once Medicare has received the form and approved your pharmacy for this service, you should be able to view a patient's AIR history in PlusOne via any immunisation recording form within 48 hours.

Note: These are the **ONLY** steps which need completing to use this feature, an update in **PRODA** is not required.
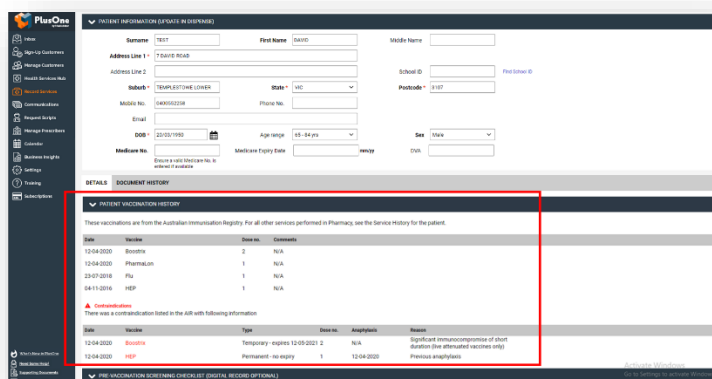
Click here for a detailed guide for set up of AIR lookup with screenshots

5. Record Covid-19 vaccinations including AIR submission and PPA claiming

1. Go to **Record Services.**

2. Select your patient, click **Service** and choose **Covid-19 vaccination.**
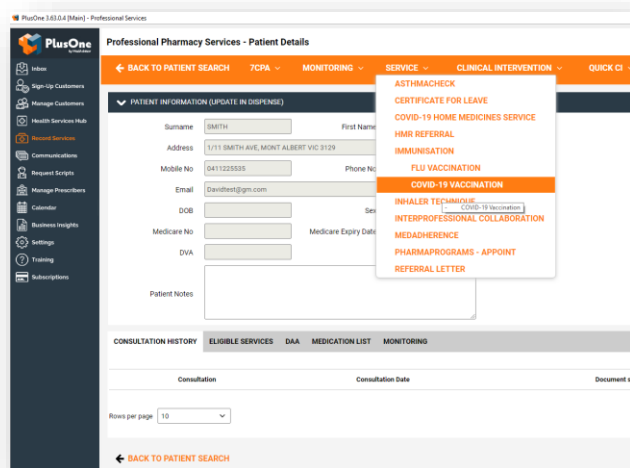
3. View the patient's AIR history prior to vaccinating to verify they are suitable to have the vaccination.

4. Review the patient's **pre-screening** responses if they have completed this online.

5. Enter the vaccination details and click **Complete.**

6. A dialog box will appear to confirm if the **PPA submission** and **AIR submission** has been successful.

If you have already set up PPA integration for MedsCheck claiming, no further set up is required for Covid-19 service fee claiming in PlusOne. If you haven't set this up yet, click here.

To claim the Covid-19 service fee with PPA you must ensure you have registered for the CVCP program on the PPA portal.

If you have already set up AIR integration for submission of other vaccines to AIR such as flu, no further set up is required for Covid-19 submission to AIR. If you haven't set this up yet, click here.
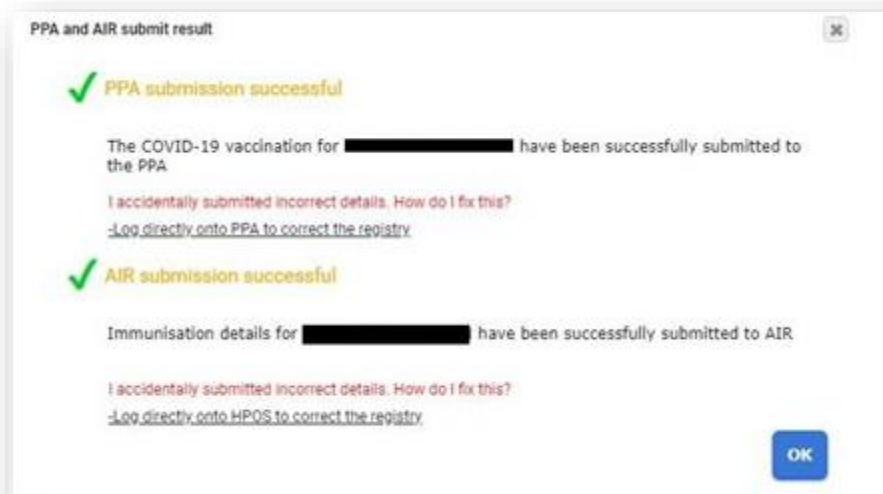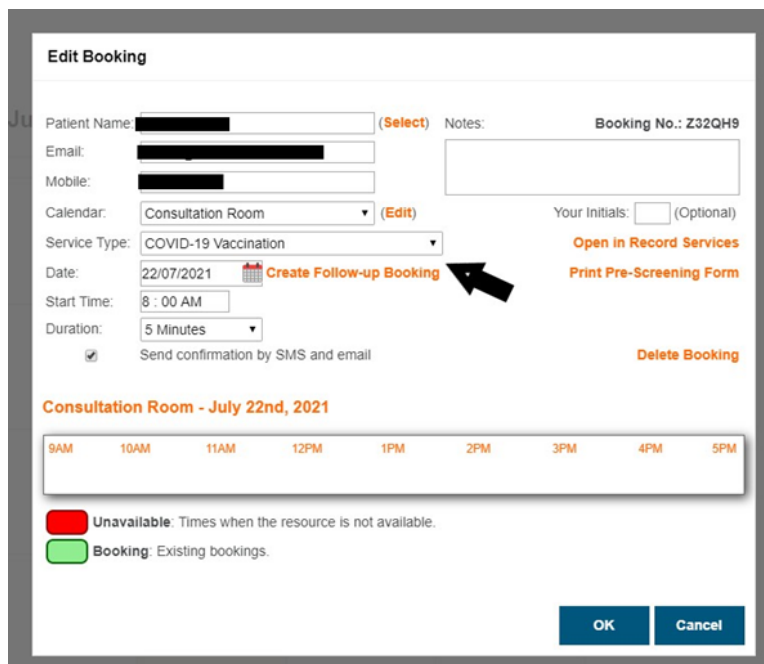
6. Bookings for 2ⁿᵈ dose of the Covid-19 vaccine

Option 1: Create a follow up booking for a patient's 2ⁿᵈ dose on their behalf at their 1ˢᵗ dose appointment.

1. Go to **Calendar** in PlusOne in the left-hand menu.

2. Click on the **patient's 1ˢᵗ dose appointment** to open up the **Edit Booking** dialogue box.

3. Click **Create Follow-up Booking** and select the date and time for the follow-up appointment. The patient's details form the 1ˢᵗ dose will automatically be applied to the 2ⁿᵈdose booking.

    The patient will be notified of their next appointment via email and/or SMS and you will be able to see the new booking in the calendar.
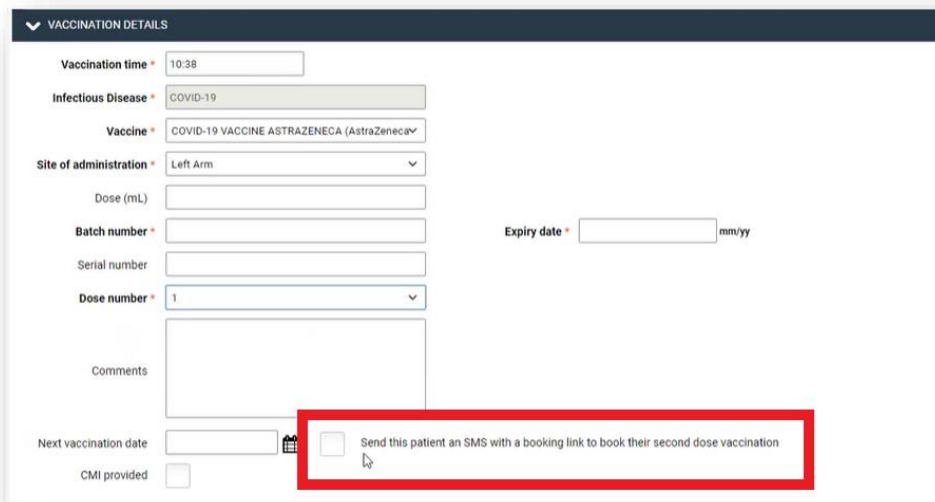
Option 2: Send the patient a booking link via SMS so they can book in their 2nd dose appointment themselves COMING SOON (release date end of July)

1. When recording the 1st Covid-19 vaccination dose in Record Services for the patient, tick the box **Send this patient an SMS with a booking link to book their second dose vaccination.**

2. The patient will receive an SMS within 24 hours to make their 2nd dose appointment.

Note: The checkbox is **ONLY** displayed for pharmacies using the MedAdvisor booking calendar for the COVID-19 vaccination program.
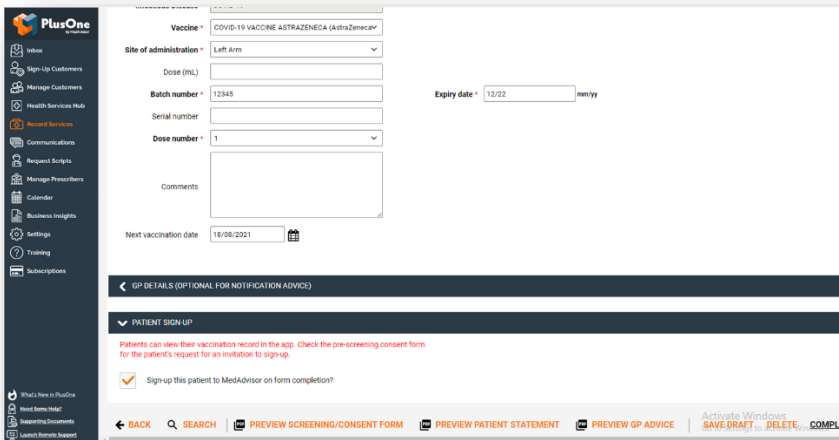
7. Provide patients with a record of their vaccination

Option 1: Hard copy statement.
At the bottom of the Covid-19 recording form, click **Preview Patient Statement** and print.

Option 2: View vaccination record in the MedAdvisor App

In the last section of the Covid-19 recording form, select the **Patient Sign-Up** tick box. The Sign-Up pop-up window will appear.

In the MedAdvisor App, patients can view their vaccination record in **Menu** > **Track My results.**