

Covid-19 Quick Start Guide

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<u>1. Set up your Covid Booking URL for patients to book a</u> <u>Covid-19 vaccination at your pharmacy</u>

 In the left-hand menu of PlusOne, go to Health Services Hub and select Covid-19 Program.



1. Click Set up Booking Website

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 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.

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By Spr. Up Curtomers	Setup Booking Website
Anage Customers	Set how customers book their COVID-19 Vaccination at your pharmacy.
Read Services No.	* Use MedAdvisor to accept bookings and list on the MedAdvisor website (Recommended)
Communications	Use your own online booking link
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and the second second	Customers book their COVID-19 Vaccination on the MedAdv/sor website
<u>ی</u> ا	© Customers book their COVID-19 Vaccination on your website using the embedded MedAdvisor Calendar
(7) Training	Your website link is https://webtest.medodvisor.com.au/Network/G87MR96Q. This can be added to the message you send to customers.
Subscriptions	Save Cancel
	Use pharmacy default settings
	Back to Health Services Hub

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. <u>Learn more.</u>



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 (<u>click here</u> to watch the calendar set up video).

<u>3. Invite patients to your Covid-19 vaccination program</u> <u>via App or SMS</u>

- 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.*



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Current as of 23/7/2021

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- 5. Click Next.
- 6. Select the **templates** you wish to use, or **customise** your own.

Step 2: Message Details		
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7. Select **Send.** You will see a dialogue box to confirm that the messages have been sent.



<u>4. Set up AIR lookup to view patient's AIR history prior to</u> <u>vaccinating</u>

- 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 (<u>more info</u>).
- 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

- l. Go to **Record Services.**
- 2. Select your patient, click Service and choose Covid-19 vaccination.

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3. View the patient's AIR history prior to vaccinating to verify they are suitable to have the vaccination.

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- 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, <u>click here.</u>

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

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, <u>click here.</u>





<u>6. Bookings for 2nd dose of the Covid-19 vaccine</u>

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 1**st **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.

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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)

- 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.

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Comments			
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CMI provided			

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.



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Current as of 23/7/2021

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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.

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

