

COVID Vaccine Roll Out Q&A What we know & what to expect

12:00pm - 12:45pm




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**In the spirit of reconciliation, HotDoc
acknowledges the Traditional Custodians of
country throughout Australia and their
connections to land, sea and community.**

**We pay our respect to their elders past and
present and extend that respect to all Aboriginal
and Torres Strait Islander peoples today.**

What we will cover...

- + An update on the current Government strategy & plan for the roll-out
- + Practice workflow considerations for COVID vaccine rollout while optimising workforce and practice resources
- + Financial considerations
- + Considerations on how to continue to provide comprehensive care around other important patient needs
- + An overview of HotDoc's key features to assist with the discussed topics



The current Government strategy & plan for the roll-out

Let's discuss...



Practice workflow considerations for COVID vaccine rollout while optimising your workforce and practice resources

Let's discuss...



- 1 **Infrastructure** - in clinic set-up
- 2 **Staffing** - do you have the right staff
- 3 **Planning** - how are you going to deliver the vaccines
- 4 **Patients** - how are you going to notify your patients
- 5 **Pre-Vaccination** - informing patients of the necessary details
- 6 **At Vaccination** - things to consider when the vaccine is being administered
- 7 **What happens after** - things to consider after the vaccine is being administered
- 8 **Innovation** - what can you also use this time for?



Financial considerations

Let's discuss...

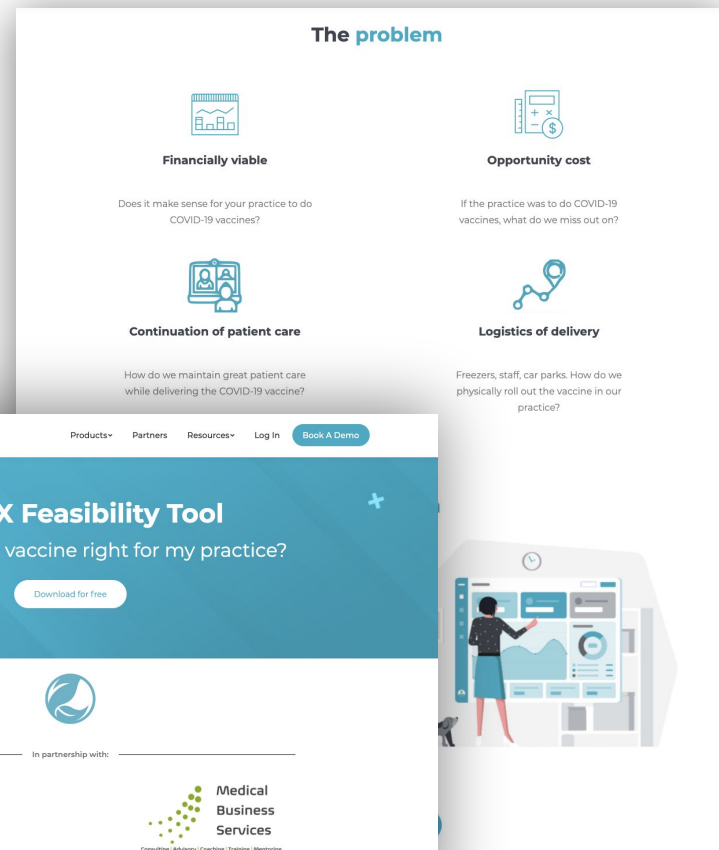
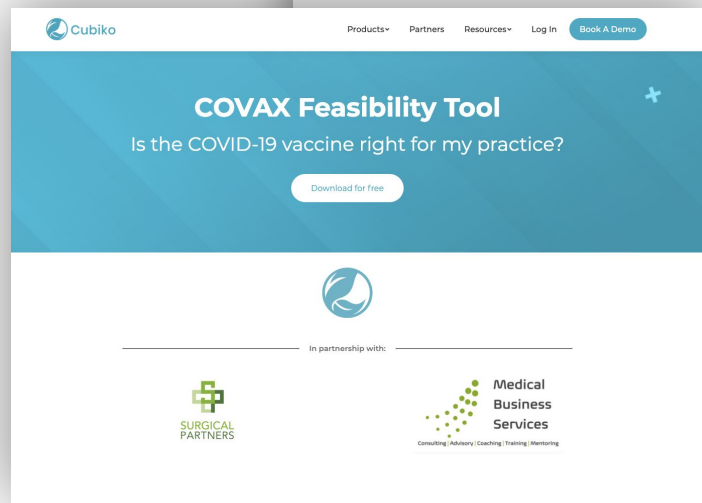
Online Resource

COVAX Feasibility Tool

Courtesy of Cubiko, Medical Business Services & Surgical Partners

Access via -

<https://www.cubiko.com.au/covax-feasibility-tool/>



MediCoach

Medical Business Services

HotDoc

Considerations on how to continue to provide comprehensive care around other important patient needs

Let's discuss...



HotDoc's key features to assist ...



National Health Services Directory support

We're making sure your practice can be found by patients searching on the National Health Services Directory, [healthdirect website](#).

Patients will easily find your practice on the site and then get a quick link to book a vaccine appointment at your clinic.



Two dose bookings

Patients will be able to book their first and second vaccine dose appointments at the same time on the HotDoc app or via your website.

The minimum time between each appointment will be automatically set based on government guidelines for each vaccine brand.



Pre and post appointment emails

We're creating emails that will give your patients key vaccine information before and after their vaccine appointment.

The emails will be sent automatically after a patient has booked and after they have completed their appointment.



HotDoc's key features to assist ...



COVID-19 vaccine appointment type

We're making it easy to manage all vaccine features from the one place in your Dashboard.

This includes a vaccine appointment type which, when activated, guides you through the setup of all the other vaccine features.



Vaccine practice search

It will be quick and easy for patients to find your practice on the HotDoc app if they want to make a vaccine appointment.

Patients will be able to search for practices in their area who have vaccine appointments available now or in the future.



Eligibility screening

We're adding mandatory questions to patient bookings to understand if they meet the requirements of each rollout phase.

The questions will meet Department of Health requirements and will be automatically updated as the phases change.



HotDoc's key features to assist ...



Digital consent form

Patients will be sent a digital form before their appointment and will give consent on their computer or phone before they arrive.

The form will be based on government requirements and will be uploaded as a PDF to their patient file in your PMS.



Multiple staff appointments

We're making it easy for you to schedule two practice staff for each vaccine appointment eg. a practitioner and a nurse.

You'll be able to quickly set this up for COVID-19 vaccine appointments right from your HotDoc Dashboard.



Vaccine management

We're going to provide ways for you to manage your vaccine appointment availability.

The solution will consider both your number of upcoming vaccine appointments and current vaccine stock.



Online Resource

COVID-19 Vaccine Hub

Access via -
<https://practices.hotdoc.com.au/covid-19-vaccine-hub/>

COVID-19 Vaccine Hub

Everything you need to deliver an efficient,
safe and patient-friendly vaccine solution

This page was last updated 01/03/2021 15:37:21.



What's New?

The latest updates to the COVID-19 Vaccine Hub

- 26 Feb - NHSID Integration - Your practice will be easy to find on the healthdirect website
- 25 Feb - Two dose bookings - Patients can book their first and second dose at the same time
- 24 Feb - Pre and post appointment emails - Editable email templates with key information for patients

Educate your patients

Make sure your patients know you're accepting vaccine appointments



COMING SOON

FEATURE UPDATE

Inform Campaign

We're creating an online campaign specifically for the COVID-19 vaccine that will tell our patients how they're accepting vaccine appointments for eligible patients.

You can set the campaign to appear after a patient has made a booking, confirmed a vaccine, checked in online, or completed a new patient registration form.

FEATURE UPDATE

Broadcast Template

We're creating a custom COVID-19 vaccine broadcast SMS template so that you can get the word out that you're open for vaccine appointments.

You can send this broadcast template based on an appointment from your PMS, or by gender and age.

Standard \$0.05/SMS charge will apply.



COMING SOON

Learn More

Get the help you need with your vaccine rollout



HotDoc vaccine FAQs

Your questions answered about what HotDoc is doing to help your practice roll out the vaccine.

Read More >



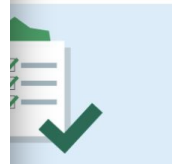
Ask our community

Join our private Facebook group. The HotDoc community is created by & for over 3,000 healthcare workers.

Join Now >

Get Prepared

Make sure your practice is ready to take vaccine appointments



FREE CHECKLIST

Preparing for the COVID-19 vaccination program

Understand key decisions, team education, cold chain logistics, stock management, running as a designated 'COVID-19 vaccine clinic' and getting your team on board.

Download Now



An illustration featuring six diverse people. On the left, a Black female nurse in a green uniform with a stethoscope stands behind a young man with orange hair in a white t-shirt, who is pointing towards the center. Below him is a young woman with blonde hair in a green sweater, also pointing. On the right, an elderly woman with white hair and glasses in a pink shirt stands behind a woman with dark hair in a green nurse's uniform, who is reaching out. Below her is an elderly man in an orange sweater, also reaching out. In the center, there is a logo consisting of two hands holding a green heart, followed by the text 'for the love of Healthcare' in a mix of script and bold sans-serif fonts.

JOIN THE CONVERSATION



Magali, Riwka & Kim will be available to answer any further questions via the **Hot Topic** post in our communities feed.

Join here <https://www.facebook.com/groups/fortheLoveofHealthcare>

Online Resource

Medical Reception Training Hub

Access via -
<https://practices.hotdoc.com.au/reception-training-hub/>

HUB

Medical Reception Training Hub

Welcome to our training hub for medical receptionists and practice admin teams.



This hub is the perfect starting place for any new receptionist or PM joining your team and for refreshing the skills of existing staff.

We've divided the hub into two sections: (1) training most relevant to front-desk staff and (2) training most relevant to PMs and Business Owners.

Welcome to the Medical Reception Training Hub



Training for the front-desk team

These topics are great as part of staff induction or as refreshers for existing staff. All courses earn CPD hours.



Customer Service & Patient Feedback

[Learn More >](#)



Triage Principles & Tools

[Learn More >](#)



Privacy & Confidentiality

[Learn More >](#)



Working with Interpreters

[Learn More >](#)



Cold Chain Management

[Learn More >](#)



Infection Control

[Learn More >](#)

Online Resource

Accreditation Buddy

Access via -
<https://try.hotdoc.com.au/accreditation-buddy>

The screenshot displays the HotDoc Accreditation Buddy website. At the top left is the HotDoc logo, and at the top right is a 'Login' link. The main heading is 'HotDoc Accreditation Buddy', followed by a subtext: 'Here you'll find the ultimate resource library and staff training hub to get the team ready for accreditation.' To the right is a featured section for 'Magali De Castro, Clinical Director', with a 'GET STARTED WITH' button and an illustration of medical and office equipment. Below this are three circular icons: a book for '5th Edition Ready', a play button for 'Video Tutorials', and a progress ring for 'Progress Tracking'. Each icon has a brief description of its function. At the bottom, under the heading 'RACGP 5th Edition Standards', there are three image-based modules: 'Core Module' (a person at a computer), 'Quality Improvement Module' (two people reviewing documents), and 'General Practice Module' (a stethoscope on a desk).

HotDoc

Login

HotDoc Accreditation Buddy

Here you'll find the ultimate resource library and staff training hub to get the team ready for accreditation.

GET STARTED WITH
Magali De Castro
Clinical Director

5th Edition Ready
Understand the requirements for RACGP Accreditation to the new 5th Edition standards

Video Tutorials
Access exclusive video content and template downloads to help you with each criterion

Progress Tracking
Keep track of your progress as you meet each criterion.

RACGP 5th Edition Standards

Core Module

Quality Improvement Module

General Practice Module

Q & A