




Flu Vaccination Update 2021

April 2021

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Clinical Director, HotDoc



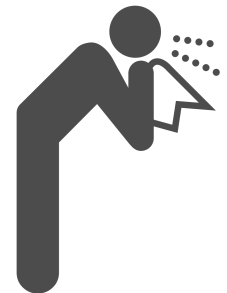
**In the spirit of reconciliation, HotDoc
acknowledges the Traditional Custodians of
country throughout Australia and their
connections to land, sea and community.**

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

Flu Vaccination Update 2021

This session will cover:

- Information on the **2021 flu vaccine strains**
- Considerations for **Flu Clinic workflows alongside the COVID-19 vaccine rollout**
- **Billing considerations:** Medicare vs Private billing
- **Practice resources** and tips for a safe patient flow
- **Q&A** with Magali De Castro



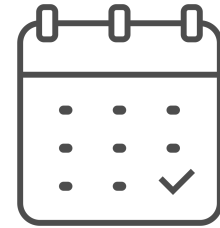
2021 Influenza Vaccine



Key messages

- **Influenza vaccinations must be recorded** on the Australian Immunisation Register (**AIR**)
- Administration of an **influenza vaccine & a COVID-19 vaccine** should be a minimum of **14 days apart**
- A new cell-based influenza vaccine (**Flucelvax Quad®**) is available but **not funded** under the National Immunisation Program (NIP)
- For adults aged **≥ 65 years**, the **adjuvanted influenza vaccine, Flud® Quad**, is **preferentially recommended** over standard influenza vaccine

2021 Influenza Vaccine



Timing of vaccination

- **Optimal protection** against influenza occurs within the first **3 to 4 months** following vaccination
- **Peak influenza circulation** is typically **June to September** for most parts of Australia
- It is **never too late to vaccinate** since influenza can circulate all year round.
- **Vaccination should continue to be offered as long as influenza viruses are circulating** and a valid vaccine (**before expiration date**) is available

Timing influenza vaccination with COVID-19 vaccination

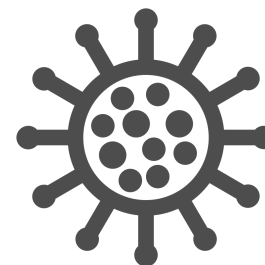
- The preferred **minimum interval between a dose of seasonal influenza vaccine and a dose of Comirnaty (Pfizer) or COVID-19 Vaccine AstraZeneca is 14 days**
- **If an influenza vaccine has been inadvertently co-administered** or given within a shorter interval than 14 days with a COVID-19 vaccine, **revaccination with either vaccine is not necessary**
- There is **no particular requirement regarding the order of receiving a dose of influenza vaccine and either the first or second dose of a COVID-19 vaccine**

About the 2021 Flu Vaccine

Composition (Egg-based vaccines)

- **A (H1N1): A/Victoria/2570/2019 (H1N1)pdm09-like virus***
- **A (H3N2): A/Hong Kong/2671/2019 (H3N2)-like virus***
- **B: B/Washington/02/2019-like (B/Victoria lineage) virus**
- **B: B/Phuket/3073/2013 like (B/Yamagata lineage) virus**

*** New strain differs from 2020 vaccine**



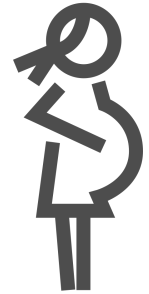
About the 2021 Flu Vaccine

Composition (Cell-based vaccines)

- ***A (H1N1): A/Wisconsin/588/2019 (H1N1)pdm09-like virus****
- ***A (H3N2): A/Hong Kong/2671/2019 (H3N2)-like virus****
- **B: B/Washington/02/2019-like (B/Victoria lineage) virus**
- **B: B/Phuket/3073/2013 like (B/Yamagata lineage) virus**

*** New strain differs from 2020 vaccine**

National Immunisation Program



Patients eligible for Government-funded flu vaccine:

- Everyone **65 years of age and over**
- All **pregnant women** at **during any stage of pregnancy**
- **All Aboriginal and Torres Strait Islander** people 6 months and over
- **All children 6 months to less than 5 years**
- **All persons aged ≥ 6 months who have certain medical conditions** (details on next slide)

National Immunisation Program

- All persons aged ≥ 6 months who have certain medical conditions:

Table 3. Medical conditions associated with an increased risk of influenza disease complications and for which individuals are eligible for free vaccination under the NIP*

Category	Medical conditions
Cardiac disease	Cyanotic congenital heart disease, congestive heart failure, coronary artery disease
Chronic respiratory conditions	Severe asthma, cystic fibrosis, bronchiectasis, suppurative lung disease, chronic obstructive pulmonary disease, chronic emphysema
Chronic neurological conditions	Hereditary and degenerative CNS diseases, seizure disorders, spinal cord injuries, neuromuscular disorders
Immunocompromising conditions	Immunocompromise due to disease or treatment, asplenia or splenic dysfunction, HIV infection
Diabetes and other metabolic disorders	Type 1 or 2 diabetes, chronic metabolic disorders
Renal disease	Chronic renal failure
Haematological disorders	Haemoglobinopathies
Long-term aspirin therapy in children aged 6 months to 10 years	These children are at increased risk of Reye syndrome following influenza infection

* See the [Australian Immunisation Handbook](#) for advice on people who are strongly recommended to receive annual influenza vaccination but not eligible for NIP-funded influenza vaccines.

Seasonal influenza vaccines available for use in Australia in 2021, by age

Table 1. Seasonal influenza vaccines registered and available for use in Australia in 2021, by age

Vaccine Registered age group	Vaxigrip Tetra 0.5 mL (Sanofi)	Fluarix Tetra 0.5 mL (GSK)	FluQuadri 0.5 mL (Sanofi)	Influvac Tetra 0.50 mL (Mylan)	Afluria Quad 0.5 mL (Seqirus)	Flucelvax Quad 0.5 mL (Seqirus)	Fluad Quad 0.5 mL (Seqirus)
6 to 35 months (<3 years)	✓	✓	✓	X	X	X	X
≥3 to <5 years	✓	✓	✓	✓	X	X	X
≥5 to <9 years	✓*	✓*	✓	✓	✓*	X	X
≥9 to <65 years	✓*	✓*	✓	✓	✓*	✓	X
≥65 years	✓	✓	✓	✓	✓	✓	✓

Ticks indicate age at which a vaccine is registered and available. Shaded boxes indicate the vaccine is funded under the NIP for eligible people.

* NIP funding only for Aboriginal and Torres Strait Islander people, pregnant women and people who have certain medical conditions.

Dose recommendations

Most people should receive 1 dose of influenza vaccine each year

However the following should receive 2 doses, 4 weeks apart:

- **Children aged 6 months to <9 years** receiving influenza vaccine for the first time
- People of **any age** receiving influenza vaccine **for the first time** after haematopoietic stem cell or solid organ transplant

Contraindications



The only **absolute** contraindications:

- Anaphylaxis following a previous dose of any influenza vaccine
- Anaphylaxis following any vaccine component

People with **known egg allergy**:

People with egg allergy, including a history of anaphylaxis, can be safely vaccinated with influenza vaccines

If there is **significant parental or health professional anxiety**, the vaccine may be administered in primary care settings with a **longer waiting period of 30 minutes**

Side effects and reactions

Side effects may include:

- **Injection site reactions:**
pain/redness/swelling/hardening of tissue
- **Fever**
- **Muscle aches**
- **Tiredness**



Anaphylaxis is very rare, but very serious if it occurs.

- Adrenaline and a suitably trained provider must always be readily available
- Patients should wait at least 15 minutes at the clinic after their vaccination

Mandatory reporting of influenza vaccinations to the AIR

From 1 March 2021, it has become mandatory for all vaccination providers to report flu vaccinations to the AIR

Before giving an influenza vaccine, you should tell the patient:

- That you **will report their vaccination** details to the **Australian Immunisation Register**
- This will include some personal information such as **name, date of birth, contact details** and some health care identifiers including their **Medicare** card number.

Other considerations



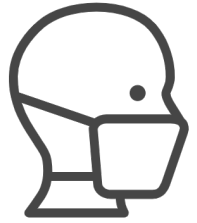
Post-vaccination side effects may mimic influenza symptoms.

None of the influenza vaccines available in Australia contain live influenza viruses, so they cannot cause influenza.

Repeat vaccination every year.

Report adverse events to TGA: www.tga.gov.au/reporting-problems-1

Adverse Medicines Events Line: 1300 134 237 (for patients)



Flu Clinic Considerations During the COVID-19 Vaccination Year

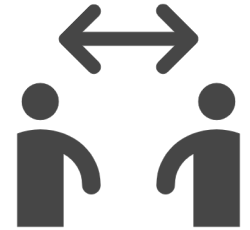
Immunise as many people as possible while reducing any potential risk of COVID-19 cross-infection

Key considerations:

- Promptly identify anyone with fever or respiratory symptoms or any coronavirus risk factors
- If current fever over 38.5C then postpone immunisation until well
- If current acute systemic illness consider postponing immunisation
- Run either **separate low risk and higher risk flu clinics OR only low risk clinics**

Low risk = no symptoms, no contact with neither known nor suspected cases, no travel interstate or overseas in the previous 14 days, and not from a high risk area with confirmed cases.

Additional measures for infection control



- **Maintain social distancing between patients** at all times
- **Reduce unnecessary contact between patients and practice surfaces**
- **Use minimal equipment** and chairs/furniture **that can be easily cleaned/disinfected between patients**
- **Consider the best way to prevent patients from entering the clinic, particularly if unable to socially distance, until it's time for their vaccination** (eg. Getting patients to wait in their car and messaging/ringing them when the clinician is ready)

Additional measures for infection control



- Have a **waiting area ready for observations for 15 minutes post immunisation**, where **patients can socially distance appropriately**
- **Space out vaccination times to prevent overcrowding** of the post-vaccine observation waiting area
- **Streamline documentation**: consider **creating a shortcut or autofill text for your clinical software**:

e.g. *“Informed consent for influenza vaccination obtained (verbally) / (attach consent form to patient file).
Patient advised to stay in our designated observation area, while maintaining social distancing, for 15 minutes after vaccination.”*

Sample Flu Clinic Patient Flow

Sample clinic where a vaccine is given ever 5 minutes:

- The post vaccination waiting area must be able to **accomodate at least 4 patients with adequate social distancing** at any given time
- Providers need to **stay in the practice for at least 15min after the last patient** was immunised

Time	Patient being vaccinated	Patient waiting post vaccination (15min)
10:00	# 1	-
10:05	# 2	#1
10:10	# 3	#1 #2
10:15	# 4	#1 #2 #3
10:20	# 5	#2 #3 #4
10:25	# 6	#3 #4 #5
10:30	# 7	#4 #5 #6
10:35	# 8	#5 #6 #7
10:40	# 9	#6 #7 #8
10:45	# 10	#7 #8 #9
10:50	# 11	#8 #9 #10
10:55	# 12	#9 #10 #11
11:00	End of Vaccinations	#10 #11 #12
11:05	Wait post vaccine	#11 #12
11:10	Wait post vaccine	#12
11:15	End of clinic	-

Flu Clinic Types



At the practice

- Allocate **protected days/times for vaccination** sessions (*flu clinic appointment*)
- If participating in **COVID-19 vaccinations**, consider running flu/covid vaccine clinics on alternate days or morning vs evening
- **Nurse-led** vaccination clinics
- **Team approach of GP + nurse**

Workplace/Corporate vaccinations

Assist with uptake and herd immunity

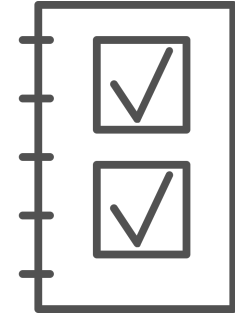
Challenges of off-site flu clinics (staff, equipment and cold chain logistics)

Pop-up/Mobile service

Outreach service

Preparing the practice

For safe & efficient patient flow



Opportunistic vs Planned approach to flu vaccines

Use clinical software to **get a list of eligible patients**

Allocate nurse/GP times, sessions or days when flu clinics will run

Decide if the practice will be **Bulk billing or Privately billing** consultants

Inform all staff of flu clinic process (*staff discussion or electronically*)

Ensure there's enough stock to meet demand

Discard stock from the previous season & check expiry dates

Check vaccine fridge temperatures are recorded daily and are within recommended range +2° to +8° C

Ensure there is adequate **equipment & staff for anaphylaxis management**



Preparing the practice

For safe & efficient patient flow

Recruit patients

Poster outside practice and in the waiting room to **promote flu vaccination**

Proactively invite patients: *SMS Broadcast (with opt-out option), or via social media posts, letters or phone*

Promote influenza vaccination **to all patients**

Immunise practice staff!!

Essential Resources

For safe & efficient patient flow

- **Waiting room poster, social media post and/or practice website promotion** of your flu vaccination service
- **Invitation SMS/email/letter**
- **Patient fact sheet/consent form:** consider electronic format (sent before appointment) or have available at the practice printed or in large poster format (eg A3) so patients can read it while they wait and then provide verbal consent during the consult
- **Clinical reference to have ready access to:**
 - The Australian Immunisation Handbook (online)
 - Age/brand/dosage table (ATAGI)
 - Anaphylaxis management dose table (Immunisation Handbook)

Nurses' scope of practice

RN Div 1 or Med-endorsed EN Div 2

Influenza vaccines are Schedule 4 drugs

The vaccine must be initiated/authorised by a GP prior to administration

A GP must be readily available (at the clinic) in case of anaphylaxis

(including until the last patient's 15min waiting time is up)

The authorising/ordering GP must make an entry in the patient file

Credentialed Nurse Immunisers

May initiate influenza vaccines as per the National Immunisation Schedule

GP intervention is not required

Nurse must have CPR and anaphylaxis management skills up to date

Billing considerations

Bulk billing vs Private billing



MBS Items:

3 or Telehealth equivalent– Brief. Must include a GP consult & entry in patient file

23 or Telehealth equivalent - Standard (up to 20min). Must include a GP consult & file entry

10997 – Nurse Monitor/Support. Patient must have a GPMP in place. Consult should include a documented element of monitoring or support of the patient’s chronic illness as per the patient’s GPMP beyond simply “giving the jab”

Private billing without a Medicare rebate

Private fee for nurse consult (\$5 - \$15+)

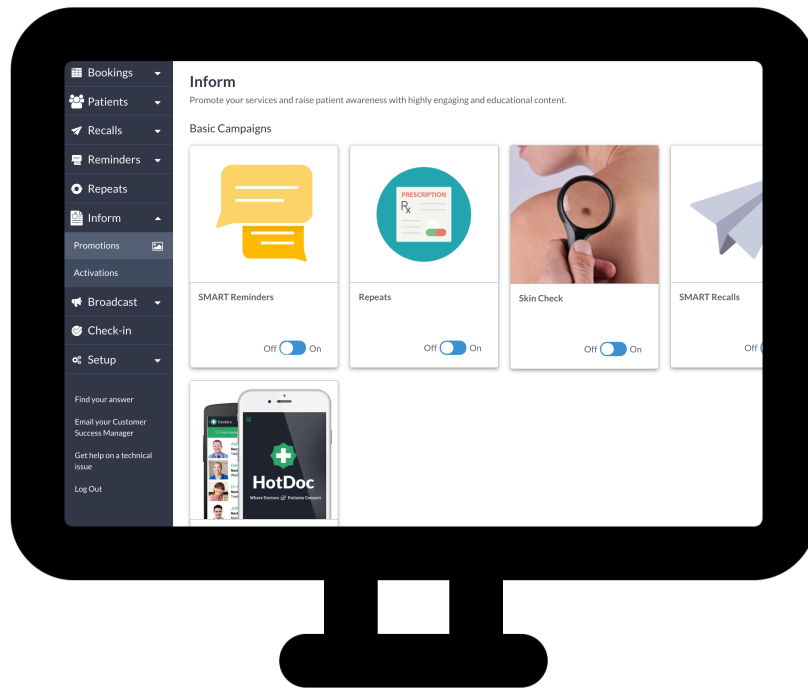
Private fee for vaccine if not eligible for government supply (\$10 - \$25+)

Must use private stock if charging for vaccines

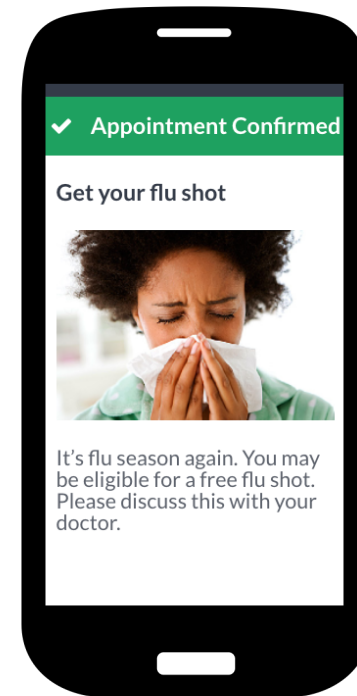
Effective tools to help your practice

HotDoc Inform Promotions

Dashboard



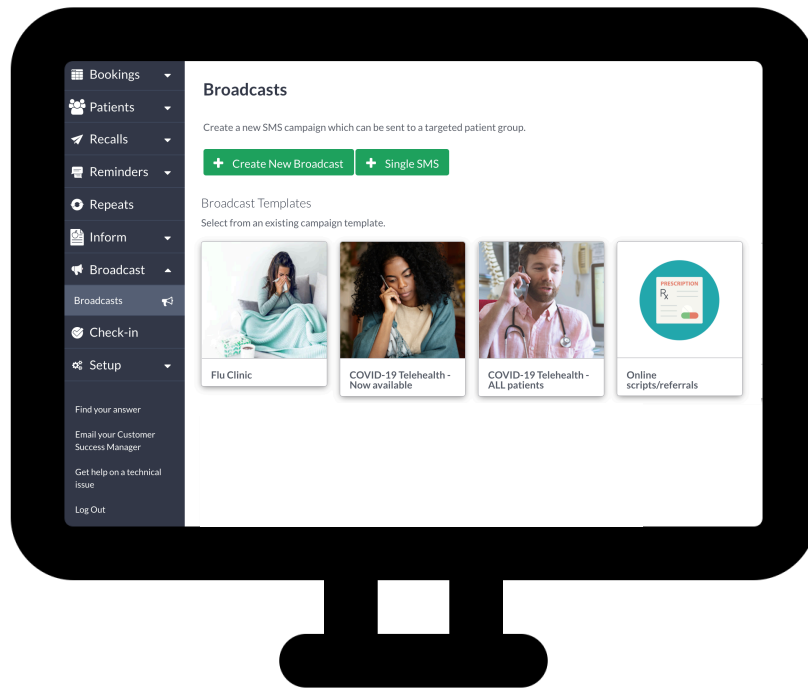
Patient Message



Effective tools to help your practice

Broadcast (SMS Campaign)

Dashboard



Filter query by:

Patient age

Gender

Or

Use a CSV export from
your clinical software or Audit Tool
(eg Pen CAT or POLAR GP)

Helping practices communicate with patients

4c SMS for any Broadcast campaigns during the month of April



FREE RESOURCE

Flu Clinic Kit

Download link in the chat

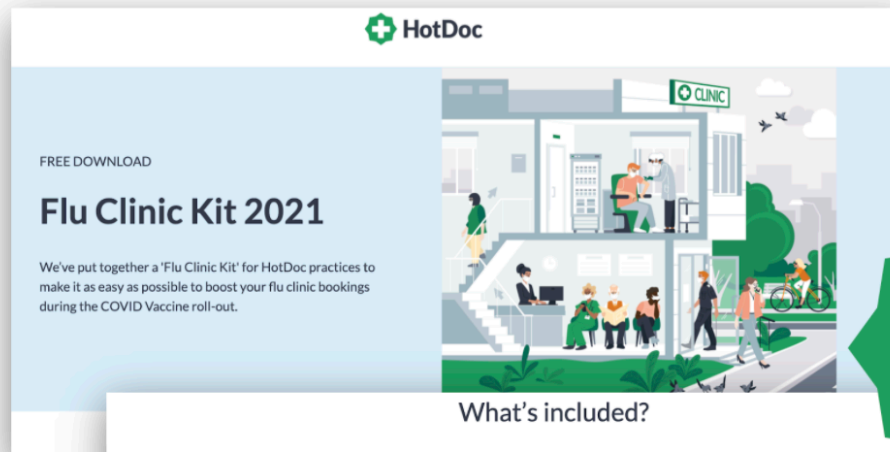
New features coming 27th April

Some of our new COVID-19 vaccine features will be available for flu vaccine appointments too

You'll be able to from 27th April:

- **Send a flu vaccine patient consent form**
- **Schedule multiple bookings in one appointment slot**
- **Create appointments with multiple practitioners**

Please set up your practice software as per the Practice Software Set-up Guide located in the Flu Clinic Kit.



Posters & Social posts

Waiting room posters & Images and copy for your practice's social media channels



PMS Set-Up Guides

Step-by-step guides that show you how to create a 'flu clinic practitioner' in HotDoc.



Preparation Checklist

Emails for you to send to your patient list both before and during each phase of the rollout

 **HotDoc** | PANEL DISCUSSION

COVID Vaccine Roll Out: Where are we now?

WED 14 APRIL

12:30pm AEST



Magali De Castro
Clinical Director
at HotDoc



Riwka Hagen
Medical Business
Services



Kim Poyner
MediCoach

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 - NHSD 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

Inform Campaign
We're creating an inform campaign specifically for the COVID-19 vaccine that will let your patients know your practice is accepting vaccine appointments for eligible patients.
You can set this campaign to appear after a patient has made a booking, and it will be visible on the patient's online account to view patient registration status.

COMING SOON

Broadcast Template
We're creating a broadcast COVID-19 vaccine template that you can use to get the word out that you're open for vaccine appointments.
You can send the Broadcast to patients listed in our system from your HMO, or by practice and age.
Standard \$1000 (GST inc) charge will apply.

Learn More
Get the helpline you need with your vaccine rollout

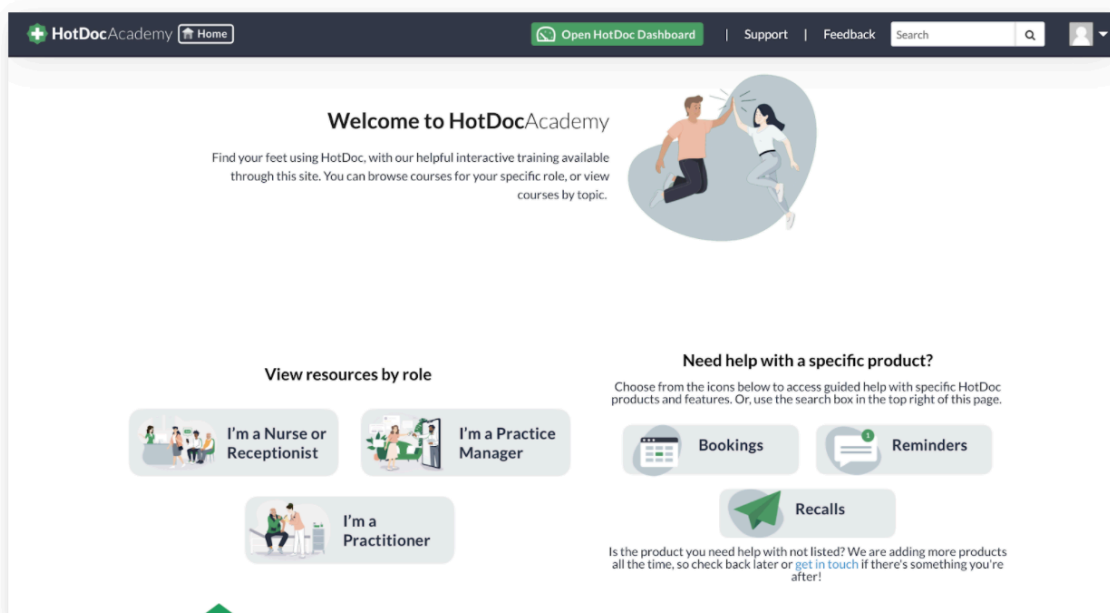
HotDoc vaccine FAQs
Your questions answered about online booking to help your practice roll out the vaccine.

Ask our community
Join our private Facebook group for the latest of healthcare in response to the current COVID-19 outbreak.

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](#)



Online Learning

HotDoc Academy

Access via -
<https://academy.hotdoc.com.au>

Online Resource

Medical Reception Training Hub

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

The screenshot displays the 'Medical Reception Training Hub' website. At the top, a blue header contains the word 'HUB' and the title 'Medical Reception Training Hub'. Below the title is a welcome message: 'Welcome to our training hub for medical receptionists and practice admin teams.' To the right is an illustration of four people in a medical setting. Below the header, a white section contains a video player with the title 'Welcome to the Medical Reception Training Hub' and a play button. To the left of the video, text states: '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.' Below this, a section titled 'Training for the front-desk team' lists six courses with 'Learn More >' links: 'Customer Service & Patient Feedback', 'Triage Principles and Tools for General Practice', 'Privacy & Confidentiality', 'Working with Interpreters', 'Cold Chain Monitoring and Safe Vaccine Management', and 'Infection Control Update for the General Practice Team'. A large green arrow points from the right side of the screenshot towards the right edge of the image.

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 and Tools for General Practice**
Learn more >
- Privacy & Confidentiality**
Learn More >
- Working with Interpreters**
Learn More >
- Cold Chain Monitoring and Safe Vaccine Management**
Learn more >
- Infection Control Update for the General Practice Team**
Learn More >

Online Resource

Accreditation Buddy

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

The screenshot displays the HotDoc Accreditation Buddy web application. At the top, the HotDoc logo and a 'Login' link are visible. 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, there is a 'GET STARTED WITH' section featuring a video thumbnail of Magali De Castro, Clinical Director, surrounded by medical icons like a keyboard, stethoscope, and calculator. Below this, three circular icons represent key features: '5th Edition Ready' (book icon), 'Video Tutorials' (play button icon), and 'Progress Tracking' (circular progress bar showing 80%). Each feature has a brief description. At the bottom, a section titled 'RACGP 5th Edition Standards' shows three modules with corresponding images: 'Core Module' (person at a computer), 'Quality Improvement Module' (two people reviewing documents), and 'General Practice Module' (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

An illustration featuring several diverse characters representing healthcare and community. On the left, a Black female nurse in a green uniform with a stethoscope stands behind a young man with red hair in a white t-shirt, who is pointing towards the center. Below them, a young woman with blonde hair in a green sweater waves. On the right, an elderly woman with white hair and glasses in a light pink shirt stands behind a woman with dark hair in a green scrubs top, who is also waving. Below her, an elderly man in an orange sweater waves. In the center, there is a logo with a green heart held by two hands, followed by the text 'for the love of Healthcare' in a mix of script and bold sans-serif fonts.

JOIN THE CONVERSATION



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

Join here <https://www.facebook.com/groups/forthe love of healthcare>