

 **HotDoc** | PANEL DISCUSSION

# COVID Vaccine Roll Out: Where are we now?

**WED 14 APRIL**

**12:30pm AEST**




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at HotDoc



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Medical Business  
Services



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MediCoach



**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...

- + The recent Government announcement regarding the AstraZeneca vaccine – what this means and best ways to manage in-clinic processes and patient enquiries
- + Common questions and misconceptions surrounding the vaccine rollout process to date
- + Managing expectations, balancing patient demand & team capacity
- + Lessons learned from the first weeks of the COVID-19 vaccine rollout
- + Q&A



# The Government's announcement regarding the AstraZeneca vaccine:

What this means & best ways to manage in-clinic processes and patient enquiries

Let's discuss...



# Common questions and misconceptions surrounding the vaccine rollout process to date

Let's discuss...



# Managing expectations, balancing patient demand & team capacity

Let's discuss...



# Lessons learned from the first weeks of the COVID-19 vaccine rollout

Let's discuss...



# Quick Update for HotDoc Customers

We've made some changes to a couple of our COVID-19 vaccine features in light of the recent Government announcements regarding the COVID-19 AstraZeneca vaccine. What are the changes?

**1. The COVID-19 vaccine eligibility screening questions have been updated** to prevent patients under 50 years old from booking an appointment. These screening question changes are in line with HealthDirect's eligibility checker but we're currently investigating ways to make this optional. We will notify you when this is ready

**2. The COVID-19 vaccine digital consent form has been updated** to reflect the government recommendations, including information about the AstraZeneca vaccine for patients under 50 years old.

**What do you need to do?** Nothing. These changes have been made automatically



Watch Now

# HotDoc's COVID-19 Vaccine Feature Workflow

Access via -  
<https://try.hotdoc.com.au/covid-vaccine-feature-workflow-watch>

 HotDoc

COVID Vaccine Features Workflow with Q&A

WATCH NOW

Watch our detailed introduction to HotDoc's COVID-19 Vaccine Solution. Get your practice set up for success.

This session covers:

- How to easily set up all features in your HotDoc Dashboard via our simple, step-by-step guide
- An overview of new features, such as patient eligibility screening, digital patient consent forms, two dose bookings, multiple bookings per appointment slot and vaccine management
- How your clinic can be found on HotDoc and the National Health Service Directory, healthdirect website
- How to effectively communicate pre and post appointment information to patients
- Q&A with Julia, Stephanie & Magali

Hosted by




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 HotDoc

WEBINAR:  
COVID Vaccine  
Feature Workflow

WATCH NOW



## 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

#### 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 to patients based on an appointment type, 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 >



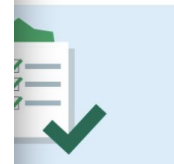
#### Ask our community

Join our expert 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

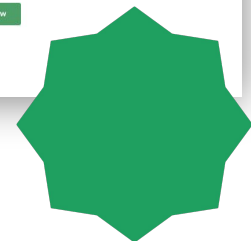


#### FREE CHECKLIST

### 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 V-neck shirt, who is reaching out. Below her is an elderly man with grey hair 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>

# Q & A