

Covid-19

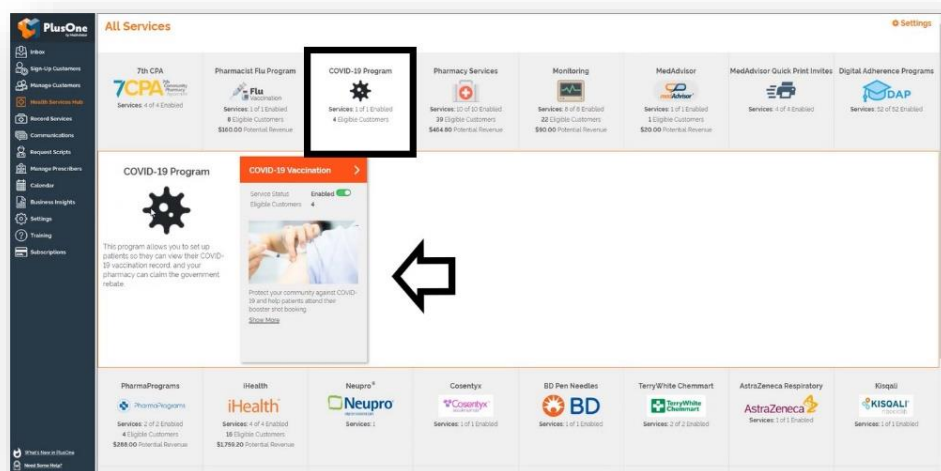
Quick Start Guide

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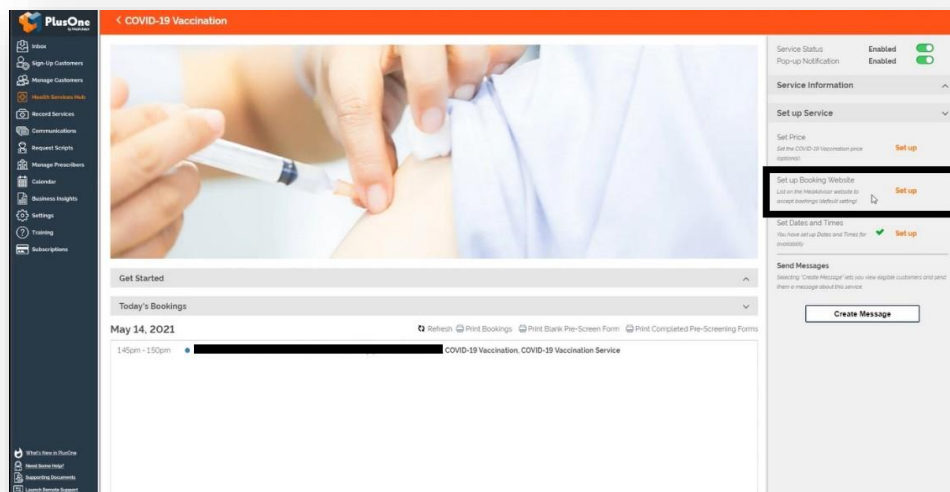
- 1.** Set up your Covid Booking URL for patients to book a Covid-19 vaccination at your pharmacy.
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1. Set up your Covid Booking URL for patients to book a Covid-19 vaccination at your pharmacy

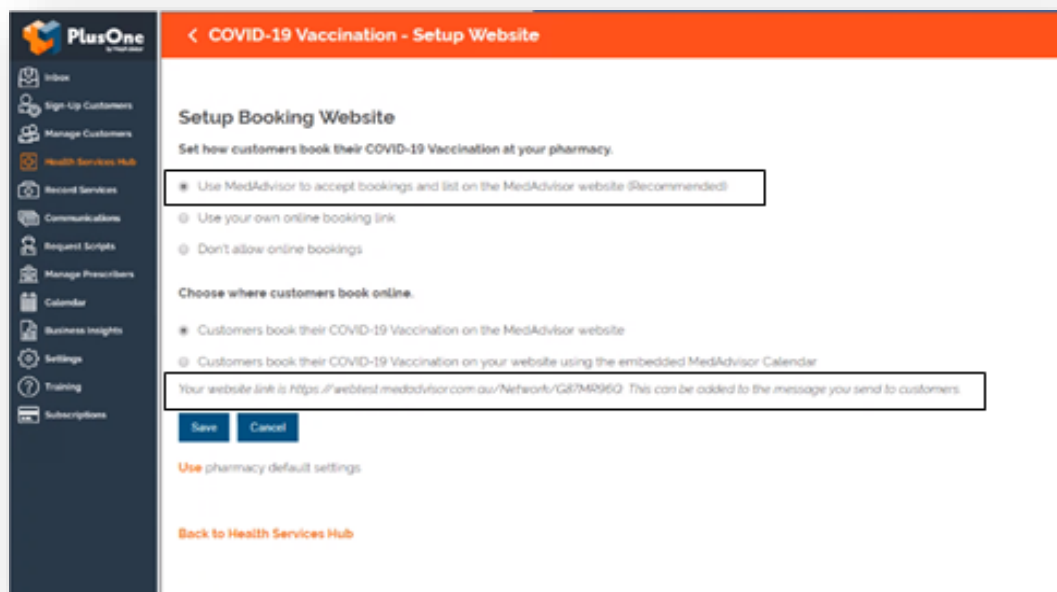
1. In the left-hand menu of PlusOne, go to **Health Services Hub** and select **Covid-19 Program**.



2. Click **Set up Booking Website**



3. 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.



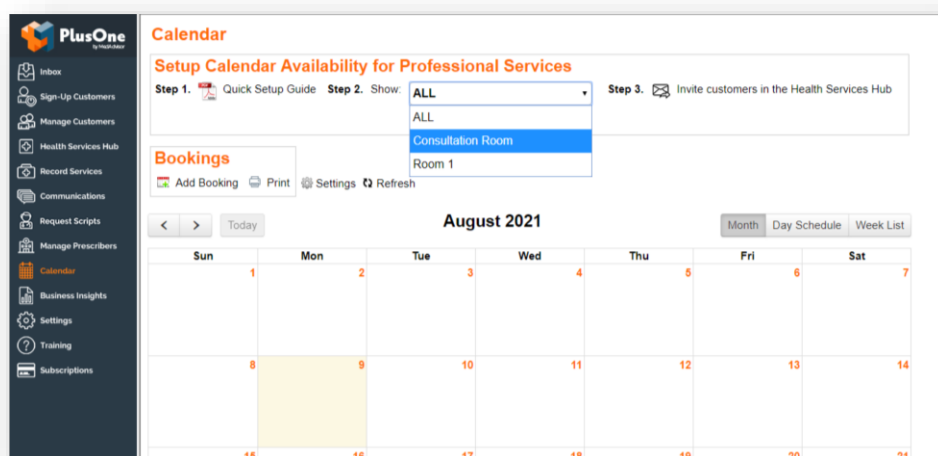
HealthDirect: MedAdvisor will provide your Covid-19 booking URL to the National Health Services Directory (**HealthDirect**) on your behalf within the next 7 days so that patients can book a Covid-19 vaccination at your pharmacy via the [HealthDirect](#) website.

If you are using a 3rd party booking provider (eg HealthEngine), please contact them directly to confirm their process for listing your booking URL on HealthDirect.

Note: 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

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** below to set up your calendar.
4. Select **COVID-19 vaccination** and other services you will be offering in that consult room.
5. Select **Edit Services** and search for **COVID-19 Vaccination** to change the duration of appointment (recommended 10-15min)
6. Choose to make these services available during your existing Opening Hours or add the days and times you offer these services

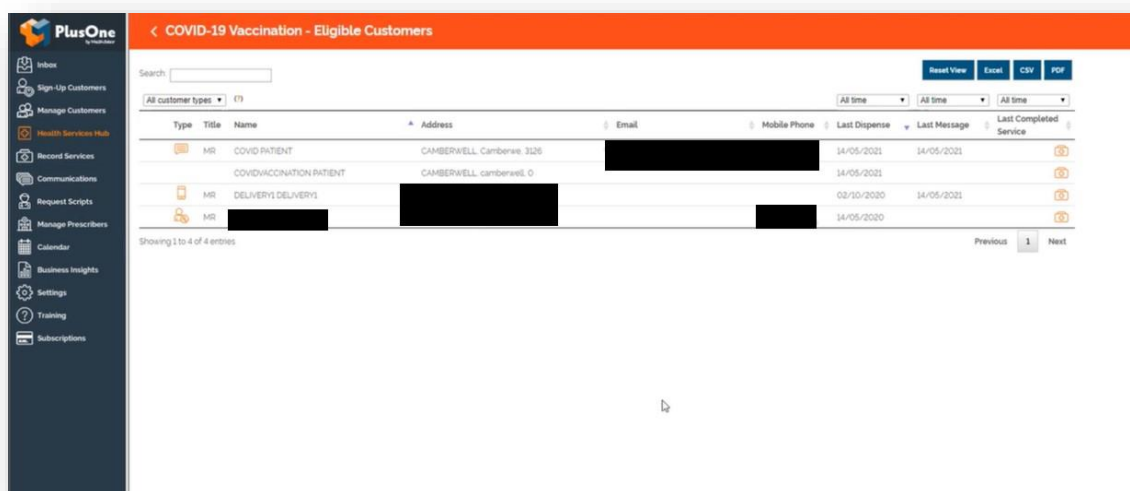
Note: Standard SMS costs apply for booking confirmation and booking reminders. To disable SMS confirmations and reminders, go to Calendar > Settings > Booking Confirmation and Reminder Defaults

[Click here](#) to download the **Calendar Quick Start Guide**

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

1. Go to **Health Services Hub**.
2. Select **Covid-19** Vaccination 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). Only patients with a date of birth entered in their dispense or MedAdvisor profile will be shown in this list. *App messaging is free, standard SMS costs apply for messages sent to SMS customers.*



The screenshot shows the 'COVID-19 Vaccination - Eligible Customers' interface in the PlusOne system. It features a search bar, filters for customer types and dates, and a table of eligible customers. The table columns include Type, Title, Name, Address, Email, Mobile Phone, Last Dispense, Last Message, and Last Completed Service. Three customers are listed, with some details redacted for privacy.

Type	Title	Name	Address	Email	Mobile Phone	Last Dispense	Last Message	Last Completed Service
MR	COVID PATIENT		CAMBERWELL Camberwell 3125			14/05/2021	14/05/2021	
	COVIDVACCINATION PATIENT		CAMBERWELL camberwell 3125			14/05/2021		
MR	DELIVERY DELIVERY					02/10/2020	14/05/2021	
MD						14/05/2020		

Showing 1 to 4 of 4 entries

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



PlusOne
COVID-19 Vaccination - Eligible Customers

Step 2: Message Details

Choose App/Email Template

COVID-19 Vaccination Booking

Title

Book your COVID-19 vaccination

Message (Customise)

Hi {PatientFirstName}

We're taking bookings for free COVID-19 vaccinations for Medicare Card holders. You can book your free second dose with us too.

Check your vaccine eligibility and book now.

{PharmacyName}

☒ Include Book Now Button

Choose SMS Template

COVID-19 Vaccination Booking For SMS

Message (Customise)

Hi {PatientFirstName} {PharmacyName} is taking bookings for free COVID-19 vaccinations for Medicare Card holders. You can book your free second dose with us too. Check your vaccine eligibility at <https://covid-vaccine.healthdirect.gov.au/eligibility> and book at {BookingUrl}

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.

Professional Services

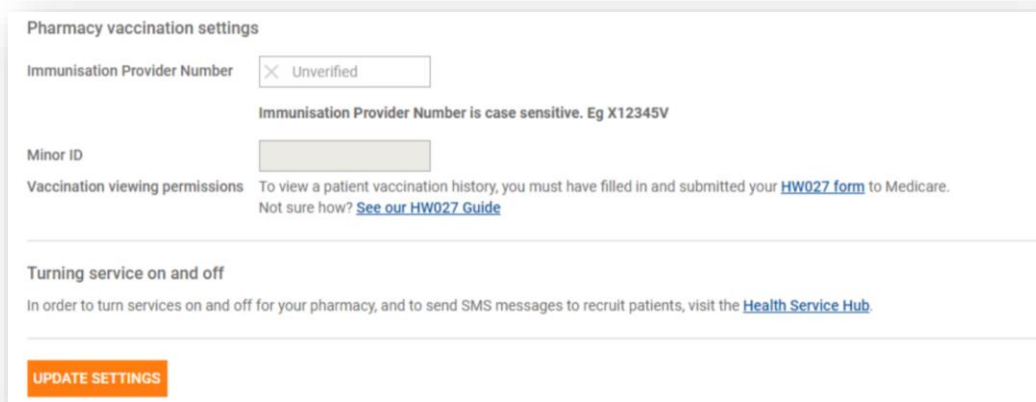
SERVICE SETTINGS FORMS - RESOURCES - REPORTS -

SEARCH BY SURNAME: test SEARCH ADD CONTACT

Surname	First Name	Address	Mobile	
TEST	DOCTOR	10 THE GLEN, RAYMOND ISLAND 3880	0430512752	Select
TEST	NURSE	10 THE GLEN, BALWYN 3103		Select
TEST	PATIENT	10 THE GLEN, GLEN WAVERLEY 3150		Select

3. Enter your **Immunisation Provider Number** (case sensitive) that is *specific for your pharmacy* and click **Update Settings**.

This number is provided by the Australian Immunisation Register and can only be linked to ONE pharmacy.



The screenshot shows a web form titled "Pharmacy vaccination settings". It contains the following fields and text:

- Immunisation Provider Number:** A text input field with a red "X" icon and the text "Unverified". Below it, a note states: "Immunisation Provider Number is case sensitive. Eg X12345V".
- Minor ID:** A text input field.
- Vaccination viewing permissions:** A section with the text: "To view a patient vaccination history, you must have filled in and submitted your [HW027 form](#) to Medicare. Not sure how? [See our HW027 Guide](#)".
- Turning service on and off:** A section with the text: "In order to turn services on and off for your pharmacy, and to send SMS messages to recruit patients, visit the [Health Service Hub](#)".
- UPDATE SETTINGS:** An orange button at the bottom.

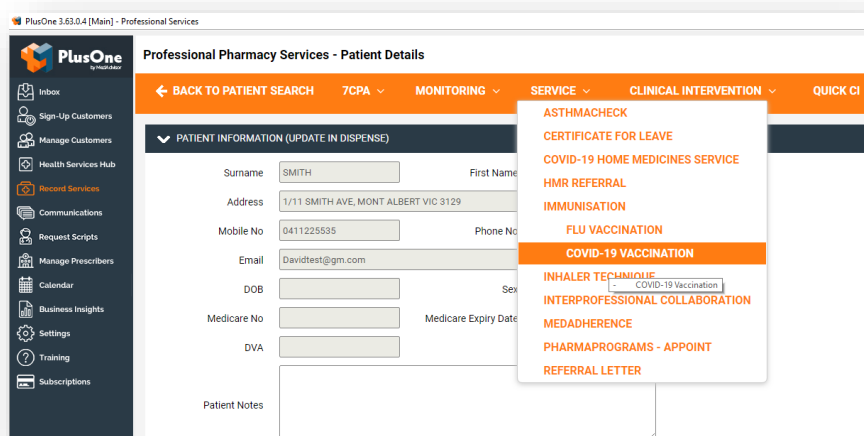
4. The **Minor ID** for your pharmacy will now appear.
5. Enter the Minor ID into the **HW027** form ([click here](#) to download the guide on how to complete the HW027 form).
6. Once Medicare has received the form and approved your pharmacy for this service, you should be able to view a patient's AIR 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**.



PlusOne 3.63.0.4 [Main] - Professional Services

Professional Pharmacy Services - Patient Details

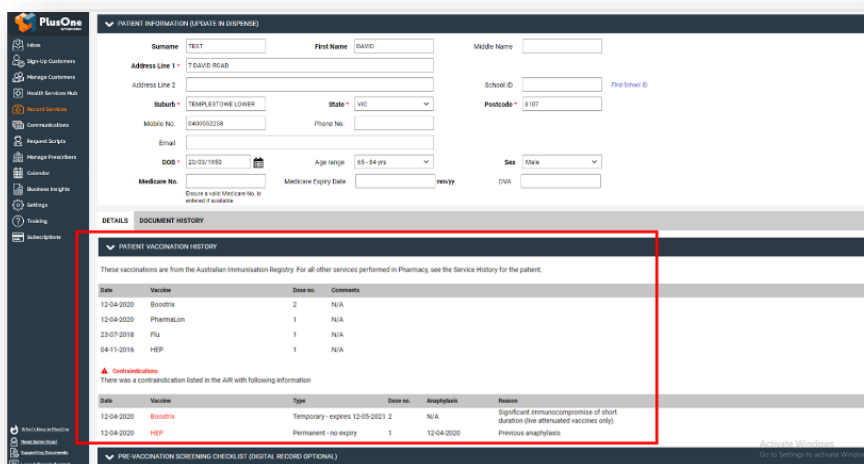
← BACK TO PATIENT SEARCH 7CPA MONITORING SERVICE CLINICAL INTERVENTION QUICK CI

PATIENT INFORMATION (UPDATE IN DISPENSE)

Surname: SMITH First Name: [] Middle Name: []
 Address: 1/11 SMITH AVE, MONT ALBERT VIC 3129
 Mobile No: 0411225535 Phone No: []
 Email: Davidtest@gm.com
 DOB: [] Sex: []
 Medicare No: [] Medicare Expiry Date: []
 DVA: []
 Patient Notes: []

Service dropdown menu options:
 ASTHMACHECK
 CERTIFICATE FOR LEAVE
 COVID-19 HOME MEDICINES SERVICE
 HMR REFERRAL
 IMMUNISATION
 FLU VACCINATION
 COVID-19 VACCINATION
 INHALER TECHNIQUE
 INTERPROFESSIONAL COLLABORATION
 MEDADHERENCE
 PHARMAPROGRAMS - APPOINT
 REFERRAL LETTER

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



PlusOne 3.63.0.4 [Main] - Professional Services

Professional Pharmacy Services - Patient Details

PATIENT INFORMATION (UPDATE IN DISPENSE)

Surname: TEST First Name: DAVID Middle Name: []
 Address Line 1: 7 DAVID ROAD
 Address Line 2: [] School ID: [] First School ID: []
 Suburb: TEMPLESTONE LOWER State: VIC Postcode: 3107
 Mobile No: 0400002258 Phone No: []
 Email: []
 DOB: 22/02/1992 Age range: 05-54 yrs Sex: Male
 Medicare No: [] Medicare Expiry Date: [] DVA: []

DETAILS DOCUMENT HISTORY

PATIENT VACCINATION HISTORY

These vaccinations are from the Australian Immunisation Registry. For all other services performed in Pharmacy, see the Service History for the patient.

Date	Vaccine	Dose no.	Comments
12-04-2020	Boostrix	2	N/A
12-04-2020	Pharam, on	1	N/A
23-07-2018	Flu	1	N/A
04-11-2016	HEP	1	N/A

⚠ Contraindications

There was a contraindication listed in the AIR with following information

Date	Vaccine	Type	Dose no.	Anaphylaxis	Reason
12-04-2020	Boostrix	Temporary - expires 12-05-2021	2	N/A	Significant immunocompromise of short duration (live attenuated vaccines only)
12-04-2020	HEP	Permanent - no expiry	1	12-04-2020	Previous anaphylaxis

PRE-VACCINATION SCREENING CHECKLIST (DIGITAL RECORD OPTIONAL)

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](#).



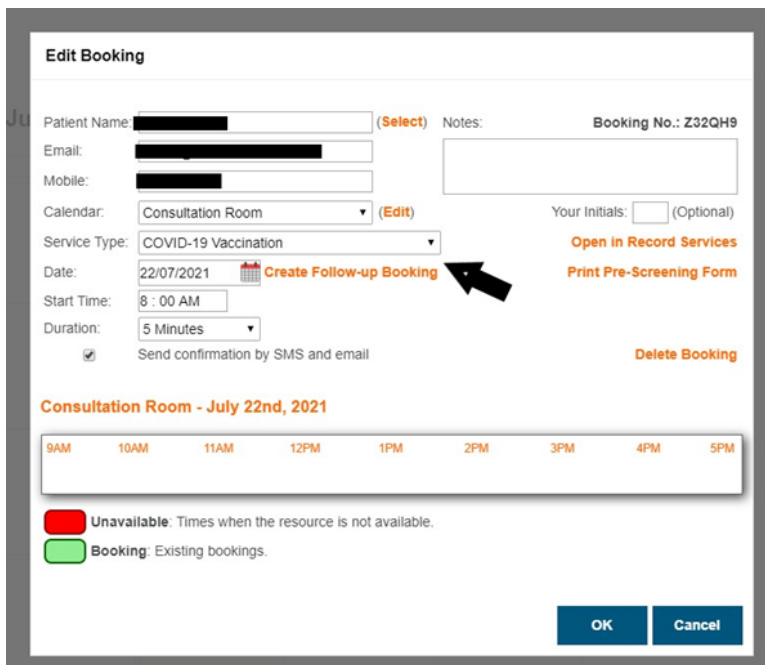
For patients NOT eligible for a Medicare Card, enter the Urgent Clinical Need Medicare number (25437529911) in the Patient information section of the recording form. This will enable automatic AIR submission and PPA claiming. You do NOT need to submit this encounter manually in PRODA or PPA.

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 from the 1st dose will automatically be applied to the 2nd dose 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.



Edit Booking

Patient Name: [Redacted] (Select) Notes: Booking No.: Z32QH9

Email: [Redacted]

Mobile: [Redacted]

Calendar: Consultation Room (Edit)

Service Type: COVID-19 Vaccination

Date: 22/07/2021 **Create Follow-up Booking**

Start Time: 8 : 00 AM

Duration: 5 Minutes

☒ Send confirmation by SMS and email

Your Initials: [Redacted] (Optional)

Open in Record Services

Print Pre-Screening Form

Delete Booking

Consultation Room - July 22nd, 2021

9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM

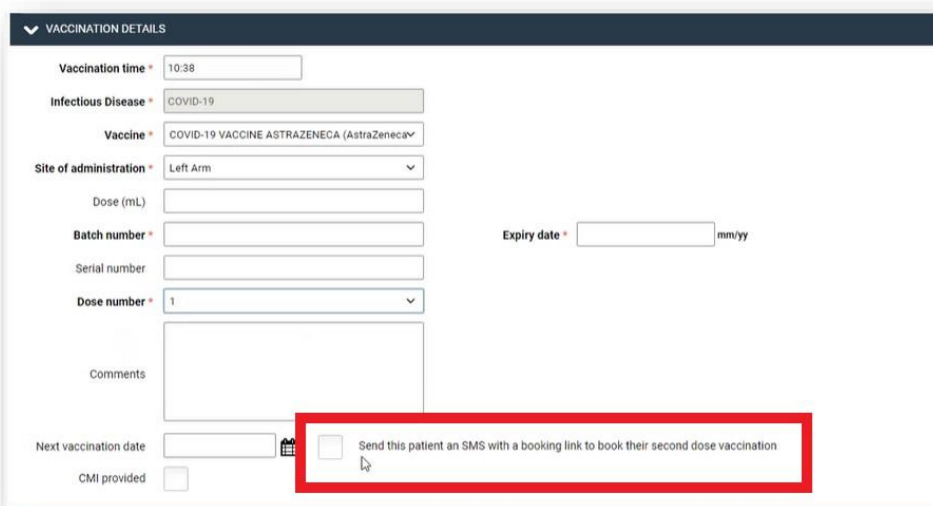
Unavailable: Times when the resource is not available.

Booking: Existing bookings.

OK **Cancel**

Option 2: Send the patient a booking link via SMS so they can book in their 2nd dose appointment themselves

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.



VACCINATION DETAILS

Vaccination time * 10:38

Infectious Disease * COVID-19

Vaccine * COVID-19 VACCINE ASTRAZENECA (AstraZeneca)

Site of administration * Left Arm

Dose (mL)

Batch number *

Serial number

Dose number * 1

Expiry date * mm/yy

Comments

Next vaccination date

CMI provided

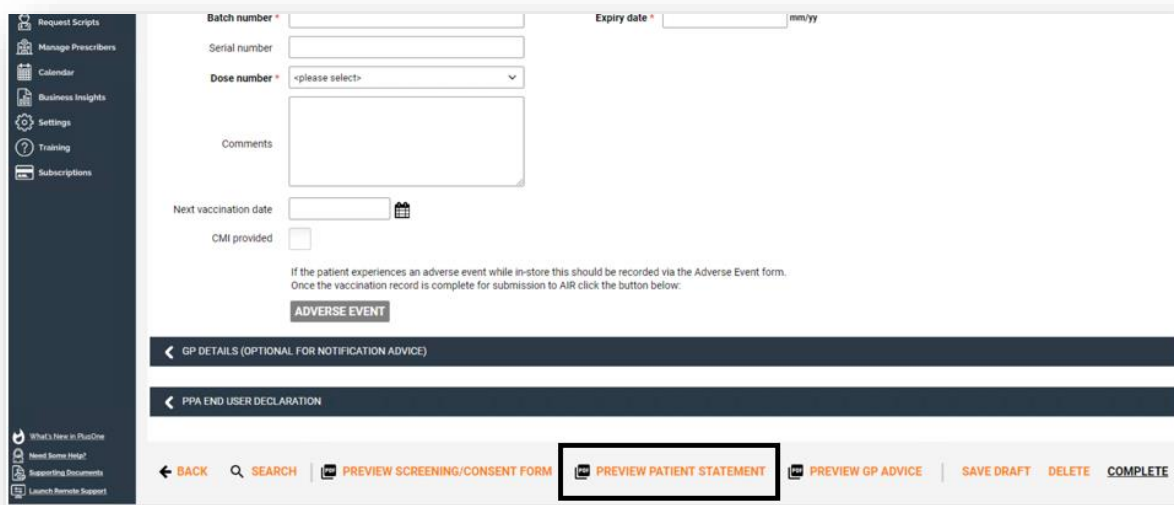
☐ Send this patient an SMS with a booking link to book their second dose vaccination

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.

During the vaccination appointment, sign up the patient to the **MedAdvisor App** so they can view their vaccination record in **Menu > Track My results**.

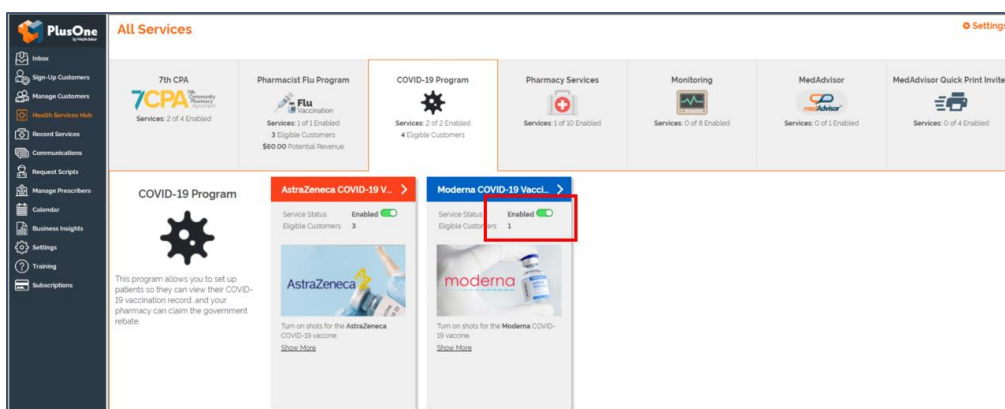


8. Adding Moderna to your vaccination program

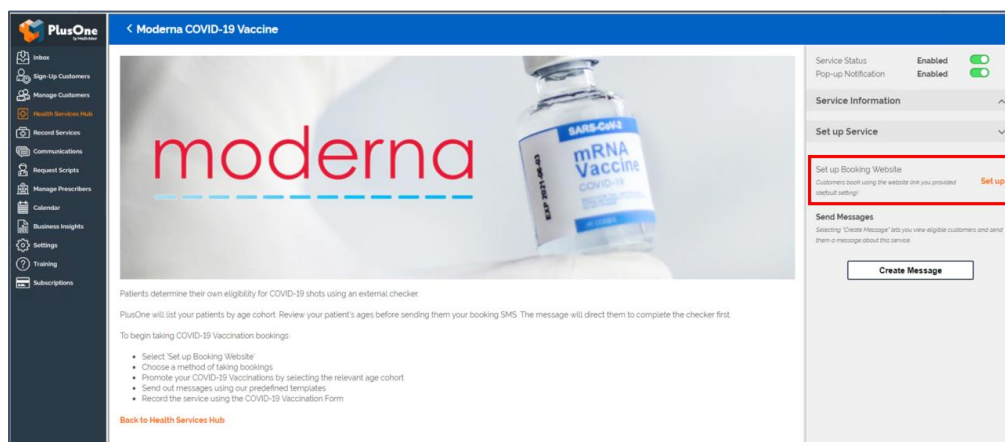
Important: PlusOne will support Moderna from 10 September 2021. In preparation for stock arrival, pharmacies can enable Moderna in PlusOne without opening up bookings for patients. Booking availability can be setup once the pharmacy knows when they will receive Moderna vaccine stock.

Setting up your Moderna booking URL (this can be set up prior to stock arrival)

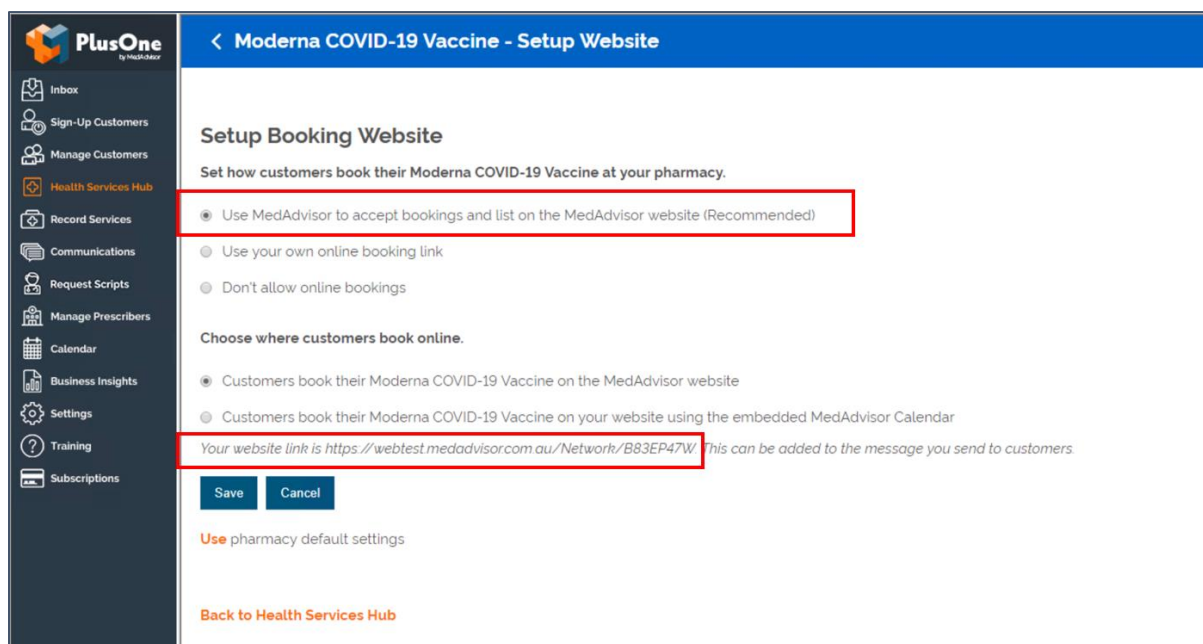
1. In the left-hand menu of PlusOne, go to **Health Services Hub**, click on the **COVID-19 Program** tile and enable **Moderna COVID-19 Vaccination**



2. Click **Set up Booking Website**



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



Moderna COVID-19 Vaccine - Setup Website

Setup Booking Website

Set how customers book their Moderna COVID-19 Vaccine at your pharmacy.

- ☒ Use MedAdvisor to accept bookings and list on the MedAdvisor website (Recommended)
- ☐ Use your own online booking link
- ☐ Don't allow online bookings

Choose where customers book online.

- ☒ Customers book their Moderna COVID-19 Vaccine on the MedAdvisor website
- ☐ Customers book their Moderna COVID-19 Vaccine on your website using the embedded MedAdvisor Calendar

Your website link is <https://webtest.medadvisor.com.au/Network/B83EP47W/> This can be added to the message you send to customers.

[Save](#) [Cancel](#)

[Use pharmacy default settings](#)

[Back to Health Services Hub](#)

The above URL is only for Covid-19 Moderna bookings. If you prefer to use your pharmacy's **Master Booking Link** to promote your Covid-19 vaccination program (one URL where patients can select the service they wish to book for), click here to [learn more](#).

HealthDirect: Please note your pharmacy will need to place an opening order of Moderna via CVAS to be listed on HealthDirect. MedAdvisor will provide your Covid-19 Moderna booking URL on your behalf to HealthDirect. It can take approx. 10 days for your booking URL to appear. (If you are using a 3rd party booking provider (eg HealthEngine), please contact them directly to confirm their process for listing your booking URL on HealthDirect.)

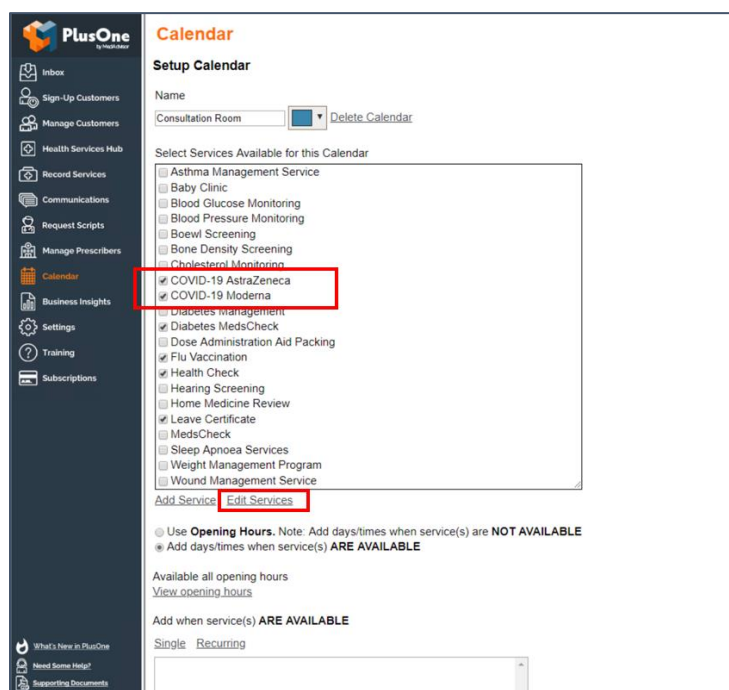
Note: Standard SMS costs apply for booking confirmation and booking reminders. To disable SMS confirmations and reminders, go to Calendar > Settings > Booking Confirmation and Reminder Defaults

Set up booking availability (do this step once you know when stock will arrive)

Option 1: You have 1 consult room and patients can book for AstraZeneca or Moderna during the SAME booking slots

Eg Patients can book for AstraZeneca or Moderna on Monday at 9am

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** below to set up your calendar.
4. Add **COVID-19 Moderna** and other services (including COVID-19 AstraZeneca if not already selected) you will be offering in that consult room.
5. Select **Edit Services** to change the duration of appointment (recommended 10-15min for Covid vaccinations)
6. Use Opening Hours and add days/times when the service is **NOT AVAILABLE**



Option 2: You have 1 consult room and patients can book for AstraZeneca on certain days/times and Moderna on DIFFERENT days/times

*Eg Patients can book for **AZ** on Monday, Wednesday and Fridays only, and **Moderna** on Tuesdays and Thursdays only*

Set up calendar for AstraZeneca

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** below to set up your calendar. *Change the name of this calendar to eg Calendar (AstraZeneca)*
4. Select **COVID-19 AstraZeneca** and other services you will be offering during the times that you will be offering AstraZeneca appointments
5. Select **Edit Services** to change the duration of appointment (recommended 10-15min for Covid vaccinations)
6. Select Use **Opening Hours**. And add times when the service(s) are **NOT AVAILABLE**

Set up calendar for Moderna

1. In the left-hand menu of PlusOne, go to **Calendar**.
2. Click **+ Add Calendar** under the drop down
3. Choose a **name** for this calendar eg *Calendar (Moderna)*, click **OK**
4. Choose **Show** and select the calendar you have just set up from the dropdown menu
5. Click **Setup** below to set up your calendar.
6. Select **COVID-19 Moderna** and other services you will be offering during the times that you will be offering Moderna appointments

7. Select **Edit Services** to change the duration of appointment (recommended 10–15min for Covid vaccinations)
8. Select Use **Opening Hours**. And add times when the service(s) are **NOT AVAILABLE**, *ensuring the available times for this calendar DO NOT overlap with available times in the calendar for AstraZeneca*

Option 3: You have 2 consults room and patients can book for AstraZeneca in Consult room 1 and Moderna in Consult room 2

Set up calendar for Consult room 1 (AstraZeneca)

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** below to set up your calendar. *Change the name of this calendar to eg Calendar (AstraZeneca)*
4. Select **COVID-19 AstraZeneca** and other services you will be offering during the times that you will be offering AstraZeneca appointments
5. Select **Edit Services** to change the duration of appointment (recommended 10–15min for Covid vaccinations)
6. Select Use **Opening Hours**. And add times when the service(s) are **NOT AVAILABLE**

Set up calendar for Consult Room 2 (Moderna)

1. In the left-hand menu of PlusOne, go to **Calendar**.
2. Click **+ Add Calendar** under the drop down
3. Choose a **name** for this calendar eg *Calendar (Moderna)*, click **OK**
4. Choose **Show** and select the calendar you have just set up from the dropdown menu
5. Click **Setup** below to set up your calendar.

6. Select **COVID-19 Moderna** and other services you will be offering during the times that you will be offering Moderna appointments
7. Select **Edit Services** to change the duration of appointment (recommended 10-15min for Covid vaccinations)
8. Select Use **Opening Hours**. And add times when the service(s) are **NOT AVAILABLE**.

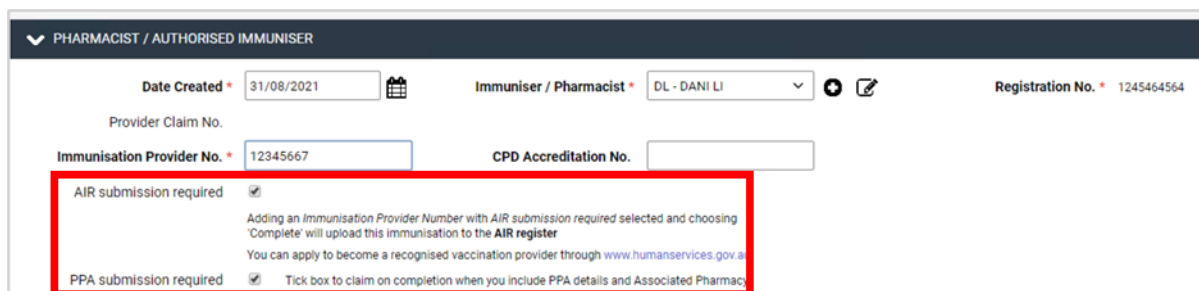
9. Frequently Asked Questions

Can I submit to AIR and claim payment from PPA for patients with no Medicare card using PlusOne?

Yes. You need to tick the **AIR submission required** and **PPA submission required** boxes on the Covid-19 Vaccination form.

By entering the **Urgent Clinical Need** Medicare Number into the patient information section, you will be able to successfully claim payment from PPA for this vaccination encounter.

Submission to AIR requires patient name, date of birth and address. These details, along with the vaccination details will be automatically submitted to AIR once you complete a vaccination recording form for the patient. You do NOT need to manually enter this information into PRODA.



The screenshot shows the 'PHARMACIST / AUTHORISED IMMUNISER' section of the form. It includes fields for 'Date Created' (31/08/2021), 'Immuniser / Pharmacist' (DL - DANI LI), and 'Registration No.' (1245464564). Below these are 'Immunisation Provider No.' (12345667) and 'CPD Accreditation No.' (empty). A red box highlights the submission options: 'AIR submission required' (checked) and 'PPA submission required' (checked). A note explains that selecting 'AIR submission required' will upload the immunisation to the AIR register, and a link to www.humanservices.gov.au is provided for becoming a recognised vaccination provider. A final instruction states: 'Tick box to claim on completion when you include PPA details and Associated Pharmacy'.

Why do I get an error when looking up AIR history for some patients?

An error can occur due to a range of reasons, such as

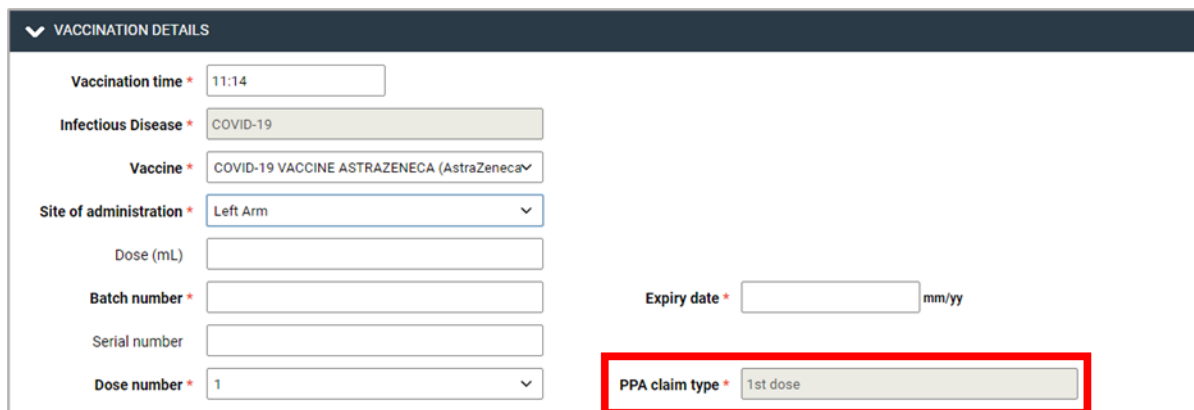
- Patient details were entered incorrectly in PlusOne and could not be matched with the patient's AIR records. If you need to update the patient details, make sure to click Refresh
- Patient doesn't have any records in the AIR

MedAdvisor is working on providing more detailed information about errors that occur to assist pharmacies in understanding why the lookup could not occur.

If the patient does not have an AIR record, one will be created by AIR after the vaccine is submitted.

If a 2nd dose is provided to a patient who had the 1st dose at the same pharmacy, does PlusOne automatically claim the higher amount (\$26-\$29) from PPA?

Yes. In addition, MedAdvisor will soon be adding a new drop down for pharmacies to confirm/select if the dose was 1st dose, 2nd dose (same provider) and 2nd dose (different provider) for improved visibility and control.



VACCINATION DETAILS

Vaccination time * 11:14

Infectious Disease * COVID-19

Vaccine * COVID-19 VACCINE ASTRAZENECA (AstraZeneca)

Site of administration * Left Arm

Dose (mL)

Batch number *

Serial number

Dose number * 1

Expiry date * mm/yy

PPA claim type * 1st dose

What do I do if my pharmacy booking link is not appearing in HealthDirect?

HealthDirect will publish your pharmacy information when you place your first order via CVAS. MedAdvisor will send HealthDirect your Covid booking link to be published on the website within approx. 1 week.

If your booking link is not appearing or if you are using a different booking provider to what's been published on the website, please contact PPA directly.

Do I need a different PPA key for each pharmacist at my pharmacy?

If there is only one person who is responsible for claiming at the pharmacy then the **same key can be used in all pharmacist profiles on PlusOne**. This is the standard set up for vast majority of pharmacies.

If you would like to know how many immunisations have been completed and claimed by each pharmacist, go to PlusOne > Record Services > Reports > Immunisation Service Report > Select date range, PPA status

Please note: once an API key is generated and saved in the PPA Portal it no longer shows in the User's PPA account due to security reasons so should be kept somewhere safe. If a key is regenerated in the PPA Portal the old key is no longer valid so would need to be updated in the MedAdvisor software wherever it had previously been saved (ie all pharmacists who had the old key recorded against their profile)