

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>

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



2. Click Set up Booking Website

inbox Sign-Up Customers Manage Customers Haadit Environ Hulp			Service Status Enable Pop-up Notification Enable Service Information	
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	Get Started Today's Bookings	^	Send Messages Seacting "Ceate Message" lets you view eligit them o message about this service.	
	May 14, 2021 Q Refresh @ Print Bookings @ Print Blank Pre-Screen Form @ Print Completed	Pre-Screening Forms	Create Message	
	1.40pm - 1.50pm • COVID-19 Vaccination, COVID-19 Vaccination Service			
et's tieve in PlanCrue el Sonne Holyst porting Documenta nch-Remate Support				



Current as of 15/09/2021

 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.

💕 PlusOne	< COVID-19 Vaccination - Setup Website
🖄 ***	
By Sign Up Customers	Setup Booking Website
B Manage Customers	Set how customers book their COVID-19 Vaccination at your pharmacy.
Moulth Services Hub	
Becord Services	Use MedAdvisor to accept bookings and list on the MedAdvisor website (Recommended)
Communications	Use your own online booking link
Request Scripts	O Don't allow online bookings
Calendar	Choose where customers book online.
animen magnes	Customers book their COVID-19 Vaccination on the MedAdvisor website
) s-mag	© Customers book their COVID-19 Vaccination on your website using the embedded MedAdvisor Calendar
D Training	Your website link is https://webtest.medodvisor.com.au/Network/G87MR960. This can be added to the message you send to customers.
Scheciptions	Save Cancel
	Use pharmacy default settings
	Back to Health Services Hub

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 <u>HealthDirect</u> 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. <u>Learn more.</u>



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.

Setup Calenda	r Availability for	r Professiona	I Services			
and B outstand	tup Guide Step 2. Sho		•	Step 3. 🖂 Invite c	ustomers in the Health	Services Hub
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Bookings		Room 1				
🗔 Add Booking 🚍	Print 💮 Settings 🖏 Re	fresh				
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Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	
8	9	10	11	12	13	1

- 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



<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 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.*

Search									Excel CSV POF
All o	ustomer ty	pes •	m				Al time •	All time	All time
	Туре	Title	Name	Address	() Email) Mobile Phone	Last Dispense	Last Message	Last Completed Service
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	8	MR					14/05/2020		0
					þ				

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



Covid-19 Quick Start Guide

Current as of 15/09/2021

PlusOne	< COVID-19 Vaccination - Eligible Customers	
bail		
gn-Up Customers	Step 2: Message Details	
anage Customers	Choose App/Email Template	
	COVID-19 Vaccination Booking •	
cord Services	Title	
mmunications	Book your COVID-19 vaccination	
quest Scripts	Message (Cuttomise)	
anage Proscribers	Hi PabertPirstNamel	
alendar Jainess Insights	We're taking bookings for frie CDVID-19 vaccinations for Medicare Card holders. You can book yeftir fries second dose with us too	
	Check your vaccine <u>eligibility</u> and book now	
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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.

SEARCH BY S	URNAME:	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



 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.

nmunisation Provider Number	× Unverified	
	Immunisation Provider Number is case sensitive. Eg X12345V	
linor ID		
accination viewing permissions	To view a patient vaccination history, you must have filled in and submitted your <u>HW027 form</u> to Medicare. Not sure how? <u>See our HW027 Guide</u>	
urning service on and off		
order to turn services on and off	for your pharmacy, and to send SMS messages to recruit patients, visit the Health Service Hub.	
JPDATE SETTINGS		

- 4. The **Minor ID** for your pharmacy will now appear.
- 5. Enter the Minor ID into the **HW027** form (<u>click here</u> 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.

<u>Click here</u> 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] - Pro	fessional Services Professional Pharmacy	Services - Patient De	tails			
뜃 Inbox 구: Sign-Up Customers	+ BACK TO PATIENT S		Monitoring ~	SERVICE ~ ASTHMACHEO		QUICK CI 🗸
Health Services Hub	PATIENT INFORMATIO Surname	N (UPDATE IN DISPENSE)	First Name	CERTIFICATE F COVID-19 HON HMR REFERRA	ME MEDICINES SERVICE	
Communications	Address Mobile No	1/11 SMITH AVE, MONT AL	BERT VIC 3129 Phone No	IMMUNISATIO FLU VACC		
Request Scripts	Email	Davidtest@gm.com	Phone No	COVID-19	VACCINATION	
Calendar Business Insights	DOB Medicare No		Sex Medicare Expiry Date		COVID-19 Vaccination	
Settings) Training	DVA		Medicale Expiry Date	MEDADHEREN	CE GRAMS - APPOINT	
Subscriptions	Patient Notes			REFERRAL LET	TER	
	Patient Notes					

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

Customers	Sumame	TEST	First Name	DAWD	Middle Nam					
Customers	Address Line 1 *	7 DAVID ROAD								
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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>

PA and	AIR submit result	×
1	PPA submission successful	
	The COVID-19 vaccination for have been successfully submitted to the PPA	
	Laccidentally submitted incorrect details. How do I fix this? <u>Log directly onto PPA to correct the registry</u>	
1	AIR submission successful	
	Immunisation details for have been successfully submitted to AIR	
	I accidentally submitted incorrect details. How do I for this? -Log directly onto HPOS to correct the registry	
	ок	
-		

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.



<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 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 followup appointment. The patient's details form 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.

		(Select) Notes	Booking No.: Z32QH
Email:	_		
Mobile:			
Calendar:	Consultation Room	▼ (Edit)	Your Initials: (Optiona
Service Type:	COVID-19 Vaccination	•	Open in Record Service
Date:	22/07/2021 Create	Follow-up Booking	Print Pre-Screening For
Start Time:	8 : 00 AM	•	
Duration:	5 Minutes •		
	Send confirmation by SMS	and email	Delete Bookin
	n Room - July 22nd, 20 AM 11AM 12		M 3PM 4PM 5Pi
	ilable: Times when the resoning: Existing bookings.	urce is not available.	



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 time *	10:38	
Infectious Disease *	COVID-19	
Vaccine *	COVID-19 VACCINE ASTRAZENECA (AstraZeneca~	
ite of administration *	Left Arm 🗸	
Dose (mL)		
Batch number *		Expiry date * mm/yy
Serial number		
Dose number *	1 v	
Comments		
lext vaccination date	Send this patient a	n SMS with a booking link to book their second dose vaccination
CMI provided	ed.	

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.

Request Scripts	Batch number *		Expiry date	۰ L	nim/yy		
Manage Prescribers	Serial number						
Calendar	Dose number *	<please select=""></please>	~				
Business Insights							
Settings							
Training	Comments						
Subscriptions							
	Next vaccination date	**					
	CMI provided						
		ADVERSE EVENT					
	GP DETAILS (OPTION/	AL FOR NOTIFICATION ADVICE)					
	PPA END USER DECLA	RATION					
ets New in PlusOne							
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pporting Documents unch Remote Support	C DACK Q SEAR	PREVIEW SCREENING	CONSCIENT FORM	PALIENT STATEMENT	PREVIEW OF ADVICE	SAVE DRAFT DELET	COMPLETE

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)

 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

💕 PlusOne	All Services						© Settings
Inhore Sign-Up Customers Sign-Up Customers Manage Customers Idealth Services Hab Record Services Communications	7th CPA	Pharmacist Flu Program Flu Laconation Service: 1 of 1 Enabled 3 Eigbie Customers 550 00 Picterical Revenue	COVID-19 Program	Pharmacy Services	Monitoring Exercises: 0 of 8 Enabled	MedAdvisor	MedAdvisor Quick Print Invites
Propunt Copini State Annual Copini State Annual Copini State Copinition State State O Transm State State	COVID-19 Program with the second sec	Eligible Customers 3	ed C Statut Eigble Custor en Moder	na			

2. Click Set up Booking Website





Current as of 15/09/2021

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				
Inbox					
Sign-Up Customers	Setup Booking Website				
Manage Customers	Set how customers book their Moderna COVID-19 Vaccine at your pharmacy.				
Record Services	Use MedAdvisor to accept bookings and list on the MedAdvisor website (Recommended)				
Communications	Use your own online booking link				
Request Scripts	Don't allow online bookings				
Manage Prescribers					
Calendar	Choose where customers book online.				
Business Insights	Customers book their Moderna COVID-19 Vaccine on the MedAdvisor website				
€Ô} Settings	Customers book their Moderna COVID-19 Vaccine on your website using the embedded MedAdvisor Calendar				
? Training	Your website link is https://webtest.medadvisor.com.au/Network/B83EP47W This can be added to the message you send to customers.				
Subscriptions	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 <u>learn more</u>.

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)

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

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.
- 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**

	Calendar
FilusOne	Calendar
	Setup Calendar
O Sign-Up Customers	Name
Anage Customers	Consultation Room Delete Calendar
Health Services Hub	Select Services Available for this Calendar
Record Services	Asthma Management Service
	Baby Clinic
Communications	Blood Glucose Monitoring
Request Scripts	Blood Pressure Monitoring Boewl Screening
Manage Prescribers	Bone Density Screening
	Cholesterol Monitoring
Calendar	COVID-19 AstraZeneca
Business Insights	COVID-19 Moderna
~	Diabetes Management
 	Diabetes MedsCheck Dose Administration Aid Packing
(?) Training	Flu Vaccination
	Health Check
Subscriptions	Hearing Screening
	Home Medicine Review
	Leave Certificate
	MedsCheck
	Sleep Apnoea Services
	Weight Management Program
	Wound Management Service
	Add Service Edit Services
	Use Opening Hours. Note: Add days/times when service(s) are NOT AVAILABLE
	Add days/times when service(s) ARE AVAILABLE
	Available all opening hours
	View opening hours
	Add when service(s) ARE AVAILABLE
	Single Recurring
What's New in PlusOne	Sundar recontinua
A Need Some Help?	* ·
Supporting Documents	



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

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

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 <u>submit to AIR</u> and <u>claim payment from PPA</u> 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.

PHARMACIST / AUTHORISED IMMUNISER					
Date Created *	31/08/2021	Immuniser / Pharmacist *	DL - DANI LI 🗸	00	Registration No. * 1245464564
Provider Claim No.					
Immunisation Provider No. *	12345667	CPD Accreditation No.			
AIR submission required	Ø				
	Adding an Immunisation Provider Number with AIR submission required selected and choosing 'Complete' will upload this immunisation to the AIR register				
	You can apply to become a recognised vaccination provider through www.humanservices.gov.a		umanservices.gov.a		
PPA submission required	 Tick box to claim on con 	npletion when you include PPA details and A	ssociated 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 *		Expiry date * mm/yy		
Serial number				
Dose number *	1 v	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. I 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)