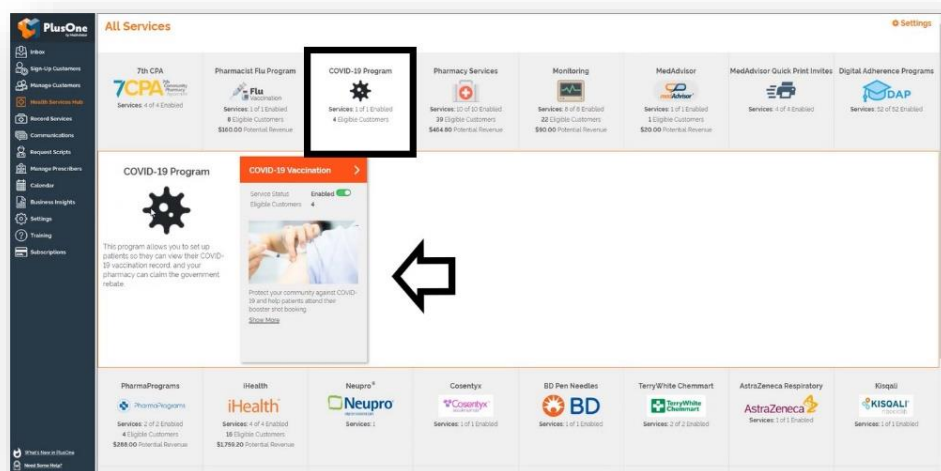![MedAdvisor logo]
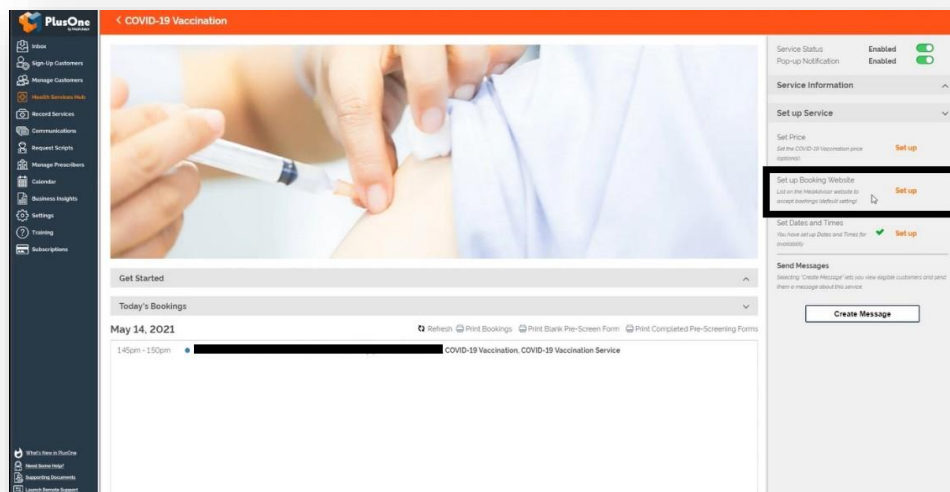
# Covid-19
# Quick Start Guide

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# 1. Set up your Covid Booking URL for patients to book a Covid-19 vaccination at your pharmacy
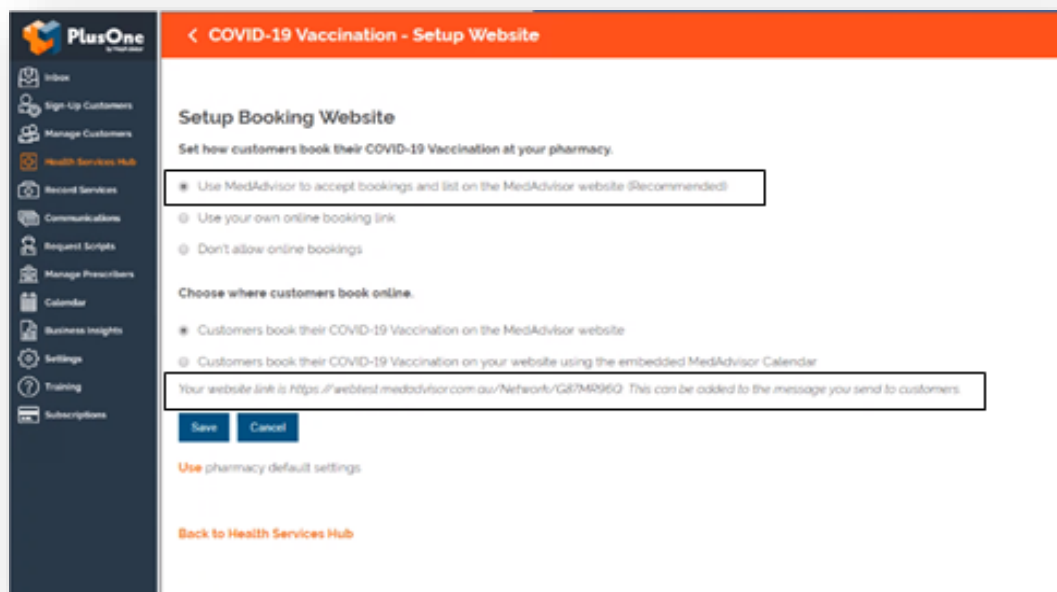
1. In the left-hand menu of PlusOne, go to **Health Services Hub** and select **Covid-19 Program.**



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.
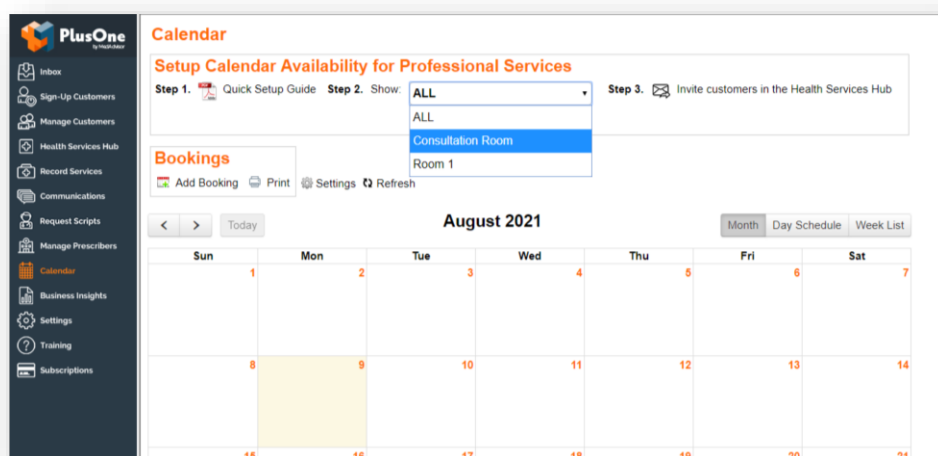


3. Click **Setup** below to set up your calendar.

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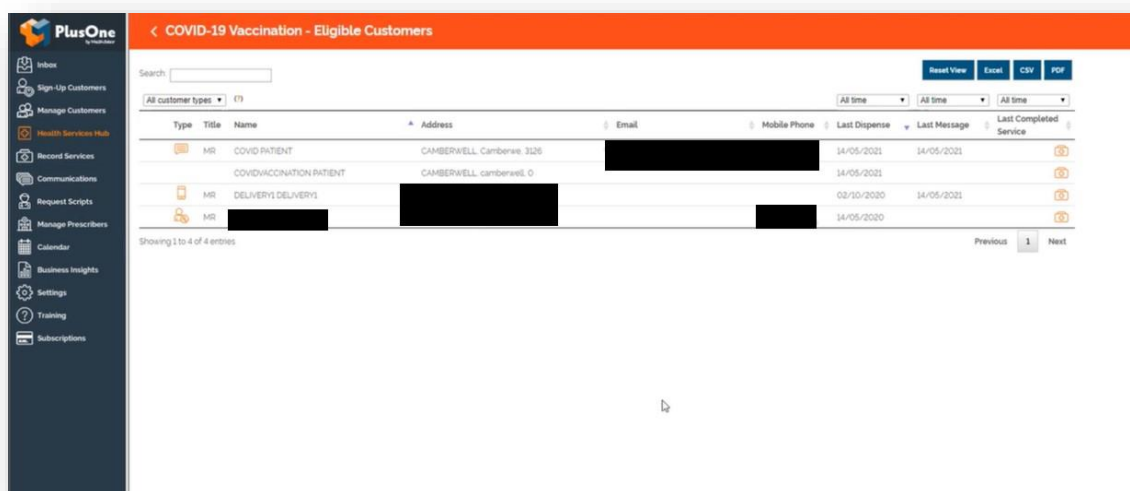
**Note:** Standard SMS costs apply for booking confirmation and booking reminders. To disable SMS confirmations and reminders, go to Calendar > Settings > Booking Confirmation and Reminder Defaults

[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.*



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

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.**

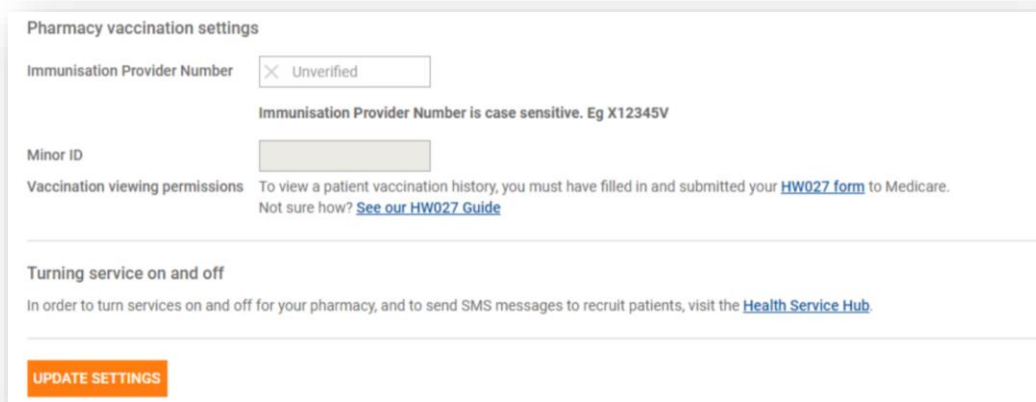2. Select **Service Settings** at the top right-hand side.

![MedAdvisor logo]

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.**
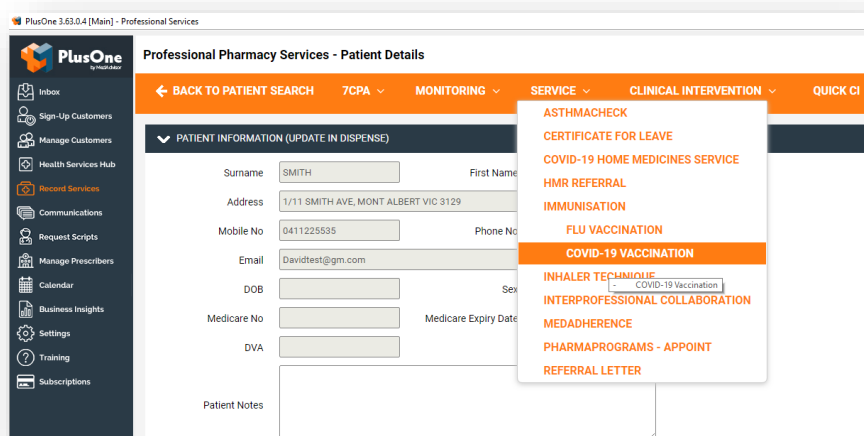


4.  The **Minor ID** for your pharmacy will now appear.

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.**



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

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.
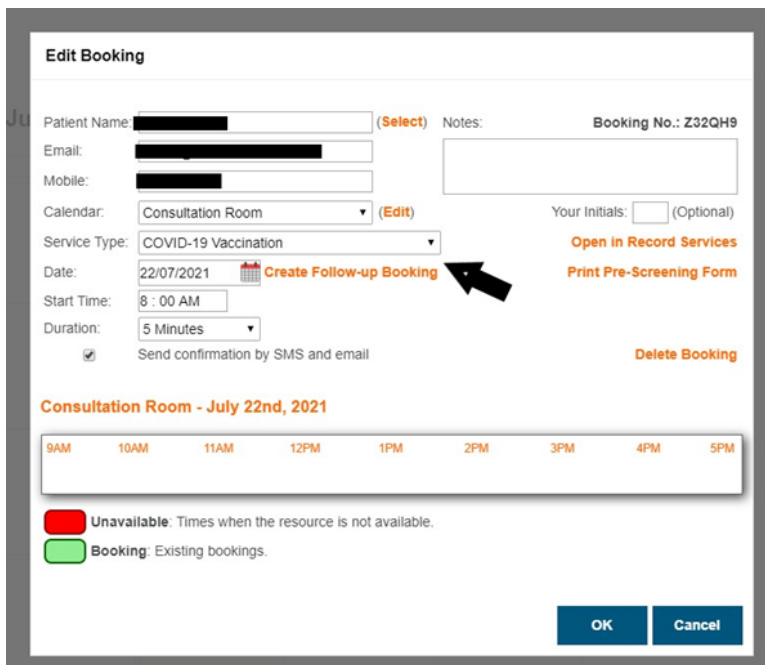


**For patients NOT eligible for a Medicare Card,** enter the Urgent Clinical Need Medicare number (25437529911) in the Patient information section of the recording form. This will enable automatic AIR submission and PPA claiming. You do NOT need to submit this encounter manually in PRODA or PPA.

# 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 form the 1ˢᵗ dose will automatically be applied to the 2ⁿᵈdose 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.
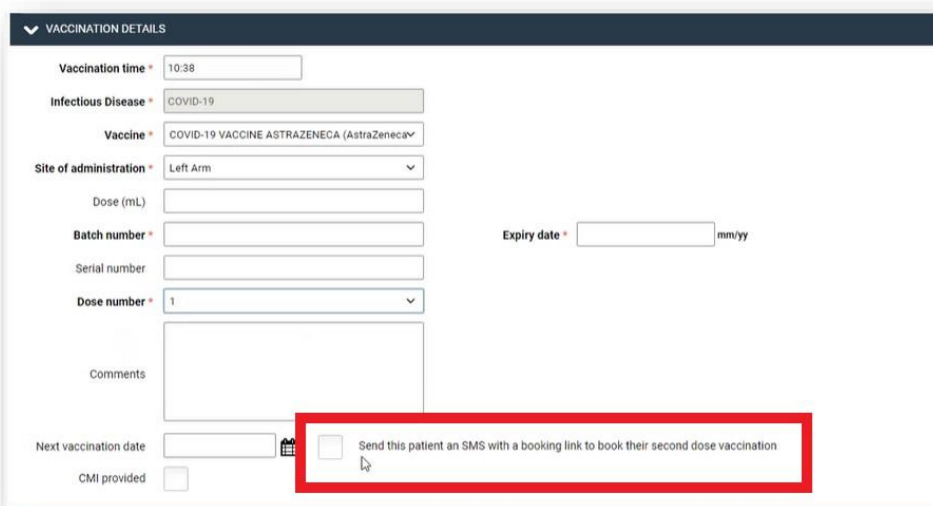
## Option 2: Send the patient a booking link via SMS so they can book in their 2nd dose appointment themselves

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.



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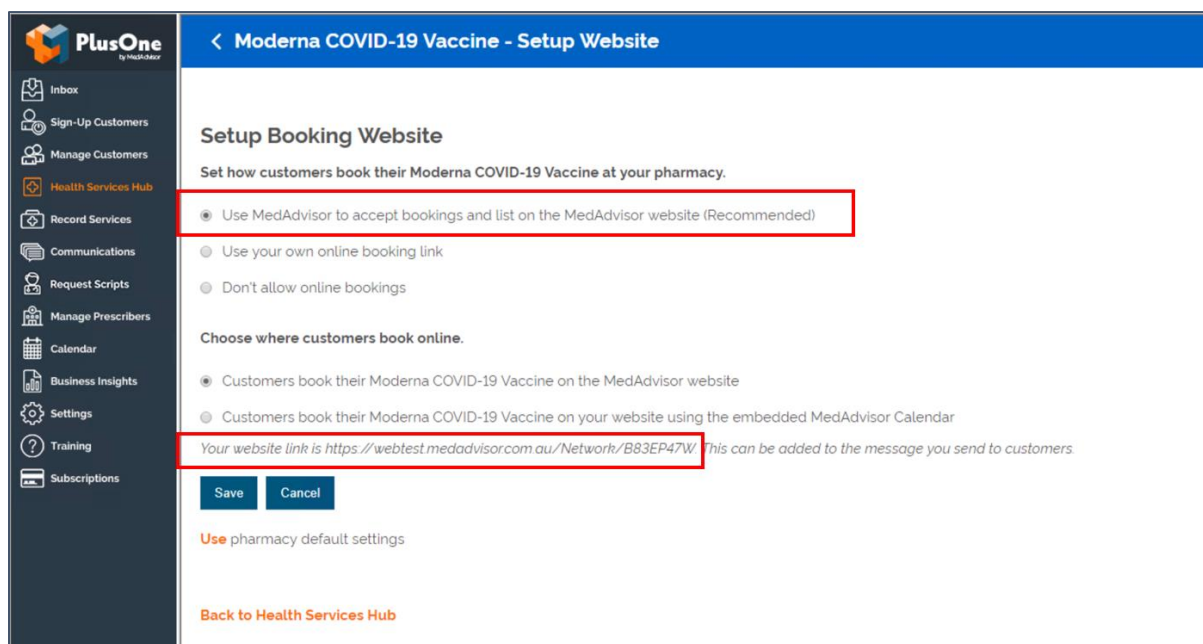
1.  In the left-hand menu of PlusOne, go to **Health Services Hub**, click on the **COVID-19 Program** tile and enable **Moderna COVID-19 Vaccination**
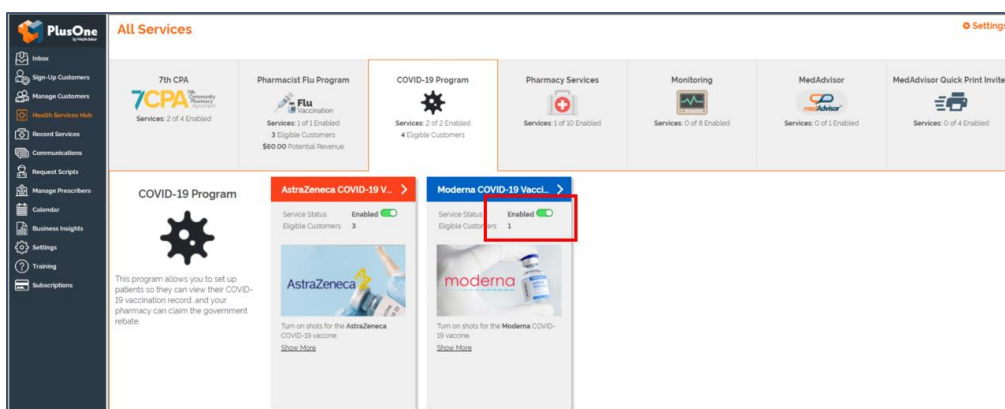


2.  Click **Set up Booking Website**
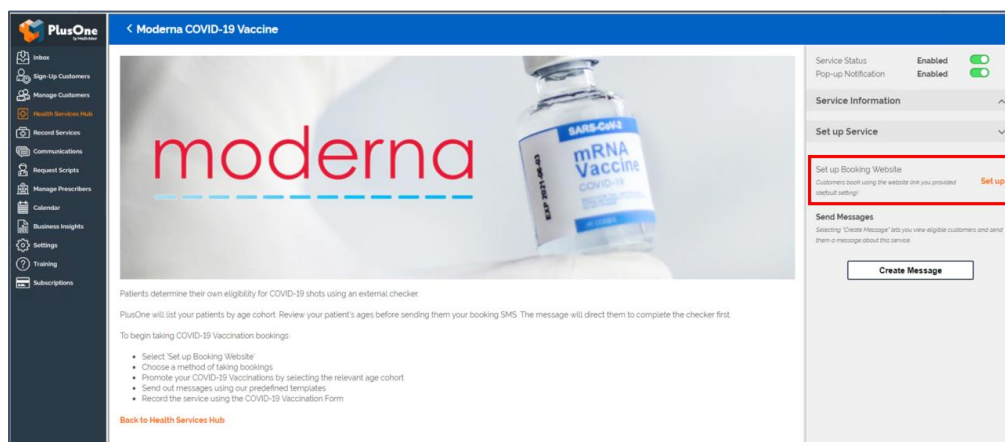
Select the FIRST option **Use MedAdvisor to accept bookings and list on the MedAdvisor website (Recommended)**. Your pharmacy's Covid-19 Moderna booking URL is shown at the bottom. You can use this URL on various platforms such as your website/social media etc.



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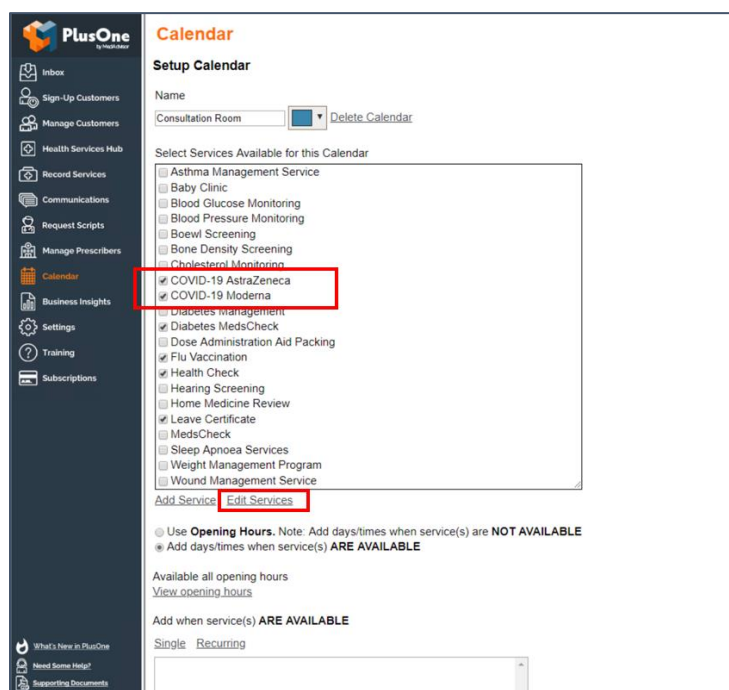
**Note:** Standard SMS costs apply for booking confirmation and booking reminders. To disable SMS confirmations and reminders, go to Calendar > Settings > Booking Confirmation and Reminder Defaults

# 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)

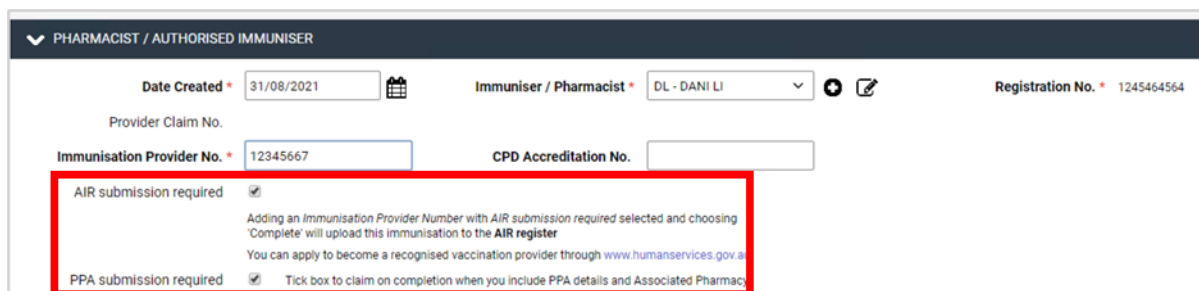8. Select Use **Opening Hours**. And add times when the service(s) are **NOT AVAILABLE**.

# 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.

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

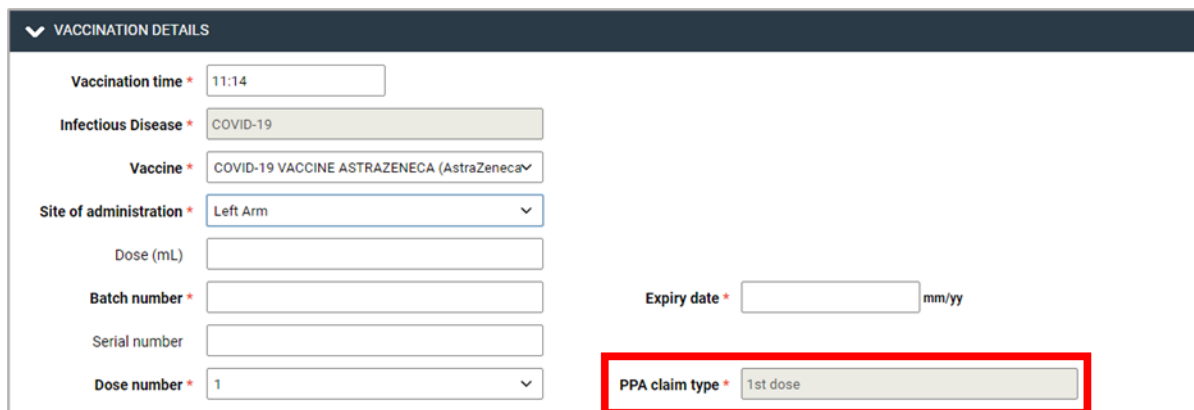An error can occur due to a range of reasons, such as
- Patient details were entered incorrectly in PlusOne and could not be matched with the patient's AIR records. If you need to update the patient details, make sure to click Refresh
- Patient doesn't have any records in the AIR

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.

## 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)