



## Provider Kit for General Practice Respiratory Clinics

Dear Colleagues,

As recently advised, Phase 1b of the Australian Government's COVID-19 vaccination program is set to commence on 22 March.

Where relevant, providers are encouraged to begin contacting their patients who are eligible for vaccination in Phase 1b. Choosing to interact with media is at the discretion of each provider.

Communicating to your patients about COVID-19 vaccination will play a critical role in vaccine take-up efforts. If you have an online booking system, or are using HotDoc, you should publish online booking services for COVID-19 vaccination appointments.

It is at your discretion how many, when and whether you offer online appointments. GPRCs are responsible for ensuring the number of appointments available align to the clinic's weekly vaccine allocation.

The usual provisions for GPRCs that are Aboriginal Community Controlled Health Services for organising their appointments still apply.

The Department of Health has prepared a COVID-19 Vaccine Provider Communication Kit to support your patient communications efforts during Phase 1b and subsequent vaccine rollout. Communication materials provided are voluntary, however use of these communication materials will support your compliance with the [TGA advertising act](#).



**Safe. Effective. Free.**

## **The Provider Kit includes:**

### Pre vaccination content

- Electronic Direct Mail (EDM)/Newsletter article
- Website content
- Social posts and tiles
- Pre-vaccination booking confirmation SMS and email – 1st dose (not relevant if using HotDoc)
- Pre-vaccination appointment reminder SMS and email – 1<sup>st</sup> dose (not relevant if using HotDoc)

### Vaccination day resources

- Provider guide to obtaining informed consent for COVID-19 vaccine
- Consent form for COVID-19 vaccination
- Patient resource – Information on COVID-19 AstraZeneca vaccine
- Patient resource – Preparing for COVID-19 vaccination
- Patient resource – After your COVID-19 vaccination
- Vaccination clinic wayfinding signage
- Vaccination clinic poster
- Vaccination clinic poster for clinic details

### Post-vaccination content

- EDM/Newsletter article
- Post-vaccination booking reminder SMS and email – 2nd dose (not relevant if using HotDoc)
- Post-vaccination booking confirmation SMS and email – 2nd dose (not relevant if using HotDoc)
- Post-vaccination booking reminder SMS and email – 2nd dose (not relevant if using HotDoc)
- Social posts and tiles

If required by your patients, the Department has a large number of resources about [COVID-19 vaccines](#) available in other languages. The resources include consent information, fact sheets, guidelines and other published communication materials.

There are also [resources available](#) for people with disability, including Easy Read documents and COVID-19 vaccine videos in Auslan.

If you want to request any resources in addition to what is provided in this kit, please let us know by contacting [covidvaccinecomms@health.gov.au](mailto:covidvaccinecomms@health.gov.au)

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Lucas De Toca', with a horizontal line drawn through it.

Dr Lucas De Toca  
First Assistant Secretary  
COVID-19 Primary Care Response  
Australian Government Department of Health



Australian Government



# COVID-19 Vaccine Provider Communication Kit

Date: 17 March 2021

The purpose of this kit is to assist GP-led Respiratory Clinics to communicate about the COVID-19 vaccination program to their patients.

Use of these resources is voluntary. The content and resources provided in this kit will also help you comply with the Therapeutic Goods Administration (TGA)'s regulatory [\*guidelines for advertising therapeutic goods\*](#).

## Information to support practices and patients – Pre vaccination

### For EDM/Newsletter articles

Having a safe and effective COVID-19 vaccine is one way we can protect our community against coronavirus.

COVID-19 vaccines help to prevent serious illness and death from COVID-19, and they are free for everyone in Australia.

[Provider Practice/Clinic name] is pleased to advise that we are an approved vaccination provider for COVID-19 vaccines. We are happy to help provide COVID-19 immunisation for our patients and wider community.

## Vaccine rollout

COVID-19 vaccines are being rolled out to people in phases, with those most at risk receiving their vaccinations first.

To find out if you are eligible to receive the vaccine now, visit <https://covid-vaccine.healthdirect.gov.au/eligibility> and complete the COVID-19 Vaccine Eligibility Checker.

You can then make a booking to receive your vaccine.

## Booking your appointment

COVID-19 vaccinations are voluntary and free.

When it is your turn to get vaccinated, you can call us on [Provider phone number] to book your appointments to get your first and second doses of the vaccine.

You can also book online [link to practice/clinic website], or come in to the [practice/clinic],

Make sure you book an appointment for your first and second doses. Please give us a call if you need to confirm what the timing should be between the appointments.

## Preparing for your vaccination

Before your vaccination appointment, you should make sure your details are up to date with Medicare.

If you don't have your account set up, you can:

- [enrol in Medicare](#), if you're not already enrolled.
- [set up your Medicare online account](#) if you're enrolled in Medicare, but don't have Medicare linked to myGov.
- [get an Individual Health Identifier \(IHI\)](#), if you're not eligible for Medicare.

If you are not eligible under Medicare, you are still able to receive the COVID-19 vaccine at no charge at our GP-led Respiratory Clinic.

You can also read this patient factsheet developed by the Australian Government Department of Health: <https://www.health.gov.au/resources/publications/covid-19-vaccination-preparing-for-covid-19-vaccination>

Please do not come to your vaccination appointment:

- if you are feeling unwell with fever, cough, runny nose or other symptoms that could be from COVID-19
- if you are waiting for COVID-19 test results, or have tested positive for COVID-19
- if you are a close contact of someone with COVID-19, or
- if you are in quarantine.

If you have had another vaccine, for example the influenza vaccination, in the 14 days before your COVID-19 vaccine appointment, please let us know as we may need to reschedule your appointment.

To keep you and our community safe, before and after vaccination, it is important that you continue to:

- Stay 1.5 metres away from other people and avoid handshakes and contact with people outside your household.
- Stay home if you feel unwell and get tested for COVID-19. You must stay at home until your results come back.
- Wash your hands regularly with soap and water or use hand sanitiser.
- Always cough or sneeze into your arm or a tissue and put the tissue in the bin straight away.
- Download the COVIDSafe app to help health officials let you know if you have been in contact with someone who has COVID-19.

To learn more about COVID-19 vaccines, visit [health.gov.au](https://www.health.gov.au)

## Web content

### We are a COVID-19 vaccination provider

[Provider Practice/Clinic name] is pleased to advise that we are an approved vaccination provider for the COVID-19 vaccines. We are happy to help provide COVID-19 immunisation for our local area and wider community.

#### Website banner –



### Checking when you can receive your COVID-19 vaccine

To find out when you are eligible to receive the vaccine, visit <https://covid-vaccine.healthdirect.gov.au/eligibility> and complete the COVID-19 Vaccine Eligibility Checker. This will tell you which phase of the rollout you are in.

### Booking your COVID-19 vaccination appointment

When it is your turn to get vaccinated, you can call us on [Provider phone number] to book your appointments to get your first and second doses of the vaccine.

You can also book on our website online [link to practice/clinic website], or come in to the [practice/clinic].

Make sure you book an appointment for your first and second doses of the vaccine. Please call us if you need to confirm what the timing should be between the appointments.

## Getting ready for your appointment

Please do not come to your vaccination appointment:

- if you are feeling unwell with fever, cough, runny nose or other symptoms that could be from COVID-19
- if you are waiting for COVID-19 test results, or have tested positive for COVID-19
- if you are a close contact of someone with COVID-19, or
- if you are in quarantine.




If you have had another vaccine in the 14 days before your COVID-19 vaccine appointment, please let us know as we may need to reschedule your appointment.



If you cannot make it to your vaccination appointment, please contact us to arrange a new appointment.

You can also read this patient factsheet developed by the Australian Government Department of Health: <https://www.health.gov.au/resources/publications/covid-19-vaccination-preparing-for-covid-19-vaccination>



## Social posts and tiles

| Topic                | Post  | Tile   |
|----------------------|---|--|
| Vaccination provider | <p>We are an approved vaccination provider for the COVID-19 vaccines, helping to provide COVID-19 immunisation for our local area and wider community.</p> <p>When it is your turn to get vaccinated, you can call us on [Provider phone number] to book your appointments to get your first and second doses of the vaccine.</p> <p>To find out when you can receive the vaccine, visit: <a href="https://covid-vaccine.healthdirect.gov.au/eligibility">https://covid-vaccine.healthdirect.gov.au/eligibility</a></p> |   |
| Eligibility checker  | <p>You can now check which rollout phase you will be in for your COVID-19 vaccine by using the COVID-19 Vaccine Eligibility Checker.</p> <p>Check when you can book for a COVID-19 vaccine by visiting: <a href="https://covid-vaccine.healthdirect.gov.au/eligibility">https://covid-vaccine.healthdirect.gov.au/eligibility</a></p>   |    |

|                                  |  |  |
|----------------------------------|--|--|
| <p>Booking appointments</p>      | <p>When it is your turn to get a COVID-19 vaccine, you can call us on [Provider phone number] to book your appointments to get your first and second doses of the vaccine.</p> <p>You can also book on our website online, come in to the [practice/clinic], or book through the COVID-19 Vaccine Eligibility Checker: <a href="https://covid-vaccine.healthdirect.gov.au/eligibility">https://covid-vaccine.healthdirect.gov.au/eligibility</a>.</p>  | <p><b>Book your vaccination appointment</b></p>  |
| <p>Preparing for vaccination</p> | <p>There are things you can do ahead of your COVID-19 vaccination to get ready and stay safe.</p> <ul style="list-style-type: none"> <li>• Make sure your Medicare details are correct.</li> <li>• Continue to practice good hygiene, physical distancing and adhere to local restrictions.</li> <li>• Understand how to isolate if you need to.</li> <li>• Check your current eligibility.</li> </ul> <p>For more information, visit: <a href="https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/learn-about-covid-19-vaccines/what-should-i-do-before-i-get-vaccinated-for-covid-19">https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/learn-about-covid-19-vaccines/what-should-i-do-before-i-get-vaccinated-for-covid-19</a></p> | <p><b>Preparing for your vaccine</b></p>       |

## Pre-vaccination booking SMS and emails – 1<sup>st</sup> dose

### Booking confirmation SMS (not relevant if using HotDoc)

Your appointment at [Provider Practice/Clinic name] for your COVID-19 vaccination is booked for [appointment date] at [appointment time]. Please contact us on [contact number] if you need to reschedule.

### Booking confirmation email (not relevant if using HotDoc)

Subject line: Confirming your COVID-19 vaccination appointment at [Provider Practice/Clinic name]

Body:

Dear [patient name],

This email is to confirm your COVID-19 vaccination appointment with us on [appointment date] at [appointment time].

If you're unable to make it to your appointment, please let us know as soon as possible by calling [contact number].

Find out more about what you can do to prepare for your appointment at <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/learn-about-covid-19-vaccines/what-should-i-do-before-i-get-vaccinated-for-covid-19>

Kind regards,

[Provider Practice/Clinic name]

### Appointment reminder SMS (not relevant if using HotDoc)

This is a reminder that your COVID-19 vaccination appointment is scheduled for [appointment date] at [appointment time]. Please contact us on [contact number] if you need to reschedule.

### Appointment reminder email (not relevant if using HotDoc)

Subject line: Your COVID-19 vaccination appointment at [Provider Practice/Clinic name]

Body:

Dear [patient name],

This is a quick reminder that your COVID-19 vaccination appointment is scheduled for [appointment date] at [appointment time].

Information about how to prepare for your appointment is available on the Department of Health website: <https://www.health.gov.au/resources/publications/covid-19-vaccination-preparing-for-covid-19-vaccination>

If you need to reschedule your appointment, please contact us on [contact number].

Kind regards,

[Provider Practice/Clinic name]

### **Vaccination day resources**

Resources for vaccination providers and their patients include:

- [\*Immunisation provider guide to obtaining informed consent for COVID-19 vaccine\*](#)
- [\*Consent form for COVID-19 vaccination\*](#)
- Patient resource – [\*Information on COVID-19 AstraZeneca vaccine\*](#)
- Patient resource – [\*Preparing for COVID-19 vaccination\*](#)
- Patient resource – [\*After your COVID-19 AstraZeneca vaccine\*](#)

A 1b declaration form will soon be available on the [\*Department's website\*](#) for family and carers to be vaccinated at the same time as the vulnerable patient.

If required by patients, [\*translated versions\*](#) of these resources are available as well as [\*Easy Read versions\*](#).

Vaccination clinic resources include:

- [\*Vaccination clinic wayfinding signage\*](#)
- [\*Vaccination clinic poster\*](#)
- Vaccination clinic poster for clinic details

Additional clinical guidance and information for COVID-19 vaccination providers is available on the Department of Health website: <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/information-for-covid-19-vaccination-providers#clinical-guidance-and-information-for-covid19-vaccination-providers>

## Post vaccination content

### EDM/Newsletter article

After receiving any vaccine, you may experience minor side effects. Most side effects are mild and last no more than a few days.

Common reactions to COVID-19 vaccinations include:

- a sore arm
- headache
- low level fever
- muscle pain
- chills
- tiredness, or
- joint pain.

You can use the [COVID-19 vaccine side effects symptom checker](#) if you have concerns about any symptoms after your vaccine. The checker is also available through the National Coronavirus Helpline, **1800 020 080**, 24 hours a day.

### Who to contact

You can ask your doctor for specific advice about side effects. Please call us if you would like to book an appointment.

If you think a COVID-19 vaccine has caused a side effect, you can report it. Reports of suspected side effects help the TGA monitor COVID-19 vaccine safety.

Our [practice/clinic] can report side effects to the Therapeutic Goods Administration (TGA) on your behalf, or you can report your side effects yourself. Visit the [TGA website](#) to find out how.

## Post vaccination resources

The Department of Health has developed resources about what you can expect after your vaccination. You can access these resources here:

- Patient resource – [Information on COVID-19 AstraZeneca vaccine](#)

For more COVID-19 vaccine related resources, visit the [Department of Health website](#).

## More information

After your COVID-19 vaccination, it is important that you continue to protect those around you by:

- washing your hands regularly with soap and water
- keeping 1.5m from others
- making sure the COVIDSafe app is active on your phone
- staying informed about local restrictions.

## Post-vaccination booking SMS and emails – 2<sup>nd</sup> dose

### SMS reminder to book second appointment, if not already booked

Don't forget to book your appointment for your 2<sup>nd</sup> COVID-19 vaccination. Maximum protection against COVID-19 will not occur until after your second dose – when you are fully immunised.

Please contact us on [contact number] to book.



## Email reminder to book second appointment, if not already booked

Subject line: Don't forget to book your second COVID-19 vaccination appointment

Body:

Dear [Patient name],

Maximum protection against COVID-19 will not occur until after your second dose.

You are not considered to be fully immunised until you receive your second dose so it is important to make sure you are booked in to receive your second dose.

Please contact us on [contact number] to book your second appointment.

## Booking confirmation SMS (not relevant if using HotDoc)

Your appointment at [Provider Practice/Clinic name] for the 2<sup>nd</sup> dose of your COVID-19 vaccination is booked for [appointment date] at [appointment time].

Please contact us on [contact number] if you need to reschedule.

## Booking confirmation email (not relevant if using HotDoc)

Subject line: Confirming your COVID-19 vaccination appointment at [Provider Practice/Clinic name]

Body:

Dear [patient name],

This email is to confirm your appointment for the 2<sup>nd</sup> dose of your COVID-19 vaccination appointment on [appointment date] at [appointment time].

If you're unable to make it to your appointment, please let us know as soon as possible by calling [contact number].

Kind regards,

[Provider Practice/Clinic name]



### Appointment reminder SMS (not relevant if using HotDoc)

This is a reminder that your appointment for the 2<sup>nd</sup> dose of your COVID-19 vaccination is scheduled for [appointment date] at [appointment time].

Please contact us on [contact number] if you need to reschedule.

### Appointment reminder email (not relevant if using HotDoc)

Subject line: Your COVID-19 vaccination appointment at [Provider Practice/Clinic name]

Body:

Dear [patient name],

This is a reminder that your appointment for your 2<sup>nd</sup> dose of your COVID-19 vaccination is scheduled for [appointment date] at [appointment time].


Information about how to prepare for your appointment is available on the Department of Health website: <https://www.health.gov.au/resources/publications/covid-19-vaccination-preparing-for-covid-19-vaccination>


If you need to reschedule your appointment, please contact us on [contact number].

Kind regards,

[Provider Practice/Clinic name]

## Social posts and tiles

| Topic   | Post   | Tile  |
|---|--|---|
| Continue COVIDSafe behaviour post vaccination | <p>COVID-19 vaccines are one way of protecting people against the coronavirus.</p> <p>Even after vaccination, it is important that you continue to:</p> <ul style="list-style-type: none"> <li>• Wash your hands regularly with soap and water</li> <li>• Keep 1.5m from others</li> <li>• Make sure the COVIDSafe app is active on your phone</li> <li>• Stay informed about local restrictions</li> </ul> <p>For more information on how to protect yourself and others, visit:<br/> <a href="https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/how-to-protect-yourself-and-others-from-coronavirus-covid-19">https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/how-to-protect-yourself-and-others-from-coronavirus-covid-19</a></p> |  |

|                |  |  |
|----------------|--|--|
| Who to contact | <p>Some people may experience side effects after getting their COVID-19 vaccine.</p> <p>Most side effects are mild and don't last for long.</p> <p>If you have a side effect that worries you, please call us and we will book an appointment with your doctor.</p> <p>You can also use the COVID-19 Symptom Checker to see if you need to seek medical help:<br/> <a href="https://www.health.gov.au/resources/apps-and-tools/healthdirect-coronavirus-covid-19-symptom-checker">https://www.health.gov.au/resources/apps-and-tools/healthdirect-coronavirus-covid-19-symptom-checker</a></p> | <p><b>Post-vaccination concerns?</b></p>  |
|----------------|--|--|