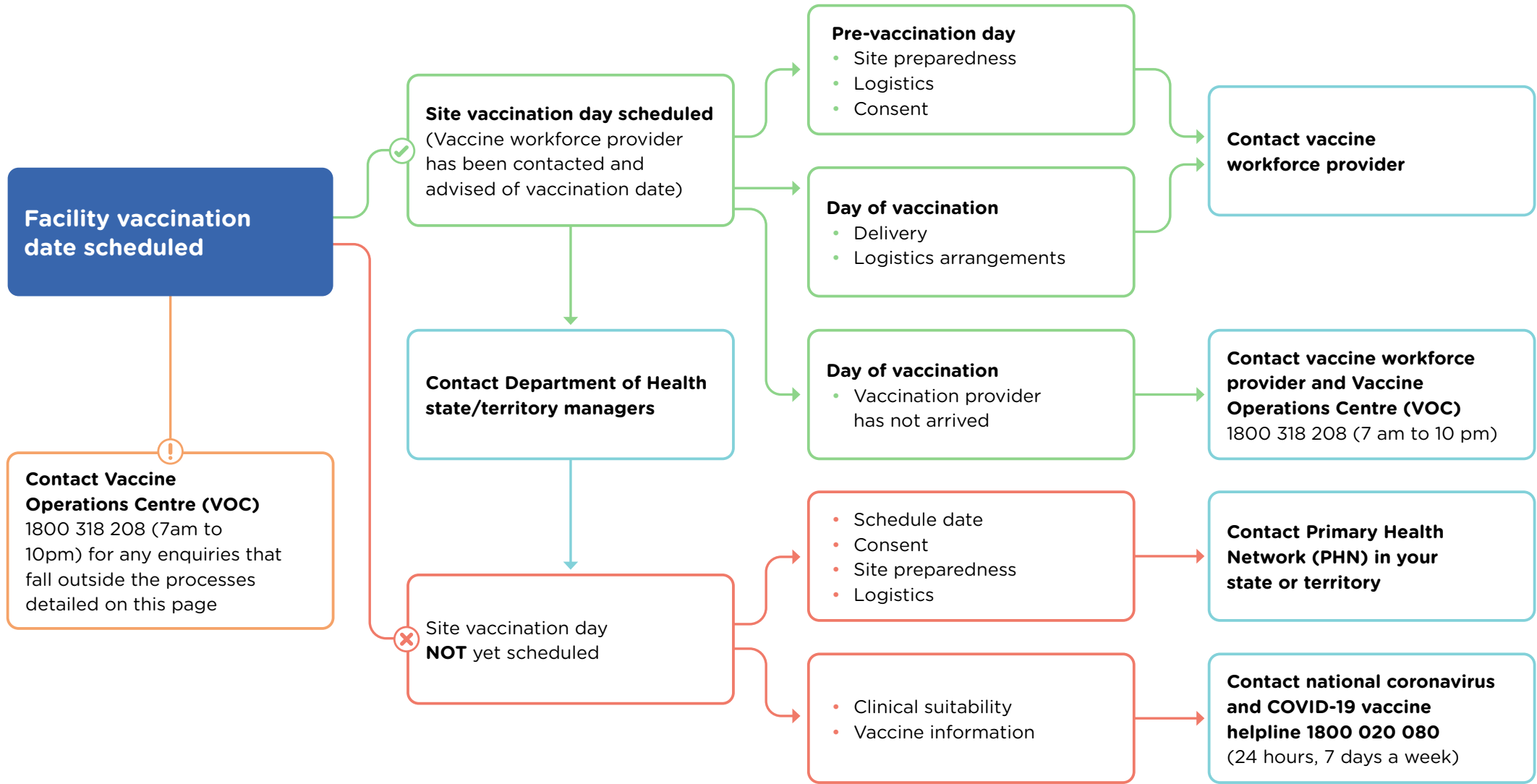


TRIAGING PROCESS FOR AGED CARE FACILITIES

COVID-19 vaccine program

Prioritising Residential Aged Care



Safe. Effective. Free.

SCENARIO MAPPING FOR RESIDENTIAL AGED CARE FACILITIES

General principles

- The vaccine workforce provider must be the party taking custody of the vaccine. At no point should the residential aged care facility (RACF) accept a consignment of vaccine from the logistics provider (DHL).
- If the consignment of vaccine is left by the logistics provider, the RACF should NOT open the cool green cell where the vaccine is kept. This breaks the cold chain. The vaccines should stay in the box.
- For issues relating to the vaccine workforce provider not arriving, the RACF should contact the Vaccine Workforce Provider directly. If they do not respond, contact the Vaccine Operations Centre (VOC) on 1800 318 208 (7am – 10pm, 7 days a week).

Topline responsibilities

- RACFs are responsible for obtaining consent from residents and assisting the Primary Health Networks and the vaccine workforce providers in ensuring site readiness. RACFs have no accountability for the vaccine at any point in time and should not receive the vaccine on delivery.
- DHL, the logistics provider, is responsible for storage of the vaccine at DHL hubs, consigning/dispatching orders to RACFs where vaccine workforce providers will accept the vaccine. DHL will ensure cold chain is managed (and track this) until delivery.
- Vaccine workforce providers are responsible for supplying their own consumables. Upon acceptance of the vaccine from DHL, the vaccine workforce provider is responsible for handling, storing (incl. Cold chain management) and administering the vaccine at all times. The Vaccine workforce provider is also required to report daily to the Commonwealth on issues such as stock management, incidents, adverse events and wastage.



SCENARIO MAPPING FOR RESIDENTIAL AGED CARE FACILITIES

COVID-19 vaccination program roll-out

Scenario	Response
A consignment of vaccine has been delivered to a residential aged care facility (RACF) and the vaccine workforce provider is not yet on site to accept the delivery.	The RACF should immediately contact the vaccine workforce provider and the Vaccine Operations Centre on 1800 318 208 . RACFs should not accept the vaccine on delivery.
A consignment of vaccine has been delivered to a RACF. The vaccine workforce provider was not on site to accept the delivery and an RACF employee has opened the consignment.	RACF employees should not open any deliveries of vaccine, nor should DHL leave the vaccine in the hands of RACF staff. If a delivery is mistakenly left behind and/or opened, the RACF should immediately contact the Vaccine Operations Centre on 1800 318 208 .
A consignment of vaccine has been delivered to a RACF and they were unaware a delivery was scheduled for that day. The vaccine workforce provider is not on site.	<ol style="list-style-type: none"> 1. The RACF should call the vaccine workforce provider to see how far away they are from arrival to the facility. If they are close, the RACF should ask the logistics provider, DHL to wait on site to hand the vaccine to the vaccine workforce provider. 2. If there is no response from the vaccine workforce provider, DHL should take the consignment away with them, and not leave it in the custody of the RACF.
The RACF was notified that vaccination would proceed today. The vaccine has not been delivered and the vaccine workforce provider is not on site.	<ol style="list-style-type: none"> 1. The RACF should call the vaccine workforce provider. The vaccine workforce provider should contact DHL in the first instance and then the Vaccine Operations Centre on 1800 318 208. 2. If there is no response from the vaccine workforce provider, the RACF should contact the Vaccine Operations Centre on 1800 318 208.
The RACF was notified that vaccination would proceed today. The vaccine has been delivered but the vaccine workforce provider is yet on site.	The RACF should immediately contact the vaccine workforce provider and the Vaccine Operations Centre on 1800 318 208 .

SCENARIO MAPPING FOR RESIDENTIAL AGED CARE FACILITIES

COVID-19 vaccination program roll-out

Scenario	Response
The RACF was notified that vaccination would proceed today. The vaccine has not been delivered and there is no vaccine workforce provider on site.	The RACF should immediately contact the vaccine workforce provider and the Vaccine Operations Centre on 1800 318 208 .
A scheduled vaccination clinic is underway at the RACF. There are insufficient doses to vaccinate all consented residents.	The vaccine workforce provider should contact the Vaccine Operations Centre on 1800 318 208 .
A scheduled vaccination clinic is underway at the RACF. There is an excess supply of doses for the number of consented residents being vaccinated.	Refer to the excess doses policy (see next page).
A scheduled vaccination clinic is underway at the RACF. A consented resident is refused vaccination by the vaccine workforce provider because they will not be available at the same site to receive their second dose.	If a resident has consented and is suitable for vaccination on vaccination day, they should be vaccinated regardless of whether or not they will be onsite for the second dose.

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Please see below policy advice from the Commonwealth Department of Health

Guidance on residential aged care roll-out

Vaccine workforce providers will be provided with a pre-defined allocation of doses for each Residential Aged Care Facility (RACF). On the day of vaccination, those residents that have provided advance consent will receive their dose as a priority. Operationally, vaccine workforce providers will also be given a contingency of additional doses, equivalent to five percent of those residents at the RACF that haven't consented prior. These doses are intended to cover:

- Any new residents that have transferred to the facility and for whom consent is obtained
- Any residents that did not intend on participating, but have changed their mind and wish to be vaccinated and for whom consent is obtained.

Excess doses / vials

Once residents have been vaccinated, there may be excess doses. Excess doses should be allocated based on the prioritisation principles below:

- Any respite residents who are able to provide consent on the day and be physically present on the day of second doses
- Vaccine workforce providers staff
- Residential aged care facility (RACF) staff
- Essential Care Persons.

It is the responsibility of the vaccine workforce providers to ensure best efforts are taken to follow up for any (non-resident) individual present at the facility on the designated second dose day. Where there is risk that the individual will not get their second dose, then wastage should not be prioritised above this and advice should be given on contacting a Pfizer hub, state vaccination clinic, GPRC or GP for second dose depending on vaccine type.

It is the discretion of the vaccine workforce provider to determine who receives excess doses, in line with these principles and practicalities of administration. Anyone receiving an excess dose must comply with consent and clinical screening requirements and provide the details required to record the immunisation in the Australian Immunisation Register.

