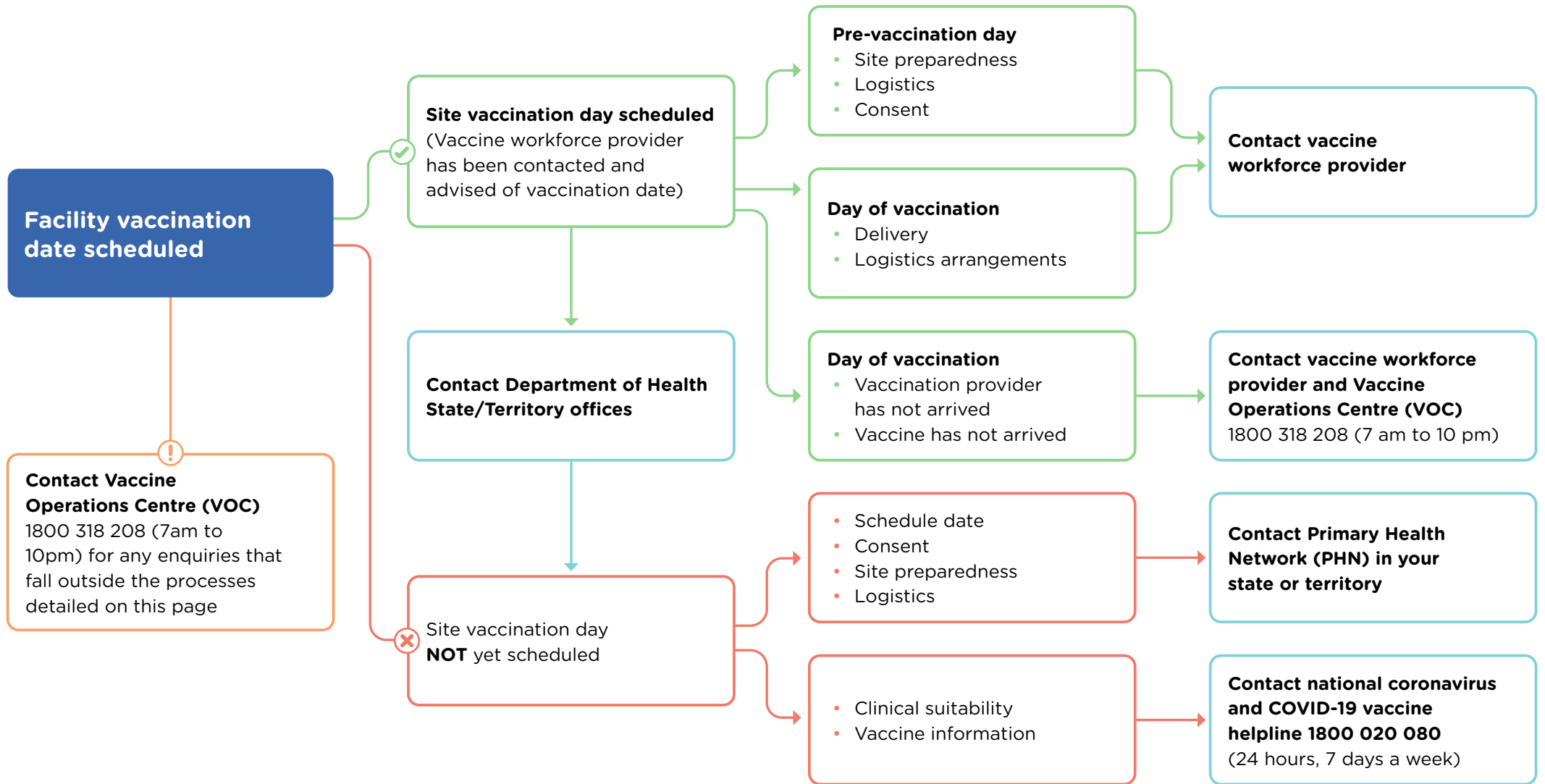


TRIAGING PROCESS FOR AGED CARE FACILITIES

COVID-19 vaccine program





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 doses policy on the Department of Health website.
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.	Any resident that is not able to be present at the residential aged care facility for both doses of the Pfizer vaccine by the vaccine workforce provider will be vaccinated with a COVID-19 vaccine either through a GP, pop-up vaccination clinics, residential aged care providers' in-house COVID-19 vaccination programs or possibly in-reach workforce.