

COVID-19 VACCINE TIPS

# Vaccinating in the Office

April 1, 2021

# Looking at the Numbers

COVID-19  
Deaths

16,977

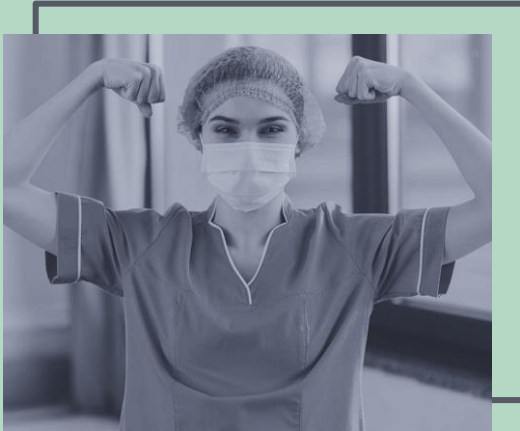
COVID-19  
Cases

842,192

COVID-19  
Vaccines

3,427,574

# AGENDA



**Presentation & Discussion**  
Immunizing for COVID-19  
in the Office Setting



**Open Forum**  
Questions, Answers and  
Peer Support

# Other Updates

**More Vaccine in Primary Care!** Counties are starting to send vaccine to your office!

**Continued Supply Challenges:** Expect more vaccine in coming weeks; Some counties still trying to prioritize frontline essential workers with private events; Remain flexible about product and amount

**Keep County in the Loop!** As you plan community events, let your county know your plans so they don't plan events in the same neighborhoods targeting the same groups



# Request!

Un-mute yourself  
Share experiences  
Ask questions



# Preparing

## Equipment

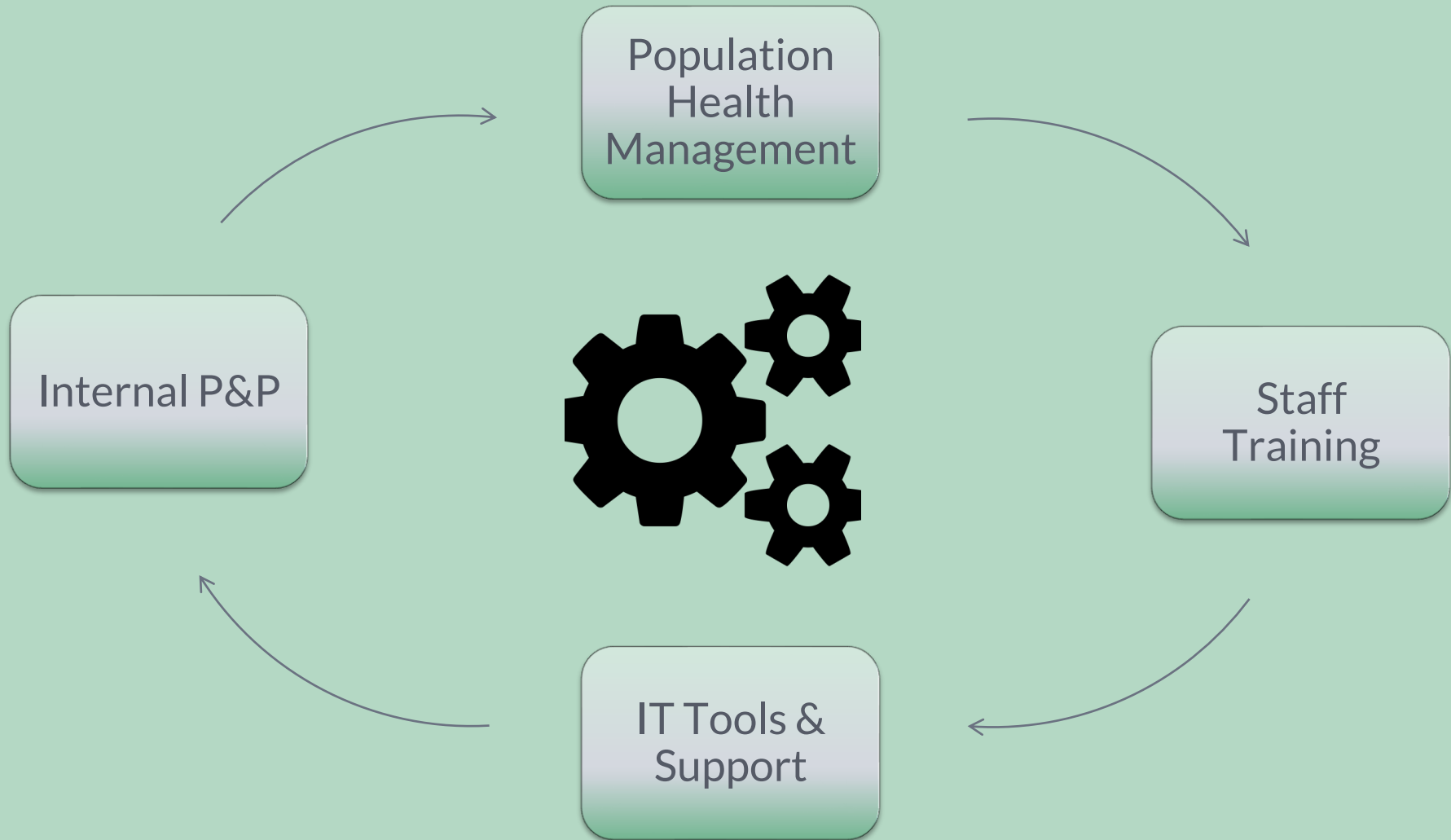
Freezers, Data loggers,  
Coolers for transport,  
Ancillary kits

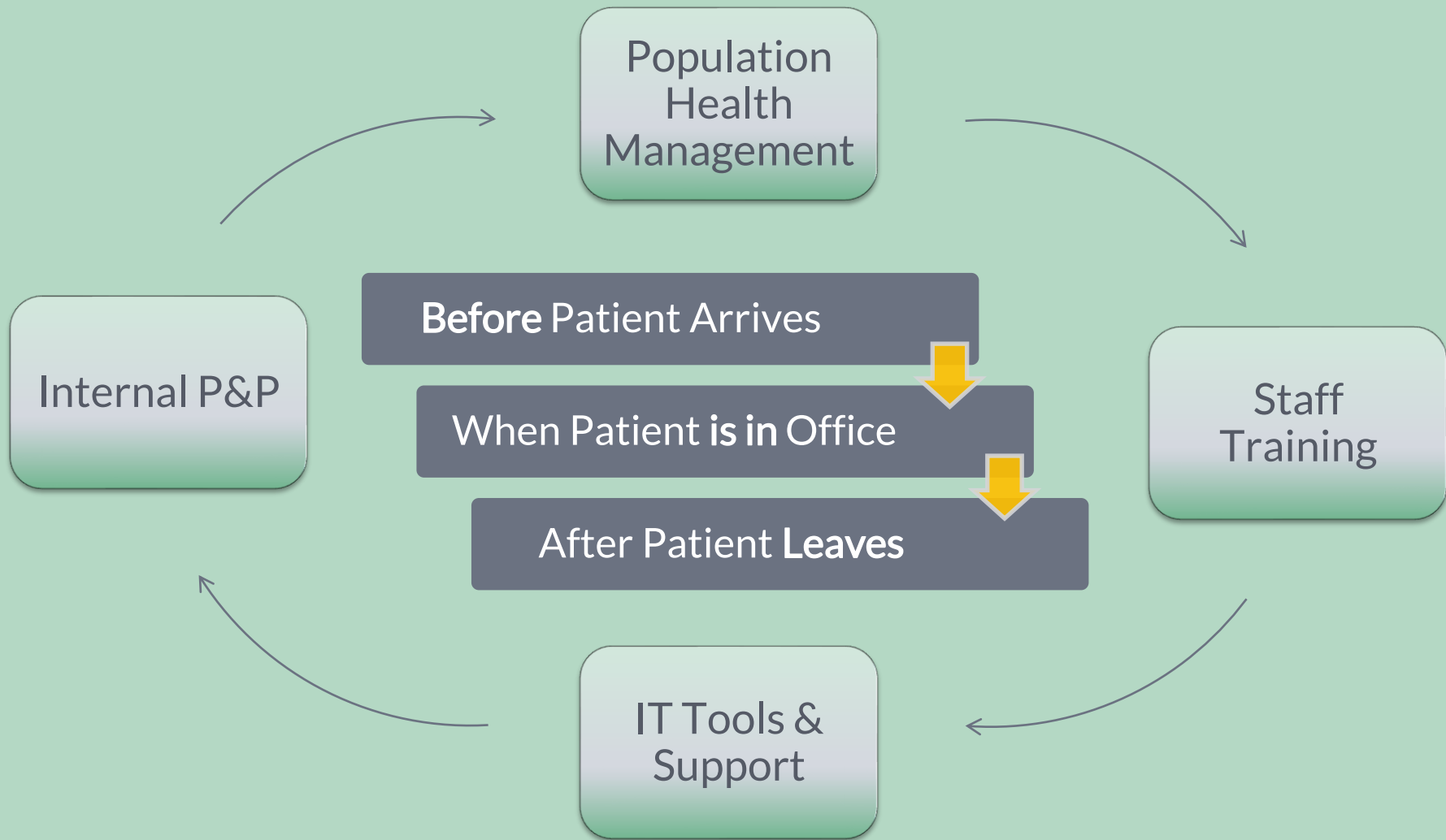
## Training

Storage & Handling  
Updated P&P and IT

## Staff Roles

Oversee supply  
Coms w/ allocator  
Monitor reporting







# Before the Patient Arrives

```
graph LR; A[Identifying Patients] --> B[Order Vaccine]; B --> C[Storage & Handling]; C --> D[Scheduling]
```


Identifying  
Patients

Order Vaccine

Storage &  
Handling

Scheduling

# When the Patient is in the Office



```
graph LR; A[Registration & Screening] --> B[Counseling]; B --> C[Vaccine Prep & Administration]; C --> D[Observation]
```

Registration &  
Screening

Counseling

Vaccine Prep &  
Administration

Observation

# After the Patient Leaves

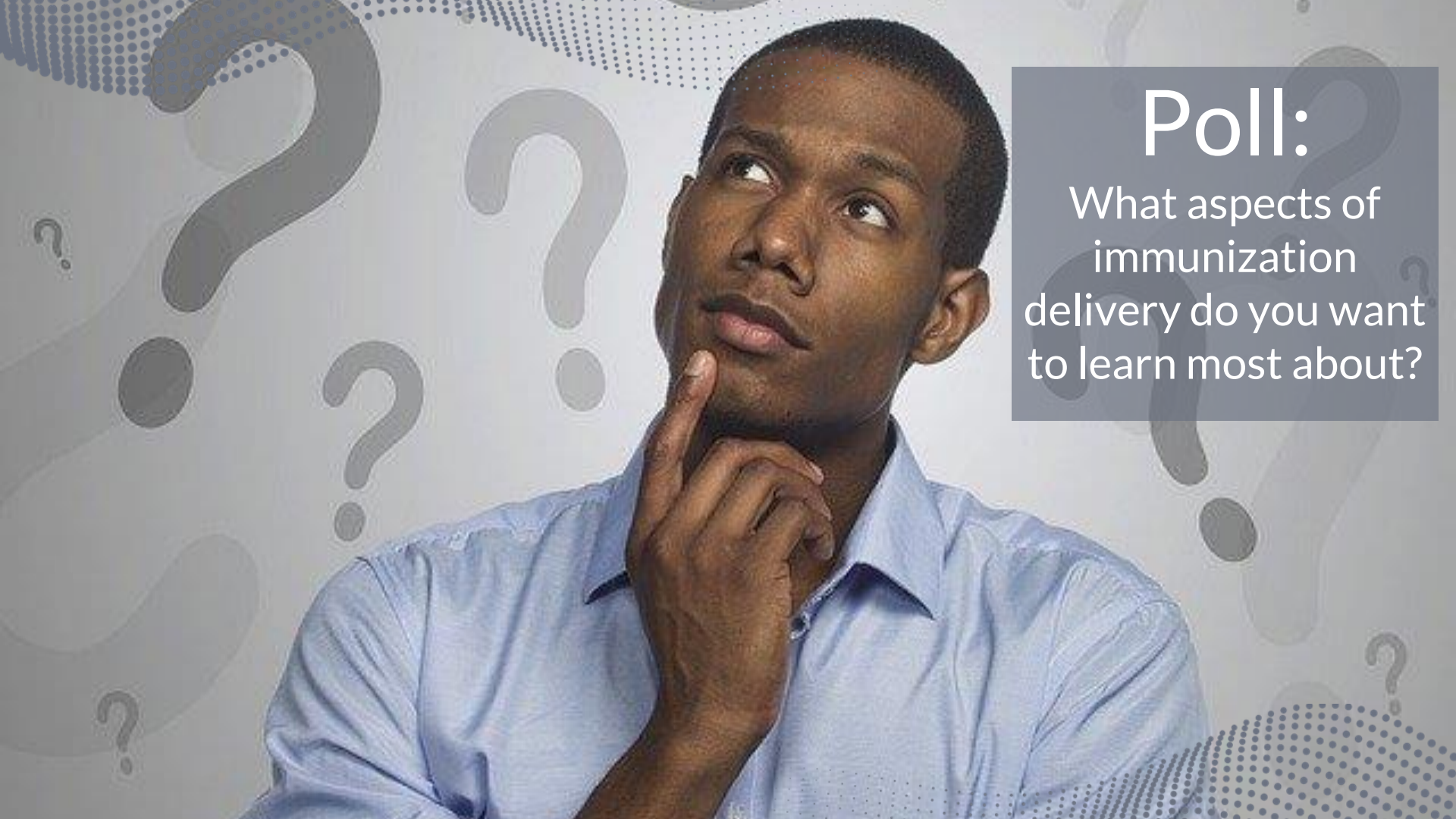


Documentation

Billing

Reporting

Reminder Recall  
(if applicable)



# Poll:

What aspects of  
immunization  
delivery do you want  
to learn most about?

# Group Sharing

What have we learned  
about immunizing  
against COVID-19 in the  
primary care office  
setting?



Pursuant to Executive Order 2021-01 signed by Governor Ducey on January 26, providers who administer COVID-19 vaccine are required to report through this survey to the Arizona Department of Health Services every 24 hours. Please complete this survey daily by 5:00 pm to ensure compliance with the mentioned Executive Order.

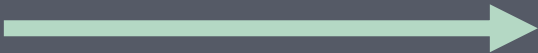
**Update: This survey is no longer required.**  
The Governor issued a new Executive Order on March 26, 2021 ([Executive Order 2021-07](#)) which rescinded the requirement for this survey.  
Important note - COVID-19 vaccine providers are still required to access VaccineFinder, and fulfill all reporting requirements not part of the EO.

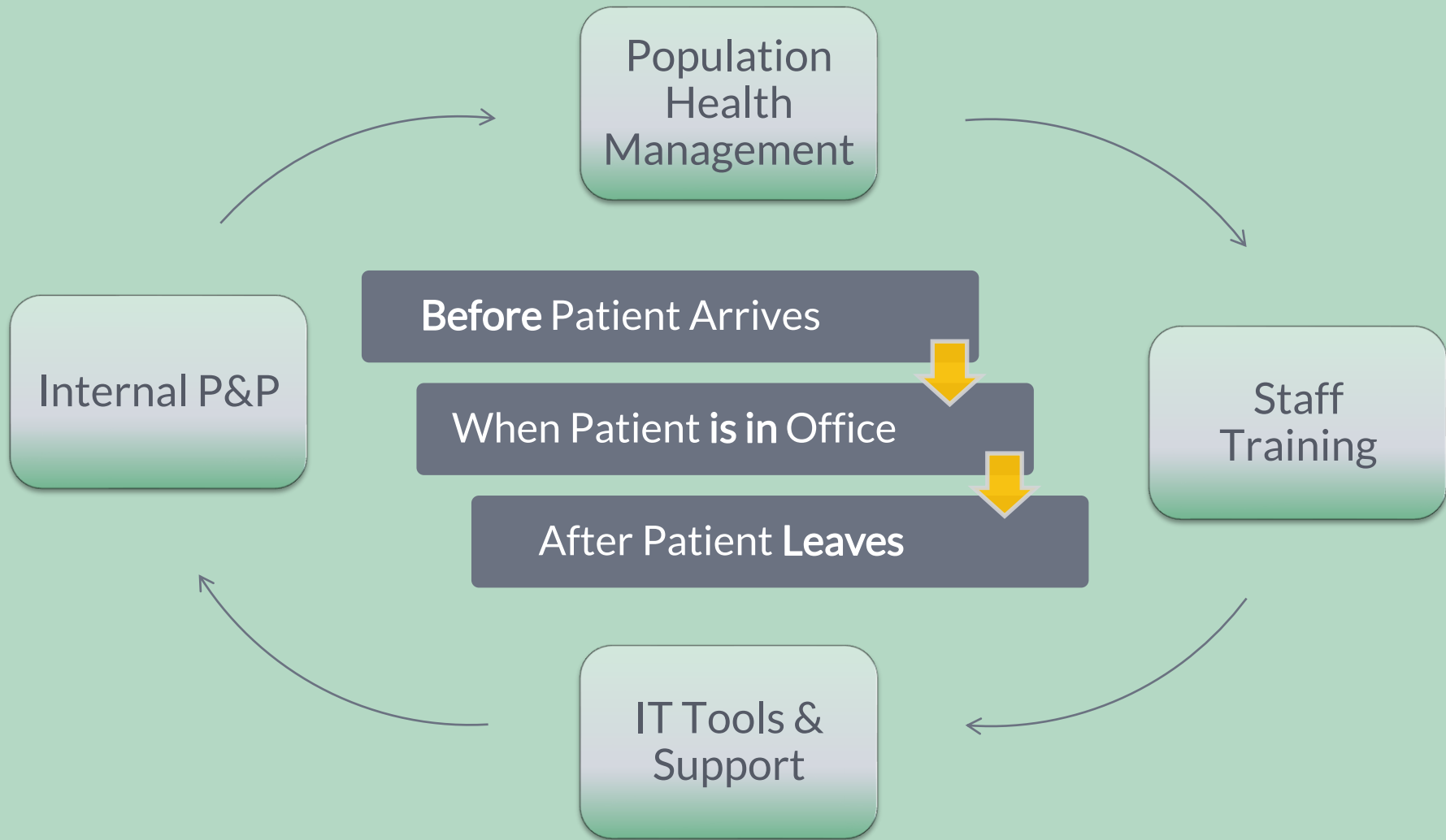
Status	Survey Title
✔ Completed	Executive Order 2021-01 – #1: 01-29-2021 <div>+ Click here each day to report</div>

Enter the COVID-19 vaccine administration appointment capacity and availability per day for the next 7 days.  
Enter the number of COVID-19 vaccine administration appointments currently scheduled each day for the next 7 days.

	Appt Capacity	Appts Scheduled	Appt Availability
<b>Day 1</b> 01-30-2021 <a href="#">View equation</a>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/> <a href="#">View equation</a>
<b>Day 2</b> 01-31-2021 <a href="#">View equation</a>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/> <a href="#">View equation</a>
<b>Day 3</b> 02-01-2021 <a href="#">View equation</a>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/> <a href="#">View equation</a>
<b>Day 4</b> 02-02-2021 <a href="#">View equation</a>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/> <a href="#">View equation</a>
<b>Day 5</b> 02-03-2021 <a href="#">View equation</a>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/> <a href="#">View equation</a>
<b>Day 6</b> 02-04-2021 <a href="#">View equation</a>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/> <a href="#">View equation</a>
<b>Day 7</b> 02-05-2021 <a href="#">View equation</a>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/> <a href="#">View equation</a>

Old Survey





# Before the Patient Arrives

Identifying Patients

Order Vaccine

Storage & Handling

Scheduling

Get your 65+ in!

Partner w/ local businesses

Reports from EHR (and ASIIS!)



# Before the Patient Arrives

Identifying Patients

Order Vaccine

Storage & Handling


Scheduling

At patient visit (*bill on 2 claims if 65+*)

Shot-only clinics in office (*or on location*)

Weekend, Evening, Daytime Hours

# Before the Patient Arrives



Identifying Patients

Order Vaccine

Storage &  
Handling

Scheduling

Other tips to share about  
**before** the patient arrives?

# When the Patient is in the Office

Registration &  
Screening

Counseling

Vaccine Prep &  
Administration

Observation

People will be ANXIOUS.

Every team member needs to help patients feel confident with their decision to vaccinate.

## To Request a COVID-19 CISA Clinical Consultation

Healthcare providers or health departments in the United States can request a consultation from CISA COVIDvax for a complex COVID-19 vaccine safety question that is

- (1) about an individual patient residing in the United States or vaccine safety issue and
- (2) not readily addressed by CDC or Advisory Committee on Immunization Practices (ACIP) guidelines.

This request can be made through CDC-INFO by:

- Calling 800-CDC-INFO ([800-232-4636](tel:800-232-4636)), or
- Submitting a request via [CDC-INFO webform](#)
- When making the request, indicate that the request is for CISA Project consultation and it will be forwarded to the CISA COVIDvax clinicians for review.

Provide the following on the form:

- Your name and phone number
- Your health professional training category (i.e., medical doctor, nurse practitioner, pharmacist)
- [Indication that a CISA COVIDvax](#) consultation is requested
- Enough clinical background information to enable CDC CISA clinical staff to evaluate the inquiry properly
- **Do not include** patient names or personal identifying health information in the request
- In case of an emergent clinical COVID-19 vaccine safety inquiry, call the CDC Emergency Operations Center (EOC) Watch Desk at [\(770\)-488-7100](tel:770-488-7100). EOC Watch Desk will route emergency inquiries to CISA COVIDvax on-call staff.

# When the Patient is in the Office

```
graph LR; A[Registration & Screening] --> B[Counseling]; B --> C[Vaccine Prep & Administration]; C --> D[Observation]; D --- E[Where will you do this? 15-minutes/ 30 minutes - Try to get them to stay! Music or something "to do"]
```

Registration & Screening

Counseling

Vaccine Prep &  
Administration

Observation

Where will you do this?

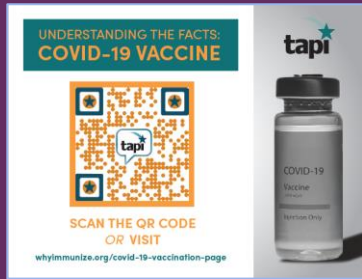
15-minutes/ 30 minutes –

**Try to get them to stay!**

**Music** or something “to do”

# Free Postcards and Posters

- Handout for Patient EUA,
- What to Expect After the shots
- V-Safe and VAERS



## Button Up!

Boost Vaccine confidence  
Order for your team



WhyImmunize.org

# TAPI Community Outreach

Materials can be rebranded. Will share artwork and content in several languages:

- English
- Spanish
- French
- Thai
- Swahili
- Kinyarwanda
- Arabic
- Burmese

## EDUCATORS



Educators do the important work of teaching kids and supporting essential workers and families. You now have priority in receiving a vaccine to help ensure your kids, friends, and families are even safer.

### YOUR BEST SHOT to protect yourself & others against COVID-19 **IT'S YOUR TURN**

**GET VACCINATED NOW!**  
Make Your Appointment Today:



Call: Call the COVID-19 Hotline to make an appointment: 1.844.542.8261, TTY: 1.877.211.8661



Find a Vaccine Here: [whyimmunize.org/find-a-covid-19-vaccine/](http://whyimmunize.org/find-a-covid-19-vaccine/)

Tested, safe and effective, COVID-19 vaccines will help us get back in control of our lives and back to the people and places we love.



For more information on TAPI, visit [WhyImmunize.org](http://WhyImmunize.org)

02/21

**DIAL 2-1-1**  
for COVID-19 information and referrals

## ADULTS 65+



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Making sure you get vaccinated early can help save your life and protect the lives of others, as your age group is disproportionately affected by COVID-19.

Many people care about your health. Getting vaccinated is an important step to prevent getting sick with COVID-19 disease.

### QUICK TIPS

- 1: One bite schedule for this vaccine does not exist.
- 2: Try reading the paper to see a different date.
- 3: Call the center to help schedule your appointment.
- 4: Have your vaccine ID number ready.

**DIAL 2-1-1**  
for COVID-19 information and referrals



For more information on TAPI, visit [WhyImmunize.org](http://WhyImmunize.org)

02/21

## CHILD CARE PROVIDERS



Child care providers do the important work of teaching kids and supporting essential workers and families. You now have priority in receiving a vaccine to help ensure your child care center, family child care home and kids are even safer.

### YOUR BEST SHOT to protect yourself & others against COVID-19 **IT'S YOUR TURN**

**GET VACCINATED NOW!**  
Make Your Appointment Today:



Call: Call the COVID-19 Hotline to make an appointment: 1.844.542.8261, TTY: 1.877.211.8661



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02/21

**DIAL 2-1-1**  
for COVID-19 information and referrals

## UNDERSTAND YOUR COVID-19: Vaccine Facts



- 1 COVID-19 vaccine will not give you COVID-19.
- 2 COVID-19 vaccines will not cause you to test positive on COVID-19 virus tests.
- 3 Getting vaccinated will help provide protection against COVID-19.
- 4 Pregnant women can get vaccinated to protect themselves and their babies.
- 5 If you have had a previous allergic reaction to injectable vaccines & medication or have previously had COVID-19, talk to your health care provider about getting your COVID-19 vaccine.

**PLEASE continue to wear a mask, even after you get vaccinated, to help prevent the transmission of COVID-19**

For more information on TAPI, visit [WhyImmunize.org](http://WhyImmunize.org) | For more information on COVID-19 Vaccine, visit [whyimmunize.org/find-a-covid-19-vaccine/](http://whyimmunize.org/find-a-covid-19-vaccine/)

**Please bring a proof of your age or employment, which will be used to verify the vaccine category you are in.**





Vaccines will help us get back to  
the things we love

# Presentation: 10 Things to Know about the COVID-19 Vaccine

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1. People in Arizona are still getting sick from COVID-19.
2. The outbreak can be stopped when enough people get their vaccine.
3. Getting your vaccine will protect you & your family.
4. COVID-19 vaccines are close to 100% protective against death and 85%-100% protective against severe disease.
5. COVID-19 vaccines are tested and monitored for safety.
6. Vaccines work with your immune system to develop natural immunity.
7. The 3 COVID-19 vaccines are recommended for every adult including people who are pregnant & immune compromised.
8. Doctors, nurses, pharmacists and scientists support COVID-19 vaccination.
9. COVID-19 immunizations are free for everyone – no insurance or ID required.
10. Vaccine side effects like sore arm & achiness are common and show that the vaccine is working.



No ID or insurance is required to receive a COVID-19 Vaccine and you will not be charged today. Patients who do have insurance, your insurance company will be billed.

#### We may be asking you to share:

##### Your insurance policy information

- Your insurance plan will reimburse us for your COVID-19 immunization administration.
- The payments are used to support these special COVID-19 clinics.

##### Your Medicare Member Benefits (MBI) number, even if you are covered under an Advantage Plan

- If you have Medicare coverage, we need your MBI to bill Medicare.
- If you are covered under an Advantage Plan – Medicare is requiring doctors submit COVID-19 claims directly to Medicare and NOT to the Advantage Plan. We need both your current MBI and your Advantage Plan policy information.

##### Social Security Number, Driver's License Number and State of Residence

- If you are covered under Medicare, your Social Security Number will allow us to look up your Medicare Benefits Number.
- If you accidentally made a typo entering your insurance policy, your SSN will allow us to look up your insurance coverage.
- We need your SSN, Driver's License Number and State of Residence in order to bill a federal program for the uninsured, if your policy has lapsed or if you don't have insurance.

**You will receive COVID-19 Vaccine today if you do not have any insurance or if you are uninsured. No information requested.**  
Please help us better understand our system, please enter all your personal and insurance information carefully. Thank you for your contribution.



COVID-19 Vaccines are free for everyone!

to receive a COVID-19 Vaccine today. Patients who do have insurance will be billed.

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##### Social Security Number, Driver's License Number and State of Residence

- If you are covered under Medicare, your Social Security Number will allow us to look up your Medicare Benefits Number.
- If you accidentally made a typo entering your insurance policy, your SSN will allow us to look up your insurance coverage.
- We need your SSN, Driver's License Number and State of Residence in order to bill a federal program for the uninsured, if you don't have insurance.

**You will receive COVID-19 Vaccine today if you do not have any insurance or if you are uninsured. No information requested.**

Please help us better understand our system, please enter all your personal and insurance information carefully. Thank you for your contribution.



COVID-19 Vaccines are free for everyone!

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- If you accidentally made a typo entering your insurance policy, your SSN will allow us to look up your insurance coverage.



## Patient Insurance Signs/Handouts to Print

Pick your favorite picture. Content the same

8.5x11 size



Adobe Acrobat  
Document

# When the Patient is in the Office

```
graph LR; A[Registration & Screening] --> B[Counseling]; B --> C[Vaccine Prep & Administration]; C --> D[Observation]
```

Registration &  
Screening

Counseling

Vaccine Prep &  
Administration

Observation

Other tips to share on  
when patient **is in** the office?

# After the Patient Leaves



Documentation

Billing

Reporting

Reminder Recall  
(if applicable)

Other tips to share on  
when patient **leaves** the office?

# Open Forum

No questions are off-limits!



See You Next Thursday  
at 12:00pm!



EVALUATION  
Tell us how we can  
improve



EMAIL US  
We are here to help  
you all!  
[TAPIadmin@tapi.org](mailto:TAPIadmin@tapi.org)



NEXT TOPIC  
Vaccine  
Administration  
Errors



OPEN FORUM  
Come with other  
questions