Immunizing in the Office Setting

Amy R. Nuñez, IT Director – Clinical Applications
COVID Tips Weekly Meeting
04/15/2021
Senator Mark Kelly stopped by our Baseline COVID-19 Vaccine Clinic to learn more about all the work we’ve done during the pandemic and help vaccinate some of our patients. Check out the article from the Arizona Republic here to read more about Senator Kelly’s visit.

MPHC Vaccine Clinics

6 clinics
13-15 providers (2-3 per location)
2 MAs per provider
Averaging around 475 vaccines/day/total

Exciting News!
Roles and responsibilities at Vaccine Clinic

**Runner 1**
- Greets patients and directs patient to Front Office Check
- In charge of traffic control/queuing schedule

**CSRFront Office Registration**
- Registration of patients (1 page)
- Takes patients to waiting room
- Ready status

**Vital MA**
- Runs status
- Enter Vital
- Vital status

**Runner 1**
- Takes patient from ready to provider’s office
- Takes patient to immunization room
- Address any post-checks as needed
- Immunization status
- Verify patient info
- Sign consent form
- V1 bottle
- Give vaccine
- Write time of injection on sticky note, places it on DOD card and gives to volunteer
- Vital status

**Immunization MA**
- Traffic Control
- Check-Out Status

**Runner 2**
- Coords vaccine cards
- Watches time, observes patients
- Wipes down chairs
- Once time is up gives patient vaccine card, shows MWU card, latest if they are feeling okay and let them know you for getting your vaccine and for

**Lead**
- 7:30am arrival
- Check Fridge Temp (if applicable)
- eLogs-O2 tank, emergency box, AED machine
- Takes 2 visits out around 7:45am
- Helps with traffic control/training/staffing
Scheduling Considerations

• Vaccine Only vs Routine Visits
  • Depending on supply and gauging patient interest
  • Outreach efforts
  • Capacity constraints

• Scheduling “Script”
  • Prioritize groups
  • Standard appt type and appt reason

• Leverage capabilities within EHR
  • Schedule templates
  • Maximize slots
  • Contactless Check In to reduce resources
Documentation and ASIIS

• **Vaccine Manufacturer Templates**
  • To streamline orders and lot number accuracy
  • Included:
    • CDC Checklist
    • Vaccine Survey
    • Assessment
    • Vaccine Order
    • Billing codes
  • iPad Pilot for efficiency

• **Interface with ASIIS**
  • Manual entry initially
  • Seize opportunity to clean up ASIIS data/PINs
  • Now – bi-directional interface

Eva was our 10,000th COVID-19 vaccine recipient! Pictured here with Dr. Curvan
Billing Challenges

• Plenty of manual work initially

• Reimbursement fee was increased which now reflects the manual work

• Obtaining the Medicare ID numbers for our Advantage patients

• Medicare has not paid yet, but other payers are paying well

• Challenge to automate claims as each Plan has different requirements with modifiers, place of service, admin codes
YOU are not alone!

• Lean on your networks

• Ask questions EVERYWHERE

• Contact (interest in a tour?):
  • Amy R. Nuñez, IT Director - Clinical Applications and Training
  • Mountain Park Health Center
  • anunez@mphc-az.org
  • Cell: 602-541-1303