

Vaccination Clinic Setup & Success

A Step-by-Step Guide



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Why Host a Vaccination Clinic?

Vaccination clinics are more than just an efficient way to immunize large numbers of patients at one time. They're also a way to establish your practice as a go-to partner in the overall health and well-being of your community.

Independent practices may be hesitant to run vaccination clinics, unsure if they can compete against the local pharmacy. We can tell you from experience: **The results are worth the effort.**

The COVID-19 pandemic has necessitated new procedures to prevent the transmission of illnesses in vaccination clinics—and **we expect many of these requirements to remain in place in some form for years to come.** In this ebook, you'll learn about how to implement these precautions easily, inexpensively, and in a way that makes your patients feel safe whether you're running a vaccine clinic **inside your practice, curbside, or out in the community.**

Yours in Health,

VaxCare

Vaccination Clinics: Safe, Efficient & Effective



These steps are recommended to put staff and patients at ease and ensure that your event runs smoothly, wherever you hold your vaccination clinic.

Preparation Is Key

Running a vaccination clinic is like any other event, from a blood drive to a sporting event: Its success largely depends on how well you prepare.

01 Create Your Clinic Planning Team

Be sure your planning team includes representatives from all areas of your practice involved in the clinic. Practices of all sizes should include **caregivers** and **administrative staff**. Larger practices (or clinics) may also bring in other **management** staff, **Health Information System (HIS)** team members, and **IT** if needed.

02 Set and Share Clinic Goals

Clinic goals should guide your planning.

The very first question to answer is: **Who are you looking to vaccinate?** Just your patients? Your patients and their families? The general public?

The patient population you are targeting will dictate your choice of location, as well as other decisions such as: When to hold your vaccination clinic? How long will the vaccination clinic be open?

“Do everything you can in advance! I know some clinics don’t want to do this because of no-shows but it really saves you time.”

Martina Denny

Practice Administrator at Pediatric & Adolescent Associates, PSC

03 Locate a Space; Set the Date and Time

Clinic goals will guide the location, dates, and times of your event. If your existing patients are the target, running the clinic **inside your practice** during normal business hours may be the best and easiest route. For clinics that serve larger populations, an **outdoor area** may better suit the space and safety needs of your staff and patients. Drive-through setups have recently become popular, and can be done in a space as small as a parking lot.

When deciding upon a space, also consider:

- Accommodating **one-way flow** through the clinic
- Adequate **lighting, heating, and cooling** for staff and patients
- Access to **restrooms**
- **ADA** access
- Space for **vaccine storage** and clinic supplies
- **Data collection** and management

TIP: Manual data collection and management is a solid backup, but **on-site internet or VaxCare’s Mobile Hub** (no Wi-Fi needed) will allow you to reduce or eliminate double data entry.

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Time: Normal business hours are most convenient for staff, but may not be for your vaccine recipients. Consider running clinic hours on **evenings or weekends** to drive up your numbers.

04 Outline the Flow

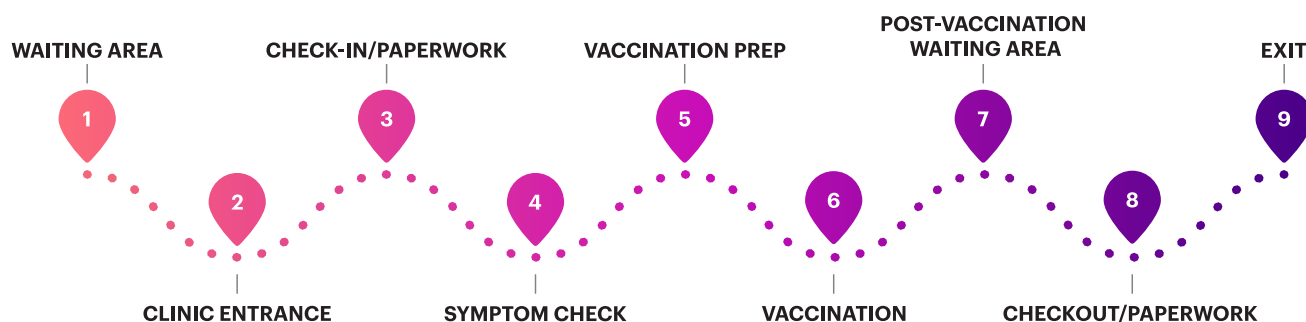
Setting the flow of your vaccination clinic in advance will keep it running smoothly. Flows that worked in previous years may not adequately accommodate social distancing and other enhanced safety issues, so re-examine your plans with those needs in mind.

Establishing **one-way clinic flow** with discreet entrances and exits is ideal for efficiency and safety. And **setting up ‘tasks’ for the patients** along the way—check-in, temperature check, paperwork, etc.—can make the process faster and safer, while making patients feel like they are advancing through the vaccination process rather than ‘just’ waiting in line.

Stations to include:

- Screening station for symptom and temperature checks
- Check-in
- Vaccine prep
- Vaccine administration
- Post-vaccination monitoring and checkout paperwork/vaccination card check

EXAMPLE CLINIC FLOW



05 Enlist Staff and Train on Protocols

Your clinic will need additional staff members beyond clinicians licensed to administer the vaccine in your jurisdiction. Account for those who will manage these tasks:

- Directing **clinic flow**
- Monitoring **supplies and vaccine temperatures** (if needed)
- Overseeing **administrative and IT** issues
- Handling any **emergency medical services**

Vaccine clinics are also a great opportunity to introduce new patients to your practice, so assigning staff to act as **greeters, vaccine educators, and translators for non-English speakers** can be a big value-add.

Once your staff has signed up for the clinic, make sure they're properly trained on the appropriate procedures for the day including **expectations, patient flow, and reporting details** such as how to spot and report any adverse events, and who to alert in case of any issues.

06 Pre-Register Your Patients

While no-shows are inevitable, **pre-registration will still save you time** day-of, and is often identified as **one of the most important parts of clinic success**. Pre-registration allows you to screen for eligibility and contraindications prior to arrival, ensures a smooth patient flow, and helps you plan in advance for supplies and staffing.

Consider how many patients you can efficiently and safely vaccinate in each time slot given your size and staffing capabilities, and register accordingly. Pediatric and Adolescent Associates, located in central Kentucky, found that group scheduling of six families every ten minutes—instead of one patient or family at a time—kept their clinic flowing smoothly and safely.



07 Communicate with Patients

Promote your clinic to patients, and encourage them to register for an appointment. Remember to consider **multiple communication channels** to reach different patient populations, and if possible send out **reminders** to ensure that patients show up for their appointments.

Clearly communicate:

- **Who** the clinic is for
- Instructions on **how to participate**
- What to **wear**
- When to **arrive**
- What to **expect** at the clinic

While pre-clinic communication is time consuming, it pays dividends on improved operations and less stress the day-of your event. **Ohio Memorial called all registrants to their drive-through clinics**, reminding them to wear clothing with easy upper arm access for shots, and reported that these reminders went a long way in improving compliance and streamlining efficiency.

TIP: Communicating with patients is important, but so is **communicating with your staff**. Be sure to keep your staff in the loop on evolving clinic goals, plans, and workflows.

08 Order Supplies

In addition to standard vaccination supplies, you should consider a few other items:

- Extra signage
- Vaccination cards
- Extra cleaning supplies for any items patients touch (clipboards, pens)
- Tables and chairs at each checkpoint
- Outlet strips and extension cords
- Walkie-talkies

For Tom Anderson, Practice Management Supervisor, Pediatrics, Memorial Health System, **walkie-talkies** boosted the ease and speed of communications at their

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clinic. “[Walkie-talkies] allowed us to communicate from station to station, ensuring that staff had the information they needed for any special circumstance, so we could keep traffic flowing through our drive-through station,” he says.

Your clinic may already stock many of these items. For others, the investment in additional supplies will be one that you can recoup through these and future events—as well as any new patients gained along the way.

The CDC has compiled an exhaustive checklist that you can find by visiting **www.cdc.gov** and searching Satellite, Temporary, and Off-Site Vaccination Clinic Supply Checklist.

Day-of Operations

- **Maintain Social Distancing and Masking**

These measures are mandatory for COVID-19 vaccination clinics and are also a good idea whenever large numbers of people gather at your practice or clinic site. Set up your operations so both patients and staff can maintain social distancing throughout the entire flow of your clinic. **Put up signs to remind visitors to social distance**, and if need be give them verbal reminders. Ensure that your staff has access to enough personal protection equipment, and have extra masks on hand for patients that arrive without them.



- **Clean, Clean, Clean (Or More Accurately—Disinfect!)**

Disinfecting between patients is a priority at any vaccination clinic and is especially important at COVID-19 vaccination clinics. This means more time between patients, so be sure to account for that time in your planning. The EPA evaluates the efficacy of all disinfectants against COVID-19, so check to make

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sure yours meets its criteria by using the **CDC's List N Tool** to check if your disinfectant is on the list. (Search "CDC List N Tool" to find this resource). As with most supplies, err on the side of stocking more disinfectant than you think you need so you're not caught short during your clinic.

- **Keep Patients Moving Through Your Flow**

Because you set up your flow in advance, it should be easy for patients to follow. Be sure to provide **clear signage on floors and walls**, including directional arrows, to direct patients and staff.

- **Monitor Vaccine Inventory and Temperature**

Monitor your **vaccine inventory and temperature** throughout the day to avoid unexpected issues. This is especially important for COVID-19 vaccines that require low temperature storage.

- **Vaccination Cards**

Be sure to provide each patient with an updated vaccination card after their shot so they can track their vaccine and, if applicable, when to return for their second dose. If a vaccination card is not required, consider a sticker or other congratulatory token—a **memorable branded takeaway is a great way to spread your name and commitment to vaccines.**

- **Expect the Unexpected**

No matter how well-planned your clinic, there are plenty of variables you can't predict or control. **Promoting a flexible mindset and teamwork attitude among your staff will help you meet and overcome any unexpected hiccups.** This attitude can turn a clinic into an invaluable team-building event for your practice staff.

“When we started giving the COVID-19 vaccination to folks over 80, they showed up one or two hours early for their time slots. We were expecting early arrivals, but weren't expecting them to arrive that early!”

Tom Anderson

Practice Management Supervisor, Pediatrics
Memorial Health System

Post-Vaccination Clinic Procedures

A few steps at the close of your event will make sure you're ready for your next day of business, as well as the next vaccination clinic. Be sure to build in time at the end of the day to do the following:

- **Dispose of Materials**

Make sure that used vaccine materials are disposed of according to protocols and that any **remaining supplies or vaccinations are stored and restocked for future use.**

It may be helpful to designate a point person to make sure that protocols are being followed for disposal of materials, tracking of adverse events, and submitting of information.

- **Track Any Suspected Adverse Events**

If you or your staff noticed any suspected adverse reactions, make sure to report them to the Vaccine Adverse Event Reporting System (www.vaers.hhs.gov).

- **Track Results and Submit Information to Your State's Immunization Information System (IIS)**

Update patient records as needed and submit information on vaccinations to your jurisdiction's IIS as required by your local immunization program.

- **Consider an After-Action Report**

Meet with your staff and evaluate the success of your vaccination clinic against the goals you established early on. **What went well and what could be improved?** Be sure to take notes for future clinic prep. We've heard from many practices that they get better at running clinics each time.

- **Thank Your Staff and Take a Moment to Celebrate**

It's important to take time to celebrate a job well done and **thank everyone who helped out.** Vaccination clinics are important for your patient population and for the public at large and wouldn't be possible without the help of offices like yours! +

What to Consider by Location



In addition to the organization and preparation for a successful vaccination clinic, there may be additional requirements depending on the type of location you choose. We've outlined some of the top questions and tips in this section.

CLINIC LOCATION CONSIDERATIONS



In-Office Vaccination Clinic

QUESTIONS TO CONSIDER

Will we have enough space for my patients and staff to socially distance? If administering the COVID-19 vaccine, **where will patients wait** during the mandatory post-vaccine waiting period (15-30 minutes to watch for adverse reactions)?

If operating during business hours: How will we keep our typical patient population and the vaccination clinic population separate?

TOP TIPS FOR IN-OFFICE CLINIC SUCCESS

Consider scheduling **groups of patients for each time slot** to maximize efficiency. Depending on your space and your staffing numbers, think about how many patients or families you'll be able to vaccinate/accommodate in each time slot and schedule to that number.

In general, **an open, easily accessible area or room with multiple entrances** will work best. Each type of location will have special requirements (see below) that you can work into your flow and setup.



Curbside/Parking Lot Vaccination Clinic

QUESTIONS TO CONSIDER

How will we indicate the **vaccination clinic flow** to patients outdoors? How will my staff **manage information** outside of the clinic? Will we have access to **technology/Wi-Fi**?

TOP TIPS FOR CURBSIDE/PARKING LOT VACCINATION CLINIC SUCCESS

A few specifics you may not have considered for drive-through/curbside clinics:

- Include written and verbal reminders to leave pets at home—but be prepared to work around the occasional pet that is brought along. **Consider having your staff work in teams** to check in patients and administer vaccines.
- **Encourage families to arrive together**, allowing you to vaccinate multiple patients in one car.

The CDC has put together a guide to drive-through or curbside clinics that is helpful for getting started. (Visit www.cdc.gov and search “Considerations for Planning Curbside/Drive-Through Vaccination Clinics.”)



Off-Site or Community Vaccination Clinic

QUESTIONS TO CONSIDER

Will we need a special **permit for an off-site location**? Will we need to expand **accessibility** outside our patient population in using this location?

Who will be my main **point of contact** for this location? How much control will we have over the **setup and takedown** of this space? Will we need extra time to address this prior to the clinic start?

Will there be additional people on site that we need to consider? Will we have access to **technology/Wi-Fi**? How will we **transport vaccines** to this site? Should I consider **shipping direct**?

TOP TIPS FOR OFF-SITE OR COMMUNITY CLINIC SUCCESS

Include time and plans for **transporting all supplies** to and from the site in your timetable.

Make sure there are **restrooms** and areas for breaks for staff.

Leave the community site **as clean as you found it**.

The CDC has put together a guide to off site clinics that is helpful for getting started. (Visit www.cdc.gov and search “Guidance for Planning Vaccination Clinics Held at Satellite, Temporary, or Off-Site Locations.”)

INTRODUCING VAXCARE

It's Easy When You're Automated

VaxCare takes care of all the time-consuming tasks and expense of running a vaccine program, leaving you more time to care for your patients, and erases the overhead of purchasing vaccines.

Our comprehensive solution simplifies, optimizes, and automates your vaccine program:

- 01 We take over your vaccine purchasing**, providing unlimited inventory at no cost and automatically replenishing your stock when the supply gets low. New vaccines on the schedule? We'll get them for you, with no effort on your side.
- 02 We automate your workflow and coding**, eliminating manual tasks and costly errors.
- 03 Our platform ensures you're paid for every qualifying dose**, along with the end-to-end visibility you need to keep your vaccine program profitable.
- 04 Our Mobile Hub, developed to respond to the pandemic, is a handheld device that allows practices to administer vaccines anywhere**—curbside, drive-throughs, or community events. Our Mobile Hub runs on a complimentary network, so your practice can operate without a Wi-Fi connection.

With VaxCare, all that's left for you to do is **take care of your patients**.

For more information, reach us at:

+1 (888) 829-8550 or www.vaxcare.com



