Patient Workflows

Updated May 28, 2021

Summary of Changes in this Version

- Updated link for Moderna CDC Fact Sheet

LINK PATIENT FORMS:
- Registration, Consent & Acknowledgment Form
  - Johnson & Johnson
  - Moderna & Pfizer
- CDC Fact Sheets
  - Johnson & Johnson
  - Moderna
- Pfizer
- CDC V-Safe Information Sheet
Clinical Operational Workflow for COVID-19 Vaccination Administration – Step 1 - Pre-work

All workflows must follow CDC and State regulations. Vaccine administration must follow manufacturers’ guidelines.

Leadership
- Identify COVID-19 Vaccine Task Force
- Identify population for administration
- Identify individuals for staffing
- Identify locations/security assessment for
- Notify individuals of roles and responsibilities

Staffing/Training
- Complete training and certification
- Configure vaccine administration location

Marketing/Communication
- Outreach to eligible population share. Must understand information and scheduling

Patient/Colleague
- Contacts Scheduling

Scheduler/Registration
- Schedules and registers patient to receive both doses

Vaccination Administration
- Receipt and storage of vaccine
- Receipt and storage of supplies

Vaccination Site Setup Guidance
- Reference CDC Module and State Training
- MercyOne Drive Through Vaccination Site Setup Guidance

Legend
- Staffing
- Process
- Technology
- Space

This workflow does not encompass all of the COVID-19 Vaccine Task Force responsibilities.

Patient must understand vaccine scheduling requirements:
- Individuals receiving the vaccine must be:
  - In age group approved for administration based on the vaccine formulation to be given
  - Not acutely ill
  - If a multidose, both doses should be from the same manufacturer
  - To ensure clothing worn allows for easy and modest exposure of shoulder

To understand:
- Potential post-administration side effects
- That only scheduled patients will receive the vaccine
- The time taken for administration (including wait time post-administration)
- That the location is not cost to patient for the vaccine
- The location and contact information for the clinic/scheduling
- Guidance for appointment cancellation
- How to access electronic registration if available

Scheduling may be done by the HMs or the state based upon state specific guidance. When the state has a scheduling system, the state system is the source of truth for appointments and proof of vaccination.
Clinical Operational Workflow for COVID-19 Vaccination Administration – Step 2 – Indoor Vaccine Clinic

All workflows must follow CDC and State regulations. Vaccine administration must follow manufacturers’ guidelines.

For all in-facility vaccinations, please consult with Engineering and Infection Prevention regarding proper air flow, PPE, and social distancing.

- Confirm registration
- Patient Registration, Acknowledgement & Consent Form
- If two dose series, schedule second dose

For all in-facility vaccinations, please consult with Engineering and Infection Prevention regarding proper air flow, PPE, and social distancing.

Note: If the facility does not have screening at entry, screening must be conducted prior to vaccine administration clinic location entrance. If you cannot control the entry and exit of vaccine candidates and keep them sequestered from other populations then temperature screening will be required per the CDC guidelines.

- Confirm vaccine eligibility
- Patient Registration, Acknowledgement & Consent Form
- If two dose series, schedule second dose

- Confirm the information on Patient Registration, Acknowledgement & Consent and patient match.

- Dilute and draw up vaccine into syringe with needle length appropriate to patient size

- Does the patient have a history of anaphylaxis?
  - No: At 15 minute mark patient is discharged from clinic
  - Yes: Observe patient for 30 minutes prior to discharge from clinic

Administer the vaccine:
- Direct patient to waiting area
- Inject vaccine into deltoid

Collect Patient Registration, Acknowledgement & Consent from patient, instruct to keep patient education packet

LINK PATIENT FORMS:
- Registration, Consent & Acknowledgment Form
- CDC Fact Sheet
  - Johnson and Johnson
  - Pfizer
  - Moderna

CDC V-Safe Information Sheet

Administration errors and adverse reactions, even if thought unrelated to vaccine, must be reported to VAERS online, by fax, or by telephone.
At all times patients must be masked and remain in their vehicle. All workflows must follow CDC and State regulations. Vaccine administration must follow manufacturers’ guidelines.

Patient follows signage to arrive by vehicle at greeter/check-in station. Patient completes screening questionnaire. Is the patient pre-registered?

- Yes
  - Confirm registration
  - Patient Registration, Acknowledgement & Consent Form and Mercy packet provided to patient
  - If two dose series, schedule second dose

- No
  - Patient is directed to designated area for paperwork completion
    - Check-in gives patient paperwork, clipboard, pen, or, if automated, iPad. Clean materials between use.

Patient is directed to designated parking spot.

Patient completes screening questionnaire. Yes

- Confirm that information on Patient Registration, Acknowledgement & Consent and patient match.

- Obtain pre-drawn syringe and supplies (alcohol wipe, sterile gauze, bandaid)

- Dilute and draw up vaccine into syringe with needle length appropriate to patient size

- Collect Patient Registration, Acknowledgement & Consent from patient, instruct to keep patient education packet

- LINK MercyOne Vaccine Clinic Pharmacy Best Practices

- LINK MercyOne COVID-19 Vaccine Storage and Handling SOP

- LINK MercyOne Side Effect Management

- Observation for 30 minutes

- Administration errors and adverse reactions, even if thought unrelated to vaccine, must be reported to VAERS online, by fax, or by telephone.