

Vaccination clinic guidelines for quarantine services

(Based on vaccination clinics and guides established for COVID-19)

This resource presents:

- Responsibilities of facility record keeping
- Vaccine clinic management
- Clinic operation
- Infection prevention
- Staff training
- Pre-checks for clinic
- Entry and registration of clients at the clinic
- Vaccine supply, handling and cold chain

During the COVID-19 pandemic vaccination was a mandatory requirement to work in quarantine services (enforced by government legislation). Due to this requirement, it is reasonable for the facility to provide a vaccination clinic. The vaccine clinic needs to be situated in the health clinic building, to ensure accessibility to health staff and equipment in the case of an adverse event following immunisation (AEFI). The clinic should be staffed to clinic time demands (based on site staff numbers and vaccination demands) and provides an educational learning opportunity for new-to-practice registered nurses. Vaccination is a core defence against disease and during COVID-19 it was seen to reduce symptom severity and viral load and therefore transmissibility of SARS-CoV-2.

The vaccination clinic overview presented here is based on the clinic run at Centre For National Resilience during the COVID-19 pandemic.

The Australian Therapeutic Goods Administration (TGA) approves vaccines in Australia. At the time of this resource development, there were four approved SARS-CoV-2 vaccines in Australia – Vaxzervria (Astra Zeneca), Comirnaty (Pfizer) Spikevax (Moderna) and Nuvaxoid (Novovax). Nuvaxoid has only recently received approval for its use as a primary vaccine and has limited approval for use as a booster.¹

The Australian Government maintains guidance for vaccine allocations, storage and handling at the webpage COVID-19 vaccine allocations, storage and handling. Vaccine providers must also refer to the National Vaccine Storage Guidelines for cold-chain management of SARS-CoV-2 vaccines.²

Responsibilities of facility record keeping

All agencies and contractors on site are responsible to ensure all their staff, and subcontractor's staff are aware of the legal direction that all quarantine workers must be vaccinated, including those supporting quarantine services. As representatives of the quarantine facility, all agencies and contractors are expected to support and actively promote the COVID-19 vaccination.

Strict site auditing is required to ensure staff are adhering to vaccination requirements. Clear expectations need to be presented of the COVID-19 vaccination being required on the commencement of employment with staff who are not vaccinated not permitted to attend work by law (each agency or contractor must address this according to their own processes).

Vaccine clinic management

The Director of Medical Services has oversight and implementation of the clinic governance and standard operations of practice (SOPs) and should be available for consultation as required in regard to the running of the vaccination clinic. This is in conjunction with the following staff/teams.



Infection Prevention and Management Team which are responsible for:

- Vaccination clinic workforce development and training
- Developing and improving clinics systems and workflow
- Ensuring appropriate quality and safety standards are met
- Venue suitability for the administration of vaccinations and capabilities of maintaining COVID-safe numbers in all areas, people flow and access
- Identification and installation of services and equipment required to administer vaccines
- Communication and promotion of vaccines across the facility
- Reporting updates to relevant leadership teams and committees.

Nurse Management Consultant of Infection Prevention and Control who is responsible for:

- Arranging collection of vaccine doses from allocated pharmacy and delivery to quarantine site
- Storing and handling vaccines as per product information and Australian Government requirements
- Completing stock management reports and submitting them to the responsible Government departments
- Clinic operations and management of the team including oversight of bookings
- Ensuring smooth flow in clinics and that social distancing requirements are being followed
- Mandatory staff training and compliance with Australian Government requirements for administration, storage and handling of vaccinators and administration staff
- Pharmacy liaison and reporting cold chain breaches if they occur to the pharmacist or the National Vaccine Operation Centre (VOC) as per local arrangements.³
- Assessing complaints, entering compliments, incidents and quality checks into the site risk management system
- Communication and assisting with logistics related to the site and access to equipment
- Providing regular reports to Executive teams and relevant committees including:
 - o the number of people vaccinated according to dose per agency/contractor
 - o number of staff unvaccinated according to agency/contractor
 - o number of AEFIs
 - o any other issues
- Stock control and procurement.

Vaccinators who are responsible for:

- Ensuring best practices of vaccine handling, administration and documentation
- Maintaining stock levels of consumables
- Twice daily cleaning and restocking of vaccine drawing-up area
- Drawing up vaccines from multi-dose vials
- Ensuring vaccinations available equal the client flow
- Monitoring the cold chain
- Reviewing the screening form to ensure the client is safe to vaccinate
- Obtaining and recording consent as appropriate
- Administering vaccine and recording vaccine details
- Provide a label to the client for a time of departure post-vaccination
- Maintaining mandatory training and undertaking new training as directed.

Vaccination clinic administration staff are responsible for:

- Receiving daily deliveries and transferring them as required to storage areas
- Maintaining COVID-safe numbers in each area of the clinic, controlling the flow of people into the clinic and providing vaccination centre security
- Supplying equipment to vaccinators as required
- Keeping a count of clients waiting, clients due and the number of vaccines available
- Directing clients throughout the journey in the clinic
- Cleaning all equipment between clients.

Clinical Administration in the waiting area are responsible for:

- Making client bookings individually or in liaison with managers of groups or organisations
- Contacting individuals via phone
- Provide via email all information sheets to the sites external contractors and organisations to assist in their decision-making around employees being vaccinated
- Registering clients at time of appointment, ensuring three client identifiers are obtained
- Creating new hospital registration numbers (HRN) (these numbers are needed so the vaccination can be added to the person's clinical records) as required after receiving clients' registration sheet
- Updating information in clinical records from the registration sheet
- Arranging interpreters for clients as required
- Ensuring consent, pre-vaccination checklist and information sheets available for guidance staff to provide to clients
- Assign the client a number to indicate the vaccinator desk they will visit
- Provide vaccinators with a list of clients booked to each vaccination station daily
- Booking clients for second vaccination dose
- Make reminder calls the day prior to the appointment

Post Vaccination Nurse responsible for:

- Monitoring for AEFI and notifying the nursing staff of concerns
- Reporting as soon as practicable to Nurse Consultant any AEFI's that occur
- Administering first aid if required post-vaccination
- Provide post-vaccination information sheet to clients as required
- Ensure the client has the time of exit clearly displayed and monitor clients exiting after 15 or 30 minutes
- Direct the client to make a booking for the second dose before departing post vaccination area

Clinic operation

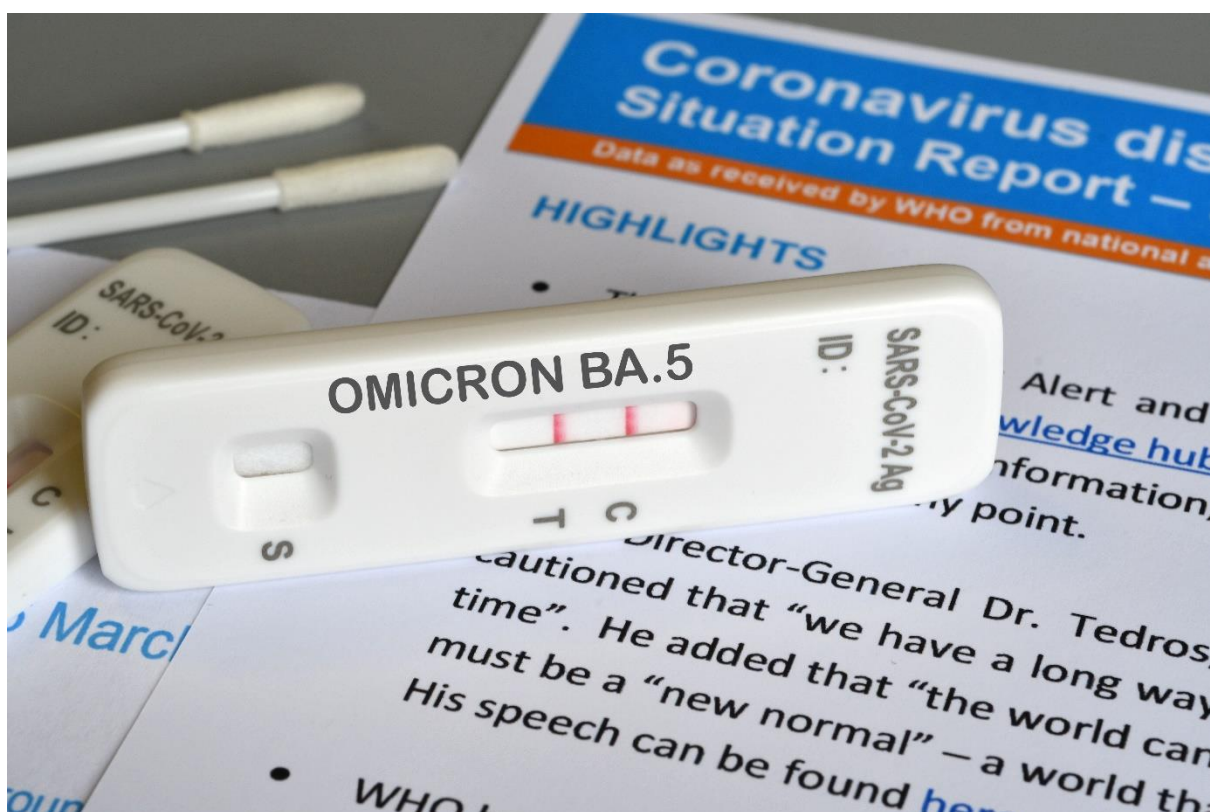
The hours the clinic operates will be directed by the number of staff present on site and vary in accordance to the site's staff vaccination levels (noting that with COVID-19 staff were required to have booster vaccinations).

A complex outline of the clinic operation requirements has been provided in Appendices A, this includes instruction on setting up the physical environment, cold chain management, immunisation record keeping and clinical management. Appendices B provides an outline of the essential equipment required.

Infection prevention

IPC practices are in accordance with primary health clinic guidelines and should include:

- Hands will be washed between each client with approved alcohol-based hand rub or soap and water as necessary.
- All high clean surfaces will be wiped down with disinfectant wipes at the end of each vaccination session – chairs, tables, door handles if present.
- Clinic will have a standard cleaning at the end of each day.
- All sharps will be disposed of in an approved sharps container at the point of service and will be placed in a yellow clinical waste bin when full. All other rubbish will be placed in general waste.



Staff training

All staff are required to have training specific to their role and functions. Nursing staff are required to have completed a recognised vaccination course and the online COVID-19 training modules. A recording system to monitor staff who are eligible to administer vaccinations is required. This should also be aligned with their access to clinical databases and Australian Immunisation Register (AIR).⁴

During COVID-19 administration staff working in COVID-19 vaccination areas were also required to complete additional training for the COVID-19 vaccination which included aspects of vaccination storage and handling.

Note: In Australia registered nurses are required to have passed a National Immunisation Program as well as complete the Australian Government education modules available freely on:⁵

The COVID-19 Vaccine Training course is accessed via an external link:

<https://www.health.gov.au/covid-19-vaccination-training-program>

Pre-checks for clinic

Pre-planning before the clinic commences administration of vaccinations ensures vaccines have been stored safely, the correct number of vaccines have been obtained for administration and the clinic is clean.

Tasks to complete include:

- Check the number of vaccinations booked for the next day
- Print morning/afternoon bookings for each vaccinator station
- Liaise with the pharmacist and order vaccine doses according to numbers booked for the next clinic
- Order consumables – wastage of equipment may occur so prepare for extra 10%
- Check fridge according to national cold chain guidelines⁶

Entry and registration of clients at the clinic

All staff/clients entering the clinic for their vaccination should undergo an initial COVID-19 screen (even if they have already completed a screen that day).

- Greet client and explain the conditions of entry
- Ask screening questions regarding COVID-19 (such as any recent history of interstate travel and COVID-19 symptoms)
- Provide hand hygiene.

Check the client into the clinic records system using a three-identifier check minimum (ie.: date of birth, address, hospital registration number). Provide the client with any pre-vaccine checklists and make appointments for second (or third) vaccinations if required.

Vaccine supply, handling and cold chain

The requirements for administering vaccination with detailed guidelines for nurses to follow should be obtained by completing the freely available online learning modules provided by the Australian Government, Department of Health and Aged Care.⁵

References

1. Australian Government, Department of Health and Aged Care. Approved COVID-19 vaccines. Retrieved: <https://www.health.gov.au/our-work/covid-19-vaccines/approved-vaccines>
2. Australian Government, Department of Health and Aged Care. COVID-19 vaccine allocations, storage and handling. Retrieved: <https://www.health.gov.au/our-work/covid-19-vaccines/advice-for-providers/allocations-storage-handling>
3. Australian Government, Department of Health and Aged Care. COVID-19 vaccine operations. Retrieved: <https://www.health.gov.au/our-work/covid-19-vaccine-operations>
4. Australian Government, Services Australia. (2023). Australian Immunisation Register (AIR). <https://www.servicesaustralia.gov.au/australian-immunisation-register>
5. Australian Government, Department of Health and Aged Care. COVID-19 Vaccine Training course. <https://www.health.gov.au/covid-19-vaccination-training-program>
6. Australian Government, Department of Health and Aged Care. National Vaccine Storage Guidelines 'Strive for 5'. <https://www.health.gov.au/resources/publications/national-vaccine-storage-guidelines-strive-for-5>

Content Acknowledgement

Content in this resource has been created and, in some cases, directly copied with permission from documents and resources owned and prepared by the Northern Territory Government, Department of Health, Centre for National Resilience, Howard Springs Quarantine Facility and the National Critical Care and Trauma Response Centre.


Appendices A

Clinic requirements for an immunisation/vaccination clinic in quarantine.

Section 2: Table 16 Minimum Requirements for immunisation clinics	
Minimum requirements for immunisation service provider sites for the administration of COVID-19 vaccines, including those identified by the Australian Technical Advisory Group on Immunisation (ATAGI).	
Set up of the physical environment	<ul style="list-style-type: none"> • Have adequate space for patients waiting to be vaccinated that is not congested, observes physical distancing requirements, and is sheltered from weather elements. • Have a private space for consultation with patients and vaccinator (including obtaining informed consent, answering patient questions and assessment of any conditions that may preclude vaccination or require further assessment) • Have a dedicated, clean, well-lit space for administration of the vaccine to patients, including a desk and chairs for patients, carers and vaccinator(s). • Have space for patients to wait and be observed post-vaccination, separate from the area for administering the vaccine. • Have safe, risk free and directed access in clinical areas to allow movement of staff between areas while minimising the risk of workplace incidents (e.g. moving doses from preparation area to patient administration area, accessing refrigerators or cool boxes, etc.). • Have a dedicated clean and well-lit area, separate from areas that provide other clinical services at the same time, where vaccines from multi-dose vials may be drawn up, labelled, and prepared for administration. • Adequate handwashing facilities for staff, and antimicrobial hand sanitisers available. • Have antimicrobial /disinfectant wipes to clean stations between patients. • Have visual reminders and cues in place to reduce the risk of errors. • Have a process in place to safely dispose of unused vaccines, in accordance with TGA and other regulatory requirements. • Have adequate sharps disposal bins, appropriate for the volume of patients, and securely placed and spaced to mitigate the risk of needle stick injuries. • Have ready access to appropriate emergency equipment, including adrenaline, oxygen and defibrillator.
Cold chain management	<ul style="list-style-type: none"> • Have adequate number and capacity of refrigerators, and freezers if relevant (70°C and/or -20°C, as required for the specific vaccine), to store vaccines for the vaccine to be used. The Australian Government will provide adequate storage supply to meet the storage capacity requirements. • Able to monitor the temperatures of the refrigerator(s) and freezer(s) where vaccines are stored, including appropriate equipment and systems to monitor ultra-low temperatures according to national vaccine storage guidelines and additional guidelines for storage at -70°C. The Australian Government will provide adequate monitoring equipment and education on how to perform these tasks. • Have an appropriate policy and protocol in place for receiving each vaccine delivery, responding to temperature breaches, including relocating vials to

	<p>another refrigerator/freezer and responding at times when the clinic may not have any staff present.</p> <ul style="list-style-type: none"> • Have appropriate refrigerators and opaque containers to store vaccine syringes that have been prepared for administration under appropriate temperature conditions and protected from light from the time they are prepared till the time they are administered.
<p>Immunisation record keeping and reporting to the Australian Immunisation Register (AIR)</p>	<ul style="list-style-type: none"> • Have a clear procedure for identifying individual vaccine recipients, checking to confirm any record of previous receipt of any COVID-19 vaccine doses (including date and brand product received), and recording immunisation encounters (electronic records are preferable). • Have a process of labelling syringes when they are drawn up from multi-dose vials, including date and time of preparation and of expiry. • Have access to the AIR via Provider Digital Access (PRODA). • Have a process to manage vaccination data and report immunisation records to the AIR. • Have a process to record vaccines used and those discarded, including reasons for discarding. • Have a process of obtaining informed consent.
<p>Management of the clinic</p>	<ul style="list-style-type: none"> • Standardised screening process to exclude patients who display symptoms of COVID-19 disease, and refer for appropriate assessment for COVID-19 or other conditions (as per guidance provided in the ATAGI Guiding Principles for Maintaining Immunisation Services during the COVID-19 Pandemic). • Standardised screening process for contraindications, receipt of previous doses of COVID-19 vaccines and/or receipt of other vaccines (observing any interval requirements). • Clear record of patients vaccinated (to inform ordering of vaccines). • Clear assignment of duties and responsibilities of all staff and clear plan of workflow, particularly regarding drawing up from a multi-dose vial and administering individual vaccine doses drawn from a particular vial for each clinic session. • Knowledgeable about procedures and able to report adverse event following immunisation to the appropriate health authorities. • Incident management in place, with staff knowledgeable about procedures and able to report any clinical incident (e.g. injury in workplace) to the appropriate health authorities. • Has process in place to manage injuries to workforce (e.g. needle stick injury). • Process in place to prevent and manage violence or aggression in the workplace. • Has appropriate access to emergency services as outline in Strive for 5 guidelines.

Essential equipment at vaccination sites

Furniture	<ul style="list-style-type: none"> • Tables/desks (1 for reception, vaccinators, 1 Post vaccination area) • Chairs that are able to be wiped down (reception, vaccinators, Client, post vaccination area) • Fans if no air conditioning and not in an enclosed area • Floor mats • Gazebos if outside • Trolleys • Signage
Cold chain	<ul style="list-style-type: none"> • Fridges/ cool boxes/ cold chain monitoring equipment- battery operated digital thermometer, temperature data logger • Label maker/ labels • Opaque containers (clam shells- see below image) • Back-up power 
Clinical	<ul style="list-style-type: none"> • Hand gel • Disinfectant wipes • Sharps Containers • Waste containers and rubbish bags • 1ml, 3ml syringes • 19g and 23 gauge needles (25mm and 38mm) • Alcohol swabs • Band aids • Gloves • Masks • Gowns/ eye protection (only if required) • ATAGI/ access to AIR and Australia Immunisation Handbook
Emergency	<ul style="list-style-type: none"> • Adrenaline kits at each vaccination table (recognition and treatment of anaphylaxis from Australia Immunisation) • Handbook and doses of IM adrenaline- adrenaline 1:1000, 1ml syringes with 23 gauge needles • Oxygen Cylinders with non-rebreather, Hudson mask, nasal prongs • Resus Bag containing airways, BVM Ventilation, IV cannulas, Fluids • Vital Signs Monitors • Heart Start • Wheelchairs/stretchers
Administration	<ul style="list-style-type: none"> • Infrared Thermometers • Information sheets- patient handouts/ consent forms / what to expect after vaccination

	<ul style="list-style-type: none">• Clipboards• AEFI reporting forms• Pens• Office supplies• Labels• Printer/paper
Information technology	<ul style="list-style-type: none">• Laptops/iPad (2 admin desk, 10 vaccinators, 1 post admin)/mobile phones• power boards, extension cords• Wi-Fi/ mobile access