NOTE: This guideline may be adapted for any mass vaccination program (e.g., COVID-19, Hepatitis A)

Your role in Flu Clinic management of your Health Department is that of Vaccination or Clinic Coordinator. You will work closely with the state Vaccine Unit (state-supplied vacine), MIIS (data entry), and Commonwealth Medicine (vaccine reimbursement).

In 2021, all Local Health Departments were offered access to PrepMod. It is an online, paperless system that Local Health Departments can use at their immunization clinics to schedule, screen, bill and report to MIIS. PrepMod, which also includes *Clinic Wizard* and *ReadiConsent*, are HIPAA-compliant, companion technologies that automate registration, planning, implementation, evaluation, recording, and reporting for mass vaccination and preparedness efforts.

**UPDATE:** MDPH soon will be changing from PrepMod to Color ([www.color.com](http://www.color.com)) Color enables public entities to efficiently provide healthcare services to diverse populations. Its software connects communities to local sites and labs for testing, immunization and other direct-to-population care, while easily integrating with existing systems..

|  |  |
| --- | --- |
| **Influenza Resources** | * + [Influenza | Mass.gov](https://www.mass.gov/influenza)   + [Prevent Seasonal Flu | CDC](https://www.cdc.gov/flu/prevent/index.html) |

General Blueprint for Flu Clinics:

* Obtain support and cooperation from clinic staff and management
* Seek out community resources to assist you
* Plan workflow and workspace
  + - Walk-In
    - Pre-Register
    - Drive-Through/Curbside
* Determine how and where vaccines will be stored
  + - Stand-alone, lab grade refrigerator and freezer required by MDPH
* Purchase vaccine administration supplies
* Purchase emergency response supplies
* Arrange for staff training
* Organize vaccination paperwork and reference materials
* Create standing orders documents
* Order vaccines

**MDPH Website:** [Influenza | Mass.gov](https://www.mass.gov/influenza)

**MDPH Vaccine Management Unit: 617-983-6828**

**MIIS Website:** [MIIS Virtual Gateway](https://sso.hhs.state.ma.us/oam/server/obrareq.cgi?encquery%3DZYUvjjVy%2Bp2pRN%2FAxeaQ%2Fol9qmFL6SNwOWKiwQ0CuDEdNoRrFE7QjCr0beEjSxT%2BNIdUNEGmcYfTRHwUkonLy6CSpjTWzTbPmYoY1BwG%2BnG7NE7cbfd%2BwHyi2WYd43P5cE%2BahLSqQhMd%2FGh%2F2HPxx08PD8TG3ay7iMAPaaPXccFpJBfpUhqV8Hw86fJJfCnPQeWs9KoRbrQqUZguTS%2BDdsIwWmSfbr70m2IHQUnuSgf%2BWWKFzda30CCcrwD1HIqdWlW%2F7bnThD6dDYmnxGWdB9tHgAmoJIEkQTpxzvM60dDzaVTM3inpktqUmBoRfE29HyjofGbMvQOXIzgGZ1AGXaiiOSkRX58DADsrK8nmoMI%3D%20agentid%3Dwebgate1%20ver%3D1%20crmethod%3D2&ECID-Context=1.2635673454324001%3BkXhglfC)

**MIIS Help Desk: 617- 983-4335** [MIIShelpdesk@state.ma.us](mailto:MIIShelpdesk@state.ma.us)

**Commonwealth Medicine Website:** [Vaccination Reimbursement for Local Health – Commonwealth Medicine](https://commed.umassmed.edu/topics-services/service/vaccine-reimbursement)

1. **MDPH Allocation**
2. **Standing Orders**
3. **Scheduling Clinic Locations**
4. **Scheduling Clinic Staffing**
5. **Volunteer/Staff training**
6. **Procedure and Clinic Flow**
7. **Publicity**
8. **Obtaining Vaccine**
9. **Reimbursement**
10. **School Located Clinics**
11. **Home Visits**
12. **MIIS Entry**



The embedded Sample check list may be helpful as a guide. You can edit to accommodate your unique environment.

**I. MDPH Allocation**

All administered state-supplied flu vaccine must be reported to the MIIS.

There is no longer a flu pre-book survey for state-supplied flu vaccine, beginning with the 2021-22 flu season.

Flu vaccine allocation/ceiling limit will be based on administered doses reported to the MIIS during the previous flu season.

An email with your site’s state-supplied **flu vaccine allocation and your flu vaccine ceiling limit** will be sent out during the summer

You will be notified via email that flu vaccine is available to order. Once you receive this email, you can begin to place orders of your allocated doses. Go into the MIIS website, click on the **Vaccines** tab, and then go down to **Flu Vaccine,** then over to **Submit Flu Order.**

Vaccine will be shipped directly to your Health Department from McKesson, the centralized vaccine distribution center. They will notify via email when they will ship. Your allocated vaccine will be sent in multiple shipments throughout the flu season.

**II. Standing Orders**

Multiple studies have shown that implementation of standing orders is one of the best ways to increase adult immunization rates. Implementation of standing orders isn’t complicated. It simply means that a doctor signs a “blanket” order for authorized healthcare professionals to administer a given vaccine to patients after they have been screened for contraindications. With standing orders in place, a vaccinator does not need to get explicit permission from a doctor to screen and vaccinate each time a patient comes in.

Assemble standing orders for all vaccines administered by your Health Department. Keep a Hard copy of Standing Orders in secure location in Health Department, in addition to an electronic copy. They should be renewed annually and signed by your designated Physician (often the Physician is a member of your municipal Board of Health). Model Standing Orders are available on the MDPH and Immunization Action Coalition (IAC) websites ([MDPH Model Standing Orders](https://search.mass.gov/?q=model+standing+orders&org=department-of-public-health) and [IAC Vaccine Standing Orders](https://www.immunize.org/standing-orders/) ).

*(Refer to* ***15.Vaccine Management / Immunization Guidelines*** *for more information about Standing Orders.)*

**III. Scheduling Clinic Locations**

Make copies of a calendar to assist in determining your clinic dates.

**TYPES OF CLINICS**

Typical models used for Vaccine Clinic delivery are:

**Walk-In (No appointment needed)**

Patients learn about the clinic and come without making an appointment.

You may provide VAR/Insurance Forms ahead of time on your website for download and at public locations for patients to fill out and bring to the clinic.

**Pre-Register (Appointment needed)**

Patients learn about the clinic and register ahead of time, using a scheduling application (eg, Sign-Up Genius) before they come to the clinic.

**Drive-Through/Curbside**

Patients learn about the clinic and come in a vehicle, driving through the predetermined location to receive their immunization. (Usually this is done using the pre-register method described above, but it is possible to utilize the no-appointment method)

Location may be enclosed (DPW Garage) or open (parking lot)

Points to consider for alternate models include:

* Social distancing and enhanced infection control requirements.
* Patient/ staff safety and comfort (e.g.,. consideration of the weather and nearby traffic)
* Requirements to maintain confidentiality and undertake pre-vaccination assessments.
* Appropriate cold chain management.
* Pre-vaccination waiting and post-vaccination observation areas that provide social distancing.
* Facilities/area to manage adverse events.
* Maintaining vaccination records.
* Bathroom and break facilities for staff.
* Messaging/instructions for patients

**CLINIC DATES**

As soon as your schedule allows, call your locations with dates and times desired to see if location is available. Request tables, chairs, and anything that might be needed. When planning, allow 60-90 minutesbefore clinic starts for pre- draw/setup and 20-30 minutes after for take down.

Confirm via email when dates and times are booked. Call again a few days before clinic to confirm plans.

1. **Scheduling Clinic Staffing**

Your Health Department may utilize contracted or volunteer help to staff your Flu Clinics If your Community has a Medical Reserve Corps, they are an excellent volunteer resource for both Medical and Non-medical staffing. MRC volunteers utilize the Flu Clinic experience as practice for Emergency Dispensing Sites (EDS).

Medical: Vaccinators, Vaccine Preparers, Screeners, Recovery/Observation

Non-Medical: Registration, Greeters, Clinic Flow, Vaccine Runners, and Recovery Assistants

As soon as clinic dates are set, arrange for staffing.

Office staff also may be available to help with clerical functions at the Flu Clinics. Send a memo out to them--the more help the better!

Nurses and other qualified vaccinators (NP, PA, MD, Pharmacists certified to be vaccinators) must be currently licensed in Massachusetts. Verify each vaccinator at [Verification (mylicense.com)](https://madph.mylicense.com/verification/) for RN, LPN, NP, PA; [Physician License Check](http://profiles.ehs.state.ma.us/Profiles/Pages/FindAPhysician.aspx) for MD, DO; for RPh, ask for a copy of license and vaccination certification. All workers should arrive at the clinic 60 minutes before for set up. Allow 20-30 minutes for take down.

Send reminder emails or call volunteers reminding them of what clinics and times they signed up for.

As an incentive to volunteer, consider offering your Flu Clinic Staff their flu shots at their convenience or at the clinic .

It is very helpful to set up an online Scheduling site for volunteers to sign up, especially if there are multiple Flu Clinics . Examples are **Sign Up Genius** (free); **Square** (fee)

1. **Volunteer/Staff Training**

Training for Flu Clinic volunteers and Staff should be offered annually. This can be held in person, at a meeting using a Powerpoint presentation; but it may be difficult to get a satisfactory turnout.

A positive outcome resulting from the challenges of recent Pandemic has been the familiarity people have developed using ZOOM for virtual meetings. Arrange to offer a ZOOM Training meeting to all staff before Flu Clinics begin.

In addition to the Training meeting, Just In Time Training (JIT) should be offered to all Flu Clinic Staff 30-60 minutes prior to each clinic.



See the sample Training Powerpoint for ideas on what to include in your training:

**Update the Training Powerpoint each year.**

1. **Procedure and Clinic Flow**

**Walk In**

**Pre-Register**

[Planning Vaccination Clinics](https://www.cdc.gov/vaccines/hcp/admin/mass-clinic-activities/index.html)

**Drive Thru/Curbside**

[Planning Curbside/Drive-Through Vaccination Clinics](https://www.cdc.gov/vaccines/hcp/admin/mass-clinic-activities/curbside-vaccination-clinics.html)

**SUPPLIES NEEDED**

Amounts will depend on the clinic.

* VAR/Insurance Forms (Get from Commonwealth Medicine Training, offered each year)
* Syringes 1” IM, Enough for the clinic. Check the year before for an approximate amount, then bring extra
* Syringes 1 1/2" IM ( Bring for the larger patients)
* Nitrile Gloves Medium and Large
* 2X2 Sponges (Unsterile are OK)
* Alcohol Wipes
* Disposable Tablecloths
* Trays( for transporting shots within the clinic )
* Cold packs , Vaccine cooler
* Sharps containers (2 gal or larger)

**Emergency Equipment:**

* Epi-Pens: 2 adult, 1 Jr. (or Epinephrine vials and 1ml syringes)
* Diphenhydramine IM and oral
* Oral air way
* Blood Pressure Cuff and Stethoscope

**Vaccinator Folders (one for each Vaccinator):**

Include Copies of:

* Standing orders (including Emergency Management)
* VIS
* VAR /Insurance Form
* Screening checklist

Signs, Tape, Pens, Markers, extra paper, Trashcans

Have volunteers arrive 60 minutes before clinic starts, for set up and vaccine prep. Instruct all volunteers to sign in when they arrive

**Provide Just-In-Time (JIT)** training to all volunteers. Assign roles, review traffic flow and procedure.

**SUGGESTED ROLES**

**Greeters**: At the front door ask patients to get out their MEDICARE/ insurance Card(s). Tell them to proceed to the Registration table.

**Registration/Form Reviewers:** Patients may fill out their own forms, or may ask for assistance at Registration. **All forms** (whether filled out by patient or volunteer) are reviewed for **accuracy and legibility** by Registration. Volunteers ask to see insurance cards

Volunteers need to read the form to be sure it is legible. Request that forms should be completed in **printing; also make sure forms are signed and dated.** When paperwork is completed and reviewed, instruct patient to get in line.

**Clinic Flow:** a volunteer will check paperwork and insurance while patients are waiting line.

**Vaccination Tables:** 1 Vaccinator at each vaccination station. When vaccination is given, Vaccinator must sign the form. After signing, form is placed face down, and collected.

Review **Emergency Treatment:** (see II. Standing Orders)

Provide Refreshments for staff/volunteers

**VII. Publicity**

**Create Forms and Flyers**

**Flyers:** Include date(s), time(s), location(s)

Double-side hard copies with VAR form for placing in public sites (eg, library, Town Hall)

Post Flyer and VAR/Insurance Form on municipal website

**Vaccine Administration Record (VAR) Forms (aka Insurance Forms)**: Obtain current VAR Form from Commonwealth Medicine ([vaccine@umassmed.edu](mailto:vaccine@umassmed.edu)) Prepopulate vaccine info if possible, or make labels to place on form.

**Vaccine Information Statement (VIS ) Forms**: Obtain current VIS Flu Forms (IIV, LAIV) from [Vaccine Information Statements - VIS (immunize.org)](https://www.immunize.org/vis/)

**Posting**

**Post flyers** in area businesses, Town/City Hall, Senior Center, Libraries, Elderly and Housing Authority housing sites, and other visible locations in your community. Ask the inspectors/office staff to post flyers when they conduct their work around your community.

**Post electronic announcements** to your community media sites:

Examples:

* Your Town/City Website, Your Public School Community Page (include a VAR/Insurance Form for download if possible)
* Your community public access cable channel
* <Patch.com>, <AmericanTowns.com>; local newspapers

Place a **Sandwich Board** sign in front of your Town/City Hall and other visible municipal sites

If there are **Digital Information (LCD) Boards** available, make arrangements to post your clinic along visible roadway sites. (Many Public Safety and DPW departments use these boards)

**VIII. Obtaining Flu Vaccine**

***(****Refer to* ***15.Vaccine Management / Immunization Guidelines*** *for more information about Vaccine Ordering)*

**IX. Reimbursement**

VAR/Insurance Forms must be submitted to Commonwealth Medicine within **30 days** of giving the vaccine.

Make copies of patient VARs and send out via registered mail to:

UMass Medical School

Center for HealthCare Financing

529 Main St, 3rd Floor

Charlestown, MA 02129

ATTN: Vaccine Reimbursement Program

Records must be kept for **10 years.**

*(Refer to* ***15.Vaccine Management / Immunization Guidelines*** *for more information about Reimbursement.)*

**X. School-Located Flu Clinics (SLCs)**

SLCs are flu clinics that take place at school during the school day. Parents complete and sign their child’s VAR, screening and consent, and submit forms to the school before the clinic takes place.

It is important to coordinate SLCs with your Public Schools’ Nurse Leader/Manager. Roles of the PHN and Nurse Leader are flexible and may interchange as per the needs of your community.

SLCs may be offered to Elementary, Middle, or High Schools. Some Health Departments offer Family Clinics at their schools for students and their families as an alternative.



Generally the School Nurse Leader sends out a letter to parents, along with Consent/Permission to vaccinate, screening form, VAR, and VIS.



**XI. Home Visits**

Keep a log of home visits made.

Bring the vaccine in a cooler bag with cooling packs. Bring syringes or needles (for prefilled syringes), alcohol wipes, gloves, drape, epi-pen, small sharps collector. Also bring a folder with a supply of VISs, VARs, and Certificates of Immunization for patient.

1. **MIIS Entry**

In 2011 the MDPH Immunization Division launched the **MA Immunization Information System** **(MIIS**). MIIS is a web-based immunization registry and is the official source of immunization information for Massachusetts.

The goal of the MIIS is to give health care providers in MA a tool to help ensure that all individuals are immunized based on the latest recommendations. The MIIS provides secure, real-time immunization records for residents of Massachusetts of all ages. All immunizations are managed through the  [Massachusetts Immunization Information System (MIIS)](https://sso.hhs.state.ma.us/) to order, return, and track vaccine**.**

Application to and training in MIIS is required in order to use all MDPH supplied/managed vaccine. Go to:

**MIIS Website:** [MIIS| Mass.gov](https://www.mass.gov/service-details/massachusetts-immunization-information-system-miis)

**MIIS Help Desk: (617) 983-4335** [MIIShelpdesk@state.ma.us](mailto:MIIShelpdesk@state.ma.us)

*(Refer to* ***15.Vaccine Management / Immunization Guidelines*** *for more information about MIIS.)*