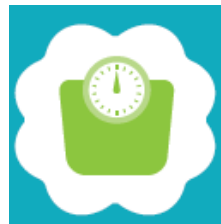
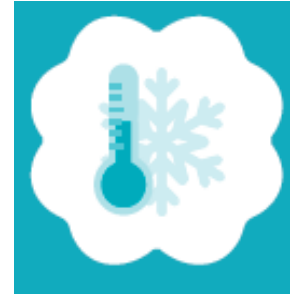


Let's Talk Health

Reintroduction of Health Service Checks



CONSULTATION ROOM

In light of Covid-19, enhanced hygiene procedures are necessary to protect both staff and patients.

The pharmacy consultation area should be included on the pharmacy's daily cleaning records. Sanitisation of all surfaces (tables, chair handles, door handles etc) must take place each time the room is used.

Teams should hang the appropriate poster on the door of the room when cleaning has been completed. You will receive reversible laminate holders in the coming days to house these posters.

Before using the consultation room, a trained member of staff should check the patient, guardian and/or carer's temperature using the non contact thermometer and ask the questions from the self print Covid Checklist. Once the pharmacist has reviewed the answers and they are satisfied, they can then direct the customer into the consultation room.

Both the pharmacist and the patient, guardian and/or carer must be asymptomatic in order to proceed with any health service. Please refer to SOP 22 for specific details.

Pharmacists must wear appropriate PPE during health service checks including a visor, mask and gloves. Have alcohol gel and face masks at hand and advise customer's to sanitise and mask up ahead of check.



This room has
been sanitised



 Allcare Pharmacy

This room requires
cleaning

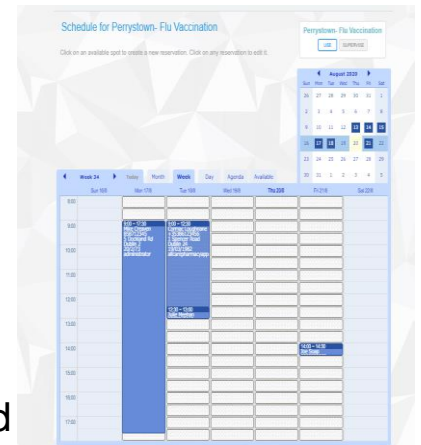


 Allcare Pharmacy

FLU - STEP BY STEP

We have created a **Flu booking form** for customers looking to book in for their flu vaccination over the phone or walk in customers booking an appointment on a future date. The flu booking form allows us to assess the patient ahead of time and explain to the customer what to expect on the day. The vaccinating pharmacist should review booking forms ahead of time.

App bookings: *Customers will be able to book appointments through the website and the Allcare phone app. All flu bookings taken via walk in or over the phone must be loaded into the new online booking tool. Training video and document to follow in coming days.*



When the patient arrives on the day of their vaccination appointment, a trained member of staff should check their temperature and ask them the questions from the **Covid Checklist**. Once the pharmacist has reviewed the answers and they are satisfied, they can then direct the customer into the consultation room.

All patients should wear a face mask during the vaccination procedure. Alcohol gel should be made available in the consultation room. While the pharmacist is preparing the vaccination, ask the patient to fill in the **Flu consent form**.



Please see consumables manual attached with SAP codes.
780047 - ALLCARE FLU CONSENT PAD X1 V2
780046 - ALLCARE FLU LEAFLET PK 20 V2

PREPARING FOR FLU SEASON

By now, pharmacists should be signing up for CPR and PAMT Training. Please see all available dates for training on the Hibernian website. <https://hibernianhealth.com/pharmacists> Contact Jacqui jleonard@uniphar.ie with your available dates to avoid disappointment. Training packs will be sent out to all pharmacists ahead of PAMT training. PAMT Training will take approx. 4 hours and CPR training will take 2 hours.

Online Training:

- All pharmacists must complete online training each year - Please visit the IOP website for more details <https://iop.ie/cbs/selector>

SOP's:

- All staff in the pharmacy involved in the delivery of the flu service should be trained on SOP 1.
- All staff in the pharmacy involved in the delivery of the health services should be trained on SOP 22.
- All staff in the pharmacy involved in the parenteral administration should be trained on SOP 56.

It is the ultimate responsibility of the supervising pharmacist to ensure that all staff are appropriately trained, and the relevant SOP's are implemented.

Training Video:

Allcare Winter Flu Vaccination Service 2020_2021 Training Video now available outlining the new processes this season: <http://www.allcarepharmacy.ie/dms/#701-flu>

First 15 minutes – designed for **all team members**

FAQs from 15 minutes onwards – optional (compliment to Allcare Flu Staff Briefing Guide)

RECORDING FLU

In order to ensure accurate and complete patient records and to facilitate tracking of health services delivered across our pharmacies, all health services (both revenue generating and non-revenue generating) need to be recorded on MPS.

1. Check that the patient has a Patient Medication Record (PMR) on MPS. If they don't, one will need to be set up. Make sure to record all details provided during the consultation including date of birth, contact telephone number(s), GP etc. Select the scheme as OTC so it does not get entered as a product on your claim file. This flu season there will be 4 different flu vaccinations to choose from:

- Influenza Vaccination 2020/21 – FOC €0.00
- Influenza Vaccination 2020/21 – Private €30.00
- Influenza Vaccination 2020/21 – Corporate €30.00
- Influenza Vaccination 2020/21 – Fluenz Nasal Spray €0.00

2. Enter one of the above as if you are dispensing it as a product for the patient.
3. Scan the label with the generated price at the till.

National Cold Chain (NCC) service

Any pharmacy offering the flu vaccination service for the first time this season need to ensure that they register with the National Cold Chain (NCC) service for flu vaccine delivery as soon as possible using the application form [here](#). All existing NCC account holders should ensure they are familiar with how to use the online ordering system www.ordervaccines.ie and how to use the delivery schedule calendar. If anyone is having difficulties, they should contact vaccines@udd.ie.

AT-RISK GROUP - UPDATED

- Those with a long-term medical condition such as; diabetes, heart, lung or liver disease, moderate or severe asthma, COPD, Cystic Fibrosis, MS
- Those whose immune system is impaired due to disease or treatment
- All cancer patients
- People with Down Syndrome
- Those with any condition that compromises their respiratory function e.g. spinal cord injury, seizure disorder, or other neuromuscular disorder), especially those attending special schools or day centres.
- Healthcare workers and carers (both in home and out of home cares)
- Residents of nursing home and other long stay institutions
- Those with BMI (Body Mass Index) over 40
- All pregnant women at any stage of pregnancy
- Those in contact with regular close contact with poultry, water-fowl or pigs
- Anyone living with someone in an 'at-risk' group

This year all Children aged 2 to 12 years are recommended to receive the Nasal Spray Flu Vaccine Fluenz.

How much does the flu vaccine cost?

Influenza Vaccination and consultation will be **free of charge** for the following groups (regardless of whether they have a medical card or doctor visit card):

- Children aged 2 to 12 years old
- Adults aged over 65 years
- Anyone in an at-risk category (listed above)
- For everyone else (i.e. not in an at-risk category), the vaccine is €30.

ADVICE POSTERS

Covid-19 advice posters should be displayed to remind customers to adhere to physical distancing and hygiene requirements.

Please find useful posters attached for your consultation room.

How to use face coverings (HSE)

<https://www.hse.ie/eng/services/news/newsfeatures/covid19-updates/partner-resources/hse-face-covering-guidelines-poster-high-resolution.pdf>

Guidance on donning and removing disposable gloves -

https://www.who.int/gpsc/5may/Glove_Use_Information_Leaflet.pdf?ua=1

Avoid Covid - <https://www.hse.ie/eng/services/news/newsfeatures/covid19-updates/partner-resources/covid-19-prevention-a4-poster.pdf>



Use hand
sanitiser



FLU VACCINATION ACTIVITY CHECKLIST

Activity	Flu Vaccination - Activity Checklist	Check
	SOP: All staff in the pharmacy involved in the delivery of the service should be trained on SOP 1 and SOP 22	
	Order materials: Order Adrenaline pens, sharps waste bins, kidney dishes, PPE, Consumables and any other materials that you need in advance of beginning the service.	
	Appointments: Begin taking appointments for vaccinations with the flu booking form (Depending on vaccine availability – check with Cold Chain Service/ Uniphar) <i>All flu bookings taken via walk in or over the phone must be loaded into the new online booking tool.</i>	
	Order flu vaccines: Order HSE vaccine stock through your National Cold Chain account as per your order calendar (which is to be administered to anyone in an 'at-risk' group) and private stock through Uniphar (for anyone not in an 'at-risk' group)	
	Contact past patients: Call patients who received the flu vaccination last year who are happy to be contacted, and offer to book an appointment for them. You can identify these patients by running a patient history report for last year's vaccine on MPS or reviewing the consent forms.	
	'At Risk' Patients: Identify 'At Risk' patients as you are dispensing their monthly medication and add a bag label to their prescription to prompt a conversation with them about the vaccine when handing out their prescription.	
	Texting Service: Use texting through MPS to send messages to patients who have consented to receive Health Services information, letting them know that you are offering the flu vaccination at your pharmacy. Encourage them to call to book an appointment.	
	Pharmacy Staff: Brief all pharmacy staff on the procedure for flu vaccination and ensure that you have a process in place for when a patient presents for their vaccination appointment e.g. A trained member of staff checks patients temperature, fill in Covid Checklist and sanitise consultation room after each appointment.	
	POS: Display all window POS from September. Attach the Flu vaccination leaflets/stickers to each bag of dispensed medication as a reminder to initiate a conversation around the Flu jab with your patients. Display Covid posters in the consultation room. Consultation Room Cleaning posters should be housed in the reservable laminates, coming Sept 4 th .	
	Marketing : Flu Text messages will be sent out to customers on Monday 8 th September and Social Media will go live from August 28 th . We may see a surge in queries and appointment bookings on these days.	
	Review: As timelines may differ between stores, review above activities and complete as necessary. Order stock as soon as it is available – take care re Cold Chain Services order cut-offs. Review store targets weekly.	



Just An Opportunity to Say
'Wow' and **'Thank You'** for
All Your Great Work!