



### ***Workflow for administering vaccinations:***

#### PCS:

1. The PCS will need to obtain the most up to date insurance information from the patient and scan into the patient's profile in Pioneer.
  - a. If the patient has Medicare as primary, the PCS will also need to make a copy of the Red, White, and Blue card and place it in the basket for the input tech to scan into documents.
2. Once insurance and new patient demographics, if applicable, have been obtained the patient will also need to sign a immunization consent form.
3. The PCS will also need to complete the (white) vaccine request note with the applicable vaccine that is requested.
  - a. **Attention is needed to ensure the correct vaccine is circled. Verify age of the patient for the high dose influenza vaccine, Shingrix and pneumococcal**
4. The vaccine request note and signed consent form need to be placed in a blue basket and given to the input tech.

#### Input Tech:

1. At the time of receiving the blue basket for the vaccine(s) request the input tech will obtain and print the GRITS record of the patient to give to the pharmacist. (Input tech should review the records to ensure the patient is eligible for receiving the vaccine before the next step is taken. If the patient is not eligible the pharmacist will need to be notified to communicate this to the patient.)
2. Once eligibility has been verified, the input tech can begin the billing process in Pioneer.
  - a. If the patient has Medicare (RWB card) and you are filling a vaccine to be billed to Medicare part B, follow these steps:
    - i. Log into the Chancy Drugs Hahira's Pioneer
    - ii. Scan both the Medicare (Red, White & Blue) card and the Patient Consent Form into the patient's documents
    - iii. If the patient does not already have Careclaim as an insurance option you will need to add it.
      1. Third Party Name: Careclaim
      2. BIN: 004303
      3. Patient Id: Their RWB card number then add a ,B (example: 7BD4D94RU15,B)
      4. Group: you may leave blank
      5. Start Date: the Part B start date on their RWB card



- iv. Scan and input the vaccine in the patient's profile as a new prescription and fill using the appropriate template. This will be billed to Careclaim
  - v. The label will not need to be printed. Have the pharmacist check the prescription
  - vi. You will need to manually complete the prescription in Pioneer
  - vii. Once the prescription is completed in Pioneer and they have received the vaccine give the Patient Consent Form to the Immunization owner.
3. The input tech will make sure that all needed information to transmit to GRITS successfully is added into Pioneer
4. After billing is successful the input tech will print a label and "backtag" the label on the back of the (white) vaccine request note. This note also serves as the prescription for the vaccine. Note should be scanned into the image tab of the Rx.
  - a. If the patient is receiving their first Shingrix vaccine, the second dose will need to be future filled for two months.
  - b. Schedule an appointment for the patient to return. Add the patient to your return call list.
    - i. Once you call the patient for their second Shingrix vaccine you will need to adjust the future fill date according to the date the patient plans to return.
5. The basket will then be passed to the dispense tech

#### Dispense Tech:

1. The dispense tech will obtain the appropriate vaccine from the refrigerator and give the vaccine and blue basket to the pharmacist to check.
2. The pharmacist will need to communicate the price of the vaccine to the FIS to then process the sale in the POS system.

#### Pharmacist:

1. The pharmacist will verify all information and check the prescription.
2. The pharmacist or tech will call the patient back to the immunization area and give the patient the VIS (Vaccine Information Sheet) for the vaccine they are receiving to review before being administered.
3. After administration, the patient should be offered to wait 15 minutes to be monitored for any adverse reactions. During this time the pharmacist will complete the consent form with the proper documentation.
4. Once vaccine(s) have been administered we will escort the patient to the POS counter for any other signatures and collect copayment if needed