
INFLUENZA WALK-THRU CLINIC



ADAPTIVE
VACCINATION
SOLUTIONS

Clinic Considerations

Here are some important considerations for choosing the appropriate alternative vaccination solution for you and your office:

① Appointments vs Allowing Walk-Ins

- Appointments allow you to better control the patient flow, but may be different than what your patients are accustomed to, especially for an in-office walk-thru clinic
- If you are thinking about running a drive-thru clinic, consider separate lanes for those with appointments and those without if you decide to offer both options

② Inventory Management

- If you have multiple vaccines on hand for different patient types, ensure that inventory aligns with your appointment flow
- Work with your sales representatives to coordinate shipping and make sure you are receiving the appropriate quantity needed in a timely fashion

③ Staffing Needs

- Holding alternative immunization clinics may draw more patients than your practice is accustomed to seeing in a single day; ensure you not only have enough staff on hand, but that they are comfortable interfacing with a high volume of patients
- If holding several clinics on different days, either drive-thru or walk-thru, consider reducing the burden by alternating staff to give everyone a well-deserved rest

④ Drive-Thru Logistics

- If your office's parking lot is not large enough to hold a drive-thru clinic, consider partnerships with other offices or organizations (ie, sports teams with large stadiums)
- Check with your insurance company or payer to ensure the location you choose does not pose any problems with reimbursement

⑤ Billing and Reimbursement

- If you are considering running an alternative immunization clinic, it's important to make sure you have the right tools to process payment and handle billing, especially if doing a drive-thru clinic

ONE-STOP SHOT WALK-THRU FLU CLINIC

You may find that you and your staff face barriers to traditional immunization methods including logistical flow and patient concerns around unnecessary exposure to COVID-19. Holding a one-way walk-thru flu clinic empowers you to provide patients the opportunity to get a flu vaccination while adhering to the recommended social distancing and congregation guidelines. This module is split into 3 key platforms: **PLAN**, **PREPARE**, and **PERFORM**. Each covers a different aspect of running a one-way foot traffic vaccination clinic: clinic guidance and logistical flow, patient outreach, and office preparation and signage. Together, they form a comprehensive plan that will enable you to run a successful clinic.



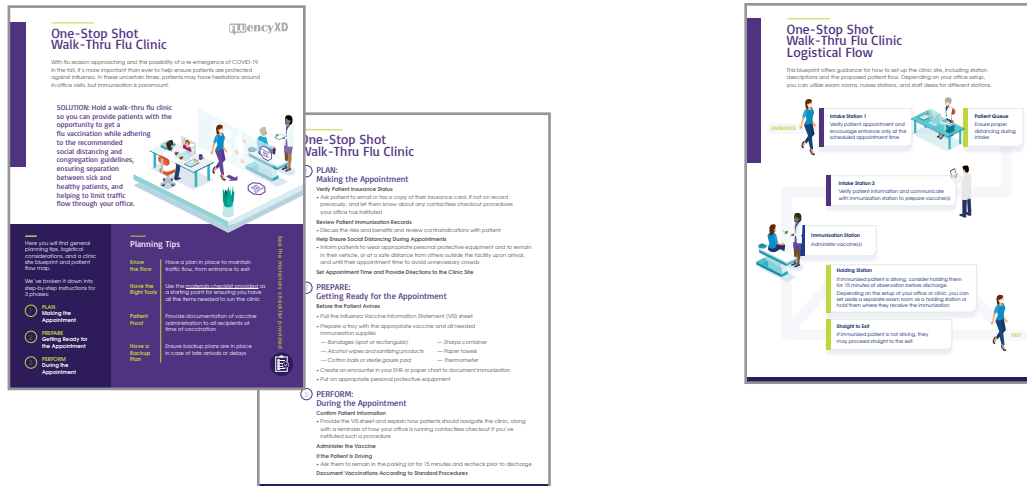
To print the One-Stop Shot Walk-Thru Flu Clinic section, PRINT PAGES 4-10, or either visit VaxServe.com or contact your VaxServe Representative to request printed materials.

ONE-STOP SHOT WALK-THRU FLU CLINIC PLAN

The first step is to prepare your office and staff for running the clinic, with logistical guidance and protocol training. The clinic guidance document provides step-by-step instructions for appointment setting dialogue, preappointment preparation, and during/after immunization protocol. We've developed a logistical roadmap outlining how to set up each station and a proposed flow patients should follow to help minimize time in office and exposure to other patients and office staff.

1 Clinic Guidance and Logistical Blueprint

Examples



To print the Clinic Guidance and Logistical Blueprint, PRINT PAGES 5-7, or either visit VaxServe.com or contact your VaxServe Representative to request printed materials.

One-Stop Shot Walk-Thru Flu Clinic

With flu season approaching and the possibility of a re-emergence of COVID-19 in the fall, it's more important than ever to help ensure patients are protected against influenza to avoid misdiagnosis of COVID-19. In these uncertain times, patients may have hesitations around in-office visits, but immunization is paramount.

SOLUTION: Hold a walk-thru flu clinic so you can provide patients with the opportunity to get a flu vaccination while adhering to the recommended social distancing and congregation guidelines, ensuring separation between sick and healthy patients, and helping to limit traffic flow through your office.



Here you will find general planning tips, logistical considerations, and a clinic site blueprint and patient flow map.

We've broken it down into step-by-step instructions for 3 phases:

- 1 **PLAN**
Making the Appointment
- 2 **PREPARE**
Getting Ready for the Appointment
- 3 **PERFORM**
During the Appointment

Planning Tips

Know the Flow

Have a plan in place to maintain traffic flow, from entrance to exit

Have the Right Tools

Use the materials checklist provided as a starting point for ensuring you have all the items needed to run the clinic

Patient Proof

Provide documentation of vaccine administration to all recipients at time of vaccination

Have a Backup Plan

Ensure backup plans are in place in case of late arrivals or delays

See the materials checklist provided



One-Stop Shot Walk-Thru Flu Clinic

① **PLAN:** Making the Appointment

Verify Patient Insurance Status

- Ask patient to email or fax a copy of their insurance card, if not on record previously, and let them know about any contactless checkout procedures your office has instituted

Review Patient Immunization Records

- Discuss the risks and benefits and review contraindications with patient

Help Ensure Social Distancing During Appointments

- Inform patients to wear appropriate personal protective equipment and to remain in their vehicle, or at a safe distance from others outside the facility upon arrival, and until their appointment time to avoid unnecessary crowds

Set Appointment Time and Provide Directions to the Clinic Site

② **PREPARE:** Getting Ready for the Appointment

Before the Patient Arrives

- Pull the influenza Vaccine Information Statement (VIS) sheet
- Prepare a tray with the appropriate vaccine and all needed immunization supplies
 - Bandages (*spot or rectangular*)
 - Alcohol wipes and sanitizing products
 - Cotton balls or sterile gauze pad
 - Sharps container
 - Paper towels
 - Thermometer
- Create an encounter in your EHR or paper chart to document immunization
- Put on appropriate personal protective equipment

③ **PERFORM:** During the Appointment

Confirm Patient Information

- Provide the VIS sheet and explain how patients should navigate the clinic, along with a reminder of how your office is running contactless checkout if you've instituted such a procedure

Administer the Vaccine

Document Vaccinations According to Standard Procedures

One-Stop Shot Walk-Thru Flu Clinic Logistical Flow

This blueprint offers guidance for how to set up the clinic site, including station descriptions and the proposed patient flow. Depending on your office setup, you can utilize exam rooms, nurses stations, and staff desks for different stations.



ONE-STOP SHOT WALK-THRU FLU CLINIC PREPARE

This platform serves to help you and your staff with patient outreach. Connecting with your patients is key in reinforcing trust and vaccine acceptance, ultimately setting your clinic up for success. We've provided you with messages to use in multiple channels, covering 4 key topics: a one-way walk-thru clinic announcement, office preparation and adaptation protocol, reassurance of the importance of well and sick visits, and both pediatric and adult vaccination importance reminders.

- 1 Telephone Patient Outreach Communications
- 2 Email Patient Outreach Communications
- 3 EHR/Health Portal Patient Outreach Communications
- 4 Text/Social Media Patient Outreach Communications

Examples



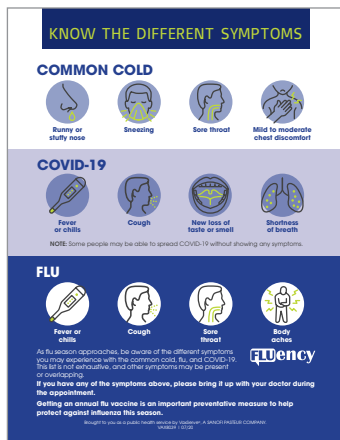
To print the Patient Outreach Communications, visit VaxServe.com or contact your VaxServe Representative to request printed materials.

ONE-STOP SHOT WALK-THRU FLU CLINIC

PERFORM

The appointments are scheduled and the patients are arriving. Time to prepare your office. We've included a collection of helpful office signage including a poster with information on symptoms, waiting room signs, traffic flow directions, and a variety of protocol reminders. Also included is a link to download an assortment of FLUency patient education materials highlighting statistics around influenza.

Logistical Signage



COMMON COLD
VS COVID-19 VS FLU
FLASHCARD



SICK VISIT SIGN FOR
WAITING ROOM



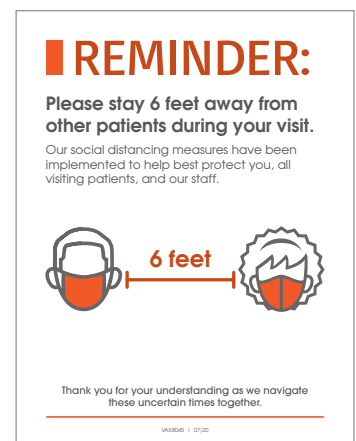
WELL VISIT SIGN FOR
WAITING ROOM



CONTACTLESS
CHECKOUT INFO



PERSONAL PROTECTIVE
EQUIPMENT REMINDER



SOCIAL DISTANCING
REMINDER

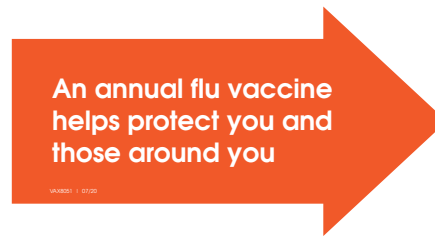
ONE-STOP SHOT WALK-THRU FLU CLINIC

PERFORM

Logistical Signage (continued)



6-FOOT FLOOR MARKER

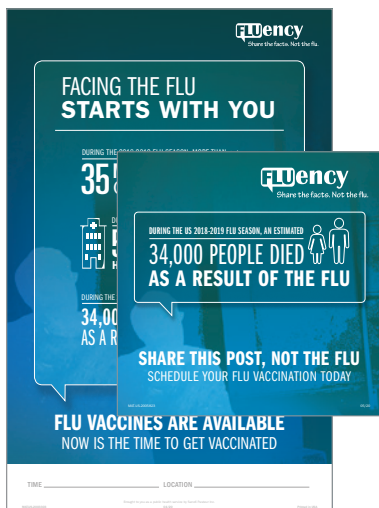


DIRECTIONAL ARROWS

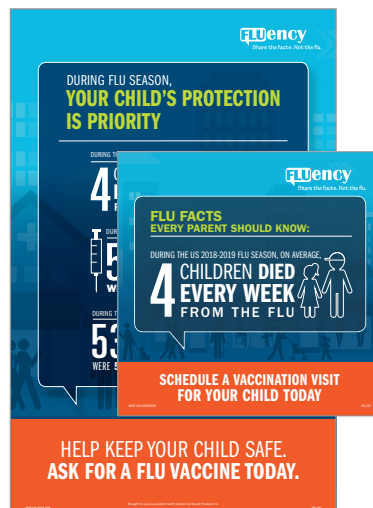


STOP HERE SIGN

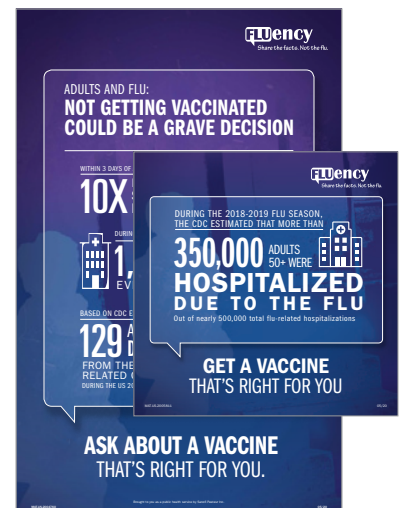
Patient Education Materials



GENERAL AUDIENCE
POSTER & MEDIA POSTS



PEDIATRIC POSTER
& MEDIA POSTS



OLDER ADULTS POSTER
& MEDIA POSTS

Download the collection of [LOGISTICAL SIGNAGE](#) along with [FLUency PATIENT EDUCATION MATERIALS](#) or request printed materials by contacting your VaxServe Representative or visit VaxServe.com.

ADAPTIVE VACCINATION SOLUTIONS



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