



# **PANS COVID-19 Program Implementation Guide**

March 4, 2021

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| March 5, 2021 | Second doses for all vaccines will occur, 15 weeks after the first dose |
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## Program Overview

We are pleased to welcome you to the Pharmacy COVID-19 Vaccine Program. This is an exciting opportunity to make a significant impact and contribute to the vaccination and protection of Nova Scotians. Here are the high-level details:

1. Patients will be able to book appointments for their COVID-19 vaccine at a participating pharmacies through the Nova Scotia Health Vaccine Appointment Booking Page or by contacting 811 (<https://novascotia.flow.canimmunize.ca/en/c19vaccine>) . Pharmacy teams will not be required to do any booking. The exception will be when you have last minute cancellations and need to book somebody in quickly. Instructions will be provided.
2. Patients will complete the screening questions at the time of booking.
3. All healthcare providers participating in the vaccination program will use the CANImmunize Clinic Flow Program and App. This includes a dashboard to see your calendar bookings, view patient screening forms in advance, an optional greeter tool which includes COVID-19 screening questions and check-in. It is also where the administration details will be documented. Patients that provide an email address will receive an emailed record of immunization. Training will be provided and CANImmunize will be providing technical support for the program.
4. Pharmacies will not be required to document anything in their Pharmacy Management Software. NSCP has confirmed that CANImmunize will serve as the patient record. CANImmunize sends the information to Panorama which serves as the provincial record of immunization. It will not need to be documented in DIS.
5. A billing process using CANImmunize is currently in development. It is expected that a report will be used from CANImmunize to be included in a bi-weekly invoice to NSH. Prototype clinic rate is \$12.40 per injection. Rates post-prototype will be negotiated based on the feedback from these clinics.
6. Pharmacies will be provided three Lenovo tablets (paid by government). These tablets belong to the pharmacy and will not need to be returned. Pharmacies will be responsible for hardware support. CANImmunize requires a tablet for each person that will be using the greeter function and each person that is immunizing. The greeter function is optional. It includes a COVID screen which could instead be done by the immunizer. The use of these particular tablets is not required if the pharmacy has their own compatible tablets that they prefer to use. Specs on the Lenovo brand and tablet requirements are provided below. The pharmacy may also wish to purchase additional tablets if they plan to have more than 3 people working at the vaccination clinics at a time.
7. Supplies for vaccination and PPE will be provided. Further details below.

8. Training details and recommended reading and webinars are found below.
9. Sharps containers are provided and can be included for disposal along with the PANS Safe Sharps program.

## Getting Started

### **Select Your Space**

- Pharmacy Prototype Clinics have been held both in the pharmacy and off-site. When selecting your site consider the area you will use to greet patients, the # of immunizer rooms or private spaces that you will need and the number of chairs that you will need to be spaced 6 ft apart in a post immunization monitoring area. If your pharmacy does not have the space, off-site clinics can also be considered.

### **Supplies**

- Supplies for your first clinic dates will be automatically shipped to your pharmacy. You will receive an email from the supplies depot to let you know when your account has been set up to order additional vaccine supplies and the steps to take to order for subsequent clinics.
- Many pharmacies have already set up online ordering and are receiving of PPE, they may continue to do so using the current ordering process. New requests for accessing the provincial PPE inventory through online ordering can be submitted using the following link: [\(Click here\) Link to Provincial COVID 19 PPE Inventory Request](#)
- The amount of supplies shipped will be enough to cover the first and second doses plus a small additional amount in case of wastage. Supplies will include:
  - Safety Needles – 1inch (enough for all doses), plus a box of 1.5 inch
  - Syringes that match your product. For Pfizer, they will be Low Dead Volume syringes and will include those required for diluting and those for drawing up doses.
  - Guaze squares (use like cotton balls)
  - Bandages
  - Alcohol Swabs
  - Sharps Containers (1 per 150 doses)
  - Vomit Bags (for the rare event they may be required)
  - Disinfecting Wipes
  - 12 1L bottles of hand sanitizer
  - 2 masks and 1 shield per vaccinator per day

## **Receive and Set up Your Tablet**

- Plug in and charge your tablet when it arrives. Follow these [instructions](#) on the video to set up your google account and download the CANImmunize App
- Add antivirus software. Check with your pharmacy IT for recommendations and any company specific requirements.
- **Lenovo Tablet Specs**
  - Processor MediaTek® P22T (4 x 2.3 GHz + 4 x 1.8 GHz)
  - Operating System Android™ 10
  - Display Type-10.1" HD (1280 x 800) IPS, touchscreen, 400 nits
  - Memory-4 GB LPDDR4X (Soldered) **2GB on the pilot site units**
  - Storage- 64 GB eMMC **32GB on the pilot site units**
  - Warranty- One Year Mail-in
  - Battery-Li-Polymer
  - Bluetooth- Bluetooth® 5.0
  - Camera- Rear: 8 MP auto-focusFront: 5 MP fixed-focus
  - Wireless
  - 802.11AC (1 x 1)
- **Tablet Requirements if not Using the provided Lenovo brand**
  - Android or Apple tablets with current versions of applicable operating systems are required (version 11 for Android; 14.4 for iOS on Apple). See below for additional details:
  - The Clinic Flow solution has two components, web browser based booking of clients and mobile device-based recording of immunizations.
  - The booking component works on any browser, MS Edge, Google Chrome, Firefox, etc. and is very intuitive as it was designed to be used by the general public with no training.
  - The mobile app runs on current Android or iOS devices. It is recommended that the device be a tablet because the screen size on a phone does not provide the best user experience.
  - For Android, the current version 11 but 10 will work fine. The app hasn't been tested on all of the wide range of devices available but should work on 2020 version of a device. Note: Amazon Fire tablets have a unique Android like OS that is not supported.
  - For iOS, 14.4 is the current version but the app will run on earlier versions.
  - Current versions of both OSs are recommended to ensure the security of the device and client data.
  - The devices also need an internet connection. This can be done through WIFI or cellular if the device has that capability. There are no special requirements for WIFI except that it be password protected so data can't be hacked during transmission.

## **Schedule Pharmacy Team Members**

- The number of people required will vary depending on the space, # of doses to administer and the time frame. Consider how many team members will be required for:
  - Checking in/Covid-19 Screen
  - Immunizers
  - Drawing up Doses
  - Post Immunization Monitoring

## **CANImmunize Appointment Set Up**

- In the future, pharmacies will be setting up their own appointment calendars, but until that feature is available, pharmacies will submit their schedules of available appointments using the process below.
- Complete the [CANImmunize Onboarding Workbook](#). Follow the directions in the workbook. You will need to decide what hours you will have appointments available and how far to space them apart.

Tips:

- The 80+ community clinics averaged 6 min per patient, with 95% less than 10 minutes.
- Try to pick some standard hours each day (ex. 1 appointment every 10 minutes from 11-7pm)
- The spreadsheet will calculate total doses in the grey box. Ensure this adds to the total # of doses you will receive
- Ensure you build in breaks to the spreadsheet
- If you have extra staff at certain times, you can add more appointment times starting on line 27 of the spreadsheet (ex. From 2-4pm, 1 appointment every 10 minutes).
- 2<sup>nd</sup> doses of vaccine for all products (Pfizer, Moderna, Astra Zeneca) will be 16 weeks after the first. Patients are automatically booked for an appointment in 15 weeks (105 days) at the exact same time.

## Training Checklist

|                          | Activity  | Details  | Due Date   |
|--------------------------|---|--|--|
| <input type="checkbox"/> | <b>CANImmunize Training</b>   | <p>There will be a live training session scheduled within a few days prior to your launch date. (usually Thursday/Friday before). Ideally each trainee should have access to a tablet during the training or be paired with somebody that does.</p> <p>Each greeter and immunizer will be receiving an email to “Verify your Email” in order to access the LIVE Clinic Flow application during the session. The email may arrive the day of training.</p> <p>Click here to read the <a href="#">CANImmunize Training Guide</a>. You can also watch a video <a href="#">here</a>.</p> <p>Information about booking appointments is coming soon (not recommended, only when required for last minute changes).</p> | Dates of training sessions will be provided each week. |
| <input type="checkbox"/> | <b>Review the Nova Scotia COVID-19 Vaccine Program Information for Healthcare Providers</b>     | <p>All pharmacists and technicians should review this document. It provides links to the PHAC webinars, and provides valuable information about how to proceed with each of the screening questions (ex. What if they say they have an autoimmune disease?)</p> <p>Access this document <a href="#">here</a>.</p>  | Complete prior to the date patients start booking.     |
| <input type="checkbox"/> | <b>Vaccine Information</b>  | <p>Pharmacies may be shipped any of the currently approved COVID-19 vaccines and should be familiar with all of them. Pfizer-Biotech vaccine has very specific and unique reconstitution instructions. Watch the video <a href="#">here</a>.</p>   |  |
| <input type="checkbox"/> | <b>Review the Updated Canadian Immunization Guide for Management of Anaphylaxis and Syncope</b> | <p>This section of the <a href="#">Canadian Immunization Guide</a> has recently been updated. Review the procedures with all staff.</p>  |  |

|  |  |  |  |
|--|--|--|--|
|  | <p><input type="checkbox"/> <b>Required reading on Race and Indigeneity (attached)</b></p> | <ul style="list-style-type: none"> <li>At the time of booking for Covid-19 immunization clinics, patients will be asked for race and indigeneity-based information from target priority populations who are receiving Covid-19 immunizations. If you are booking last minute patients, and will be required to collect this at the time.</li> <li>The documents will review           <ol style="list-style-type: none"> <li>Why collecting this information is important; and,</li> <li>How to ask the questions and record responses.</li> </ol> </li> </ul> | To be reviewed prior to your first clinic. |
|--|--|--|--|

## Prepare Your Pharmacy or Clinic Area

### Cold Chain

- Ensure you are meeting the requirements of the [NSCP Policy on Refrigerated Drugs, Vaccines and Biologics](#)
  - Key considerations:
    - Ensure your refrigerator meets standards as found in the [Nova Scotia Immunization Manual](#)
    - Ensure you have a fridge temp monitor and maintaining a temperature log twice daily
    - If you will be going off-site, consult the NS Immunization Manual for details on packing your cooler
    - Have a back-up plan in place for power outages

# Vaccines: Storage

|   | Pfizer/BioNTech   | Moderna   | AstraZeneca   |
|---|---|---|---|
| <b>Freezer</b>                          | Ultra Frozen: -80°C to -60°C  | Frozen: -25°C to -15°C  | -   |
| <b>Refrigeration</b>                    | Up to 5 days (2-8 C):<br>Pre-puncture   | Up to 30 days (2-8 C)<br>Pre-puncture   | 2-8°C (pre-puncture)<br><i>Open vials: up to 48 hours at 2-8 C.</i><br><i>Can re-refrigerate open vial, if cumulative storage time at room temperature does not exceed 6 h, and the total cumulative storage time must not exceed 48 hours.</i> |
| <b>Room temperature (pre-puncture)</b>  | 2 hours up to +25°C (room temp)   | 12 hours at 8°- 25°C (room temp)  |   |
| <b>Room temperature (post-puncture)</b> | 6 hours at 2-25°C (room temp)<br><i>Must be used entirely once vial is opened</i> | 6 hours at 2-25°C (room temp)<br><i>Must be used entirely once vial is opened</i> | 6 hours when stored at room temperature (up to 30C)   |
| <b>Transport</b>                        | Ultra frozen (-75 C)<br>(additional stability data for thawed vaccine)            | Frozen (-20 C)  | 2-8°C   |

[NACI: Recommendations on the use of COVID-19 vaccines](#)

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## Preparing the Pharmacy for Clinic Day

Prior to clinic day, at least once per day, pharmacists should be monitoring the patient booking dashboard for any new bookings. If patients have answered 'Yes' to any of the 'special population questions' (pregnancy, autoimmune disease etc.), they should contact the patient in advance to have a discussion about whether to proceed and document that discussion. Note: A future CANImmunize update will allow you to document in advance, but in the interim a process should be in place to document the calls, patient name and details to transcribe to CANImmunize on clinic day. Prototype clinics have had a very small number of patients with these concerns.

Prior to Clinic Day- ensure that all appointments are booked and if they are not, contact eligible patients to book appointments. It is expected that all doses shipped for the week will be used. There should be zero wastage.

| Area            | Considerations  |
|-----------------|---|
| <b>Entrance</b> | Post Signage <ul style="list-style-type: none"> <li><input type="checkbox"/> Mask Required</li> <li><input type="checkbox"/> COVID Screening Questions</li> <li><input type="checkbox"/> Vaccine By Appointment Only</li> </ul> |
| <b>Greeter</b>  | <ul style="list-style-type: none"> <li><input type="checkbox"/> Tablet or Clipboard</li> <li><input type="checkbox"/> If not using a tablet, print a list of booked patients (CANImmunize)</li> </ul>                           |

|                          |   |
|--------------------------|---|
|                          | <ul style="list-style-type: none"> <li><input type="checkbox"/> List of patients that indicated need assistance with mobility (available in CANImmunize)</li> <li><input type="checkbox"/> Extra masks</li> <li><input type="checkbox"/> Hand sanitizer station</li> <li><input type="checkbox"/> Sanitizing wipes/spray in area</li> <li><input type="checkbox"/> Thermometer</li> <li><input type="checkbox"/> COVID screen tickets (optional)- If not using tablet to screen, can ask questions and provide patient a ticket to show pharmacist that COVID screen showed no problems. (Immunizer will need to document but may make more efficient)</li> <li><input type="checkbox"/> Print extra <a href="#">consent forms</a> (to be used if tablets lose charge or there is a technology issue)</li> </ul>  |
| <b>Pre-vaccine area</b>  | <ul style="list-style-type: none"> <li><input type="checkbox"/> Chairs 6 ft apart</li> <li><input type="checkbox"/> Directional Arrows where appropriate</li> <li><input type="checkbox"/> Disinfection Wipes-decide in advance which person/role will do this</li> </ul>   |
| <b>Syringe Prep Area</b> | <ul style="list-style-type: none"> <li><input type="checkbox"/> For Pfizer Vaccine – all 6 doses can be drawn up at once. When removing vaccine from fridge must avoid ‘jiggling’. Take one out at a time to avoid dropping an entire box.</li> <li><input type="checkbox"/> Ensure have solid, clean counter space to work on.</li> <li><input type="checkbox"/> Baskets that will be used to transport Pfizer vaccine can be lined to prevent syringes from moving around when going from prep to immunization room. (see photo below of Dollar store product)*</li> <li><input type="checkbox"/> <a href="#">Print Pfizer reconstitution instructions</a> (and post)</li> <li><input type="checkbox"/> The following optional labels are available for use. To print use Avery 5362 labels:<br/><a href="https://www.denis.ca/en/catalogue/produit.html?I=31330&amp;C=00">https://www.denis.ca/en/catalogue/produit.html?I=31330&amp;C=00</a></li> </ul> <p style="text-align: center;"><a href="#">Pfizer Syringe Labels</a></p> <p style="text-align: center;"><a href="#">Moderna Syringe Labels</a></p> <p style="text-align: center;"><a href="#">Astra Zeneca Syringe Labels</a></p> |
| <b>Immunization Room</b> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Have your tablet chargers available in the clinic rooms. If you are going on break ensure they are locked or taken to the dispensary for privacy and security</li> <li><input type="checkbox"/> Print and post the <a href="#">AEFI Poster</a> for your Immunization Room</li> <li><input type="checkbox"/> Go to the Canadian Immunization Guide to print and post the following in the clinic rooms and in emergency kits: <ul style="list-style-type: none"> <li>▪ <a href="#">Comparison of Anaphylaxis and Syncope</a></li> </ul> </li> </ul>  |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>▪ <a href="#"><u>Table with Epinephrine Dosage</u></a></li> </ul> <ul style="list-style-type: none"> <li><input type="checkbox"/> Have a minimum of two anaphylaxis kits available in pharmacy. If hosting your clinic off-site, take two kits and leave one at the pharmacy. Update your kits according to <a href="#"><u>new guidelines</u></a>. Check expiry dates.</li> <li><input type="checkbox"/> Ensure you have garbage cans, sharps containers, gauze, bandaids, 1.5 inch needles, 5/8 inch needles, and hand sanitizer available</li> <li><input type="checkbox"/> Have yoga mat/pillow available for syncope</li> <li><input type="checkbox"/> Print <a href="#"><u>record of vaccination</u></a> sheets (fillable PDF can be pre-populated each clinic with most of the info) for those that do not have an email address</li> <li><input type="checkbox"/> Print stickers 'Please stay in vaccine recovery area until:'</li> <li><input type="checkbox"/> Print a few of information sheets on <a href="#"><u>pregnancy and breastfeeding</u></a> in case they want a copy.</li> </ul> |
| <b>Post<br/>Immunization<br/>Observation<br/>Area</b> | <p><b>A team member must be able to see patients at all times (does not need to be the pharmacist). NSH has an 'EYES on the patient' policy as this is a new vaccine.</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Chairs 6 ft apart</li> <li><input type="checkbox"/> hand sanitizer</li> <li><input type="checkbox"/> Timer (or use stickers on patients- see above)</li> <li><input type="checkbox"/> Yoga Mats</li> <li><input type="checkbox"/> Cold Compresses</li> <li><input type="checkbox"/> Anaphylaxis Kit</li> <li><input type="checkbox"/> Print <a href="#"><u>Patient Info Package Sheets</u></a> for those that don't have email</li> <li><input type="checkbox"/> Juice Boxes or water</li> <li><input type="checkbox"/> Vomit Bags</li> <li><input type="checkbox"/> BP Machine</li> <li><input type="checkbox"/> Cell phone direct to pharmacist/technicians for emergencies if using an area such as the parking lot.</li> </ul>  |

\*Photo of liner that can be used for any baskets transporting vaccine or filled syringes. If transporting Pfizer vials, need ensure it does not move and should also have small container to put it in when moving from dispensary to clinic room.



## Vaccine Distribution

Vaccine will be delivered to each pharmacy from one of the provincial bio-depots. Pick-up will not be required. Dates and quantities of vaccine may vary by week. Every attempt will be made to notify pharmacies of their allocation at least 2 weeks in advance, so that the appropriate number of appointment spaces can be opened up on the booking platform.

For Pfizer Vaccines:

The diluent will be repackaged in an amber bag for the Pfizer vaccine deliveries. The amber bag will be placed in a bubble envelope and/or box and delivered with the vaccine. The vaccine will be in the kool-a-tron. The diluent will be sent in a box or bubble envelope, depending upon the number of vials of diluent. The diluent will not be in the kool-a-tron and will be a separate package for the courier.

## Clinic Day Procedures

### General Process Tips

- When patients arrive, ask for their healthcard and ensure the correct # has been recorded in CANImmunize.
- Confirm demographics are correct.
- If no email address has been provided, explain that it will be helpful to have an email to receive appointment reminder for the next dose, and the official receipt which may in the future be required for travel. If they do not have one a paper receipt will be issued.

- When patients are checked in by a greeter, their appointment turns to yellow. After they have been immunized, it will turn to green. Greeters should ensure that you don't have more 'yellow appointments' than you have space for people to wait. If the clinic is running behind and space is limited, they can ask people to return to their vehicle and return at the appropriate time.

## Pharmacy Technicians Providing Injections

If a pharmacy technician is administering the injection, there must be a process in place for the pharmacist to confirm it is clinically appropriate to proceed. The screening forms are visible from a dashboard that the pharmacist can review. If there are flags noted, and the pharmacist decides to proceed, they must note their rationale on CANImmunize. There is a place to record notes for the screening questions. Pharmacists must also be available to answer patient questions before proceeding.

## Zero Wastage Policy

As it is critical that we utilize every dose available, we must not have any wasted doses. Each vaccine has an expiry date once the vial has been punctured (Pfizer/Moderna- 6 hours, AZ 48 hours). If you have Pfizer/Moderna doses remaining due to 'no shows' or other reasons, these doses must be used. It is recommended that pharmacies always have a small waitlist of up to 10 people that are willing to come at the last minute. Every attempt should be made to provide the dose to a person that is currently eligible to receive it. If you cannot find somebody in the eligibility category within the timeframe before it will expire, this is the policy:

- 1<sup>st</sup> choice- provide to pharmacy team members that have not yet been vaccinated
- 2<sup>nd</sup> choice- provide to a front store employee that has not yet been vaccinated
- 3<sup>rd</sup> choice- provide to somebody in the next age category. For example, if you are currently vaccinating 80+, try to find somebody 75+.
- Last resort- anybody presenting to the pharmacy once you are down to the final 30 minutes.
- **DO NOT CALL FRIENDS AND FAMILY TO COME GET THE VACCINE**

There should not be many doses that need the above strategy if pharmacies are only preparing the vials they need for the # of appointments they have and assessing their no-show rate as they go. It needs to be clear to pharmacies that they should not be removing vials from the fridge and pre-drawing up too many doses. Pre-filling syringes is an efficiency item for them, however they should not have instances of 50 syringes being drawn-up with a 50% no show rate and 25 last minute individuals to be found for immunization so doses are not wasted. This

is consistent with the approach that is taken with the NSHA/PH clinics. Effective planning and scheduling, with the use of a wait list, should ensure that this not an issue.

## Down Time Procedures

Pharmacies will receive a report each week, with the data that has been entered for appointment bookings for the week. If for any reason, the technology goes down during clinic time, they will be able to reference this report and record patient consent, administration time, the administration site (left or right deltoid) and any notes to be added once the program is available again.

For any patients that were not previously booked, there are also paper consent forms that can be used.

## Daily Smart Sheet Reporting

The C19 taskforce overseeing the COVID19 vaccine roll out is requesting the following **Daily COVID-19 Vaccination Clinic Report** form to be completed after each day of vaccinations clinics. It will provide important information on daily vial usage and vaccine wastage which will help us improve our vaccine planning and distribution efforts.

The following **Daily COVID-19 Vaccination Clinic Report** should be filled out and submitted daily: <https://app.smartsheet.com/b/form/977ef2ce3d2f4db3a42a6c4f33b23b0f>

It is recommended that someone within your pharmacy be allocated the responsibility to ensure the form online form is completed at the end of each day. Doses should be tracked at each station where they are being drawn up. Post this [tracking sheet](#) in those locations to track as you go. At the end of the day, go to (link to be provided soon) to report your doses.

## Immunizer Vaccinations

Pharmacists and technicians providing immunizations are eligible to receive the vaccine. Pharmacists and technicians providing immunizations are eligible to receive the vaccine. You may provide the vaccine to each other and receive the vaccine at any point. Team members may wish to consider that they may have sore arms and there is a chance they will not feel well for the next 24-48 hours. One recommendation would be to wait until the end of the week to receive your vaccine, unless there is an extra dose that needs to be used at the end of one of

the nights. It could be done at that time if there is another immunizer available to give it to you.

Starting March 2<sup>nd</sup>, 2021, all pharmacists, technicians and pharmacy assistants are eligible for the vaccine. Please register at the following website: [survey](#).

Please note:

- Following registration, health care workers will receive an email invitation to book an appointment to receive the COVID-19 vaccine **based on age**.
- Those 60 years of age or older will be invited to book online for appointments beginning March 8, 2021. Vaccination will proceed by age, in five-year age bands (60 years and older, 55 years and old, 50 years and older etc.) as vaccine becomes available.

## Billing

Information is coming soon.

## Off-site Clinics- Additional Info

If you are planning off-site clinics – here are some additional items to consider:

- Ensure there is wifi that works well. Test it in advance with your tablets. CANImmunize requires wifi, but could also tether to your cell phone if no wifi available but test this in advance.
- Review the cooler packing instructions found in the [Nova Scotia Immunization Manual](#)
- Ensure you have an extra temperature monitor that you can take with you
- Create any directional signs that may be required to let people know where to find you in the building
- Ensure any promo materials you use about your clinics, and the address listed on the booking page is accurate.
- Take two emergency kits, and ensure there is still one left in the pharmacy
- Ensure all supplies listed at the pharmacy stations above, can be packed to take with you. Add extra pens, paper forms, extension cord if required for tablet chargers. Ensure all team members have cell phones for emergencies.

## Post-Immunization Observation Period

Patients should be monitored for at least 15 minutes after receiving their vaccine. Longer waiting times of 30 minutes may be recommended if there is concern about a possible vaccine allergy. It

is expected that patients must stay in a designated area where a pharmacy team member can see them. They should not be permitted to walk around the pharmacy. If a patient is feeling well and has no history of problems after a vaccination, they may be permitted to wait in a designated parking lot observation area. They cannot be permitted to drive and should have another person sitting with them in the car. If this is the pharmacy process, there must be a parking lot attendant observing the patients. This attendant must have a cell phone to contact the pharmacist directly in the event of an emergency. Patients should be instructed to honk their horn if they are having any difficulty.

As with any vaccine, there can be unexpected side effects including anaphylaxis and other untoward events. All adverse events following immunization are reportable to your local public health office. Please report all concerns related to adverse events as soon as possible. Additional information on reporting adverse events following immunization and a link to the reporting form are available at [AdverseEventsPoster](#).

## Important Contacts

| Topic                         | Name of Person to Contact  | Contact Info   |
|-------------------------------|--|--|
| Onboarding/First Time Clinics | Lisa Woodill   | <a href="mailto:lisa@pans.ns.ca">lisa@pans.ns.ca</a>   |
| CanImmunize Support           | To be determined   | Coming Soon  |
| Hardware Support              | Pharmacies are responsible for their own devices                           | n/a  |
| General Program Questions     | Lisa Woodill   | <a href="mailto:lisa@pans.ns.ca">lisa@pans.ns.ca</a>   |
| Tablet Deliveries             | Allison Fougere  | <a href="mailto:info@pans.ns.ca">info@pans.ns.ca</a>   |
| PPE and Supplies              | Supplies concerns or eligibility<br>Delivery status and any product issues | <a href="mailto:PPErequest@novascotia.ca">PPErequest@novascotia.ca</a><br><a href="mailto:NSPPECustSupport@nshealth.ca">NSPPECustSupport@nshealth.ca</a> |
| Vaccine Distribution          | Bio-depot  | Coming soon  |
| Billing Questions             | To be determined   | Coming soon  |

