



Australian Government  
Australian Digital Health Agency



# Clinician Vaccine Integrated Platform

ebook for pharmacists



# Contents

Chapter 01

**About CVIP** 3

Chapter 02

**Reporting requirements** 6

Chapter 03

**CVIP and your workflow** 8

Chapter 04

**Using CVIP** 11

Chapter 05

**Accessing CVIP** 12

Chapter 06

**Managing vaccines** 13

Chapter 07

**CVIP security** 14



01

## About CVIP

The Clinician Vaccine Integrated Platform (CVIP) is a mobile-optimised solution designed specifically for reporting vaccination encounters to the Australian Immunisation Register (AIR) to meet legislative requirements. It has been designed for vaccination providers who do not currently have an AIR integrated compliant system.

It can be used by pharmacists to report influenza vaccines now, or to report COVID-19 vaccines when pharmacies are included in the COVID-19 vaccination roll-out.

CVIP is free to use. It is available online through a web browser or can be downloaded as an app.

With over 100,000 vaccination encounters reported to AIR by more than 800 providers, CVIP is already a proven solution.



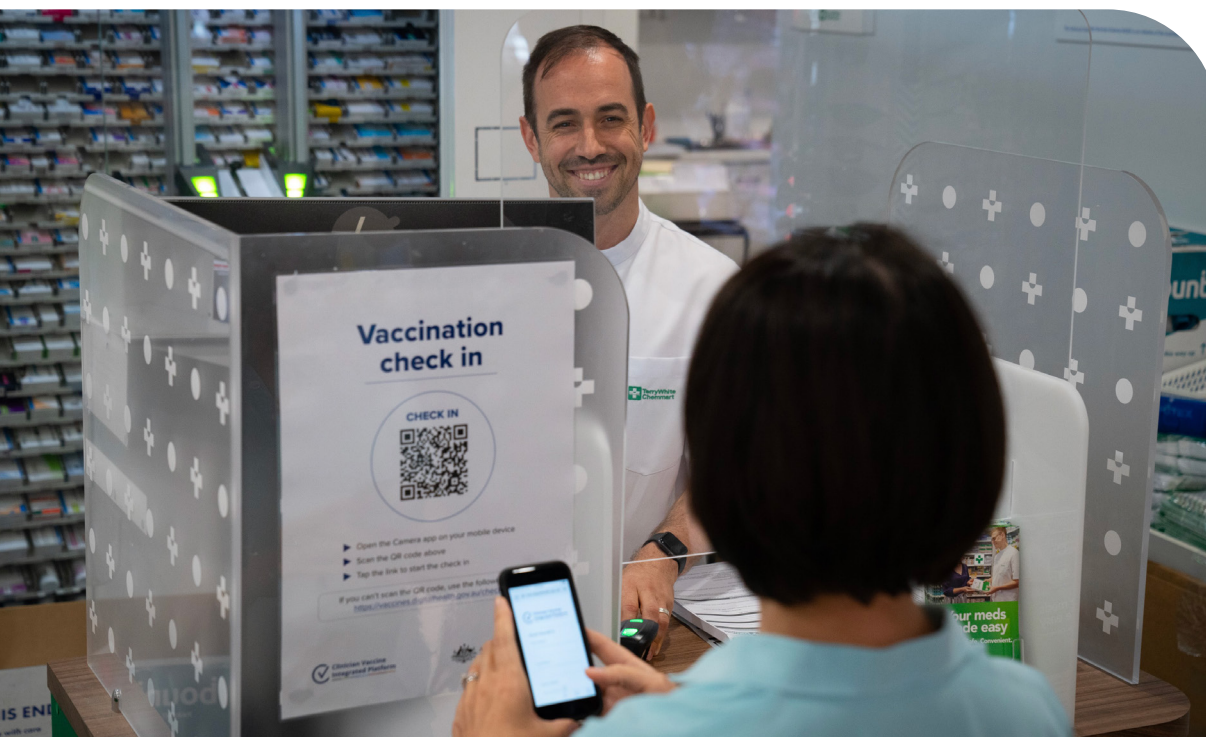
CVIP provides a much easier and faster way for my pharmacists to access the Australian Immunisation Register before giving an immunisation, so it's very efficient from a workflow perspective.

Chris Campbell, pharmacist, pharmacy owner and General Manager for Policy and Program Delivery, Pharmaceutical Society of Australia.



## Features at a glance

- ✓ Easy to review a consumer's current AIR immunisation history as part of workflow
- ✓ Time saving and easy to incorporate into existing clinic workflow
- ✓ Barcode-scanning function to quickly record the supply of a vaccine
- ✓ One-click save and upload to AIR
- ✓ End-of-day reconciliation with uploaded AIR encounters
- ✓ Access from web browser or mobile device
- ✓ Consumer self-check-in reduces clinic data entry
- ✓ Easy onboarding process that doesn't require additional staff
- ✓ E-learning module for staff and 24/7 CVIP helpline support
- ✓ Can register pharmacists with multiple clinics
- ✓ Reduces paperwork and double handling of vaccination reporting
- ✓ Secure system with multifactor authentication, with data encrypted and securely transmitted to AIR





# Getting started

1

## Register with AIR

Register your pharmacy with AIR so that you can upload data from CVIP. Download and complete [form HW027](#) from Services Australia. In question 12 of the form, in the Location ID (minor ID) field include the ID: AND00002

2

## Register for CVIP

Register your pharmacy and staff for CVIP using the online [CVIP registration form](#) (one form per pharmacy).

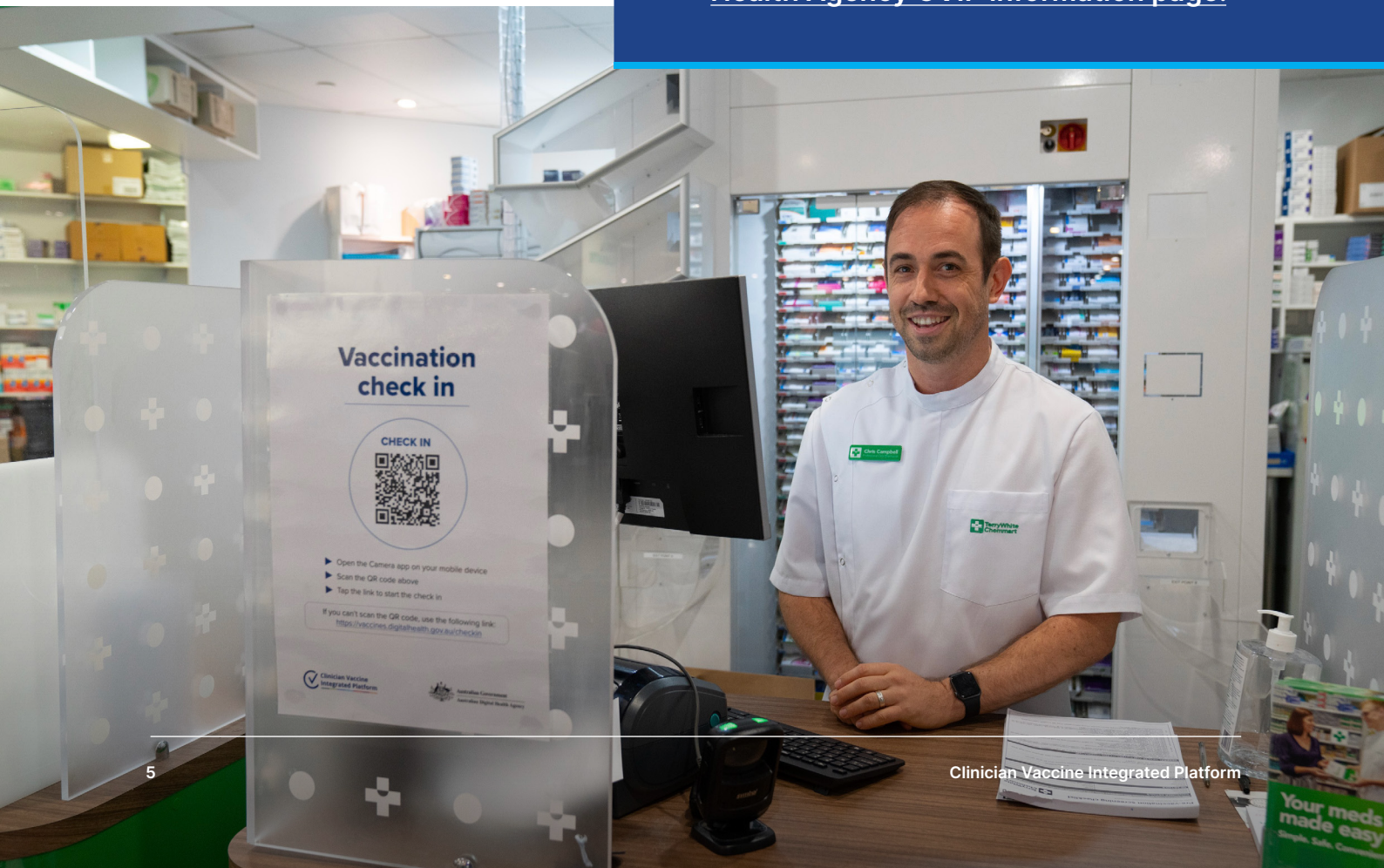
3

CVIP Helpline sets up pharmacy and confirms registration. Allow up to two business days for processing. For urgent registrations, please call the CVIP Helpline on 1800 723 471 (option 3).

4

Pharmacy staff download the app or access the web browser to start using.

To find out more, see the [Australian Digital Health Agency CVIP information page](#).



# 02

## Reporting requirements

### What is the Australian Immunisation Register (AIR)?

The AIR is a whole of life, national immunisation register, which records vaccines given to all people in Australia. This includes vaccines given under the National Immunisation Program (NIP), through school-based programs and privately, such as for influenza or travel.

Any vaccinations that have been recorded on the AIR will be displayed on an individual's [immunisation history statement](#).

### Legislative requirement to report COVID-19 and influenza vaccinations to AIR

Under recent changes to the *Australian Immunisation Register Act 2015* and the *Australian Immunisation Register Rule 2015* (AIR Rule), recognised vaccination providers are required to report the administration of vaccinations to the AIR under the following timelines:

- COVID-19 vaccines administered on or after 20 February 2021
- all influenza vaccinations administered on or after 1 March 2021

Further changes to the AIR Rule are proposed to make it mandatory to report all NIP vaccines from 1 July 2021.

Vaccination providers are encouraged (but not required) to report other vaccines administered, as this ensures their patients have a complete AIR record.



Reference: Australian Immunisation Register Act 2015

## Required information to AIR

Using CVIP ensures all the required information is reported to AIR:

- Vaccine recipient's full name, address and date of birth
- Vaccine recipient's Medicare number (if known)
- Details of the vaccine administered, including the brand name, batch number and dose number
- Date of vaccination
- Name, provider number and clinic address of the person who administered the vaccination.

## Recognised vaccination provider

You must be a recognised vaccination provider to report vaccinations to the AIR.

## Apply to become a recognised vaccination provider

If you do not have a Medicare provider number, you can apply to become a recognised vaccination provider by completing the [Australian Immunisation Register - Application to register as a vaccination provider form \(IM004\)](#) and submitting it via your state or territory health department.

There are additional requirements for administering some vaccinations, such as COVID-19 vaccinations.

## COVID-19 vaccination training

Authorised COVID-19 vaccination providers must complete mandatory COVID-19 vaccination training. This will ensure that the people who are administering the COVID-19 vaccination are competent in the safe management and administration of COVID-19 vaccines.

The training is available for all authorised COVID-19 vaccination providers.

This training content is delivered through the [Department of Health eLearning platform](#) at no cost.





## CVIP and your workflow

For more information on each step, including videos, please see the [CVIP eLearning course](#), or email [education@digitalhealth.gov.au](mailto:education@digitalhealth.gov.au) to request a training session.

The diagram below shows how easy it is to integrate CVIP into your vaccination workflow.

### Consumers

#### 1 Consumer arrives at pharmacy for vaccination

#### 2 Self-registration

The consumer can self-register by scanning a QR code poster using their mobile device. This brings up the registration form for them to enter their personal information and Medicare number or address.

Alternatively, pharmacy staff can register these consumers in CVIP.

*Consumer self-registration is ideal for walk-ins. For onsite vaccinations, pharmacists may prefer to register the consumers in CVIP using the details in their dispensary or booking system.*

#### 3 Registration code

When registration is complete, the consumer receives a QR code and registration number on their device. They provide this to the vaccine administrator.

### Vaccination administrators

#### 4 Screening

As a part of normal clinic processes, you should record the consumer's consent to receive the vaccination and information about current allergies and medications and store this in your local records.





Pre-vaccination screening should be completed – this information is not captured in CVIP.

A pre-vaccination checklist is included in the [Department of Health's consent form](#).



### Checking underlying health conditions

**You can check information in a consumer's My Health Record to identify underlying conditions, allergies and medicine history.**

Please let consumers know about the requirement to report their personal information to the AIR.

Once a consumer has completed the registration, screening and consent processes, healthcare providers can use CVIP to access, review and report the vaccination information to AIR.

Access CVIP on your mobile device or computer using your PRODA credentials.

## 5 Review consumer's details

Once the screening process has been completed, you can review the consumer's AIR immunisation history in CVIP by doing one of the following:

- Scanning the consumer's QR code or entering their registration number
- Searching by name and Medicare number
- Searching by name and address.

The consumer is then ready to be triaged for their vaccination.

## 6 Vaccine administration

Once the consumer has received the vaccine, complete the vaccine administration record section in CVIP.

## 7 Save and send to AIR

Review and confirm that the information you have entered is correct and then save the record.

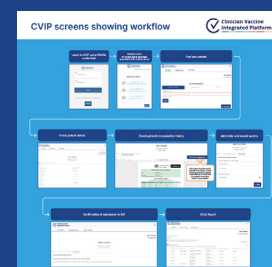
This will automatically and securely submit the record to AIR, if you are connected to the internet. The record can also be submitted to AIR as part of a batch upload when you are next connected to the internet.

The information you have entered remains in CVIP until successfully submitted to AIR. Once successfully submitted, the information is deleted from CVIP overnight.

## 8 Recovery

Advise the consumer to wait for at least 15 minutes after their vaccination in case there are any adverse reactions, or 30 minutes for those with past history of anaphylaxis or who have been prescribed an adrenaline autoinjector (EpiPen) (as per ATAGI guidelines).

**View or download a diagram of the CVIP screens that support this workflow.**





If a consumer has an adverse reaction, you can encourage them to add the details to My Health Record as a personal health note.

This information will be available for their healthcare providers to refer to in future.



My Health Record

## After the vaccination

After the vaccination information has been submitted:

- The details of the vaccination will be securely transmitted and available to view in AIR.
- Vaccination details are available in the end-of-day reconciliation report.
- The information will be permanently deleted from the CVIP platform once it has been successfully submitted to AIR (normally within 24 hours).
- Consumers can view, download or print their Immunisation History Statement via Medicare Online and the Express Plus Medicare Mobile app. They can also see details of all vaccinations in their My Health Record – this includes their first COVID vaccination received and next vaccination due date (if applicable).
- Healthcare providers can view an updated record of a consumer's immunisation history in AIR and My Health Record.

## Adverse reactions

The CVIP does not have the functionality to report adverse reactions. Adverse reactions can be reported by the consumer or by the vaccination provider to their state or territory health department or to the Therapeutic Goods Administration (TGA).

For more information on adverse reactions, visit the TGA's webpage [\*Reporting suspected side effects associated with a COVID-19 vaccine.\*](#)

# 04

## Using CVIP

### PRODA and CVIP

In order to use CVIP you will need to have an individual PRODA account. PRODA is an online identity verification and authentication system. It lets you securely access government online services.

**You are not able to access CVIP without a PRODA account.**

If you already have a PRODA account, you don't need to create another one to use CVIP. You will need your PRODA RA number to register for CVIP.

### Register for a PRODA account

Click on the following link if you do not have a PRODA account and wish to register for one.

**Register now**

### Forgot your password?

Click on the following link if you already have a PRODA account and wish to retrieve your username and/or password.

**Forgot username or password?**

If you need COVID-19 vaccination training, online training modules are available at [covid19vaccinationtraining.org.au](https://covid19vaccinationtraining.org.au)

For more information on PRODA and CVIP, including videos, please see the [CVIP eLearning course](#), or email [education@digitalhealth.gov.au](mailto:education@digitalhealth.gov.au) to request a training session.



# 05

## Accessing CVIP

Once your PRODA account has been set up and your pharmacy has received confirmation of their registration for CVIP, you can install the app on your mobile device or access the desktop version on a computer.

- The app uses the mobile device camera to scan QR codes and barcodes.
- If you're using the desktop version, you can link to a 3D scanner to scan QR codes and barcodes. If you don't have a scanner, you can manually add the code details.

### Download and install the app

Download from [Google Play store](#) or the [App Store](#).

Before you use the app, you need to be verified and connected by your organisation.

Once you have been authorised, you will be able to log into CVIP with your PRODA details.

If you are registered but you are not able to log in, call the Customer Service Helpline on 1800 723 471.

### Access the desktop version

Access the desktop version by visiting [vaccines.digitalhealth.gov.au/healthcare-providers](https://vaccines.digitalhealth.gov.au/healthcare-providers)

This version of the software will open in your web browser. You will not need to download or install any software on your computer.

### Recommended operating systems and browsers

#### Mobile device

- iOS 14.2 or later
- Android 10 or later

#### Desktop/laptop

- Windows 10 (all versions)
- macOS 10.15.0 or later

#### Browser applications

- Mozilla Firefox
- Microsoft Edge (Chromium)
- Google Chrome (version 88.0 or later)
- Apple Safari (version 14 or later)

App Store and Safari are trademarks of Apple Inc.

Google Play, Android and Chrome are trademarks of Google LLC.

## 06 Managing vaccines

Clinics are responsible for creating and maintaining the vaccine batch list within CVIP.

The batch list is a list of all the vaccines that are available at your clinic. Ensuring that the list is accurate and up to date will help to prevent any selection errors during the vaccination encounter. This also ensures that the correct vaccine details are recorded in AIR.

It is recommended that each clinic assigns the responsibility of maintaining the batch list to an accountable member of the team.

### **Managing the batch list involves:**

- 1** Adding batches to the list to indicate that they are in stock
- 2** Ensuring that the status of each vaccine is up to date on a regular basis
- 3** Setting the status of batches to 'in use' when a new batch is being used
- 4** Checking that the status of batches are set to 'completed' when all the vials have been used.

Note: CVIP does not track vaccine quantity and should not replace existing inventory control measures.



For more information, including videos, please see the [CVIP eLearning course](#), or email [education@digitalhealth.gov.au](mailto:education@digitalhealth.gov.au) to request a training session.

## 07 CVIP security



A range of security controls are in place to protect the privacy and security of the information contained within CVIP.

- Only recognised vaccination providers with a PRODA account can access the platform.
- Multifactor authentication provides additional security to prevent unauthorised access.
- Audit logs record a history of account activity. These show each time a healthcare provider accesses the platform as well as the time and date that it was accessed.
- All data is encrypted and securely transmitted to AIR.
- Information is deleted from the platform overnight.







**Australian Government**

**Australian Digital Health Agency**



**Clinician Vaccine  
Integrated Platform**