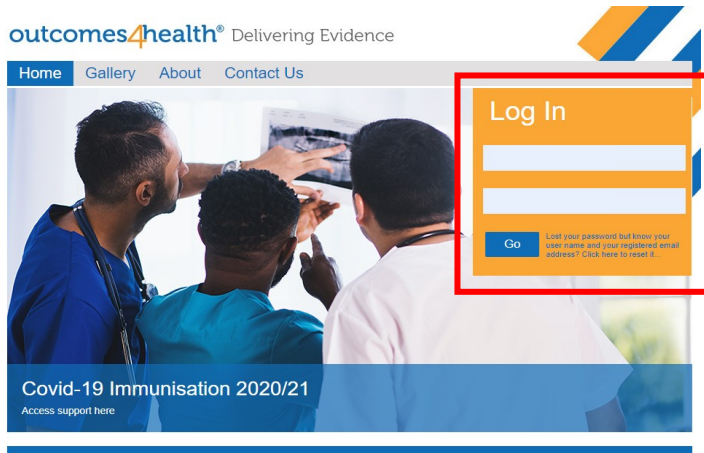


Pinnacle for End Users

This guide is for staff manning the clinic. It does not cover any administration or setup. It was produced on 14.12.20 in the live system with a demo patient. It is provided as is with not guarantees and no liability for loss accepted. Outcomes 4Health may change any of the screens at any time so screen shots may be out of date.

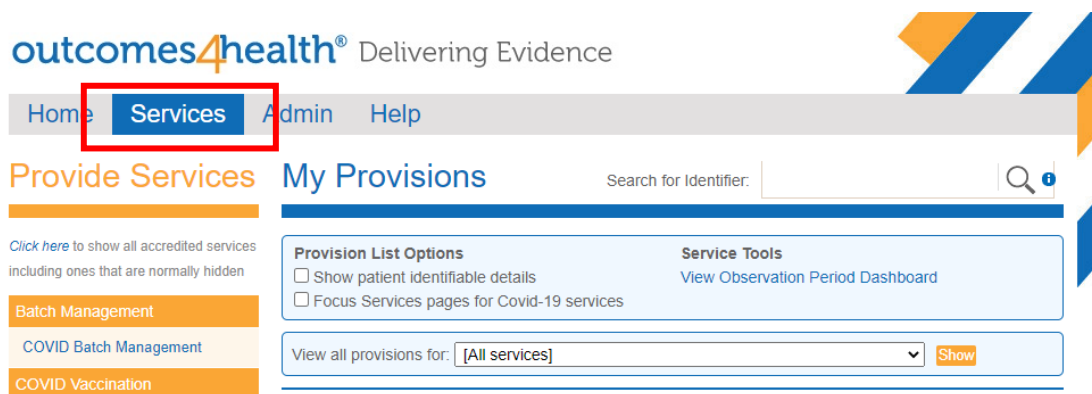
1. Go to outcomes4health.org and Log In using your username



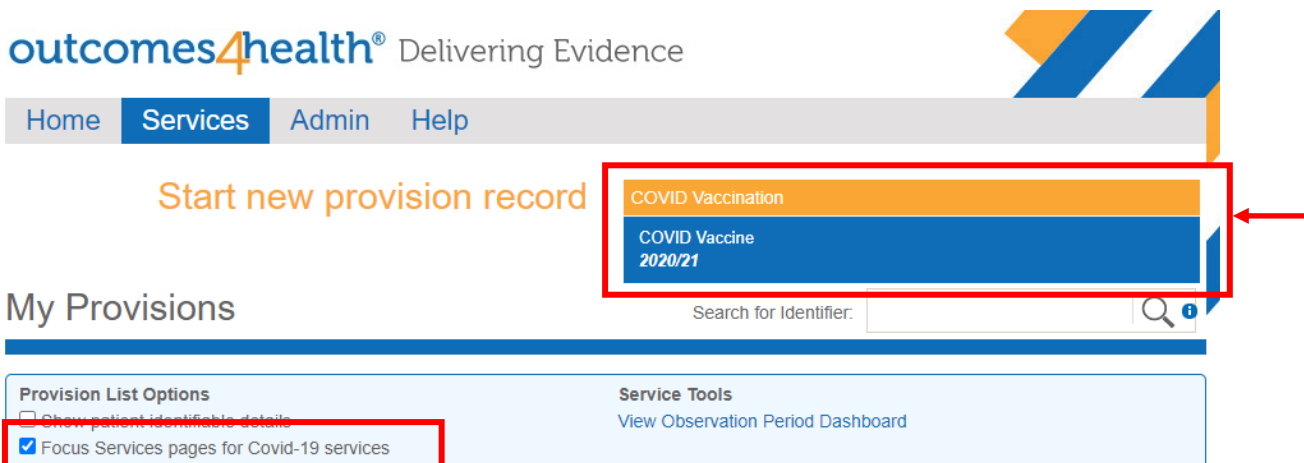
and password

If you lose you login details or forget your security word your admin user can reset these for you

2. Click on the Services Tab



3. Select the 'Focus Services pages on Covid-19 services' tick box



4. The new box that appears is you way to start recording the vaccine

5. You will be asked to enter two letters from your security word because you are accessing patient data. This also appears if you time out.

The screenshot shows the Outcomes4Health website interface. At the top, the logo 'outcomes4health® Delivering Evidence' is displayed. Below the logo is a navigation bar with 'Home', 'Services', 'Admin', and 'Help'. The main content area is split into two columns. The left column has a 'Welcome Home' section with a sub-header 'My Account' and a list of links: 'Change My Password', 'Change My Details', 'Update My Organisation Details', 'View recent system news', and 'PharmAlarm Controls'. The right column is titled 'Security Word Entry' and contains a warning: 'You are about to enter a section of the website that can access sensitive data. To proceed, you must perform an extra security validation.' Below this is a text input field with the instruction 'Enter the specified letters from your security word to validate'. A note states: 'Please Note: Your security word is NOT the same as your password. The security word is a six letter word that you selected from a suggested list when you first logged in to Outcomes4Health'. A red box highlights a form with two input fields labeled 'Second letter' and 'Third letter', and two buttons: 'Submit' and 'Cancel'.

6. Choose how you are running your clinic

The screenshot shows the Outcomes4Health website interface for 'COVID Vaccine - 2020/21'. The navigation bar includes 'Home', 'Services', 'Admin', and 'Help'. The main content area has a 'Service Support' section on the left with a 'Video Guides' sub-section and a 'Vaccination Centre Video' thumbnail. The right side features a 'Clinic Type' selection with two radio buttons: 'Sole Practitioner' (selected) and 'Staged Service'. A red box highlights this selection. Below the selection is a 'Privacy Notice' box with the text: 'Information recorded in this service will be lawfully shared. The Privacy Notice is available from the NHS England website.'

Sole Practitioner - this means the same person is adding the patient, screening and consenting, drawing up and administering the vaccine. You would use this especially for a non-prescriber using the PGD and so not able to delegate any tasks to other people.

Staged Service - this is primarily for those who are prescribers and can therefore delegate some of the tasks to other people. It provides for the ability to record different people's names against different parts of the process.

The Steps 1— 6 only need to be done once per session

These are the instructions for the Sole Practitioner Setup

7. Search for and select the patient you are going to vaccinate

Patient Details

1 Vaccination Date

Patient Lookup via the Personal Demographic Service (PDS)
More information about PDS (opens in new tab).
The commissioner of this service **requires** that the PDS service is used to attempt to verify patient details **at least once**.

5 **Search by patient details**

Please provide a minimum of the patient's Date of Birth and NHS Number. Press 'Lookup via PDS' to try and find the patients details:

2 **Date of Birth**
Enter as dd-mmm-yyyy (eg 23-Feb-1989)

3 **NHS Number**
The patient's verified NHS Number

4

- 1 **Vaccination Date** - Auto-populates with today's day but can be changed if needed.
- 2 **Date of Birth** - this is required in addition to the NHS number. Note that it has to be entered as shown above. So 2 digits for day, 3 letters for month (Jan Feb, etc) and four digits for digits for year (must be 1997 and not just 97)
- 3 **NHS Number** - The patient's unique NHS number. Can have spaces or just be one digit.
- 4 **Lookup on PDS**—click this button to search PDS (patient demographics service or 'spine') for the patient. You have to try this for every patient but can enter manually if nothing is found.
- 5 **Search by patient details** This allows you to search by date of birth, gender and surname. In future recordings this choice will be remembered but can be changed any time.

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Patient Details

Vaccination Date

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Date of Birth

Enter as dd-mmm-yyyy (eg 23-Feb-1989)

NHS Number

The patient's verified NHS Number

Patient Details

| | Search Query | PDS Result |
|----------------|--------------|---|
| Family Name: | | Xxtestpatientiair |
| Given Name(s): | | Nic-Donotuse |
| Date of Birth: | 05-sep-1943 | 05-sep-1943 |
| Gender: | | male |
| NHS Number: | 999 009 4128 | 999 009 4128 |
| Address: | | The Information Centre, 1 Trevelyan Square, Leeds, West Yorkshire |
| Postcode: | | LS1 6AE |

Patient's GP Details

| | Search Query | PDS Result |
|--------------|--------------|---|
| GP Name: | | HALL GREEN HEALTH |
| GP ODS Code: | | Y00159 |
| GP Address: | | 979 STRATFORD ROAD, HALL GREEN, BIRMINGHAM, WEST MIDLANDS |
| GP Postcode: | | B28 8BG |

Please confirm the above details with the patient and press "Confirm Patient" if they are correct. If they are incorrect, please amend the search criteria and try again. You can also fill in the patient details manually instead of using the PDS service.

You now have the option to change your search or to not use PDS at all (not ideal)

Check the details are correct and then click Confirm Patient

This will auto-populate the next section of the form

Patient Name

Date of Birth

77 years of age

Gender Male Female

Postcode

Address

NHS Number

Telephone number

Does patient consent to receive post-vaccination information via email?

Consent for email Yes No

Email address will not be used for marketing or any other purpose

Patient's GP Practice

Start to type GP practice name and select from drop down list

try to filter results by "nearest first" ...

... nearest to either patient postcode (if found) otherwise your provider postcode

GP Notification will send to the selected surgery via MESH for COVID-19 Vaccination upon saving this record.

Do you have details of a person that we can contact in the event of an emergency

Emergency contact Yes No

Clicking Confirm will complete the next section for you

8. In the Patient details section answer the two optional fields

Does patient consent to receive post-vaccination information via email?

Consent for email Yes No

Email address will not be used for marketing or any other purpose

Do you have details of a person that we can contact in the event of an emergency

Emergency contact Yes No

Both questions are optional. If you click yes new fields appear for completion. As these are mostly your own patients you may feel you have this information and so can say No. The email option is for sending post vaccination information although your clinic should have printed versions supplied

9. Complete the screening questionnaire

Screening

| National Immunisation Service Current Status | | |
|--|--------------|--|
| Vaccination | Administered | |
| Seasonal Flu | - | |
| First COVID-19 Dose | - | |
| Second COVID-19 Dose | - | |
| Selected COVID-19 Vaccines | | |
| - | | |
| Refresh | | |

This section tells you if the patient has had any immunisations already. It is taken from NIMS rather than your clinical system

Ask ALL patients ALL questions below and tick if any apply

Exclusion checklist - tick any that apply

- Current fever
Is the patient currently unwell with fever?
- Previous serious allergic reaction
Has the patient ever had any serious allergic reaction?
- Adrenaline autoinjector
Has the patient ever been prescribed an adrenaline autoinjector such as epipen?
- Coronavirus trials
Is or has the patient been in a trial of a potential coronavirus vaccine?
- Pregnant, breastfeeding or planning a pregnancy
Is or could the patient be pregnant, or are they breastfeeding or planning a pregnancy in the next 3 months?

Caution checklist - tick any that apply

- Is the patient taking anticoagulation medicine/has bleeding disorder?
- Received any other vaccination in the last 7 days?

Clinically suitable Yes No
Answer 'No' if any of the above symptoms present

Check that the patient has none of the exclusions or cautions for the vaccine

If you tick a box you will see a warning and this has to be overridden by a clinician and details entered for the reason.

You could have these printed on a laminated (wipeable) card that you give patients on arrival

You must answer Yes for the vaccination boxes to appear

10. Consent the patient and record this below

Vaccination consent

Consent for practitioner to administer vaccine after individual has been advised of:

- Potential side-effects and their likelihood
- Post vaccination care and when to seek advice
- Importance of second vaccination in line with schedule

Consent: Yes **Consent given**
 No **Consent not given**

Consent given by

- Patient
- Healthcare Lasting Power of Attorney
- Court Appointed Deputy
- Clinician using Best Interests process of Mental Capacity Act

A healthcare professional must consent the patient having given enough information for the patient to make an informed choice

You could have some of the consent information on the back of the laminated card you gave at the start

11. Record vaccine administration

Vaccination

Vaccinator Me

Vaccination Sequence

- First Vaccination
- Second Vaccination

Vaccine Batch selection

Batches are managed by local administrators, not the Outcomes4Health team.

Copy

COVID-19 mRNA Vaccine BNT162b2 30micrograms/0.3ml dose conc...
Batch 12345TEST Use By 18-Dec-2020 Expiry 30-Jun-2021

Manual Entry

To clear the vaccine details

If you have set up the batches (highly recommended) then click Copy next to the correct details

Vaccine Type Scan

COVID-19 mRNA Vaccine BNT162b2 30micrograms/0.3ml dose concentrate for suspension for injection multidose vials (Pfizer-BioNTech)
(Pfizer-BioNTech) 5 dose

Batch number

Manufacturer expiry
Enter as dd-mmm-yyyy (eg 23-Feb-1989)

Use by date
Vaccines use by date after defrost / unpackaging
Enter as dd-mmm-yyyy (eg 23-Feb-1989)

Clicking Copy will auto-populate all the vaccine details

Injection site

Left deltoid
 Right deltoid
 Left thigh
 Right thigh

Select the injection site and route of administration

Vaccination route

Intramuscular

Time of vaccination

Select Current Time

The yellow button will input the current time

12. Confirm you have given advice and then Save

Advice provided and vaccination completed

Yes

Tick to indicate information provided:

- When to seek advice
- When second dose is due
- Need to wait 15 minutes if driving after vaccination

Reaction

Has the patient suffered an adverse reaction to the vaccination?

Adverse reaction? Yes No

NB: This does not include induration, erythema etc.

Clinical Notes and Advice

DO NOT INCLUDE patient data and do not use the characters < or > in your text

This is for recording any adverse reactions. It is more likely you will return to this section later if needed

Sole Practitioner View



Click Save and you are DONE!

After this you will be returned to the Services Screen (see step 3 & 4) and can start a new recording. You will also find a list of all patients who have had a vaccination—this can be useful for going back to record an adverse reaction. You can also cancel an entry.

If you are using the staged process or if you only got part way through the process then you will also find a list of incomplete records here.