National Immunisation Operating Guidelines

COVID-19 Vaccines and General Operating Guidance

Version 64

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Health New Zealand
Te Whatu Ora

New Zealand Government

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Section A: Ready to vaccinate - summary of changes

Version	Date	Section	Summary of Changes
64.0	28/05/25	9.2 Delivery to sites	Figure 9.1 updated with photo of the DHL Platinum Cell temperature-controlled shipper box which is replacing the Cool Green Cell in June 2025.

Section B: Pathway to COVID-19 vaccination - summary of changes

Version	Date	Section	Summary of Changes
64.0	28/05/25	Section 17 Comirnaty Omicron XBB.1.5 30mcg vaccine (12+ years): Multi-dose vial dark grey cap and Single-dose vial light grey cap	Removed section as Comirnaty Omicron XBB.1.5 30mcg discontinued from New Zealand distribution 20 January 2025 and replaced by Comirnaty JN.1 30mcg vaccine.
		Section 18 Comirnaty Omicron XBB.1.5 10mcg vaccine (5 to 11 years): light blue cap	Removed section as Comirnaty Omicron XBB.1.5 10mcg discontinued from New Zealand distribution 20 January 2025 and replaced by Comirnaty JN.1 30mcg vaccine.
		Section 19 Comirnaty Omicron XBB.1.5 3mcg (6 months to 4 years): maroon cap	Removed section as Comirnaty Omicron XBB.1.5 10mcg discontinued from New Zealand distribution 20 January 2025 and replaced by Comirnaty JN.1 3mcg vaccine.

Section C: Additional Programme guidance, variations and incidents - summary of changes

Version	Date	Section	Summary of Changes
64.0	28/05/25	Section 29 Incidents	Renamed section Vaccination administration errors and incidents
		Section 29.7 Early doses	Removed section as included in Section 29.6 Vaccination administration errors

Appendices: summary of changes

Version	Date	Appendix	Summary of Changes
64.0	28/05/25	Appendix B: New facility set up form	Removed sections not required, updated for current process and added field to confirm if off-site vaccinations are being provided
		Appendix I: Prevention Adverse Event Process	Updated for vaccination related errors online reporting and adverse event reporting to reflect organisation and regional processes.
		NIP incident notification form	Removed from appendices as online reporting has replaced hard copy form

Document approval

National Immunisation Programme	Date	Signature
Rachel Mackay	03/06/25	Electronic

Contents

Introduction

These Operating Guidelines provide guidance on establishing and managing a COVID-19 vaccination site, including guidelines for the vaccination workforce and how to provide a clinically safe and quality vaccination service.

Purpose

The Operating Guidelines are designed to assist Health Districts and providers to maintain public safety and to ensure consistent and equitable COVID-19 vaccination practices are established and maintained throughout Aotearoa New Zealand.

The Operating Guidelines are published on the **Health New Zealand Te Whatu Ora website** for Health Districts and providers. We expect regular iterations based on learnings from the delivery of the COVID-19 vaccine Programme. Please ensure the most updated version is used.

Notes on guidance:

- The Operating Guidelines provide operational guidance for the COVID-19 vaccination Programme. Clinical guidance is available in the Immunisation Handbook, available at: **https://www.tewhatuora.govt.nz/for-health-professionals/clinical-guidance/immunisation-handbook**.
- See in particular **Chapter 2 Processes for Safe Immunisation** and **Chapter 5 Coronavirus disease (COVID-19)**.

Whakatauki

Me mahi tahi tātou mō te oranga o te katoa

We should work together for the wellbeing of everyone

Abbreviations

Abbreviation	Full Name
A&I	Adoption and Improvement
AEFI	Adverse Event Following Immunisation
AIR	Aotearoa Immunisation Register
BMV	Book My Vaccine
CARM	Centre for Adverse Reactions Monitoring
CICS	COVID-19 Immunisation Consumer Support
CIR	COVID-19 Immunisation Register
DNS	Did not show
DTU	Dilute to use
IMAC	Immunisation Advisory Centre
IPC	Infection prevention and control
MDV	Multidose vial
Ministry	Ministry of Health
NHI number	National Health Index number
NIP	National Immunisation Programme
NPHS	National Public Health Service
PMS	Patient Management System
RTU	Ready to use
SDV	Single dose vial
ULT	Ultra-low temperature (-90°C to -60°C)

Key contacts

Issue Type	When to Contact	Contact Details	Hours of Operation
IT hardware or non-AIR software issues	Logging technology hardware or software issues that aren't AIR-related	Contact your local IT ServiceDesk	Ensure after-hours support is available for sites operating outside of business hours
AIR queries	For help on using or signing up to the AIR vaccinator portal Logging-in issues, password resets, or after hours help	Use the link to access the AIR Service desk portal: **Help using the Aotearoa Immunisation Register (AIR) Support**, call 0800 855 066 (press 2 and then 1), or email **help@imms.min.health.nz** for technical support. AIR website: **https://www.tewhatuora.govt.nz/air**	8am-5pm, Monday to Friday (from 9.30am on Wednesdays) 9am-2pm, Saturday
BMV queries	For help on using or signing up to BMV Logging-in issues, password resets, or after hours help	Email: **help@imms.min.health.nz** Call: 0800 223 987	8am-5pm, Monday to Friday (from 9.30am on Wednesdays) 9am-2pm, Saturday and Sunday
Inventory Portal access and queries	For help on using or signing up to the Inventory Portal Logging-in issues, password resets, or after hours help	Email: **help@imms.min.health.nz** Call: 0800 223 987	8am-5pm, Monday to Friday (from 9.30am on Wednesdays) 9am-2pm, Saturday and Sunday
Vaccine or consumables supply queries	To raise an issue with supplies	Email: vaccinelogistics@tewhatuora.govt.nz	Email: 9am-5pm, weekdays
Clinical vaccine queries	To receive clinical advice on the vaccine or vaccination process	**0800 IMMUNE (466 863)**, option 1 (health professionals) and then option 2 (COVID-19 vaccinator support)	Available 8.30am - 5pm, weekdays
Order vaccination collateral	To request additional pamphlets or other collateral	The Health District communications manager. A variety of free consumer collateral and immunisation resources are also available on **Bluestar** and **HealthEd**.	

Issue Type	When to Contact	Contact Details	Hours of Operation
Privacy Incident or Concern	In the event of a known or suspected privacy breach		9am-5pm weekdays
Adverse Event Following Immunisation (AEFI)	Reporting an adverse reaction to the vaccine	https://pophealth.my.site.com/carmreportnz/s/ Email: CARMreport@health.govt.nz	
Interwaste vial disposal bin requests/collection	To arrange first delivery of vial disposal bin and collection of full bins	Phone: 0800 102 131	8am-5pm, weekdays
Vaccination errors and clinical enquiries	Vaccination advice and guidance to healthcare providers	Immunisation Coordinator **https://www.immune.org.nz/resources/regional-advisors-and-local-coordinators** IMAC call 0800 IMMUNE (0800 466 863), 8	IMAC call centre 8.30am-4pm, weekdays

Roles and responsibilities

Activity	NPHS Health New Zealand Te Whatu Ora	Health Districts & Providers	IMAC	CARM	Distribution Provider
Distribution	• Monitor warehouse quality processes for storage and distribution.	• If needed, arrange secure distribution from Health District facility to vaccination site. • Ensure providers have current cold chain accreditation.	N/A	N/A	• Provide secure storage and cold chain of vaccine prior to distribution.

Activity	NPHS Health New Zealand Te Whatu Ora	Health Districts & Providers	IMAC	CARM	Distribution Provider
	• Coordinate distribution of vaccine to vaccination providers. • Respond to any transit or delivery related queries.				• Repack vaccines into sub-batches for storage and distribution at +2 to +8°C. • Distribute vaccine packs to providers.
Inventory Management	• Ensure vaccine packs are available for distribution. • National Immunisation Logistics team will monitor demand using data from the Inventory Portal along with information from Health Districts and providers. • Coordinate with distribution warehouses to process and approve vaccine orders.	• Plan vaccine demand to minimise wastage. • Keep inventory portal updated: o Receipt orders o Stock consumption, wastage, and adjustments o Quarantine vaccine stock if required • Ensure vaccine receipting, handling & storage are met as per the National Standards for Vaccine Storage and Transportation for Immunisation Providers 2017.	N/A	N/A	• Perform QA checks on deliveries from the vaccine manufacturers. • Ensure secure storage of vaccine prior to distribution.
Workforce & Training	• Provide guidance on workforce model and training requirements. • Provide access to AIR for vaccinators & admin staff. • Provide AIR and vaccine support/factsheets.	• Hire and roster vaccinators and required site support staff. • Provide info to NPHS Health New Zealand Te Whatu Ora and IMAC for user on-boarding & provision of training. • Ensure staff are appropriately trained.	• Provide vaccine preparation & administration training.	N/A	N/A
Site Operations	• Provide guidance on preparing and running vaccination sites. • Disseminate process improvements (e.g., via updated Operating Guidelines).	• Prepare & run vaccination sites, incl. providing IT equipment and disposing waste. • Engage with Māori & Pacific Island partners.	• Provide clinical support to vaccinators as needed.	N/A	N/A
Comms & Engagement	• Coordinate national vaccine engagement campaign. • Provide key messages to Health Districts to share with providers. • Provide collateral files to Health Districts/providers & distribute site banners/cards. • Manage adverse event comms.	• Engage with providers re: sites & schedule. • Print and circulate collateral to vaccination sites as required.	N/A	N/A	• Include vaccine preparation and administration info sheets in vaccine shipments.
Reporting	• Produce Programme and operational reporting.	• Complete weekly stock on hand and stock movements • Report exceptions to plan, as they occur.	• Provide data on vaccinators trained to date.	• Provide adverse event data to Medsafe.	• Provide stock on hand and orders out reporting to NPHS Health New Zealand Te Whatu Ora.

Section A:
Ready to vaccinate

Section A: Ready to vaccinate - summary of changes

Version	Date	Section	Summary of Changes
64.0	28/05/25	9.2 Delivery to sites	Figure 9.1 updated with photo of the DHL Platinum Cell temperature-controlled shipper box which is replacing the Cool Green Cell in June 2025.

Section guidance

This section provides operational guidance, including equity, site considerations, onboarding, vaccination workforce, IPC guidance, ordering, planning, vaccine handling and storage, logistics, and site closure; to ensure consistent, equitable and quality vaccination.

Purpose

This section is designed to be applicable from the preparation of a vaccination site (from the selection and setting up of a suitable site), through to the closing of a site.

Appendices relevant to this section

- **Appendix A: Site checklist**
- **Appendix B: New facility/site setup**
- **Appendix C: Facility/site closure**
- **Appendix D: Logistics and Inventory Management**
- **Appendix E: NIP logistic overview/ cheat sheets**

1 Equity

Providers must ensure vaccination sites are accessible to all members of the community and there is equitable opportunity for Māori and Pacific people, other ethnic communities, and disabled people.

1.1 Equitable access

Reasonable steps must be taken to improve access and reduce potential inequalities. Steps to enable equitable access may include:

- Providing access to translation and interpretation services to support the consent and immunisation processes. For more information on interpreter services see **https://healthify.nz/translations/i/interpreter-services/**
- Ensuring key written material and any signage is in easy-to-read formats.
- Providing supporting literature available in a range of languages and resources/support for those who have low health literacy. This may include access to New Zealand Sign Language (NZSL) if needed.
- Considering how the service delivery model caters for the support people consumers may bring to the vaccination event (such as friends, whānau, carers).
- Encouraging site staff to greet consumers in Te Reo or the language the consumer uses where possible.

1.2 Te Tiriti and Māori

Actively incorporate Te Tiriti o Waitangi considerations, including:

- ensuring Māori are not disadvantaged
- mitigating the impact to Māori as a result of COVID-19
- establishing and maintaining effective partnerships with Māori stakeholders including iwi, hapū and whānau
- seeking Māori-specific advice from the outset
- resourcing and investing where it is required the most
- starting and ending the day with a karakia.

1.3 Māori and Pacific peoples

- Ensure as far as reasonably practicable, the site workforce reflects the demographic make-up of the likely consumer group or local area.
- Consider which site locations can best meet the community's needs in terms of both ease of access and comfort or familiarity with the location (such as marae, churches).
- Where drive-in sites are planned, ensure consumers can attend the site if they do not have a car or have access to a non-drive-in site.
- Build early and regular engagement with Māori and Pacific partners into the service delivery model to ensure design to the community's needs.

1.4 Disability and/or Impairments

Ensure access for disabled consumers and others, including venue accessibility and accessible information. For more information on venue accessibility, see the **Ministry's website**. Equity steps and processes to follow include:

- Designing site support processes to support consumers with visual impairments or are hard of hearing. For example, providing a card to ask consumers advise site staff if they have a hearing impairment to ensure their needs can be met during the vaccination or any follow up interactions.
- For Deaf or hard of hearing consumers, there may be a need to arrange a New Zealand Sign Language (NZSL) Interpreter. Information on working with NZSL Interpreters can be found at **https://www.odi.govt.nz/nzsl/tools-and-resources/**
- Ensuring staff are educated in disability equity issues and know how to employ a rights-based approach. A 30-minute Disability Equity eLearn is available through the **Ministry's LearnOnline website**.
- Enabling consumers to access appropriate support and accommodations they may need for a successful vaccination, for example, are there any measures as a site or team that can be implemented to support mobility constraints, or accommodate individuals, families and whānau if a consumer has an anxiety or phobia, or may need a quiet and low stimulation environment?
- Supported decision-making is an important process for consumers needing support to make decisions. This may be due to a consumer's communication needs, learning disability, acquired brain injury, neurodiverse needs, mental health issues or other cognitive or physical condition.
- Supported decision-making is a way for consumers to make their own decisions based on their will and preferences, so they have control of their life, ensuring the consumer needing support is at the centre of decision making that concern them. Training on supported decision making is available on **IMAC's website**.

2 Site considerations

2.1 Environmental considerations and safety controls at the vaccination site

Assess the layout of the building or area identified for vaccination delivery to ensure features are in place supporting appropriate IPC implementation to meet current required standards for the site location. This is to ensure protection for consumers as well as site staff.

For current advice, refer to **COVID-19: Infection prevention and control recommendations for health and disability care workers – Health New Zealand Te Whatu Ora - Health New Zealand.**

2.2 Business continuity

A business continuity plan is required for each site to guide recovery from events that may interrupt service delivery such as a power failure.

Hard copies of the following forms should be available on site in the event of the AIR vaccinator portal or integrated Patient Management System (PMS) being unavailable:

- Vaccination recording form
- Consent form

See the **Key documentation – Te Whatu Ora – Health New Zealand** to download copies of the forms.

Note: Any hard copy forms must be entered as soon as practicable and in any event by close of business on the **following day**. Ensure any printed copies of information are locked away when not in use.

2.3 Site access and traffic management

Waka Kotahi NZ Transport Agency has provided the following advice to support site location and traffic management planning.

In addition to the considerations below, the **Waka Kotahi Journey Planner** is useful for assessing how people will safely access your sites. Similarly, regional council websites also contain valuable information about local public transport provision.

Access considerations

When choosing your location, consider how easily people might be able to access the site. For example, consider the following:

- How easily people with mobility issues can access your site
- Is a public transport stop within 500m of your site?
- Are there multiple routes and/or multiple modes of public transport within 500m?
- Does the site provide cycling or walking access?
- Is adequate parking available for people using a private vehicle?
- Are there opportunities to locate the site in place that will reduce the number of additional trips people need to make?
- Is any additional signage required to direct people to the location of the centre?
- How would consumers living in areas not serviced by public transport reach your site?

Traffic management considerations

Consider how the numbers of people receiving vaccines increases will impact the traffic network. For example, consider:

- How will the increase in road users impact vehicle congestion?
- How many different routes can consumers use to access the site?
- The impact to current levels of congestion at different times of the day.
- Is the site close to major arterial roads or state highways, which may give greater access?
- Does your site location provide easy access to public transport to mitigate impacts on road congestion?
- Are there any planned roadworks, road closures, or events that may impact access?
- Will any potential queues to your facility affect access to key services such as emergency services, health centres or schools?
- Could you provide multiple small sites instead of a few major locations servicing large numbers of people to better disperse demand across the transport system?
- Can your booking system be used to manage demand on the facility and consider peak traffic times?

2.4 Site physical security

Each vaccination site must provide for:

- Staff safety
- Consumer safety
- Visitor safety
- Vaccine security including storage facilities and in-transit
- Information security – particularly paper-based information such as spreadsheets
- Contingency plans addressing a disturbance/potential protest event.

A documented risk assessment should be conducted for every individual vaccination site. This should include, but is not limited to, the following considerations:

- How will staff travel to the vaccination location?
- Will secure parking be provided for vaccinators and administrators?
- How is site access controlled?
- How is the vaccine transported to and from the vaccination site?
- How is the vaccine securely stored at the vaccination site?

- How are consumables, including items such as needles, securely stored at the vaccination location?
- How is hard copy information (if any) securely stored at the vaccination site?
- How staff respond to disruptions

2.5 Planning for adverse events

Consumers who have a history of allergy or hypersensitivity, following administration of vaccines or injectable medicines, will require additional monitoring at the time of receiving their first vaccine dose. Similarly, consumers who experienced an adverse event after receiving their first dose of the vaccine may require clinical monitoring at the time of the second dose.

NPHS Health New Zealand Te Whatu Ora expects vaccination sites to have appropriate protocols, equipment, settings, and workforce in place to support those who may require enhanced care following vaccination. Consider arranging any enhanced or additional consumer care requirements at the time of booking, or prior to these consumers attending a vaccination site.

It is recommended simulation scenarios are used to prepare staff to respond to adverse events.

2.6 Mobile vaccination set up

Mobile vaccination teams may be established to reach vulnerable families or small communities to address equity needs for the community being vaccinated.

When setting up a mobile vaccination team, it is important an appropriate operating model is in place and includes the following:

- **Equipment and connectivity:** Ensure mobile vaccination teams have the required equipment, both medical equipment and technology, to enable the use of the AIR vaccinator portal or PMS onsite. Check the connectivity at the site before attending.
- **AIR vaccinator portal recording:** Ensure the mobile team know the name of their facility and team (site) to select in AIR.
- **Planning:** Establish a location plan for the mobile team with the appropriate logistics in place. Ensure a record is kept of where and when the mobile team has been vaccinating and notification to local services as required eg emergency services, local iwi etc.
- **Vaccine storage and transport:** All appropriate and standard cold chain requirements must be met when transporting and storing vaccine. See guidance on transporting and storing vaccine in the **Vaccine storage and handling** section below for more information.
- **Business continuity:** Ensure a business continuity plan is in place for the team to manage unexpected events and appropriately record vaccination events, such as having a stock of printed event forms on hand if access to the AIR vaccinator portal or PMS is unavailable and managing unexpected events.
- **Site readiness:** Refer to the **Site readiness and closure** section below for completing a dry run with your mobile team before commencing vaccinations.

3 Preparing the vaccination workforce

3.1 Vaccinating the workforce

Before commencing vaccinations, the Programme recommends all staff are provided with an opportunity to ensure they are up to date with all vaccinations including any eligible COVID-19 doses.

3.2 Clinical leadership

Every vaccinating site or service should have a named lead clinician each shift. This lead should be an appropriately experienced clinician who is able to lead the vaccination team, manage and investigate adverse events and incidents, and provide onsite clinical advice.

3.3 Preparation and planning phase

- Appoint an appropriate team member as the IPC lead for the service.
- Identify an adequate number of vaccinators and administrators to ensure sufficient staff and time is available to support correct implementation of IPC practices required to cover any staff absences and provide for consumers requiring any extra support.

3.4 Quality and safety

There is an expectation that each District has quality and safety oversight of the vaccination Programme rollout through their existing quality and safety and/or clinical governance mechanisms. For clarity, this includes adverse events, complaints, and incident management.

Note: In this context, 'adverse event' does not refer to an adverse reaction following immunisation.

3.5 Occupational health and safety requirements

Appropriate occupational health and safety policies and procedures are required for each site. This will include an accessible needlestick injury protocol which staff are familiar with.

3.6 Staff training and reference materials

Training will be provided to AIR vaccinator portal users and vaccinators through a combination of eLearning modules and quick step guides. The AIR system how-to guides are available online within the AIR vaccinator portal Help Centre tab for continued availability and reference.

The eLearning modules and quick step guides include:

AIR vaccinator portal guide **https://www.tewhatuora.govt.nz/our-health-system/digital-health/the-aotearoa-immunisation-register-air/key/#air-general-information**

- Aotearoa NZ COVID-19 vaccinator online course (eLearning) **https://www.immune.org.nz/catalogue/aotearoa-nz-covid-19-vaccinator**
- Vaccine storage & transport (eLearning) **https://www.immune.org.nz/catalogue/2021-vaccine-storage-and-transport**
- Inventory management (eLearning) **https://www.immune.org.nz/catalogue/managing-inventory-in-the-covid-19-imms-register-v1**

In addition to these training materials, staff have access to a range of reference materials. Please refer to the IMAC website for vaccinator training materials. These include:

- IMAC written resources: **https://www.immune.org.nz/resources/factsheets** . This includes COVID-19 vaccinator guidelines and instructions for preparing doses.
- IMAC video resources: **https://www.immune.org.nz/resources/videos**
- IMAC FAQs: available on the IMAC website at: **https://www.immune.org.nz/education/common-education-questions**
- There is a COVID-specific chapter in ***The Immunisation Handbook*****:** which provides clinical guidance for administering vaccines. This information is updated regularly. See **https://www.tewhatuora.govt.nz/for-health-professionals/clinical-guidance/immunisation-handbook/5-coronavirus-disease-covid-19**

See the **Ordering site collateral** section below for details regarding collateral to be given to consumers.

3.7 Access to training on managing inventory and using the AIR vaccinator portal

Staff should complete the IMAC training by registering at **https://www.immune.org.nz/education/courses-and-events**to complete the inventory portal and vaccinator E Learning modules. Those who need to record COVID-19

vaccinations using the AIR vaccinator portal should also complete the relevant AIR training module.

3.8 On site functions

NPHS Health New Zealand Te Whatu Ora has identified the following functions for the onsite team. Note that someone with a clinical role (such as a vaccinator) may perform non-clinical functions, particularly in smaller sites.

The list below outlines the functions required to assist workforce planning. It is not intended to be a prescriptive list of all functions and expectations of different roles.

Clinical functions

- Preparing the vaccination dose
- Obtaining consent to receive the vaccination and ensuring consumers are informed of myocarditis and pericarditis risk, symptoms, the need to seek medical review and how to access this. Ensure consumers have received a copy of the "After the Covid Vaccine" to take away or have been encouraged to take a photo of this for referring to at a later stage if required.
- Asking health questions prior to administering the vaccine
- Vaccinating the consumer
- Monitoring consumers in an observation area for any adverse events
- Attending to adverse events and recording them

Staff performing clinical functions must be appropriately trained by **the Immunisation Advisory Centre (IMAC)**.

Non-clinical functions

- Greeting consumers and answering questions
- Identifying any accommodations and additional support consumers may require, such as mobility support, low sensory/quiet spaces, interpreters (including New Zealand Sign Language interpreters)
- Confirming consumer identity
- Entering consumer information into the AIR vaccinator portal or integrated PMS
- Ensuring the up-to-date consumer collaterals are in stock including consent form and vaccine information fact sheets
- Directing the consumer to the Privacy Statement
- Recording the vaccine details in the AIR vaccinator portal or integrated PMS
- Advising the consumer when they can depart the observation area
- Completing or arranging daily cleaning of the site
- Arranging collection of medical waste
- Decommissioning the site when it is no longer needed
- Providing reporting back to NPHS Health New Zealand Te Whatu Ora or Health District or provider leads as needed.

3.9 Workforce modelling

The size of the vaccination site and volume of vaccinations expected to be delivered on site will determine the size of the workforce required. The following tables outline staffing models for consideration as the vaccination workforce is planned.

Note: The framework below is only a suggestion and site workforce requirements will depend on matters such as expected site volumes, the service delivery model adopted and the likely needs of the consumers (for example, low health literacy or low English skills), more support throughout the process may be required which may in turn affect timing and resourcing.

Refer to **Appendix 4** in the ***Immunisation Handbook*** for further guidance on criteria for authorised vaccinators and minimum staff and equipment requirements for the provision of vaccination services.

Table 3.1 – activities and associated staffing

Waiting room	Immunisation event	After the event
Activity • Consumer checked in to the site, any additional support required by consumer is arranged.	• Consumer and vaccinator will have a clinical conversation about the vaccination and consumer will provide consent. • Immunisation occurs. • Administrator will enter details into AIR vaccinator portal or integrated PMS as the vaccinator performs the vaccination.	• Consumers must remain onsite for 15 mins after the event for monitoring.
Staffing • 1 x Administrator	**Staffing** • 1 x Administrator • 1 x Vaccinator	• 1 x Registered health professional **minimum specifications in Appendix 4.2** of the ***Immunisation Handbook*.** • 1 x support person with CPR training

Based on the activities and staffing numbers above, NPHS Health New Zealand Te Whatu Ora recommends the following site staffing numbers:

Table 3.2 – site staffing number recommendations

If 20 vaccinations/day	If 120 vaccinations/day	If 360 vaccinations/day
Staffing • **2 x vaccinators working at the site**	**Staffing** • 1 x Admin in waiting room • 3 x Vaccinators • 3 x Admin support	**Staffing** • 1 x Admin in waiting room • 9 x Vaccinators • 9 x Admin support

who will undertake all roles	• 1 x Vaccinator drawing up • 1 Registered Health Professional and 1 x Support person monitoring during observative period	• 3 x Vaccinators drawing up • 2 x Registered Health Professionals and 1 x Support person monitoring during observative period

Note 1: If Vaccinating Health Workers are being used, there must be one (1) dedicated vaccination clinical supervisor for every six (6) Vaccinating Health Workers.
Note 2: Dedicated vaccination clinical supervisors are not simultaneously responsible for any other roles or processes that prevent them from being immediately available while supervising Vaccinating Health Workers.
Note 3: Health Districts and providers will need to be prepared to adjust their site staffing requirements as administering the COVID-19 vaccine will likely vary from these assumptions as delivery progresses and lessons learned

3.10 Mobile and home vaccinator workforce

For fixed sites, providers should consider the number of vaccinators and administrators that are needed for home or mobile vaccinations to ensure safety of both consumers and staff. Staff delivering home vaccination will need to have completed the required training.

4 Infection prevention and control (IPC)

For the latest guidelines on IPC please see the following **link**. These principles and recommendations have been derived from the World Health Organization (WHO) guidance.[1]

This guidance is intended for policy makers, immunisation Programmes and IPC Lead for vaccination delivery venues.

4.1 Key IPC principles for COVID-19 vaccine deployment

Standard precautions to be applied during any vaccination activity are also valid for COVID-19 vaccine delivery, considering the population to be vaccinated consists of individuals **not** presenting signs and symptoms of infection.

National guidance and protocols for IPC measures should be consulted and adhered to when developing site operational guidelines.

Local IPC guidance

Include the following details, when developing your local IPC guidance and standard operating procedures for COVID-19 vaccination:

- Screening policies for COVID-19 signs and symptoms for staff and consumers arriving for vaccination along with clear exclusion criteria.
- Key IPC measures to be taken by anyone in the vaccination area or clinic.
- Key IPC measures for safely administering COVID-19 vaccines.
- Cleaning and disinfection of the environment.
- Appropriate waste management, taking into consideration the increase of waste associated with COVID-19 vaccination activities. Where possible, include environmentally sound approaches to manage both general and medical waste at point of use, segregation, disposal, and collection.
- Visual reminders emphasising hand hygiene, safe injection practices, respiratory hygiene, and other IPC measures.
- Training materials for relevant staff.
- Communication material to inform and educate consumers.

[1] Aide-Memoire Infection prevention and control (IPC) principles and procedures for COVID-19 vaccination activities, 15 January 2021. ***https://apps.who.int/iris/handle/10665/338715***

IPC supplies

Ensure there is a continuous and sufficient supply of the following as required to conform to current guidelines:

- PPE, including eye protection and long-sleeve fluid resistant gowns and gloves for the vaccination team's protection in the event of dealing with a vaccine adverse event or other incidents such as support to an unwell consumer or clean-up of body fluids.
- Other IPC supplies including alcohol-based hand sanitisers, thermo-scans for temperature screening, tissues, waste bins and bin liners, sharps disposal bins, cleaning and disinfection products, visual reminders, and signage and physical barriers to aid spatial separation.

Identify a suitable secure area for storage of supplies.

5 Aotearoa Immunisation Register

The Aotearoa Immunisation Register (AIR) vaccinator portal is a centralised, browser-based system that can be used to record vaccination details. Users with access to an integrated Practice Management System (PMS) should continue to record vaccination details in their PMS.

Consumers can request that access to their immunisation information in the AIR is restricted. See the **Health New Zealand Te Whatu Ora website** for AIR privacy information related to the use of the AIR and the Request to restrict access form.

The AIR has replaced the National Immunisation Register (NIR) and the COVID-19 Immunisation Register (CIR) as of November 2023.

5.1 Signing up to the AIR vaccinator portal

Key information relating to the use of the AIR vaccinator portal are identified and defined below:

STEP 1 Appoint an AIR facility manager.

STEP 2 Facility managers use this link **HERE** to commence sign up. During the sign up process they select 'Facility Manager' as their role. The facility manager commences training.

STEP 3 The facility manager notifies the rest of their workforce and sends them sign up details, including the site's HPI-F code.

STEP 4 Workforce signs up using this link **HERE** and commences training.

STEP 5 The facility manager approves the workforce, giving access to AIR at their site.

After the facility manager is authorised, they will be provided with details to disseminate to their workforce including a user sign-up link. This should be shared with users after the

facility manager has already signed up. Users can choose to sign up using My Health Account - MHA or their email. This becomes the way they continue to login into the AIR.

For any questions or support on new user onboarding, please find the contact details of your local AIR administrator listed below.

Te Tai Tokerau Northland	**nir@northlanddhb.org.nz**
Te Toka Tumai Auckland	**nir@adhb.govt.nz** 0800 929 999
Waitematā	**nir@waitematadhb.govt.nz** 0800 929 999
Counties Manukau	**kidslink@middlemore.co.nz** 0800 454 375 or 09 259 6994
Waikato	**nir_coordinators@waikatodhb.health.nz** 0800 100 273 option 1
Hauora a Toi Bay of Plenty	**imms@bopdhb.govt.nz** 0800 829 002
Te Matau a Māui Hawke's Bay	**nirhb@hbdhb.govt.nz** 0800 729 100
Te Pae Hauora o Ruahine o Tararua MidCentral	**NIR.OIS@midcentraldhb.govt.nz** 06 350 4566 or 06 350 4568
Tairāwhiti	06 869 2092 ext. 8732 or 0800 935 524
Lakes	**NIRTeam@lakesdhb.govt.nz** 027 223 2406
Taranaki	**TDHB.RegionalScreeningTeam@tdhb.org.nz** 06 753 7702
Whanganui	**nir@wdhb.org.nz**
Wairarapa	**nir@tuora.org.nz** 06 261 8316
Capital, Coast and Hutt Valley	**nir@tuora.org.nz** 04 886 5020 or 04 260 6611
	RES-NIR@huttvalleydhb.org.nz 04 570 9797
Nelson-Marlborough	**programme.support@nmdhb.govt.nz** 03 543 7912
Waitaha Canterbury/South Canterbury	**nircanterbury@cdhb.health.nz** 03 337 8928 or 03 337 8966
Southern	**nir@southerndhb.govt.nz** 0800 787 998.

Te Tai o Poutini West Coast	**nirwestcoast@wcdhb.health.nz** 03 769 7531

5.2 Where the consumer has an NHI number

AIR is linked to consumers' NHI numbers, meaning any consumer with an NHI will automatically be available in AIR (they will have a AIR profile).

5.3 Where the consumer does not have an NHI number

Where a consumer does not have an NHI you should, create a new NHI number for that consumer. If you do not have the ability to create an NHI number in Health UI, contact the Ministry contact centre on 0800 855 066 to request an NHI number be set up.

When contacting the centre:

- Provide the payee number for the Health District or hospital
- Identify the COVID-19 vaccination clinic
- Provide the name of the consumer
- Once the NHI is created, make sure it is linked to AIR using the NHI retrieval function. Retrieving the NHI will create a person profile in AIR which can then be used to create immunisation case records as normal.

Note: It is not mandatory to collect information on the consumer's residency status when setting up new NHI numbers. Experience has demonstrated that collecting residency information can be a barrier for consumers both in their uptake and receipt of healthcare services.

5.4 AIR vaccinator portal support

If the site team is using the AIR vaccinator portal and requires support, they should contact their AIR administrator in the first instance before contacting the AIR ServiceDesk.

AIR vaccinator portal how-to guides are available (see the **Staff training and reference materials** section above).

6 Logistics

6.1 Logistics

NPHS Health New Zealand Te Whatu Ora will maintain the Inventory portal to support ongoing monitoring of inventory and demand. **Appendix D** shows the current process for distributing the vaccine to vaccination sites. **Appendix E** provides National Immunisation logistics overview/ cheat sheets.

Logistics support

NPHS Health New Zealand Te Whatu Ora provides two levels of customer support.

- Level one is NPHS Health New Zealand Te Whatu Ora's IT helpdesk.
  The helpdesk deals with log-in and access issues and can be contacted by email: **help@imms.min.health.nz** or by phone on **0800 223 987**.

Level two is the National Immunisation logistics customer services team.
This team can assist with support for order placing and approval, inventory management, and use of the Inventory portal. NPHS Health New Zealand Te Whatu Ora's logistics customer service can be contacted by email: **vaccinelogistics@tewhatuora.govt.nz**
Further detail about how to log into the Inventory Portal can be found in Inventory management (eLearning) **https://www.immune.org.nz/catalogue/managing-inventory-in-the-covid-19-imms-register-v1**

7 Equipment ordering

7.1 Ordering IT equipment

Provide the IT requirements, outlined in table 7.1 below, at vaccination sites to ensure staff can access the AIR vaccinator portal or integrated PMS. Before starting vaccinations, ensure all IT equipment has been tested, and all staff have received the necessary training to use the devices. Advise each site team where they can access additional IT support (for hardware issues), including after-hours support if your vaccination site is operating outside standard business hours.

Table 7.1 – IT requirements

Requirement	Details

Network	• A secure network (Wi-Fi, hard wired, or 4G) with connectivity to the device running AIR vaccinator portal (or PMS) and Inventory, and to the user's mobile phone or computer. • Site Wi-Fi specifications: Coverage ranging to reception, vaccination and waiting areas Highly available network (such as fibre and 4G backup)
Internet Browser	• Chrome is the recommended internet browser. Other browsers support the AIR vaccinator portal, but Internet Explorer is not supported (use Microsoft Edge if needed).
Computer or Tablet Device	• Any laptop from the last five years should be compatible with AIR vaccinator portal (or PMS) and Inventory providing it has the appropriate browser access. • For further information see: **https://help.salesforce.com/articleView?id=sf.getstart_browser_recommendations.htm&type=5**
Mobile Phone	• AIR vaccinator portal and Inventory users require an iOS or Android mobile phone to download the Salesforce Authenticator application. This can be downloaded from the App Store on iOS and the Play Store on Android. • You can scan the QR code on the right to locate the Salesforce Authenticator app in the relevant App Store.

7.2 Ordering personal protective equipment (PPE)

Please order required PPE as per local guidance.

7.3 Ordering site collateral

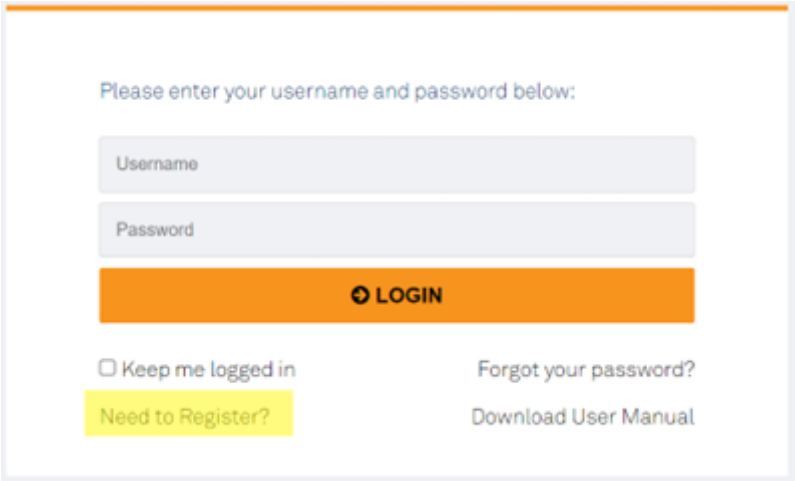
Te Whatu Ora – Health New Zealand has prepared immunisation collateral to support the vaccination programme. **Always check that you are using the latest version.**

You can access immunisation collateral using the NIP Dropbox, **HealthEd** or by ordering printed collateral from Bluestar (see below for how to sign up).

Pre-printed copies of some resources can be ordered via the Bluestar Portal here: BlueStar Portal homepage (**https://portal.bluestar.co.nz/login/moh_vaccine**).

If you're not already registered, you can register on the BlueStar Portal by

1. Below the login details, select '**Need to Register**?'.
2. Complete the online registration form (include your clinic/practice/pharmacy name and your contact details).
3. You will receive an email confirming your registration.
4. Click the button in the email to 'Activate' your registration.



Once you have been set up as a user. You will receive an email from Bluestar with log on details. Access can take a few working days.

IMAC has also prepared a consent video which can be displayed in site reception areas if desired. This video is available on the **IMAC website**.

Note: An interpreter may be arranged to be available on site to assist consumers who speak languages other than English, including New Zealand Sign Language. See the **Equitable access** section above for more information about interpreters.

Some collateral items have been translated and are available on Dropbox and/or Bluestar.

Table 7.2 – site collateral ordering and purpose

Collateral	Purpose	How to Order
COVID-19 informed consent suite, which includes: • **HP8590 What you need to know about the COVID-19 vaccination** • **HP7565 COVID-19 vaccination consent form** • **HP8591 After the COVID-19 vaccination** • **HP7568 Privacy statement**	To share with consumers on site or before attending the vaccination site	Download directly from the NIP Dropbox. Some items are available in hard copy via Bluestar portal.
COVID-19 vaccine FAQs	To provide answers to FAQs	Available on the **Health NZ website**

Vaccination recording form	For use if AIR is unavailable	Available from the **Health New Zealand Te Whatu Ora website**
Consent form (which includes fields to capture required consumer data)	For use if AIR is unavailable	Download directly from the NIP Dropbox.
Adverse Event Reporting	To provide information, and to enable accurate record keeping	Available on the Centre for Adverse Reactions Monitoring (CARM) website: **https://pophealth.my.site.com/carmreportnz/s/https://report.vaccine.covid19.govt.nz/**
Vaccine Error Reporting Form	To enable accurate record keeping	Contact the Health District communications manager
Vaccination station material	Promotional material to support vaccination site set up	Order via Bluestar
Instructions for the Preparation and Administration of vaccines and vaccine fact sheets and screening tools	For vaccinators and staff on site	Included in vaccine shipments and are available on the **IMAC website**.
'Where to get help' poster	To provide information simply and quickly	Contact the Health District communications manager

Table 7.3 – site and facility set up for vaccine delivery

Information required	Details	Process
Site and facility set up information	• Site and facility information must be provided to NPHS Health New Zealand Te Whatu Ora five (5) days in advance of any initial deliveries.	• Use the **New facility site set up form (found in Appendix B)** to submit site or facility details • Return the completed form via email to **help@imms.min.health.nz**

7.4 Ordering Interwaste vial disposal bins

As part of site preparations, Interwaste must be contacted to arrange the delivery of an Interwaste vial disposal bin (see the **Disposal of consumables, vaccine, and vaccine packaging** section below).

Contact Interwaste on 0800 102 131 (business hours) as soon as the site is approved. Provide at least five business days' notice before the container is required to arrive. Interwaste will collect the relevant details such as the site manager's name and contact details, the delivery date for the first container, and the site delivery address information.

7.5 Inventory management

The Inventory Portal provides a centralised place for vaccine and consumables orders, managing stock on hand (SOH), arranging transfers, and recording consumption and wastage of unopened vaccine vials.

NPHS Health New Zealand Te Whatu Ora logistics team will continue to monitor demand and allocation using data from the Inventory Portal. Key data monitored includes:

- Stock on hand (daily stock takes)
- Stock movements, including ordering, transfers, wastage, consumption, and stock adjustments
- Stock consumption
- Stock waste
- Quarantine of and repacking of stock.

Please contact your regional liaison if you have feedback on the immunisation process or recommendations for operational improvements.

7.6 Operational reporting

Health Districts or providers should report significant events at sites such as a significant adverse reaction, or adverse events affecting consumers to Health New Zealand Te Whatu Ora.

8 Vaccine storage and handling

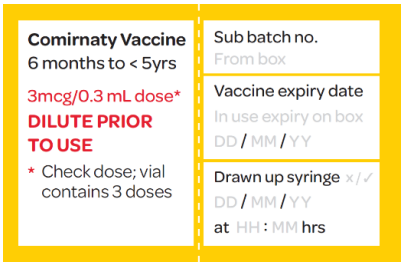
8.1 Vaccine security

To ensure the security of the vaccine, the following minimum standards must be met:

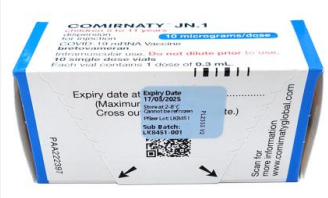
- If the vaccine is to be stored overnight at the vaccination site, the building should be in a controlled-access environment (such as Maritime Port).
- If the building is not in a controlled-access environment (such as a community hall), the building should be able to be secured and have a monitored alarm.
- In the event of the vaccines being stored at a vaccination site without controlled access and not a building (such as a tent), an overnight onsite security guard must be present.

8.2 Differentiation of vaccines

Syringe labels are available for infant 3mcg MDV yellow cap vaccine only and can be ordered from the Inventory Portal in packs of 10.

Vaccine Labels	
Label for Comirnaty JN.1 3mcg/0.3mL multi-dose vial (3 doses) yellow cap vaccine (6 months to 4 years).	

Vaccine packaging	
Comirnaty JN.1 30mcg/0.3mL single-dose vial light-grey cap vaccine (12+ yrs) **Pack size: 10 vials per pack**	

Comirnaty JN.1 10mcg/0.3mL single-dose vial light blue cap vaccine (5 to 11 yrs) **Pack size: 10 vials per pack**	
Comirnaty JN.1 3mcg/0.3mL multi-dose vial (3 doses, dilute to use) yellow cap vaccine (6 months to 4 yrs) **Pack size: 2 vials per pack** **Note:** 10 vial packs are currently not available to order.	

Note: The sub-batch labels on the vaccine pack for Comirnaty vaccines are colour coded to assist with differentiation.

8.3 Cold chain storage

All facilities must hold cold chain accreditation as per the ***National Standards for Vaccine Storage and Transportation for Immunisation Providers* 2017** (the National Standards). The cold chain accreditation expiry date and back up fridge for each facility should be recorded in the Inventory Portal.

Vaccine must be stored and transported in cold chain accredited conditions. NPHS Health New Zealand Te Whatu Ora requires any individuals responsible for handling the vaccine to have completed the appropriate cold chain training. If providers are to be offering off-site vaccination services, the Immunisation Co-ordinator should be contacted to offer guidance and ensure that any local sign off is completed prior to starting the service.

Further information on cold chain management is available in **section 2.1** of the ***Immunisation Handbook***. See also manufacturer's specifications for approved product handling, available at: **https://www.medsafe.govt.nz/Medicines/infoSearch.asp**

See Pfizer COVID-19 vaccines storage details in table below. Storage should protect from light.

Table 8.1 – vaccine shelf life

Vaccine type	State	At +2°C to+8°C	At ambient temperature
Comirnaty JN.1 30mcg/0.3mL single-dose vial light grey cap vaccine (12+ years)	**Vaccine is prediluted**	**Up to 10 weeks** after removal from the ULT freezer. **Note:** Please always follow the 'in-use' expiry date label on the vaccine pack. Vaccines can be administered on day of expiry (up to midnight). The expiry date on **the vial** is only relevant to ULT freezer storage.	**Vaccine should be prepared as needed.** It is recommended that a vaccine dose is administered as soon as possible after drawing up into a syringe. ***Refer to IMAC preparation guide.***
Comirnaty JN.1 10mcg/0.3mL single-dose vial light blue cap vaccine (5 to 11 years)	**Vaccine is prediluted**	**Up to 10 weeks** after removal from the ULT freezer. **Note:** Please always follow the 'in-use' expiry date label on the vaccine pack. Vaccines can be administered on day of expiry (up to midnight). The expiry date on **the vial** is only relevant to ULT freezer storage.	**Vaccine should be prepared as needed.** It is recommended that a vaccine dose is administered as soon as possible after drawing up into a syringe. ***Refer to IMAC preparation guide.***
Comirnaty JN.1 3mcg/0.3mL multi-dose vial (dilute to use) yellow cap vaccine (6 months to 4 years)	**Vaccine requires dilution**	**Up to 10 weeks** after removal from the ULT freezer. **Note:** Please always follow the 'in-use' expiry date label on the vaccine pack. Vaccines can be administered on day of expiry (up to midnight). The expiry date on **the vial** is only relevant to ULT freezer storage.	**Allow the vial to come to room temperature** (not cold to touch) **Diluted vaccine stored in vial has 12-hour expiry** (2°C to 30°C) **Diluted vaccine stored in syringe has 6-hour expiry from draw up or from expiry time on vial, whichever is soonest** (2°C to 30°C) ***Refer to IMAC preparation guide.***

8.3.1 Process for Refrigeration Failure or Temperature Excursion.

In the event of refrigeration failure which results in a temperature excursion of the vaccine, follow the steps below.

Table 8.2 – refrigeration failure process

Step 1	
Label the vaccines 'not for use' and in the event:	
• The refrigerator is currently running within the +2°C to +8°C range, the labelled vaccines are to be retained in your refrigerator.	• The refrigerator is not within the +2°C to +8°C range, reversible causes should be considered (door open, power interruption). If no cause found, the labelled vaccines are to be packed into a chilly bin, with a temperature monitoring device and transported to the nearest back-up provider (details for this are in your cold chain policy and in the Inventory Portal).
Step 2	
Contact your local cold chain coordinator for advice and further actions.	
Contact details should be in your cold chain policy and can also be found on **https://www.immune.org.nz/resources/regional-advisors-and-local-coordinators**	
Step 3	
Document the steps and actions taken.	

8.4 Movement of vaccine

Vaccine can be moved around a vaccination facility carefully if required. Avoid any unnecessary movement or handling. Care should be taken to not shake or drop vial packs or individual vials during transportation, preparation, or administration.

Note: If vials are dropped and have visible damage, or there is another reason for concern about whether the vaccine is still viable, contact **IMAC for advice on 0800 IMMUNE (466 863),**

8.5 Repacking vaccine at Health District facilities

Re-packing only applies to Comirnaty vaccines.

- **Who can re-pack vaccines?**
  Only a Health District hospital pharmacy department can repack the vaccine packs down to distribute to a vaccinator or site. This function is actioned under their hospital pharmacy's Licence to operate Pharmacy and only able to do so for supply

within their Health District. In this circumstance, Health District means within the Health District legal entity.

- **Who cannot re-pack vaccines?**
  Health District hospital pharmacy departments are not able to re-pack the vaccine packs for supply to providers outside of their Health District.
- **What if a hospital pharmacy is required to repack the vaccine packs?**
  The Health District hospital pharmacy department will need a packing licence issued to them by Medicines Control.

8.6 Transportation of vaccine to other locations

8.6.1 Permissible Stock Movement

Sites who have received their vaccine stock from a Health District Pharmacy can contact the pharmacy to organise a stock movement. The Health District Pharmacy can move whole packs, under their wholesale license. Note: all movements must comply with the **National Standards for Vaccine Storage and Transportation for Immunisation Providers 2017**.

This has significant resource implications for the Health District Pharmacy therefore tight stock management is important to minimise waste. If a stock transfer is necessary, plan ahead to provide maximum time to support Health District Pharmacy processes.

A provider may take their own vaccine offsite for outreach/home visiting purposes. All cold chain requirements must be met.

No other transportation of vials is permissible.

8.6.2 Restrictions on Transport Durations

For Comirnaty vaccines:

There is no limit on the transit time of an unopened vials transported at 2°C to 8°C however, normal shelf-life limits apply.

8.7 Transportation of diluted or drawn-up vaccine

8.7.1 Transportation of pre-drawn syringes

The syringes must be appropriately labelled (content, volume, batch, and expiry). It is recommended that labels designed for each vaccine are used. Best practice is to transport the vial and draw up as needed.

8.7.2 Bulk preparation of pre-drawn syringes

The bulk preparation of pre-drawn vaccine to be transported to another location is regarded as compounding and is not permitted unless it is undertaken in an approved facility (such as a hospital pharmacy aseptic unit, or a third-party commercial compounder) with appropriate checks, documentation, and regulator audit.

Note: It is recommended that a vaccine dose is administered as soon as possible after drawing up into a syringe. The maximum storage time in a syringe is 6 hours between +2 and +30°C.

9 Vaccine and consumables ordering and delivery

9.1 Vaccine ordering

9.1.1 Inventory order

Contact **help@imms.min.health.nz** for access to Inventory Portal. Vaccine stock (inventory) can be ordered using the Inventory Portal in two ways:

- Direct from the national distribution hubs using a supplier order (see section below),

  or

- From another vaccine site using a **transfer order** (see section below).

See the Inventory Portal homepage for how-to guidance.

9.1.2 Supplier order

This is an order where the stock will come directly from a national distribution hub and the order must be approved by NPHS Health New Zealand Te Whatu Ora team. Users must be associated with a location to place a supplier order.

See the Inventory Portal homepage for how-to guidance.

Cancelling orders

Orders can be cancelled before they are approved by NPHS Health New Zealand Te Whatu Ora. This is to allow corrections to an order that might be incorrect or orders that are no longer required.

9.1.3 Transfer orders

This is a transfer between two locations. It is used routinely to transfer stock between Health District Hospital Pharmacies and mobile vaccination sites. For fixed vaccination sites, the transfer order process is only used for surge/back-up transfers for delivery from Health District Hospital Pharmacies, or end of day returns between two locations. Users must be associated with a location to place a transfer order.

See the Inventory Portal homepage for how-to guidance.

Table 9.1 – ordering information required

Details
• **Each site will be allocated a day of the week for delivery.** • **The inventory portal will only allow orders for deliveries on the allocated delivery day(s).** • **For the Pfizer Comirnaty Vaccine, a facility should consider the size of the packs they are ordering and their ability to break down packs to avoid unnecessary vaccine movement or wastage.** • **Vaccine orders must be made through the inventory portal.** • **Vaccine orders must be submitted before the cut off time before your allocated delivery day (see table below).** • **Please plan to place orders regularly – target having no less than 3 weeks stock on hand (based on recent demands) at all times to ensure you cover short term demand peaks, or delivery issues relating to emergency events eg; earthquakes, wild weather, etc…)**

Provider cut offs	
Send orders to QA Approvers by 3PM:	**Receive stock on:**
Thursday	Monday
Friday	Tuesday
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday

9.1.4 Vaccine delivery schedule

- **How often can I receive vaccine deliveries?**
  A site is assigned a designated delivery day on the standard delivery schedule. This is based on the logical routes the courier provider follows and helps manage delivery costs for the programme. This allows for 1 delivery per week every week as needed.
- **Can my delivery schedule change?**
  The schedule will be discussed and agreed with Health Districts or providers and can be reviewed when required.
- **What if I miss the QA approver cut off (by 10am the day before) for ordering vaccines?**
  If you miss the provider cut off time then the order will automatically be scheduled for the next delivery day, in most instances the next week. Please plan and have your orders placed prior to the provider cut off times. Please ensure you target a minimum of 3 weeks stock on hand to help avoid this issue.
- **Where will the vaccine be shipped to?**
  To the location agreed with the Health District or provider.

- How will I know what vaccines I am due to receive?

The Inventory Portal shows designated delivery days and incoming orders.

- **What if I receive a shipment I am not expecting or don't receive a shipment when I am expecting one?**
  Delivery tracking will be managed centrally by NPHS Health New Zealand Te Whatu Ora. Please contact NPHS Health New Zealand Te Whatu Ora logistics customer services team.

9.1.5 Vaccine unit sizes and dimensions

	Unit Size	Unit Dimensions
Comirnaty JN.1 30mcg (12 + years) light grey cap Single-dose vials	10 single-dose vial packs	37mm x 47mm x 89mm
Comirnaty JN.1 10mcg (5-11 years) light blue cap Single-dose vials	10 single-dose vial packs	37mm x 47mm x 89mm
Comirnaty JN.1 3mcg (6 months – 4 years) yellow cap Multi-dose vials (3 doses per vial)	10 multi-dose vial packs (not available, can be ordered in 2 multi-dose vial packs)	37mm x 47mm x 89mm
	2 multi-dose vial packs	130mm x 65mm x 45mm

Table 9.2 – Consumables order as required*

Item	Purpose	Carton size
Biohazard Yellow Bags	Disposal of waste	50
Sharps Containers – 15 L	Disposal of sharps	Singles
Antiseptic Swabs	Vial top disinfectant	200
Non-Woven Swab	Swab	100
Injection Plaster	Plaster	250
10 mL Saline (for 3mcg (6 months – 4 years) yellow only)	Diluent	100 x 10mL

BD 3 mL Syringe	Drawing-up syringe for saline	100
Nipro 25G Standard Needle	Drawing up needle for saline	100

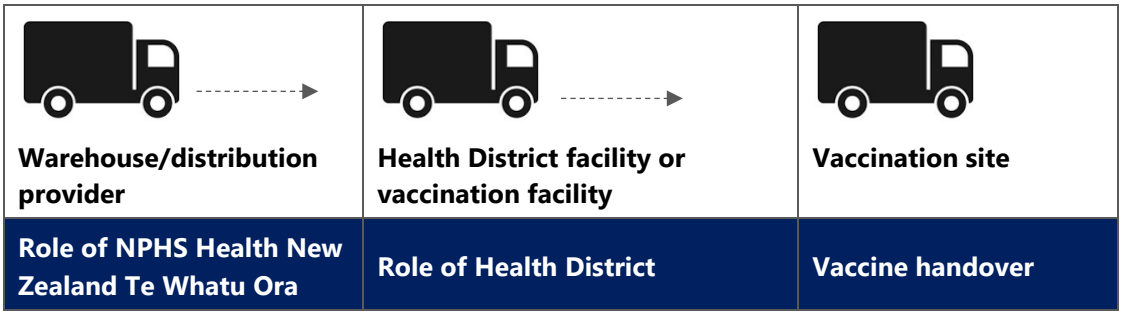
Table 9.3 – Administration syringes and needles

Item		Vaccine	Carton size
SOL-M 1ml Syringe + 25Gx16mm Needle		Comirnaty (6 months - 4 years) Comirnaty (5 -11 years)	100
Unifix 1 mL Syringe	Administration syringe	Comirnaty (12+ years)	100
Vernacare LDS Orange Needle 25Gx25mm	Administration needle standard		100
Vernacare LDS Blue Needle 23Gx38mm	Administration needle for larger arms		100

*Consumables are currently only available to order through the Inventory Portal for use with COVID-19 vaccines.

9.2 Delivery to sites

Figure 9.1 – delivery security



NPHS Health New Zealand Te Whatu Ora will arrange secure transportation of the large quantities of vaccine from the vaccine distribution provider to the cold chain storage facility (such as Health District facility or vaccination site) using a NPHS Health New Zealand Te Whatu Ora-contracted courier.	• If the vaccine is transported to a Health District cold chain storage facility, secure transportation of the vaccines from that facility to the vaccination sites becomes the responsibility of the relevant Health District or provider. • In the event vaccines are to be transported from a local facility to the vaccination site, the unique circumstances of such transportations should be considered in the site risk assessment. • In the event couriers or authorised personnel (such as vaccinators, administrators, or security) are conducting the transport, NPHS Health New Zealand Te Whatu Ora recommends there should be direct travel to the vaccination site (that is, no transit points).	**Note:** There should be a local procedure in place to ensure the person responsible for transporting the vaccine can be identified. This is to ensure the Health District, or provider has complete confidence they are handing over the vaccine for delivery to the appropriate person. There is no requirement for the person to be a vaccinator.

Temperature controlled shipper boxes that may be used for vaccine transportation from warehouse/distribution provider

	
Credo Cube	*Platinum Cell* *(replacing Cold Green Cell June 2025)*
Note the placement of the all-in-one Google Scout temperature/ tracking device is on top of the vaccine pack in the Credo shipper box.	Please note placement of the all-in-one TrackIT V3 temperature/ tracking device with LCD screen is on the inside of the Platinum Cell shipper box.

9.2.1 Delivery temperature and expiry dates

Check the sub batch label on the vaccine pack for the expiry date of the vaccine.

9.2.2 Vaccine stock/inventory management

- Stock should be used on a **first to expire first out** (FEFO) basis, to ensure waste due to expiry is minimised.
- If there is any concern that a site has excess stock, this should be reported to the Health District who can arrange redistribution.
- Sites should hold a minimum of three (3) weeks of stock cover.

Process

Site stock on hand should be managed through the Inventory Portal.

1. Once stock is delivered to a site:
    - Check and verify batch details against details on the packing slip and order record. Report any discrepancy to the CST Logistics Desk.
    - Mark stock as receipted in the Inventory Portal once the site has accepted the stock.
2. Check the vial and follow in-use expiry on vaccine packs. Due to vaccine expiry extensions, vial expiry may have passed, but the vaccine is still viable.
    - During the preparation of doses and document this on the drawn-up doses label
    - Before administration of the vaccine
    - At the end of the day check stock
3. Discard any expired vaccines and record this as waste in the Inventory Portal (see section '**Recording vaccine waste**').
4. Any consumption and wastage must be recorded in the Inventory portal daily.
5. Once consumption is recorded in the Inventory Portal, all remaining stock on site must be checked against the stock showing in the Inventory Portal to ensure that there are no discrepancies.

6. Any discrepancies must be investigated and captured in the Inventory Portal as stock adjustment.

See the Inventory Portal homepage for how-to guidance.

Table 9.4 – site delivery and receipt process

Step	Action
 **Health District/provider logistics lead provides site contact and delivery details**	**Site checklist** The site checklist must be completed prior to the site commencing vaccinations (see **Appendix A**).

	Site contact
	• The Health District or provider logistics lead must provide NPHS Health New Zealand Te Whatu Ora with:
	  ○ a site contact (a named role and a phone/mobile number)
	  ○ detailed delivery instructions, including address and any special instructions (such as separate entrances and so on).
	• Submit this information using the New facility/ site set-up form (**Appendix B**) *at least 5 days prior* to ordering vaccines for that site.

	Availability of site contact • The site contact should be regularly available on site to accept deliveries. This will minimise the administration involved changing the site contact person, for example. • Please notify **urgent** site contact changes to NPHS Health New Zealand Te Whatu Ora logistics team.
	Cold chain accreditation • NPHS Health New Zealand Te Whatu Ora recommends individuals handling vaccines are cold chain accredited; however, this is not a requirement.
 **Vaccine distribution provider packs and ships vaccine**	**Ship under cold chain conditions** • The vaccine distribution provider will pack and ship the vaccine under cold chain conditions in shipper boxes, depending on delivery destination, at +2°C to+8°C.
 **Site contact receives the package**	The courier will hand the package to the site contact. Before signing for the package, the site contact will: • Confirm the shipper box is addressed to them/their site. • Open the packing slip provided on the packaging, and conduct a check of the order immediately while the courier is present (see below).

Step	Action
Site contact checks the temperature datalogger **<u>Google Scout Temperature Reading</u>**  **If the temperature datalogger shows:** **No light** • **Temperature is within limits** **Red light** • **Temperature breach has occurred** **Battery indicator on side of Google Scout is for HCL use only.** **<u>TrackIT V3 Temperature Reading</u>**  **If the temperature datalogger shows:** **Green light and √** • **Temperature is within limits** **Red light and X** • **Temperature breach has occurred** **If the screen is not displaying on the TrackIT device press the button once.**	**Check for a temperature breach** The site contact must follow the process below: • Read the temperature datalogger immediately after opening the shipper box (before removing the vaccine packs). • Do not attempt to stop the temperature datalogger. • Leave the datalogger in the shipper box. **In the event of a temperature breach** • Quarantine the shipment in cold chain conditions. • Return the shipper box with temperature datalogger inside to the courier. • Contact the Logistics Customer Support Service Team immediately. **Temperature breach – next steps** The Health New Zealand Te Whatu Ora logistics team will advise the site contact on the next steps, such as the need to re-order and use of quarantined vaccines once the temperature report has been reviewed.
 **Site contact conducts visual check**	**Visual check** • The site contact will open the shipper box and the internal packaging and conduct a visual check of the outer packaging of the vaccine pack/s to check for damage and/or leakage. If there is no damage store directly in the fridge. • Each site should check the packing slip to make sure all vaccines have been received.

Step	Action

	• If there are any signs of damage to the outer packaging, inspect the vials inside the vaccine pack/s:
	  • Broken vials or waste needs to be recorded in the Inventory Portal but only to the unopened vial stage.
	  • Vaccine wasted in opened vials is not required to be recorded in the Inventory Portal.
	  • Please see the **Standard Operating Procedures** in the **Inventory orders** section regarding how to record vial consumption and waste.

 **Site contact signs for vaccine package**	**Vials intact** • Where the vials are intact and there are no concerns, the site contact will sign for the package.
 **Site contact stores vaccine in cold chain accredited conditions**	**Store vaccine** The site contact will then store the vaccine packs in cold chain conditions, not the shipper box (*Credo/CGC)*,until the expiry date and time marked on the vaccine pack is reached. Any vials no longer viable must be disposed of following the disposal process detailed below.
 **Receipting orders**	When a vaccine or consumables order is received, it must be receipted into the Inventory Portal. This enables the movement of the stock from in transit to available for use in the stock on hand. Further details regarding how to use the Inventory portal and be found in the Inventory management (eLearning) **https://www.immune.org.nz/catalogue/managing-inventory-in-the-covid-19-imms-register-v1**
• **Shipper boxes and temperature monitoring equipment should be taken away by the NZ Post courier driver after the vaccine packs have been removed from the shipper box and checked against the packing slip.** • **The NZ Post delivery driver will typically wait 5 minutes to take the empty Credo or CGC packaging away.** • **If the driver has left before the Credo/CGC can be handed back, please follow the insert instructions included in the packaging to arrange pick up.**	• Pre-paid stickers will be included with the delivery for returns. • The number on the instructions should be called to arrange collection. • Any fault or damage to the packaging equipment should be reported at the time of return. **Note:** Ensure correct removal or crossing-out of the original courier label and original address details to avoid any confusion.

9.3 Vaccine and consumables assets and asset management

An asset is an instance of vaccine stock and vaccine consumables, such as: 10 vial pack of vaccine or consumables.

Assets at a location can be updated through:

- Stock re-work
- Stock adjustment
- Quarantine stock
- Recording consumption, or
- Stock on hand.

Asset management can be completed on the Inventory Portal.

Recording consumption

It is important to record the consumption of vaccine stock and consumables as stock in consumed or, as a minimum, as part of the daily stocktake. The purpose of this is to give an accurate local, regional, and national view of vaccine stock on hand.

Consumption can be recorded in two ways:

1. Consumption – entering directly what has been consumed.
2. Stock on hand – entering a physical count of the stock on hand as part of the daily stock take.

Recording vaccine waste

It is important for vaccine sites to record vaccine waste in the Inventory Portal only to the unopened vial level (the recording of vaccine wasted at the opened vial level is yet to be determined). This is so that waste can be tracked at a local, regional, or national level.

Further details regarding how to use the Inventory Portal can be found in Inventory management (eLearning) **https://www.immune.org.nz/catalogue/managing-inventory-in-the-covid-19-imms-register-v1**

See the Inventory Portal homepage for how-to guidance.

Table 9.5 – asset management recommended practice

Recommended practice	Details
Collation of site inventory and operations	Health Districts or providers may wish to collate daily reporting back from sites on inventory and/or operations to aid the supply of information back to NPHS Health New Zealand Te Whatu Ora via the Inventory Portal.

Continuous process improvement	NPHS Health New Zealand Te Whatu Ora welcomes feedback on the immunisation process or recommendations for operational improvements. Please contact your regional liaison to pass on your feedback

10 Disposal of consumables, vaccine, and vaccine packaging

Vaccine disposal and other inventory management topics (outlined below) are available as eLearning modules.

10.1 Disposal of consumables

Health Districts and providers are responsible for the disposal of consumables. Consumables should be disposed of according to existing procedures (such as disposal into sharps bin and/or biohazard bags). Local procedures are to be followed to arrange collection of the sharps bin and other medical waste.

10.2 Disposal of damaged, empty, and expired vaccine vials

When a possible cold chain excursion occurs providers must contact their immunisation coordinator before disposing of any vaccines as per the **National Standards for Vaccine Storage and Transportation for Immunisation Providers 2017**.

Damaged, empty, and expired vaccine vials must be disposed in a Interwaste vial disposal bin and recorded as wastage in the Inventory portal.

As part of site preparations, Interwaste must be contacted at least 5 business days in advance of your site going live to request a vial disposal bin to be delivered to the site. Contact Interwaste on 0800 102 131 (their call centre is available from 8am-5pm weekdays). For more information see the **Ordering Interwaste vial disposal bin** section above.

Interwaste will provide a 20-litre sized container in which to dispose expired (full), empty, broken, or damaged vials. Please note, expired vials should be defaced before disposal. When the container is almost full, contact Interwaste on 0800 102 131 to arrange its pick-up. Interwaste will deliver a new disposal container at the same time they remove the existing container. Interwaste will destroy the vials in an appropriate manner.

Ensure the lid of the Interwaste disposal container remains closed when not in use.

Figure 10.1 – disposal bin

10.3 Disposal of vaccines drawn up but not administered and empty vaccine syringes

Vaccine doses that have been drawn up but not administered must be disposed of in a sharps bin. Similarly, empty/used vaccine syringes should be disposed of in the sharps bin. Seal and remove sharps bins when filled and stored in a secure area for transportation and final disposal.

Manage sharps waste as per NZS 4304:2002 *Management of Healthcare Waste*.

10.4 Vaccine packaging disposal

Ensure all packaging that the vaccine is sent in is appropriately destroyed to ensure packages cannot be replicated.

The vaccine pack must be securely destroyed. It can be disposed of in a secure document destruction bin if one is available or a biohazard bag. Packaging must not be disposed of in household waste collection or recycling centres.

11 Site readiness and closure

11.1 Site setup form and site checklist

Complete the site checklists included in **Appendix A** to assess whether the vaccination site is ready to commence vaccinations. Site checklists, upon completion, must be signed by the Health District or provider chief executive, or their delegate, to approve the site is ready. The checklist is then submitted to either the regional account manager or NPHS Health New Zealand Te Whatu Ora's logistics team. Primary care providers may be asked to submit site checklists to their Health District rather than NPHS Health New Zealand Te Whatu Ora directly.

The new facility/ site set up form (v1.7.5) form (see **Appendix B**) must be submitted ***at least five days prior*** to the site commencing vaccinations. This information is used to set up the facility or site in the Inventory portal and ensure deliveries are made to the correct address.
Care is required to provide accurate information on this form.

11.2 Completing a dry run

NPHS Health New Zealand Te Whatu Ora recommends a site trial or dry run before beginning vaccinations on site to ensure staff are familiar with their roles and consumer flow can be tested. NPHS Health New Zealand Te Whatu Ora logistics team do not provide dry run packs however, an optional order of consumables can be ordered from NPHS Health New Zealand Te Whatu Ora's logistics team which can be used to complete a dry run.

11.3 Facility/site closure form

Complete the **facility/site closure form** (see **Appendix C)** as a part of the site and facility closure protocol, and to assess and return stock.

A stocktake of all consumables relating to the COVID-19 Vaccination Rollout must be completed upon site/facility closure. Submit the completed facility and site closure form to NPHS Health New Zealand Te Whatu Ora's logistics team and your Health District logistics Lead. This should be submitted a week before the closure or as soon as the closure of the location is known.

11.4 Facility moving location

Facilities are where vaccines are shipped to, stored, and subsequently distributed to sites. **Sites** are where vaccines are administered.

Facility Moving Location	New Facility Set-up Required
If a facility needs to move their physical location, and there will be continuity of the Cold Chain Accreditation (CCA), the facility can complete part four of the **Facility/Site Set-up form** (see Appendix B) confirming Health District approval for the move and that CCA will be in place for the new facility.	If Cold Chain Accreditation (CCA) cannot be transferred to the new location and requires reassessment, please: • Complete the **Facility/Site Closure Form** (see Appendix C) and associated procedures. • Complete the new **Facility/Site Set-up form** (see Appendix B) and **associated procedures** which will allow the facility to be set up in the Inventory portal for delivery to the new address. • Ensure that CCA for the new location has been assessed and approved.

- Cold chain must be maintained during a facility move.
- The only circumstance where vaccines can be delivered to an alternative address to that already set up in the Inventory Portal, is where it is delivered to the nominated address for cold chain fridge back-up (recorded in the Inventory Portal).

12 Becoming a COVID-19 Vaccination site

12.1 Onboarding

Becoming a COVID-19 vaccination site can be complex, involving engagement with both your local Health District and/or PHO and NPHS Health New Zealand Te Whatu Ora. To ensure consumer safety, vaccination sites will need an appointed Clinical Site Lead to navigate the onboarding process. The Clinical Site Lead is accountable for meeting **clinical safety and quality standards** at their site, as well as supporting **planning, clinical governance, quality, and safety management** processes.

12.2 Additional resources

The following supporting documents can be found on the Health New Zealand Te Whatu Ora website and in the links below:

- **Child health COVID-19 resources and professional development**
- **User Onboarding Journey for Book My Vaccine** (also known as NIBS)
- **User Onboarding Journey for the AIR vaccinator portal**

Section B: Pathway to COVID-19 vaccination

Section B: Pathway to COVID-19 vaccination - summary of changes

Version	Date	Section	Summary of Changes
64.0	28/05/25	Section 17 Comirnaty Omicron XBB.1.5 30mcg vaccine (12+ years): Multi-dose vial dark grey cap and Single-dose vial light grey cap	Removed section as Comirnaty Omicron XBB.1.5 30mcg discontinued from New Zealand distribution 20 January 2025 and replaced by Comirnaty JN.1 30mcg vaccine.
		Section 18 Comirnaty Omicron XBB.1.5 10mcg vaccine (5 to 11 years): light blue cap	Removed section as Comirnaty Omicron XBB.1.5 10mcg discontinued from New Zealand distribution 20 January 2025 and replaced by Comirnaty JN.1 30mcg vaccine.
		Section 19 Comirnaty Omicron XBB.1.5 3mcg (6 months to 4 years): maroon cap	Removed section as Comirnaty Omicron XBB.1.5 10mcg discontinued from New Zealand distribution 20 January 2025 and replaced by Comirnaty JN.1 3mcg vaccine.

Section guidance

This section provides operational guidance on the vaccination pathway COVID-19 vaccines, from booking and scheduling to vaccine preparation onto vaccine administration and observation. The first line vaccines where there are no contraindications is the Pfizer-BioNTech Comirnaty vaccines.

Purpose

The purpose of this section is guiding the vaccinating workforce to *do the right thing* and have the right resources and information available to provide a safe quality vaccination journey for every consumer. It is designed to be applicable to all sites delivering the COVID-19 vaccine and provide guidance and assistance to providers, to maintain public safety and ensure consistent and equitable vaccination practices are in place across New Zealand/Aotearoa.

This section should be read and interpreted alongside the **Immunisation Handbook**, and **IMAC resources**.

Appendices relevant to this section

- **Appendix G: Vaccination site screening questions**
- **Appendix H: Supported decision-making process**
- **Appendix I: Adverse Event Process** (process steps, SAC example)

13 Booking and scheduling

The National Immunisation Booking System known as Book My Vaccine (BMV) supports a national-led approach to immunising New Zealand/Aotearoa against COVID-19 and some additional vaccinations. Book My Vaccine supports vaccination sites down to Community Hub level. Use by primary care sites is optional where they only service their own enrolled populations.

For more information, see **Section C: Additional Programme Guidance, Variations, and Incidents**.

Ensure that the scheduling of vaccination appointments avoid over-crowding and allow for physical distancing and other IPC measures. Also, limit the number of accompanying people to only those who need assistance, whether physical or psychosocial.

13.1 Booking doses

Booking vaccinations
• **Consumers next COVID-19 vaccine depends on the date of their last COVID-19 vaccine or infection.** • **It is recommended to wait 6 months after testing positive for COVID-19 before getting any COVID-19 vaccination.** • **Consumers can check when their last vaccine was administered by logging into** My Health Record**.** • **The number of doses required depends on age and other clinical circumstances.** • **New bookings can be made through bookmyvaccine.nz and the COVID-19 Vaccination Healthline 0800 28 29 26 between 8am to 6pm Monday to Friday.** • **Consumers should select the appropriate age range when making an appointment**. For more information on dose intervals please refer to the **Immunisation Handbook**

14 Protecting security and privacy

The vaccination process requires personal, identifying information be collected. In the health sector, NHIs are considered identifiable information as well as standard identifiers such as name, address, and date of birth.

Protecting and treating sensitive health information with respect is important.

- All medical records (such as written consent forms) at vaccination sites are required to be securely stored out of the sight (for example, in a drawer).
  - It is preferable this storage area is locked, or in the constant presence of an authorised person, such as an administrator, a security guard, or a vaccinator.
- At the conclusion of the vaccination event, the Programme recommends that the personal information documentation is taken directly (that is, no transit points) by an authorised person (such as an administrator, a security guard, or a vaccinator) to the site where the record will be held.

In addition to ensuring the security of health records as per above, the following security and privacy factors should be considered:

- Informing consumers why their information is being collected and what it will be used for. For example, that it will not be used for immigration or law-enforcement purposes.
- Consider who may be able to the see computer screens that are likely to be used to input personal information.
- Ensure passwords and log-in details are kept confidential.
- In the event of a likely security or privacy breach advise the relevant Health District or provider privacy officer or contact the Programme's Privacy team as soon as possible
- Securely dispose unnecessary duplicate information.
- Ensure confidential conversations occur away from areas where other consumers or members of the public might also access.
- Ensure staff accessing consumer data have completed the appropriate privacy training (e.g., see the **Privacy Commissioner courses link**).

Note: Use secure methods when transferring information outside of the core vaccine systems such as USB encryption or accredited online services. Data should be password protected.

15 COVID-19 vaccines operational phase

- Use a daily checklist to monitor and ensure IPC and other safety measures are adhered to.
- Consider a daily 'huddle' to enhance teamwork and to highlight any IPC issues.
- Screen all staff for signs and symptoms of COVID-19 at the start of each shift.
- Screen all people arriving for vaccination for COVID signs and symptoms. For additional screening questions see **Appendix G**.
- Ensure the scheduling of vaccination appointments avoids over-crowding and allows for physical distancing and other IPC measures. Also, limit the number of accompanying people to only those who need assistance, whether physical or psychosocial.
- Ensure the appropriate processes are in place to prevent under-age vaccinations – **this is a never event**.
- Ensure the appropriate processes are in place to provide doses at correct time intervals as detailed in the **Immunisation Handbook**.
- **Ensure the appropriate processes are in place to ensure consumers are receiving the age-appropriate vaccine.**

Note: In the rare occurrence where an authorised prescriber deems the vaccine clinically indicated for a consumer, the authorised prescriber can prescribe the vaccine as off label/ unapproved use. This must be documented clearly including the rationale for early second dose and the informed consent process. Written consent is advised.

Key IPC measures to implement

Prepare each injection in a clean, designated area.

Hand hygiene

- At the start of the shift, all vaccination team members are required to wash their hands thoroughly with soap and water and dry them thoroughly or use hand sanitiser.
- Facilitate attending consumers' hand hygiene (as above).
- Vaccinators should perform hand hygiene before putting on and removing PPE, before preparing the vaccine, and between each vaccine administration, preferably using alcohol-based hand sanitisers.
- Gloves are not required and, if used, do not replace the need for hand hygiene between each vaccine administration and for other indications. The use of alcohol hand sanitisers on gloves is strongly discouraged.

Preparation and administration IPC

- Sterile, single use syringes and needles should be used. These should only be removed from their packaging immediately before use.
- Perform hand hygiene before preparing vaccine for delivery.

- Prevent contamination of the vials by wiping the access diaphragm (septum) with 70% alcohol (isopropyl alcohol or ethanol) on a swab or cotton wool ball before piercing the vial and allow to air dry. If the top of the vial is accidentally touched during drawing up it must be re-wiped (repeat this step).
- Adhere to IMAC guidance for the drawing up of vaccine and skin preparation at the site of injection.
- Discard used syringes and needles as a single unit into a sharps container immediately after administering the vaccine.

16 Obtaining informed consent

Prior to administering the vaccination, the registered health professional must obtain informed consent, per the *Code of Health and Disability Services Consumers' Rights* (the Code). The steps to recording the outcome of the informed consent question is:

- The vaccinator or an administrative support person must record in the AIR vaccinator portal or PMS the consumer's consent to approve or decline administration of vaccine.
- The Programme assumes verbal consent is agreeable in most situations.
- Written consent can be considered in the following situations below:
    a. where there are significant risk of adverse effects to the consumer, per **clause 7(6c) of the Code**
    b. if it is being prescribed. For more information, please refer to the below 'Prescription' section.
    c. if this is the provider's or vaccinator's preference, for example, in aged residential care settings.
- Where written consent is recorded under points a. b. and/or c. above, the provider is responsible for ensuring the forms are archived as a part of the consumer's clinical record.
- Please always use the most up to date consent form.
- The risk of developing myocarditis and pericarditis must be explicitly mentioned during the consent conversation and again after vaccination. Advice must be given on recognising the symptoms, seeking urgent medical help and where to seek this. This must be done verbally or in writing or in another way appropriate to the consumer's ability to understand the information.

Where a consumer is not competent to make an informed choice and give consent for their vaccine, someone who has the legal right can make decisions on the consumer's behalf; namely a legal guardian or someone who currently holds Enduring Power of Attorney for personal care and welfare.

See **Appendix H** which displays the process for consumers requiring support to consent to the COVID-19 Vaccination. For more information regarding obtaining informed consent, see the ***Immunisation Handbook*, chapter 2**.

For more information regarding supported decision making, or to access the training module specific to COVID-19 Vaccine Supported Decision Making, see IMAC Learning Courses at **IMAC Learning**.

Informed consent for consumers aged 12 to 15 years

Under the code of rights, every consumer, including a child, has the right to the information they need to make an informed choice or to give informed consent. Therefore, a young person aged 12-15 years can provide their own informed consent or refusal to consent if they are deemed competent to give consent, and a parent or guardian does not need to provide consent or be present. Some of these young people may choose to have their parent or guardian consent on their behalf and that is fine.

Verbal or written consent for consumers aged 12 to 15 years

Informed consent for consumers aged 12-15 years can be verbal, however, written consent can be obtained if it is the provider's or vaccinator's preference.

16.1 Prescription

A prescription from an authorised prescriber is required when a vaccine is being administered off-label under **Section 25 of The Medicines Act 1981,** such as when a Medsafe approved medicine is being used for an un-approved use. However, no prescription from an authorised provider is required if the administration is authorised under **section 34A of The Medicines Act 1981** which empowers the Director-General of Health to authorise, by Notice, the use of a consented COVID-19 vaccine otherwise than in accordance with the approved data sheet.

For the list of authorised prescribers please refer to the **Medsafe website**.

When a prescription is used, it is recommended that written consent is completed. In this instance it means that the prescriber completes and signs the written consent form. However, if the prescriber is not available to sign the written consent form, the Clinical Lead can complete the form.

Written consent forms must be managed on-site or by a centralised administration team. Given the information on the written form contains personal information, **forms must be always held and transported securely** (for example, in a locked cabinet/drawer, a tracked courier bag, or other secure container when transported between locations). The consumer may also decide to take the written consent form with them.

16.1.1 Additional safety and quality considerations for consumers aged 12 to 15 years

Similarly, as with consumers over the age of 16 years, it is important to assess the administration site and select the correct needle length. Most commonly, the same needles used for adults would be used for consumers aged 12-15 years.

17 Comirnaty JN.1 30mcg vaccine (12+ years): light grey cap.

The key safety points are:

- As of 20 January 2025, Comirnaty JN.1 30mcg supersedes the previous 12+ years Comirnaty vaccines.
- The vaccine is available in a single-dose vial (light grey cap).
- One dose (0.3mL) contains 30mcg of bretovameran. **Note: dose must be measured as vials may be overfilled to allow for use of different equipment.**
- Approved for use for consumers aged 12 + years as a primary course.
- Approved for use as additional doses if eligible.
- The Comirnaty JN.1 30mcg (12+ years) vaccine **does not require** dilution.
- For all vaccinator resources and materials related to Comirnaty vaccines please refer to the **IMAC website.**

For more **details on recommended groups, spacing and eligibility**, see the **Immunisation Handbook.**

18 Comirnaty JN.1 10mcg vaccine (5-11 years): light blue cap

The key safety points are:

- As of 20 January 2025, Comirnaty JN.1 10mcg supersedes the previous 5 to 11 years Comirnaty vaccine.
- The vaccine is available in a single-dose vial (light blue cap)
- One dose contains 10mcg of bretovameran. **Note: dose must be measured as vials may be overfilled to allow for use of different equipment.**
- The Comirnaty JN.1 10mcg (5 to 11 years) **does not require** dilution.
- For all vaccinator resources and materials related to Comirnaty vaccine please refer to the **IMAC website.**

For more **details on recommended groups, dose spacing and eligibility**, see the **Immunisation Handbook**.

18.1 Site readiness

It is recommended sites providing Comirnaty childhood vaccines complete the following checklist.

Checklist	**Y / N**
Site Workforce Police vetting safety check is up to date	Y ☐ N ☐
Vaccinators administering the Comirnaty 10mcg and/or 3mcg vaccine should complete IMAC's Paediatric COVID-19 Vaccinator Education Course prior to commencing these vaccination events.	Y ☐ N ☐
Child safe environment and appropriate for wider whānau members attending to support	Y ☐ N ☐
SOP preparation of Comirnaty JN.1 10mcg and/or 3mcg doses	Y ☐ N ☐
Child friendly resources (distraction posters can be found on IMAC website)	Y ☐ N ☐
Child-suitable bag valve mask (BVM or 'ambu bag') resuscitator is required, airways (optional) and any other emergency equipment to respond to a serious adverse event. **Note:** See A4.6. Minimum staff and equipment requirements for vaccination services in **Appendix 4** of the Immunisation Handbook	Y ☐ N ☐
Consumer collateral	Y ☐ N ☐

Dry Run	Y ☐ N ☐
Wet Run	Y ☐ N ☐

18.2 Additional safety and quality considerations for consumers aged 5 to 11 years

With consumers the age of 5 to 11 years, it is particularly important to use the correct needle length. For most children/tamariki under the age of 7 years a 16 mm length needle should be used. For children/tamariki ages 7 to 11 years clinical judgement should be used to determine if a longer needle is required (25mm). Use of a shorter needle risks delivering the vaccine subcutaneously as opposed to intramuscularly, which has the potential to underdose. For more information on needle length, refer to the ***Immunisation Handbook.***

Ensuring young people have adequate understanding of the vaccine and can provide informed consent

Training and guidance material are available to support vaccinators to gauge consumer's ability to provide informed consent. It is important that a robust conversation occurs prior to vaccination, where the child or their parent/ legal guardian/ enduring power of attorney has an opportunity to have any questions answered and concerns addressed.

19 Comirnaty JN.1 3mcg (6 months to 4 years): Yellow cap

The key safety points are:

- Approved for use for children/tamariki aged 6 months to 4 years.
- The Comirnaty JN.1 3mcg vaccine (6 months to 4 yrs) vaccine **needs to be diluted** with 1.1mL of 0.9% NaCl before use.
- After dilution there are 3 doses per vial.
- **One dose of 0.3mls**, contains 3mcg of bretovameran.

- Check drawn up dose as vial contains 3 doses after dilution.
- For all vaccinator resources and materials related to Comirnaty JN.1 3mcg vaccine please refer to the **IMAC website.**

For more **details on recommended groups, spacing and eligibility**, see the **Immunisation Handbook.**

19.1 Vaccine safety and additional considerations for consumers aged 6 months to 4 years

With consumers the age of 6 months to 4 years, it is important to use the correct needle length for the child being vaccinated as well as the area of their body the vaccine is to be given into (ie deltoid vs vastus lateralis). For more information on needle length, refer to the ***Immunisation Handbook*.**

Ensuring young people's whānau have adequate understanding of the vaccine and can provide informed consent

Training and guidance material are available to support vaccinators to gauge consumer's ability to provide informed consent. It is important that a robust conversation occurs prior to vaccination, where the child or their parent/ legal guardian/ enduring power of attorney has an opportunity to have any questions answered and concerns addressed.

20 Preparation of Doses

Follow the IMAC vaccine preparation instructions are available on the **IMAC website** and the **Immunisation Handbook**.

Note: These instructions are regularly updated. Please ensure you are using the most recent version.

Table 23.1

Vaccine type	Dilution required?	Draw up	Doses per vial
Comirnaty JN.1 30mcg/0.3mL single-dose vial (light-grey cap) 12+ years	NO	0.3mL	1

Comirnaty JN.1 10mcg/0.3mL single dose vial (light blue cap) **5 to 11 years**	NO	0.3mL	1
Comirnaty JN.1 3mcg/0.3mL multi-dose vial (yellow cap) **6 months to 4 years**	YES	0.3mL	3

For vaccines that **do not** require dilution:

Draw up volume required based on chart above. Check each syringe dose carefully with a suitable qualified second checker to ensure correct amount is drawn up. Discard any vaccine left in the vial.

For vaccines **that require dilution** (Comirnaty JN.1 3mcg yellow cap only):

Comirnaty vaccines should be brought to room temperature prior to dilution, as noted in IMAC's preparing vaccine instructions. It should not feel cold to the touch. The actual time to get the vial to room temperature will vary depending on when you take vials out of the fridge and the temperature of the room, but will not exceed 30 min max.

Comirnaty JN.1 3mcg/0.3mL multi-dose vial (dilute to use) yellow cap vaccine (6 months to 4 years) contains three (3) doses per vial.

Following dilution, draw up volume required based on chart above. Check each syringe dose carefully with a suitable qualified second checker to ensure correct amount is drawn up. Discard any vaccine left in the vial once all doses have been drawn up. For detailed instructions refer to IMAC vaccine preparation instructions.

Before preparation of vaccine check:

- **That it's the right vaccine**
- Manufacturer's vaccine expiry date
- Appropriate supplies are used. **Please refer to Section 9: Vaccine and consumables ordering and delivery** for ordering consumables**.**

Number the vaccine vial and enter the number into the Comirnaty Yellow Cap **dilution record.** Second person independently checks that the correct vaccine has been selected, by confirming the product name on the vial and checking the expiry date printed on vial by manufacturer. Second person also independently checks the numbering of the vial and documents these checks by signing/initialling the **dilution record**.

Vaccine labels are used to help differentiate between vaccines. Please see **table 8.2** for the different labels available to order.

During the preparation of the vaccine both expiry dates must be double checked. This includes the vial and the 10-week removal from ULT expiry date (in-use' expiry date label on the vaccine pack). Vaccines can be administered until the end of the expiry day.

For quality and safety purposes, it is recommended that each vial and/or syringes (made from that vial), are labelled with the:

- date and time
- expiry time

For vaccines that require dilution:

- diluent name
- date and time of dilution
- expiry time after dilution

Vaccine preparation precautions

- Draw up from one vial at a time. Each vaccine dose from that vial should go into one kidney dish/ container with the empty vial for vaccine administration.
- It is recommended that a suitable covering is used when storing the drawn-up syringes. This is to ensure that **the vaccine is not exposed to direct sunlight or UV light** (both in the vial or in the drawn-up syringe) and that used syringes will not be put back with the unused syringes.
- During the preparation of the vaccine standard local IPC policies should be followed.
- **Any vaccine not used within the expiry time outlined above must be discarded.**
- The vaccine must not be shaken during preparation.
- Some liquid may remain in the vial after withdrawing the final dose. The leftover vaccine must be discarded. **Do not mix doses from different vials.**
- If during the preparation of the vaccine a foreign body (such as a black particle) or discolouration is identified, the vial should be discarded and recorded as an open vial-quality issue in the inventory portal. The vaccine will appear colourless to slightly yellow, clear to mildly opalescent.
- **Note:** Call IMAC for clinical advice if required at any stage of preparation.

21 COVID-19 vaccine pathway to vaccination

For more information see **IMAC guidelines** found on the IMAC website and the ***Immunisation handbook* Section 2.2** for the correct vaccine administration process.

Please refer to the '7 Rights of Vaccine Administration' on the **IMAC website**.

Table 24.1 – pre-vaccination greeting and verify identity

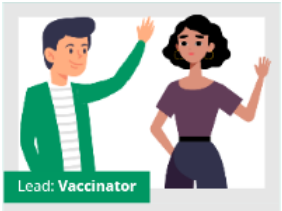
Step	Action
 **Greet consumer, conduct COVID-19 health check**	On arrival at the vaccination site, the vaccinator/site administrator will greet the consumer and ask whether they have any COVID-19 symptoms as per standard site practices. If the consumer is underage, a parent, legal guardian, caregiver, or person with an enduring power of attorney will need to accompany a child to their appointment(s) as the responsible adult and be able to provide consent for them to be immunised. **Please note:** • People who have a confirmed COVID-19 infection, should not be vaccinated until they have had the appropriate recovery period • People who have symptoms of COVID-19 should be advised to stay at home and get a test. They can be vaccinated once they have a negative test result and symptoms are mild only. • People who live with someone who has COVID-19 are a household contact and are advised to follow the specific advice public health advice for testing and isolating. • People who are significantly unwell are advised to wait until they are better before getting the vaccine; however, note that mild symptoms are not a contraindication. People in this situation are advised to discuss their symptoms with their GP or vaccine provider. • Please see the **Vaccination Site screening questions** below for questions related to clinical assessment.
 **Verify consumer's identity**	The vaccinator/site administrator will also verify the consumer's identity using name, DOB, address, and locate their record in the AIR vaccinator portal or PMS. This should be done in a private and confidential manner and should not be overheard or viewed by other consumers. Check the consumer's DOB and confirm age and what vaccine they will be receiving. If underage do **not** vaccinate. • Check with the consumer to ensure they are eligible for their vaccine today. • Check the dose interval and timing is correct for the vaccine the consumer is receiving. **Note:** Photo ID is **not** required to confirm the consumer's identity. Use the **7 rights of vaccine administration** resource available on the IMAC website.

Table 24.2 – pre-vaccination provide collateral

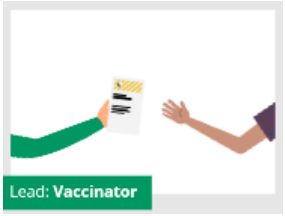
Step	Action
 **Provide collateral**	The vaccinator/site administrator will provide the consumer with the COVID-19 vaccination information and consent pack, which includes: • What you need to know about the COVID-19 vaccination • After the COVID-19 vaccination Ensure the consumer retains this information in either paper form or by taking a photo. You may also choose to provide the COVID vaccine FAQs sheet, which is available in the NIP Dropbox. You may also display the privacy statement in the reception area as well as supplying the information in hard copy.

Table 24.3 – vaccination process: pre-vaccination clinical assessment

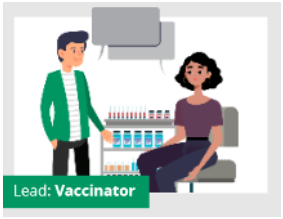
Step	Action
 **Complete a pre-vaccination clinical assessment**	**Pre-vaccination clinical assessment** The vaccinator undertakes a pre-vaccination clinical assessment using the IMAC screening tool This encompasses whether the consumer has medical reasons why they should not receive the vaccine, any history of allergy, whether they had an adverse event after receiving a previous dose of the COVID-19 vaccine including myocarditis or pericarditis, any current symptoms, are pregnant or breastfeeding, and other relevant precautions. This includes checking that the consumer is not underage for the vaccine they will be receiving, and they have scheduled the correct interval between doses. For more information on dose intervals and timing see the **Immmunisation Handbook.** **Interaction with other vaccines** There are no anticipated safety concerns regarding coadministration any of the currently available COVID-19 vaccines (mRNA-CV) with other vaccines. These vaccines can be administered at any time before, after or simultaneously (in separate syringes, at separate sites) with other Schedule vaccines including PCV13, DTaP-IPV-HepB/Hib, DTaP-IPV, MMR, VV, influenza, HPV, Tdap and meningococcal vaccines. **Additional doses** If the consumer has presented for a COVID-19 vaccine additional dose , they must meet the **eligibility criteria** available on the Pharmac website and **Immunisation Handbook**.

Table 24.4 – vaccination process: informed consent

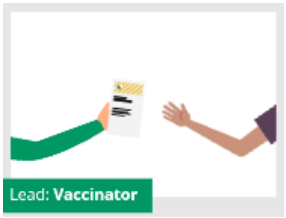
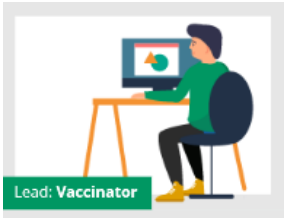
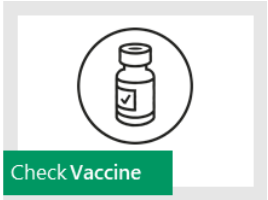
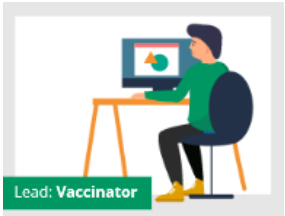
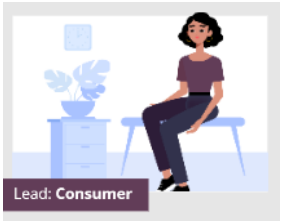
Step	Action
 **Obtain informed consent**	**Obtain informed consent before administering the vaccine** • The vaccinator (or vaccinator support person) **must** obtain the consumer's informed consent to receive the vaccine prior to the administering of the vaccine. This includes providing post vaccination information and recording of the immunisation event on AIR. Information on AIR privacy can be found at **AIR privacy information – Health New Zealand | Te Whatu Ora**. • The risk of developing myocarditis and pericarditis must be explicitly mentioned including recognising the symptoms, seeking urgent medical help and where to seek this. This must be done verbally and in writing or in another way appropriate to the consumer's ability to understand the information, during the consent conversation and again after the vaccination. Where appropriate, consent may be given by a proxy such as a guardian or person with power of attorney. A parent, legal guardian, caregiver, or person with an enduring power of attorney will need to accompany a child to their appointment(s) as the responsible adult and be able to provide consent for them to be immunised. • If a child presents to their vaccination with whānau who cannot provide consent for the child to be immunised, written or verbal consent should be obtained from a parent, legal guardian, or person with an enduring power of attorney prior to administration of the paediatric vaccine. If off-label use of the vaccine, obtain **written** informed consent before administering the vaccine. **Note**: IPC guidance must be observed when dealing with hard-copy consent forms and obtaining consent. For example, consumers should use hand-sanitiser before or after handling a pen to sign the form or bring along their own pen.
	**Consumer consent record** The vaccinator or an administrative support person must record the consumer's consent. • Check vaccination spacing interval before administration**.**

Table 24.5 – vaccination process: administering the vaccination

Step	Action
 **Check the vaccine**	**Check the vaccine** Check: • The label and confirm that you have the correct vaccine, and that the vaccine has not expired. • The opened/punctured diluted vial is used within the appropriate time frame before expiry. Refer to the **IMAC vaccine preparation sheets** for vial expiry times after opening. • The unopened vial fridge expiry date (in-use' expiry date label on the vaccine pack).
 **Administer vaccination**	**Administer the vaccination** Before administering the vaccine verbally check the vaccine type with the consumer. Please refer to the '7 Rights of Vaccine Administration' on the **IMAC website**. When administering concomitant vaccines, the vaccinator should ensure that the vaccines do not require any spacing and there is no specific information required to be given to consumers regarding this. **Note**: Vaccinators should ensure the correct needle length is used for the administering the vaccine based on individual consumers being vaccinated. This includes considering body size and site vaccine will be administered (e.g., deltoid or vastus lateralis). For more information on needle length, refer to the ***Immunisation Handbook*.**
 **Record information**	**Record vaccination information** Once the vaccination is complete the vaccinator or administrative support person must update the consumer's record in the AIR vaccinator portal or PMS with complete and accurate record of the vaccination event. This enables accurate data for operational reports (such as number of vaccinations completed and other trend data). This must include: • The batch, sub-batch number and expiry date for the vaccine (for example AB1234-567 the first part is the batch number, the second part is the sub-batch number) these are found on the vaccine pack. • The batch number and expiry date for the diluent, if used (these are found on the diluent vial/ampoule). • Details of the injection site and the date and time of the vaccination event.

Step	Action
	In situations where this is not possible, such as AIR vaccinator portal being unavailable, or insufficient internet connectivity at the vaccinating location, ensure an administrative process is in place to enter information into the relevant system on the same day as the vaccination event. This is essential clinical information; it is a requirement to ensure it is not lost and that it is transcribed correctly.

Table 24.6 – vaccination process: after vaccination

Step	Action
 **Consumer waits 15 minutes in observation area**	**Observation** The consumer must remain on site under observation for at least 15 minutes. If the vaccinator determines it necessary, they may ask the consumer to wait for longer than 15 minutes, for example, if the individual is in a rural or remote area or has a history of anaphylaxis. Consumers may also be required to stay for a longer length of time (20 mins) if a non-COVID-19 vaccine is to be administered at the same time eg a childhood vaccine such as MMR, shingles or tetanus booster, Post-vaccination advice should be given to consumers both verbally and in writing at the time of the consent conversation. During the observation period staff should ensure consumers have received this information and it is understood. Site Clinical Leads should ensure the latest leaflets are being used (these can be downloaded from the drop box). More information and resources can be found in the NIP Dropbox. For further information on post vaccination, see **section 2.3** in the ***Immunisation Handbook***.

21.1 Sharing information on the vaccine

The Medicines Regulations 1984 requires written information is provided in the form of a data sheet, available at **https://www.medsafe.govt.nz/medicines/infosearch.asp**; the COVID-19 vaccine data sheet can be found by searching 'COVID-19'. There is no legal requirement for any hard copy data sheets or medicine packaging inserts to be provided on site.

21.2 Observation following vaccination

Consumers should remain under observation for at least 15 minutes following vaccination in an observation area. This is to ensure that any adverse reactions that may occur can receive prompt treatment.

Consumers may also be required to stay for a longer length of time (20 mins) if a non-COVID-19 vaccine is to be administered at the same time e.g., a childhood vaccine, shingles or tetanus booster,

All vaccinators must be able to distinguish anaphylaxis from fainting, anxiety, immunisation stress-related responses, and breath-holding spells and seizures. For further information on post-vaccination procedures, see **section 2.3** in the ***Immunisation Handbook*.**

21.3 Consumers' record of vaccination

Consumers may be supplied with a COVID-19 Vaccination record card detailing the vaccine administered and the date their next dose is due. This card is not designed as a vaccination certificate – and as such, may not be recognised as proof of vaccination by other countries.

International Travel Vaccination Certificate

You do not need an International Travel COVID-19 Vaccination Certificate when travelling overseas.

If you want to see a record of all your vaccinations including your COVID-19 vaccinations, visit My Health Record.

My Health Record

You can also print these records out if needed.

Check country specific COVID-19 requirements

If you are travelling overseas it is a good idea to check the Safe Travel website for up to date advice.

Safe Travel

For more information please see the **Health New Zealand Te Whatu Ora website**.

Section C: Additional Programme guidance, variations and incidents

Section C: Additional Programme guidance, variations and incidents - summary of changes

Version	Date	Section	Summary of Changes
64.0	28/05/25	Section 29 Incidents	Renamed section Vaccination administration errors and incidents
		Section 29.7 Early doses	Removed section as included in Section 29.6 Vaccination administration errors

Section guidance

This section provides additional guidance to vaccination, BMV (NIBS), and incidents.

It is designed to provide additional Programme information and support, to help maintain public safety and ensure consistent and equitable vaccination outcomes across New Zealand/Aotearoa.

Appendices relevant to this section

- **Appendix F: Links to NIBS**

22 Vaccination in high-risk or screened 'positive' consumers

The following is operational guidance for vaccinating consumers who are considered high-risk for being exposed to COVID-19 and are willing to be vaccinated.

While this is not advised as a general delivery model to unknown consumers, in the context of community transmission, it is important to have guidance to support this service.

'Screen positive' means that they have answered yes to any of the standard COVID-19 risk assessment/screening questions asked at vaccination reception (see Appendix G).

Note: There is an exception to this. Consumers with confirmed or probable COVID-19 infection **are not** recommended to be vaccinated. This reflects the lack of benefit of vaccination in this circumstance, and also risk of transmission. There is advice in the Immunisation Handbook or through IMAC to guide timing for subsequent vaccination in this scenario.

Consumers considered high risk for being exposed to COVID-19 are not suitable to be vaccinated according to the usual service design model (physical set-up of vaccination sites, workforce, and PPE guidance) as these settings are designed to be a low-risk environment. Vaccination of screen positive consumers requires additional considerations (as outlined below) as is currently recommended in only a home visit context, or in a controlled healthcare facility.

Note: Using this type of consumer screening, is to ensure a safe vaccination process of vaccination sites or events.

It is recommended that this section should be used in conjunction with:

- The Immunisation Advisory Centre's **screening tools**
- Ministry of Health **National Standards for Vaccine Storage and Transportation for Immunisation Providers 2017**.
- 2021 Addendum to **National Standards for Vaccine Storage and Transportation for Immunisation Providers 2017**.
- National Immunisation Programme Operating Guidelines.
- Health New Zealand's **Immunisation Handbook**.

Local Health District Standard Operating Procedures. There are three scenarios below that providers could consider for the 'vaccination in high risk/screen positive consumers'.

Additional scenarios could be utilised as long as the appropriate IPC considerations are made. See additional information found "COVID-19: Infection Prevention and Control Recommendations for Health and Disability care workers".

Scenario 1: Home Vaccination

In addition to above it is recommended that providers have Standard Operating Procedures (SOP) specific for home vaccination to support safe delivery processes.

Home visits for vaccination may be required for consumers who are unable to leave their residence because they have been required to isolate (I.e., attendance at a location of interest or contact of a confirmed case). It may also be required for those who have barriers to access due to mobility, disability, comorbidity, or another reason that means they are unable to access vaccination at a site including improving equity.

Outside the scope of this section are additional considerations which would likely be part of a Health District standard operating procedure (SOP). This could include but is not limited to a SOP on vaccine transportation and administration, staff requirements and medical emergency equipment.

Scenario 2: Controlled Healthcare Facility

Vaccination for screen positive consumers and/or accompanying whānau in a controlled healthcare facility may be appropriate. This should only be performed in a controlled healthcare facility, where the flow of consumers and staff is controlled, such as a Hospital Emergency Department or General Practice Clinic.

This excludes dedicated vaccination sites and other settings where there is a risk of uncontrolled flow of people and workforce who are not in appropriate PPE, and so therefore is a transmission risk with other consumers and staff.

Scenario 3: Drive-Through Vaccination

Vaccination for screen positive consumers and/or accompanying whānau in a drive-through vaccination centre may be appropriate. This should only be performed in a planned outdoor site where the flow of cars, consumers and staff is controlled. Post vaccination it is recommended they stay in their car away from others.

This excludes settings where there is a risk of uncontrolled flow of people and workforce who are not in appropriate PPE, and so therefore is a transmission risk with other consumers and staff.

PPE requirements would be the vaccinator, staff, consumer, and others in the car to wear a medical mask.

Requirements for Scenario 1 & 2

In addition to usual vaccination processes, the following table is the requirements for the scenarios above.

Screen Positive Requirements for Scenario 1 & 2	
Location	• Only pre-arranged home vaccination or vaccination in a controlled residence or healthcare facility.
Workforce	• Staff must be fully immunised. • Home visit must have at least one authorised vaccinator and one staff on site has a CPR certificate and adrenaline administration certified. Limit staff in enclosed environment where practical
PPE	• Consumer: Must wear a medical mask (these could be provided). All staff: P2/N95, eye protection, gown, and gloves. *In 'screen positive' environments, where there may also be 'screen negative' consumers, e.g., during a home vaccination, all consumers in this environment should be treated as 'screen positive'. **In home environments, staff should change PPE if they are moving between different houses. ***Donning and doffing PPE outside in a home environment requires an appropriate space and transporting contaminated PPE back to base for proper disposal, this may be covered in the Health District SOP.
Physical Environment	• Review the physical environment and consider ventilation is adequate. Discuss with local Health District IPC team if unsure. **Home vaccinations** • Vaccination outside the home wherever practically possible and weather permitting. This could include in a carport, open deck area, or in their parked car. Ensure they can be observed appropriately. • If the environment/location does not have mechanical ventilation, improve ventilation through dilution (I.e., opening windows and doors to outside air). • If completing vaccination indoors, use a room with at least one window and keep the window(s) open for as much time as possible (outdoor temperature and safety permitting). **Healthcare Facilities** • Please see section '**Environmental considerations and safety controls at the vaccination site**'. Adequate ventilation (mechanical, natural or hybrid) of all areas, including the screening, waiting, post-vaccination observation, and vaccination areas. Where a mechanical ventilation system is operating in these areas, the ventilation rate should be six air changes per hour or according to national or local requirements for healthcare facilities. • Some older facilities may not meet the ASHRAE Standard. It is then recommended they discuss ways to improve ventilation with their local Health District IPC team.

23 Third primary dose for severely immunocompromised

A three course primary dose is recommended for severely immunocompromised consumers. It is evident that some severely immunocompromised people do not mount a sufficient immune response to provide adequate protection against COVID-19.

Advice for clinicians on the guidance is available through the Immunisation Advisory Centre, and this information will be updated periodically through the Immunisation Handbook. Clinical judgement should be applied by the prescriber to determine whether a third primary dose is required for conditions or medicines that are not listed that are associated with severe immunocompromise.

For information on the requirements for eligibility and timing, see the **Immunisation Handbook.**

Note: There is information available on the Health Pathways site under COVID-19 Vaccination > Supporting the decision > Medical Conditions >Immunocompromised.

24 Vaccination and Surveillance Testing

The following section is operational guidance for providers who may wish to perform surveillance testing and vaccination at the same site, for the same consumer.

While this is not advised as a general delivery model, it is important to have guidance to support this service in the context of widespread community transmission.

Surveillance testing for COVID-19 has been used to identify cases in a community where there may be a concern around undetected transmission and infection. This would be particularly relevant in the context of a small 'community of risk' where there may be a need to both test and vaccinate consumers within a short timeframe and with an overlapping workforce.

There are differences between the processes of vaccination and testing, even in low-risk groups. Swabbing for COVID-19 is a higher transmission procedure (potentially droplet producing) than vaccinating and thus has additional PPE requirements and recommendations around physical distancing, as well as encompassing the process for swab labelling and sending to a lab.

In addition to any operational guidance, it is recommended that providers have Standard Operating Procedures (SOP) specific for vaccination and surveillance testing to support safe processes.

Due to the complexity of this process, **this model requires approval and support via NPHS Health New Zealand Te Whatu Ora's Clinical Quality and Safety team.**

Requesting approval to set up

Contact the NIP regional account manager to request approval to set up a vaccination and surveillance testing model.

25 Vaccination in Hospital

25.1 Introduction

The following is guidance for vaccinating consumers (including whānau of patients) against COVID-19 in a hospital setting.

Vaccination in hospital offers an opportunity to reach those who may not otherwise have access to vaccination.

Providing this service should be in accordance with local standard operating procedures, and consider local logistic, dispensing, and clinical requirements.

Consumers and/or whānau are not required to stay in hospital for the purpose of vaccination.

25.2 Screening

Screening for COVID-19 follows the same process outlined elsewhere in the Operating Guidelines, however the location and timing would need to be in accordance with local guidance.

Consumers that are 'screen negative' means that they have answered 'no' to all the standard COVID-19 risk assessment/screening questions (see Operating Guidance Appendix G). This means that the consumer is considered low risk for being exposed to COVID-19 and providers can follow the standard vaccination process outlined elsewhere in the Operating Guidelines.

Consumers that are 'screen positive' means that they have answered yes to any of the standard COVID-19 risk assessment/screening questions (see Operating Guidance Appendix G). This means that the consumer is considered high risk for being exposed to COVID-19 and providers should follow the Operational Guidance section "Vaccination in high-risk / screened 'positive' consumers".

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26 Mobile vaccination team

26.1 Setting up mobile vaccination teams

Providers may choose to deliver vaccinations using a mobile vaccination team who will attend a number of different locations rather than being based at a single site. For example, this may be how vaccinations are delivered in aged residential care settings or workplaces.

As for fixed vaccination sites, providers will need to consider how many vaccinators and administrators are needed for each mobile vaccination team.

When setting up a mobile team providers should consider how systems support viewing the consumers immunisation history and recording a vaccination.

26.2 Setting up the AIR vaccinator portal

Mobile vaccination sites can be set up in the AIR vaccinator portal by the AIR facility manager The AIR facility manager must ensure that the mobile facility is linked to a the 'parent' facility to enable tracking of the vaccinations the mobile team have delivered.

An AIR how-to guide for setting up mobile and off-site facilities is available for AIR facility managers in the Help Centre of the AIR vaccinator portal.

27 Home vaccinations

Vaccines may be delivered in or near a consumer's home or place of residence when they are unable to attend a vaccination site.

When administering a vaccine in a consumer's home, providers must meet the minimum requirements to safely administer the vaccine. This includes meeting the **National Standards for Vaccine Storage and Transportation for Immunisation Providers 2017** throughout the entire process.

Providers must have a home vaccination delivery plan that includes standard operating procedures (SOPs). Prior to home based vaccinations being implemented, the plan must

be approved by the Health District's immunisation clinical leads and the associated lead professional advisors.

27.1 Transportation of vaccine for off-site vaccinations

All transportation of vaccine regardless of whether it is diluted or not should meet the **National Standards for Vaccine Storage and Transportation for Immunisation Providers 2017**.

The off-site delivery plan and SOP must cover the following:

- Maintaining staff and consumer safety, privacy, and well-being
- Respect to the consumers home and whānau
- Processes to mitigate the risk of cold-chain breaches
- Process to minimise waste
- Documentation and use of AIR vaccinator portal or integrated PMS
- Management of AEFI in an offsite environment including the immediate availability of adrenaline and phone access to call emergency services
- Risk register associated with off-site vaccine delivery

27.2 Consumer Considerations

The preferred method of vaccine delivery is at a fixed COVID-19 vaccination site. Providers should have a process to appropriately identify and approve consumers for vaccine delivery in their home.

Considerations should include:

- Consumer normally has their medical care provided in their home or place of residence.
- Does not normally leave their home or place of residence.
- Not able to be safely transported from their home to a vaccination site.
- Transport to vaccination site requires significant logistical requirement, such as multiple staff and equipment to aid transfer.
- Consumer would benefit from a home vaccination due to a disability barrier to receiving a vaccination at a site.

28 National Immunisation Booking System

28.1 Introduction

The National Immunisation Booking System known as **Book My Vaccine** supports a national-led approach to immunising New Zealand/Aotearoa against COVID-19 and some additional vaccinations. **Book My Vaccine** supports vaccination sites down to Community Hub level.

This section provides an operating guide for **Book My Vaccine,** including the key stakeholders, staff roles, systems, processes, and guides related to running the **Book My Vaccine** tool.

This section should be used as the first point of reference for all **Book My Vaccine** related activities by any staff member responsible for running vaccination sites and managing bookings. A detailed guide, including process flows, is available in the Detailed Booking System Guidelines document). Links to this document, training and user guides are provided in **Appendix F**.

28.2 Booking system principles

The **Book My Vaccine** operating model is based on the four guiding principles shown below, regarding responsibility and Governance between NPHS Health New Zealand Te Whatu Ora, Whakarongorau Aotearoa (Whakarongorau), Health Districts and providers. These principles are intended to promote consumer safety, equity, and trust in the system. These are detailed in the four steps below:

1 Setup

- The **Book My Vaccine** tool supports the nationally led and locally delivered vaccination Programme.
- NPHS Health New Zealand Te Whatu Ora has overall coordination and monitoring responsibility, including key messaging, and leading nationwide booking campaigns.
- Health Districts and providers are responsible for vaccinating their populations, including localising their campaigns to meet vaccination targets.

2 Setup

- The **Book My Vaccine** tool has been implemented by all Health Districts.
- The **Book My Vaccine** tool is a trusted source of available booking slots for the public, the Health Districts and for Whakarongorau call centre to see what appointments are available for booking.
- All vaccination site types down to Community Hub level may use the **Book My Vaccine** tool. General Practices who only service their own enrolled populations

have the option of using either their own system for vaccination scheduling or the **Book My Vaccine** tool. General Practices who service customers in addition to their own enrolled populations should use the **Book My Vaccine** tool. Pharmacies may either use their own booking system or the **Book My Vaccine** tool.

3 **Pre-event**

- The **Book My Vaccine** tool will be provided as a package with Whakarongorau as the National Call Centre
- Whakarongorau will only support the **Book My Vaccine** tool and no other booking systems.
- Whakarongorau provides a consumer supporting role for public queries (inbound) and assisted booking for all Health Districts and sites available on the **Book My Vaccine** tool.

4 **Post-event**

- The management of following up individuals for missed vaccination appointments will be a mixed model.
- Whakarongorau can provide the follow-up service for missed appointments (outbound calling) if agreed with the Health District before passing on to the Health District teams for intensive outreach follow-up. This agreement will be defined between the Health District and Whakarongorau in the engagement plan.

28.3 Book my Vaccine system roles

The following key roles have been identified to support the **Book My Vaccine** tool. These roles include staff from the vaccination site, Health District, NPHS Health New Zealand Te Whatu Ora and Whakarongorau. Further information related to the expected support, behaviour and outcomes of these roles is detailed above in the **roles and responsibilities table**.

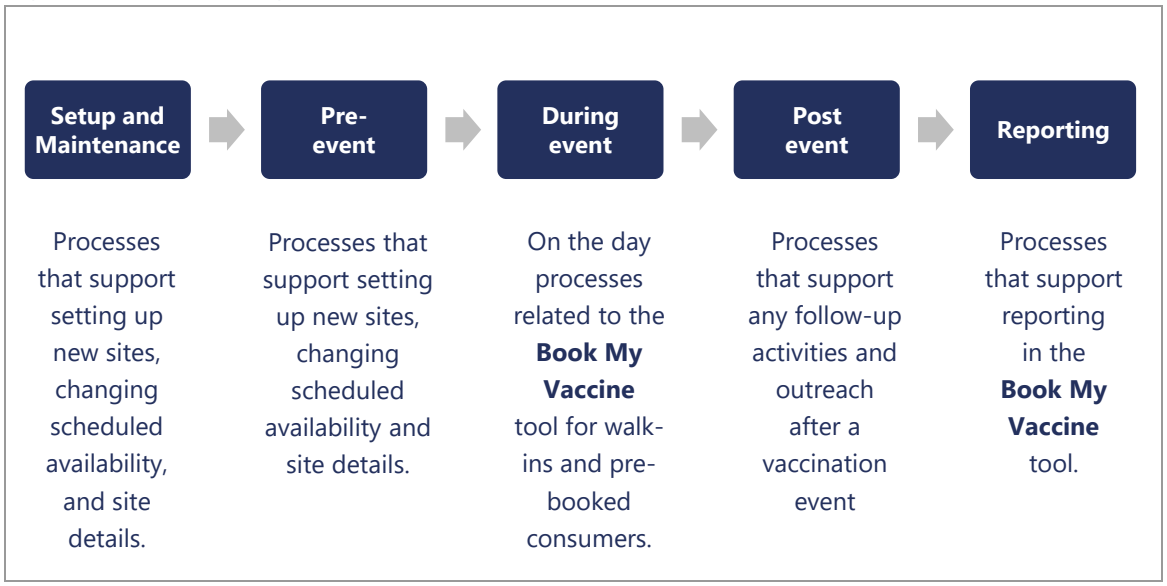
Table 31.1 – Book my vaccine tool key roles

Key roles	Role description
Health Worker	The Health Worker manages on-site check-in procedures and performs health checks prior to vaccination. They are responsible for supporting the Facility Admin to manage consumer bookings and appointment schedules. They are provisioned the role of Health Worker in the **Book My Vaccine** tool.
Whakarongorau Aotearoa national call centre advisor	The Whakarongorau national call centre advisor is the inbound point of entry for all booking queries. They are responsible for assisting consumers with creating, cancelling, and amending bookings, completing follow-up activities where commissioned to do so, and answering general vaccine related queries.
Facility Admin	The Facility Admin manages the day-to-day operations of their sites(s) and is the primary point of contact for consumers, Whakarongorau and Health New Zealand Te Whatu Ora. They are responsible for managing system technical operations and consumer requirements

Key roles	Role description
	for their site(s). The Facility Admin is responsible for identifying and managing any schedule changes and escalating impactful (minor/major event) site schedule changes to the Health District operations lead. They are provisioned for the role of Facility Admin in the **Book My Vaccine** tool.
Facility Manager	The Facility Manager is responsible for reviewing and approving staff at their sites. They will be able to add, remove or edit their staff's access inside the **Book My Vaccine** tool.
Health District operations lead	The Health District operations lead is accountable for supporting the operational activities for a Health District.
The NPHS Health New Zealand Te Whatu Ora operations lead	The NPHS Health New Zealand Te Whatu Ora operations lead is the primary point of contact for escalations into NPHS Health New Zealand Te Whatu Ora. Their key obligation is managing communications between NPHS Health New Zealand Te Whatu Ora and Whakarongorau/Health Districts. They are provisioned the role of super user in the **Book My Vaccine** tool and are responsible for onboarding users and sites in the system. NPHS Health New Zealand Te Whatu Ora operation team are responsible for failsafe reporting and organising outbound call campaigns to reach consumers.

28.4 Booking system processes and best practice

Figure 31.1 – booking tool processes:



28.5 Setup and maintenance

Creating a new site

Creating a new site relates to setting up a site on the booking system. To set up a new site a provider must first be onboarded onto the system using the sign up button found using **this link**. Once your user has been approved, you will be able to fill out the form inside the system with the site's details. The Book My Vaccine Support team will review the site before approving it. It may take up to 3 working days for sites to the site has been approved, the provider must populate their site's availability before setting it to active.

New system users required for the site will have training processes and procedures available to them in the help centre within the BMV Admin System.

Amend site schedule

Amending a site schedule involves updating the capacity and availability of appointment slots for a site. The facility admin is responsible for managing their site's schedule changes.

Note: Changing the schedule in BMV does not cancel or reschedule any existing bookings. Refer to the **event rebooking** section below for details.

It is crucial the facility admin performs an impact assessment regarding bookings when amending a site schedule, specifically when the number of appointment slots are reduced.

Event rebooking

In the case of an event causing a disruption to a site, where an existing schedule is set, and appointments are cancelled, consumers must be rebooked in the system. Event severity, minor or major as be determined by the site

Note: Rescheduling is not automatic function. Consumer appointments will not be cancelled or rescheduled when a site schedule change is created.

Amend site details

Amending site details involves updating the site location and other site properties. These changes do not affect scheduling. The facility administrator is responsible for identifying such changes are necessary. The site administrator is responsible for making the changes in the system.

Pre-event

Booking an appointment

Where a consumer is eligible to be vaccinated, they are able to book an appointment. The eligibility criteria for vaccinations is different for each vaccine therefore consumers are encouraged to confirm their eligibility prior to booking an appointment.

Consumers are asked to provide their personal details, allowing the system to send a booking reference and confirmation to the consumer. A contact person's details are required for appointment confirmation and reminders where the booking is for a child aged 6 months to 11 years. Bookings can also be made by an individual on behalf of a consumer (for instance a family member or friend), or through Whakarongorau.

Consumers can select to book as a group (2-30 people) for a vaccination appointment. Consumers are asked to provide the first and last name and contact information of the booking arranger.

Update and/or cancel an appointment

Consumers can update the time and/or location of their vaccine appointment/s or cancel their appointment/s through the **Book My Vaccine** tool. Consumers must enter either an email address or phone number. This will be used to provide the consumer with a confirmation of their booking (such as the booking reference etc.). If a consumer does not have this information, they should contact Whakarongorau for assistance. Consumers have the option to rebook or cancel an appointment any time up to two weeks after the scheduled appointment date. Groups can only be cancelled using the booking arranger's contact details and the booking reference.

During the vaccination event

Consumer arrival

Where a consumer has booked an appointment as an individual and arrives at a site. The Health Worker must confirm that the consumer is eligible for the Vaccination Plan and has the option to check the consumer in.

Where a consumer arrives at a site without an appointment (walk-in) or if they show up early for an appointment, providing the Health District or provider has capability to take walk-in consumers and the site has availability, the consumer may be vaccinated.

Walk-in consumers can be assisted to book their next appointment on BMV if relevant. This process is best practise to ensure that consumers are booked to receive the next dose.

Post event: follow-up

Booking Did Not Attend (DNA) follow-up

Providers may choose to contact consumers who did not attend (DNA) appointments.

29 Vaccination administration errors and incidents

29.1 Incident management

The site team should be trained and prepared to respond to three possible medical emergencies associated with COVID-19 vaccination: fainting, hyperventilation, and anaphylaxis. The appropriate medication and equipment must be on site to manage these incidents.

Refer to **section 2.3 of the *Immunisation Handbook*** for guidance on emergency equipment required to manage post-vaccination medical emergencies.

Adverse events should be managed in accordance with Te Tāhū Hauora Health Quality Safety Commission (Te Tāhū Hauora) ***National Adverse Events Reporting Policy 2023*.**

In the event of a serious adverse event or incident it is important to follow organisational process to report, review, and learn from the incident.

- **Appendix I** outlines the process steps for notifying vaccination related errors and adverse events.

29.2 Adverse events during observation period

If any consumer has an adverse event during the 15-minute observation period at the vaccination site, appropriate medical attention must be provided. The on-site adverse event must be recorded and submitted to CARM.

For more information regarding managing medical emergencies and anaphylaxis, please see **section 2.3 of the *Immunisation Handbook***.

29.3 Recording an anaphylaxis event

Where a suspected anaphylaxis event occurs following a vaccination event. The person who handled the event must complete the anaphylaxis checklist record (found on the **IMAC website**) as soon as practical. The anaphylaxis checklist should be completed and uploaded via the Dropbox to the CARM **link.**

Adverse events should be notified to the site lead clinician, who can undertake a clinical review and determine appropriate actions with the site manager (such as pausing vaccinations for a time, should this be required).

29.4 Adverse events after observation period

Consumers should be advised by the vaccinator, at the time of vaccination, of common **and** rare side effects that can occur after the observation period (after they've left the vaccination site). This should include a discussion about when and how to seek medical attention, and how to submit an adverse reaction report to CARM.

The possibility of developing myocarditis and pericarditis must be explicitly mentioned, including recognising the symptoms, seeking urgent medical help and where to seek this. This must be done verbally or in writing or in another way appropriate to the consumer's ability to understand the information, during the consent conversation and again after the vaccination.

Common side effects of COVID vaccines include pain, redness or swelling at the injection site, feeling tired or fatigued, headache, muscle or joint aches and pain, chills, fever, and nausea. These effects are usually mild or moderate and improve within a few days after the vaccination.

Rare side effects of COVID-19 vaccines

Myocarditis and pericarditis are an inflammation of the heart muscle or lining and can range from mild to serious illness. They are usually caused by viruses but are also a **rare side effect** of the Pfizer COVID-19 vaccines.

Symptoms of myocarditis and pericarditis linked to the vaccine generally appear within a few days, and mostly within the first week after having the vaccine. Consumers should be advised that if they get any of these new symptoms, they should seek medical help, especially if these symptoms don't go away:

- Tightness, heaviness, discomfort or pain in your chest or neck.
- Difficulty breathing or catching your breath
- Feeling faint or dizzy or light-headed
- Fluttering, racing, or pounding heart, or feeling like it is 'skipping beats'.

29.5 COVID-19 treatment injury claims

ACC is sharing advice with providers regarding lodging ACC claims for a physical injury resulting from a COVID-19 Vaccination. Such injuries may be covered by ACC if the injury criteria for treatment are met. Under ACC legislation, the injury must be clearly caused by the vaccination and must not be a necessary part or ordinary consequence of the

treatment. For example, inflammation around the site of the injection is common with COVID-19 Vaccination (an ordinary consequence) and is unlikely to be covered. Infections (such as cellulitis or septic arthritis) due to the vaccination, and anaphylaxis resulting in injury are not ordinary consequences and are more likely to be covered.

Where a consumer has an injury that meets these criteria, they may require further treatment or support. In such cases, providers should lodge an ACC2152 treatment injury claim form with ACC as well as an electronic or manual ACC45 injury claim form. These forms and more information can be found on **ACC's website**.

Providers will need to include the vaccine brand and identifying dose number (for example, whether it the first or second Pfizer-BioNTech COVID-19 Vaccine dose).

Note: Health providers should keep good clinical records of reactions and complications and arrange appropriate clinical management and follow up. Treatment injury claim forms can be completed at the time or any time after the event. However, if longer than 12 months additional information is required. Time should be taken to obtain consumer consent for a claim to be lodged with ACC, as it involves providing their personal and private information to ACC. Consumers should be reassured the health system will manage their treatment regardless of an ACC claim.

29.6 Vaccination administration errors

A vaccine administration error is any preventable event that may cause or lead to, inappropriate use of a vaccine or consumer harm. Administration errors can occur at any stage of the vaccination process (such as storage or handling, site/route of administration, or dosage given).

Some common vaccine errors include incorrect age for vaccine, shorter than recommended dosing intervals, dosage errors, expired vaccines and incorrect vaccines administered.

In the event of a vaccine administration error

- Follow your organisation's incident/adverse event management process.
- Contact Immunisation Lead and/or Immunisation Coordinator to inform them of the error.
- If guidance/clinical advice is needed, contact IMAC on **0800 IMMUNE (466 863)**
- Inform the consumer/s involved on follow-up care, ensuring they have received relevant clinical advice.
- Complete the online error reporting notification form sent by Immunisation Coordinator or IMAC.
- Determine error contributing factors for strategies to prevent recurrence.

Providers should only complete a **CARM report** for adverse reactions or injuries experienced by the consumer following immunisation.

30 Variations

30.1 Missing or incorrect information in the AIR

When it's identified a consumer has missing or incorrect information documented in the AIR vaccinator portal or PMS relating to the administration of a vaccine in Aotearoa New Zealand, then it must be corrected as it is a legal record.

Modifications to events recorded on the AIR vaccinator portal can only be requested by contacting **help@imms.min.health.nz** or **0800 855 066 (press 2 and then 1)**.

30.2 Where the consumer has received vaccination overseas

When a consumer has received a COVID-19 vaccine overseas this can be recorded by a general practice using an integrated PMS, or requested using the **online overseas vaccine submission form**. The consumer must provide evidence of their overseas vaccination (e.g. a vaccine receipt card or other documentation).

Appendices

Appendices: summary of changes

Version	Date	Appendix	Summary of Changes
63.0	27/05/25	Appendix B: New facility set up form	Removed sections not required, updated for current process and added field to confirm if off-site vaccinations are being provided
		Prevention Adverse Event Process	Updated for vaccination related errors online reporting and adverse event reporting to reflect organisation and regional processes.
		NIP incident notification form	Removed from appendices as online reporting has replaced form

Section guidance

This section provides the appendices for the Operating Guidelines.

Purpose

It is designed to provide additional information and support, to help maintain public safety and ensure consistent and equitable vaccination outcomes across Aotearoa New Zealand.

Appendix A:
Site checklist

As a general principle, the site and staff should be prepared and adhere to standard operating policies and standards, including the clinical governance and health and safety, expected in a clinical environment to ensure staff and consumer safety.

Tables A1 to A5 below, provide an overview of the minimum requirements to deliver COVID-19 vaccinations safely and efficiently.

Table A1 – plan checklist

Plan	Y / N	Comments
Vaccination volume plan Vaccination sites have planned for expected daily volumes of vaccine recipients, considering: • Staffing numbers • Space and distancing • Privacy and confidentiality	 Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐	
Workforce plan To maintain the staff roster including managing unavailability, illness, and other absences.	Y ☐ N ☐	
The list of **Key Contacts** is up to date and accessible.	Y ☐ N ☐	
Clinical Quality and Safety oversight is on site.	Y ☐ N ☐	
Local development of: • Infection Prevention • Control guidance • SOPs • Cold Chain Accreditation for this site	 Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐	
Site locations consideration: • Location/traffic/access/parking/signage • Availability of public transport • Accessibility (including disability access to parking and to vaccination site building) • Traffic management	 Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐	
The site can maintain temperature requirements of the vaccination preparation space.	Y ☐ N ☐	
A **documented risk assessment** has been conducted for the vaccination site and includes a business continuity plan.	Y ☐ N ☐	

A plan is in place to maintain adequate and appropriate resources including: • PPE supplies • Vaccine and consumables • IPC supplies • Waste management • Signage	Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐	
A plan is in place to **maintain daily supplies** of consumer collateral, including ensuring teams have the latest versions of the following leaflets: • What you need to know about the COVID-19 vaccination • COVID-19 vaccination consent form and/or Universal consent form • After the COVID-19 vaccination • Privacy Statement	Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐	
A plan is in place for **equitable access**, including: • Access to translation and interpretation services • Written material and signage in easy-to-read formats • Supporting resources/literature is available in a range of languages/formats for those with low health literacy. • Service delivery model provides for whanau/support people accompanying consumers. • Venue access caters for disabled people and support for those with visual or hearing impairments.	Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐	
A site evacuation plan is in place.	Y ☐ N ☐	
A dry run has been completed at the vaccination site.	Y ☐ N ☐	

Table A2 – place site checklist

Physical site	Y / N	Comments
Adequate space (including also for whanau/support persons) and associated capacity for: • Screening • Registration • A private space for consultation, family groups, and vulnerable people requiring support • Waiting (seated) • Vaccination (including drawing up and administrating) • Post-vaccination observation.	Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐	

Access to secure storage for medical records (including consent forms).	Y ☐ N ☐	
Appropriate signage to identify as vaccination site for consumers, including COVID-19 vaccination campaign posters/banners/flags. Signage should also include Code of Consumer Rights.	Y ☐ N ☐	
Adequate number of hand-hygiene stations in strategic areas for public and staff	Y ☐ N ☐	
Appropriate emergency medication, equipment, and space to respond to medical emergencies. All equipment in the site to be well maintained, in good working order, calibrated/monitored as required and with current electrical safety compliance testing/certificates as necessary. **Note:** This should also include equipment suitable for children if the site will be administering paediatric vaccines.	Y ☐ N ☐	
Appropriate cold chain provisions that are applicable for the site are in operating order, including having appropriate refrigerators and opaque containers to store supplies. Cold Chain Accreditation is held and is current if applicable.	Y ☐ N ☐ Y ☐ N/A ☐	
Adequate space for vaccine storage and preparation.	Y ☐ N ☐	
Adequate security (e.g., alarm, overnight security guard) if vaccine is to be stored at vaccination site overnight.	Y ☐ N ☐	
Appropriate waste management facilities, including facilities in place to safely dispose of sharps and unused, damaged, or empty vaccine vials (e.g., Interwaste vial disposal bin ordered).	Y ☐ N ☐	
Vaccination stations at least one metre apart.	Y ☐ N ☐	
Access to system-compatible IT hardware including tablets, laptops or desktop computers with screens positioned out of sight of unauthorised persons.	Y ☐ N ☐	
For Inventory Portal and AIR vaccinator portal users, IOS or Android smartphones with Salesforce Authenticator app must be available.	Y ☐ N ☐	
High-speed wireless or 4G coverage.	Y ☐ N ☐	
Access to appropriate internet browser (Note: Internet Explorer is not supported).	Y ☐ N ☐	

Table A3 – process checklist

Process	Y / N	Comments
Scheduling of vaccination appointments avoids over-crowding and allows for physical distancing.	Y ☐ N ☐	

All staff have access to the Operational Guidelines.	Y ☐ N ☐	
Procedures are in place for identifying vaccine recipients.	Y ☐ N ☐	
Standardised screening processes are in place for contraindications, receipt of previous dose of COVID-19 vaccine or other vaccines, and COVID-19 symptoms.	Y ☐ N ☐	
'Where to get help' poster is accessible to all staff.	Y ☐ N ☐	
Consumer information processes in place, including the provision of current consumer collateral.	Y ☐ N ☐	
Cold chain process in place, site delivery and receipt.	Y ☐ N ☐	
Processes in place for infection prevention and control including: • Hand hygiene • PPE protocols • Injection safety • Needlestick injury protocol	 Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐	
Processes in place to safely manage waste and for safe disposal of sharps and unused, damaged, or empty vaccine vials.	Y ☐ N ☐	
Process in place for monitoring, managing, and reporting adverse events following immunisation, including anaphylaxis.	Y ☐ N ☐	
Policies in place for blood body and fluid exposures (BBFE) and infection prevention control (IPC).	Y ☐ N ☐	
Appropriate process in place to respond to medical emergencies associated with the vaccination.	Y ☐ N ☐	
Incident management procedures are in place and staff know how to report any clinical incident.	Y ☐ N ☐	
SOP available for accessing and operating Inventory Portal and AIR to complete inventory reporting requirements.	Y ☐ N ☐	
Business continuity plans in place, including access to hard-copy versions of: • Vaccination recording form • Consent form • Post vaccine information leaflet	Y ☐ N ☐	

Table A4 – workforce checklist

Workforce	Y / N	Comments

Staffing levels (including trained and accredited as required) are appropriate for delivering the scheduled vaccination volume. At a minimum, the following functions need to be allocated: • Consumer welcome • Preparation and administration of doses • Pre-vaccination screening process in place utilising IMAC resources • Obtaining informed consent including ensuring consumers are informed of myocarditis and pericarditis risk, symptoms, the need to seek medical review and how to access this • Events recording in the AIR or integrated PMS by a trained person • Inventory Portal management • After-immunisation observation	Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐	
Site workforce encourages equitable access and the workforce demographic, as reasonably practicable, reflects of the likely consumer population or local area.	Y ☐ N ☐	
Staff are educated in disability equity access and know how to apply supported decision-making approach (e.g., the Ministry's **Disability equity course**)	Y ☐ N ☐	
Staff accessing consumer data have completed the appropriate privacy training (e.g., see the **Privacy Commissioner courses link**).	Y ☐ N ☐	
Staff inducted to the site and to have completed all relevant training including cold chain and IMAC/vaccine training, adverse event training, Inventory Portal and AIR vaccinator portal training (if using).	Y ☐ N ☐	
Appropriate staff training to respond to three possible medical emergencies associated with the vaccination (fainting, hyperventilation, and anaphylaxis).	Y ☐ N ☐	
Staff roles and responsibilities are clearly defined.	Y ☐ N ☐	
Multi-vaccinator sites have a named Lead Clinician.	Y ☐ N ☐	
An appropriate person has been identified to receive vaccine delivery as part of cold chain provisions.	Y ☐ N ☐	
Infection Prevention and Control staff have been identified including: • IPC Lead • IPC trainers	Y ☐ N ☐ Y ☐ N ☐	
Security presence available to control access to the site and be available for support in the event of attempted unauthorised access.	Y ☐ N ☐	
All vaccination site staff have been given the opportunity to receive a COVID-19 vaccination.	Y ☐ N ☐	

Table A5 – other considerations checklist

Other considerations	Y / N
• Staff working in locations that may require additional infection prevention controls, must adhere to the standard SOPs and associated protocols for such locations, including physical distancing requirements.	Y ☐ N ☐
• Where a mobile vaccination team is being set up, in addition to the above also consider the following: • Staff numbers to match expected demand as well as site health and safety requirements • Site security • Appropriate training • Correct set up in AIR vaccinator portal or PMS • Correct set up and access to Inventory Portal • Reliability of supply of resources and equipment • Internet connectivity to enable use of AIR vaccinator portal or PMS • Logistics, including vaccine storage and transport • Business continuity	Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐ Y ☐ N ☐
• Drive through vaccinations: • Some disabled people use modified vehicles that seat the driver/passengers higher – potentially making it more difficult for vaccinators to reach • A reminder that car doors can also be opened if proper needle positioning can't be achieved through the window	Y ☐ N ☐ Y ☐ N ☐

Version 5

Appendix B:
New facility setup

This information must be provided to Health New Zealand five days in advance of any initial deliveries.

Please take care and provide required detail when completing the form, as accurate information is required to ensure successful delivery of vaccines and consumables.

Please return your completed form via email to your regional approver.

If you do not know who that is, please contact help@imms.min.health.nz or call 0800 223 987

Facility Set Up Form

Facility details section

Health District	Click or tap here to enter text.
Facility name	Click or tap here to enter text.
Facility address	Click or tap here to enter text.
Facility ID (HPI ID)	Click or tap here to enter text.
Facility type Please tick	☐ GP ☐ Hospital ☐ Marae ☐ Community Pharmacy ☐ Urgent Care Clinic ☐ Residential Facility (e.g. Aged Care Facility, Residential Care etc.) ☐ Other

Vaccine Type				
		Note: *GP providers should order these vaccines directly from Propharma*		
	COVID Contracted Providers ☐ Covid-19 Adult ☐ Covid-19 Paeds ☐ Covid-19 Infant	**Scheduled Vaccines** ☐ Boostrix ☐ Priorix (MMR) ☐ Gardasil 9 (HPV9) ☐ Shingrix ☐ Bexsero (MenB) ☐ MenQuadfi (MenACYW)	**Whole-of-Life Providers** ☐ Rotarix ☐ Infanrix-Hexa ☐ Infanrix-IPV ☐ Prevenar 13 ☐ Act-Hib ☐ Varilrix	Other Click or tap here to enter text.

Delivery information

Please provide the available delivery times for the facility, such as 7am to 5pm, Monday to Friday.

Available delivery times	☐ Mon		☐ Tue		☐ Wed		☐ Thu		☐ Fri	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Regional Anniversary (i.e. Nelson etc)	Click or tap here to enter text.									
Delivery Notes	Please add any comments which may assist the delivery driver									

Storage details

Which of the following cold chain storage accreditation does the facility hold?

Pharmacy License	Expiry Date: [DD/MM/YYYY]	
Cold Chain Accreditation	Expiry Date: [DD/MM/YYYY]	
Back-up fridge location	Click or tap here to enter text.	
Is your facility signed off to provide off-site vaccinations?	Y ☐ N ☐	Optional Comments

Contact details			
Please confirm at this vaccination facility who will be available and is authorised to receive the vaccine/consumables upon delivery, for example lead nurse, clinic manager. Tick check box if inventory management system (portal) access is required.			
Primary contact	Name	Confirm Name	Y ☐ N ☐
	Phone	Confirm phone number/s	
	Email	Confirm email address	
Alternate/back up (at least one required)	Name	Confirm Name	Y ☐ N ☐
	Phone	Confirm phone number/s	
	Email	Confirm email address	
	Name	Confirm Name	Y ☐ N ☐
	Phone	Confirm phone number/s	
	Email	Confirm email address	
	Name	Confirm Name	Y ☐ N ☐
	Phone	Confirm phone number/s	
	Email	Confirm email address	
	Completed/signed by Health NZ Regional representative		
Name	Click or tap here to enter text.		
Title	Click or tap here to enter text.		
Signature	Click or tap here to enter text.		

Please return your completed form via email to your regional approver.
If you do not know who that is, please contact help@imms.min.health.nz or call 0800 223 987

Appendix C:
Facility/site closure

This information must be provided to NPHS Health New Zealand Te Whatu Ora in the event of a facility or site choosing to no longer administer and distribute certain vaccine types.

Please take care and provide detail when completing the form below. Upon completion, please email this form to NPHS Health New Zealand Te Whatu Ora service desk at: **help@imms.min.health.nz**

Users of the AIR vaccinator portal can request to be deactivated by contacting help@imms.min.health.nz.

The following definitions apply specifically to this form

- **Vaccination facility**
  Where vaccines are shipped, stored, and distributed to sites.
- On-line Reporting Suite

Includes all vaccination recording tools managed by NPHS Health New Zealand Te Whatu Ora, the suite covers AIR, Inventory Portal, NIBS & Payments

Facility and Site closure form

Health District/Provider name Please state the Health District/Provider the vaccination facility/site is attached to	
A	**Site closure**
Site	1 Site name
Site	2 Site address
Site	3 Closure date
Site	4 Reason for closure
B	**Facility closure (if applicable)**
Facility	5 Facility name
Facility	6 Facility address
Facility	7 Facility ID (if known)
Facility	8 Closure date
Facility	9 Reason for closure
C	**Tick to confirm the closure of:**

Site: ☐	Facility: ☐	Both: ☐

D	**Tick the vaccine type you will no longer offer:**

☐ **Covid-19** ☐ **Boostrix** ☐ **Priorix (MMR)** ☐ **Gardasil 9 (HPV9)** ☐ **Shingrix**
☐ **Bexsero (Men B)** ☐ **MenQuadfi (MenACYW))** ☐ **Rotarix** ☐ **Infanrix-Hexa**
☐ **Infanrix-IPV** ☐ **Prevenar 13** ☐ **Hiberix** ☐ **Varivax**

Return of excess stock

1. Please conduct a stocktake of all assets upon Facility/Site closure. Please send copies of this form to NPHS Health New Zealand Te Whatu Ora Service Desk and your Health District Lead.
2. The Health District lead should arrange a transfer of any remaining assets from the site which is closing to another site and capture this through raising a transfer order in the Inventory Portal.
3. Once there is zero stock on hand visible in the Inventory Portal the Health District logistics Lead should notify NPHS Health New Zealand Te Whatu Ora to change the site status in the Inventory Portal from Active to Closed.

Note: Once closed the site will not be accessible by inventory users in the system.

Providers must adhere to guidance provided in National Standards for Vaccine Storage and Transportation Providers 2017 **and the** 2021 Addendum **when closing down a vaccine site/facility. Please refer to the links below for a copy.**

Please tick to confirm these guidelines have been adhered to	Y ☐	Please tick to confirm

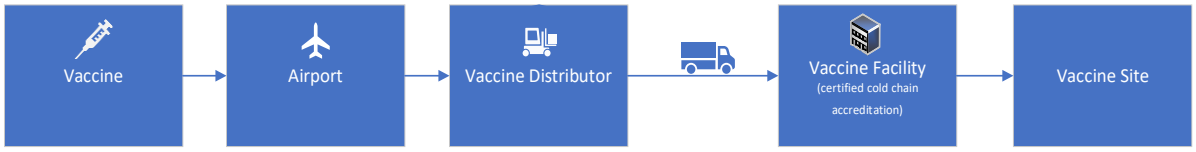
Once submitted, the site will no longer be visible through the logistics portal and if the site operates under a PPD model, they will be paid within the final cycle then removed from the contract.

By completing this document, you agree that the Facility/Site will no longer ordering vaccines.

Appendix D: Logistics and inventory management

NPHS Health New Zealand Te Whatu Ora will maintain the Inventory Portal to support ongoing monitoring of inventory and demand. The image below shows the current process for distributing the vaccine to vaccination sites.

Figure D.1 – vaccine distribution process



Various vaccines have different storage conditions at each step of the process, see the Cold Chain Storage and shelf life in Section.

Roles and Responsibilities	**Vaccine Manufacturer** will ship trays to NZ's vaccine distributor, confirm temperature, then transfer ownership.	**The Vaccine Distributor** will store at the optimal temperature for long term storage.	**The Vaccine Distributor** will pick and pack and arrange transport to the vaccine facility for storage at +2°C to +8°C.	
	NPHS Health New Zealand Te Whatu Ora will own the supply from here.		**Facilities** will receive and store vials at +2°C to +8°C in certified cold chain for later distribution to sites without cold chain.	**Health Districts** or **Providers** may transport vials from their facilities to vaccination sites (within transportation time limits on vaccines if applicable).
	The Vaccine Distributor will confirm the vaccine is undamaged and transfer to inventory management.	**NPHS Health New Zealand Te Whatu Ora** will confirm the order with the distributor to pack and transport to each delivery site.	**Sites** may also receive and store vials at +2°C to +8°C in certified cold chain.	

Appendix E:
NIP logistics overview/cheat sheets

Regulations

- **COVID-19 vaccine ownership**
  All COVID-19 vaccine stock is owned by Pharmac.
- **Pharmacy licence**
  This allows Health District hospital pharmacies to pack down 10 vial cartons of COVID-19 vaccines into smaller quantities, but only for vaccination sites run by the Health District legal entity; that is, Health District hospital pharmacies can only pack down into smaller pack sizes for vaccination sites run by Health District employees.
  Wholesale Licence
  This allows Health District hospital pharmacies to supply COVID-19 vaccine by wholesale, in full cartons to non-health District vaccination sites outside their Health District legal entity. For the purposes of this, the definition of Health District means the Health District legal entity, not the geographical Health District boundary.

Cold chain standards

- The **National Standards for Vaccine Storage and Transportation for Immunisation Providers 2017**, describes the standards and requirements for providers.
  The integrity of the cold chain is dependent upon:
  - the people who maintain and monitor the cold chain
  - the systems and processes used
  - and the equipment in which the vaccines are stored.
- **Cold chain accreditation**
  All immunisation providers are required to achieve accreditation (or Cold Chain Compliance, where applicable) if they need to store vaccine overnight. Assessors use this tool to ensure providers' cold chain practices and processes meet the required standards. See the **National Standards** for full details.
- An **Addendum** for ultra-cold vaccine storage of COVID-19 vaccine stock has been developed. Cold Chain Accreditation as per the addendum must be met before vaccines can be received.

Vaccine ordering	Vaccine handling	Vaccine handling
• **Registering new site/facility** All sites/facilities need to be registered at least five days prior to the first required vaccine delivery. It is recommended the first delivery is used as a 'wet run' to vaccinate the vaccinators and to validate the delivery processes. **Order deadline** Vaccine orders must be submitted by the Providers before 3pm 2 days before their designated delivery day for QA Approval. Orders must be submitted in the Inventory portal.	• **Receiving/sending at 2°C to 8°C** COVID-19 vaccine arrives in validated cold-chain shipper boxes with a datalogger. • **Shelf life** See summary below, **and table 8.1** for full details. • **Redistribution/transfers** Vaccine stock is not to be redistributed between facilities and sites, unless requested by NPHS Health New Zealand Te Whatu Ora or Health District Hospital pharmacy. Note: only HCL, DHL, and Health District hospital pharmacies have wholesale licences to support distribution of vaccine stock.	• **Cold Chain accreditation and transportation** All facilities must have a current cold chain accreditation and the expiry date recorded in the Inventor Portal. Providers must use temperature-monitored chilly bins to transport vaccines. A hard walled/robust chilly bin must be used for off-site clinics. For each chilly bin, monitor the temperature using either a digital minimum/maximum thermometer with an audible alarm, or a datalogger with a probe and external display. It must be possible to read the temperature without opening the chilly bin. All chilly bins and temperature monitors must be validated. Full details can be found in **section 7.3 of the national standards**. • **Dataloggers** Use a datalogger with a probe, external display and alarm to monitor the temperature of the vaccines throughout the time they are stored in a chilly bin. Set the datalogger to record the temperature every five minutes, and download, review and save the data after returning to the clinic. Full details can be found in **section 7.3 of the national standards**.

Appendix F:
Links to Book My Vaccine

Individual guides

Book My Vaccine:

Consumer facing website: **https://bookmyvaccine.health.nz/**

Book My Vaccine Admin System: https://nibs.lightning.force.com/lightning/page/home

Other information

For any information which is not included in these documents, click **here**. This guide will be amended as required and the latest version will be made available.

Appendix G:
Vaccination site screening questions

We encourage you to screen both staff and consumers for risk of exposure to COVID-19 and COVID-19 symptoms. Screening is critical to breaking the chain of transmission of COVID-19 and maintaining staff and consumer safety.

Figure G.1 below details the recommended screening questions and process to create a lower risk environment for transmission of COVID-19 and to ensure PPE advice is appropriate.

Please note:

- In the event of COVID-19 Alert Level changes, additional advice will be formulated by local public health units and NPHS Health New Zealand Te Whatu Ora.
- Any consumer with a confirmed COVID-19 infection should not be vaccinated until they have had the appropriate recovery period (see Immunisation Handbook or consult with IMAC).
- Any consumer that has answered 'yes' to the screening questions below, is considered high risk for the transmission of COVID-19 and deferral is recommended.
- If a provider wishes to vaccinate a higher risk consumer (someone who answered yes below), providers should follow the 'vaccination in high-risk or screen 'positive' consumers' section in the Operating Guidelines.

Figure G.1– recommended screening questions

Q1 – Do you have symptoms of COVID-19?	
Follow link to **COVID-19 Case definition**	If a client has any symptoms suggestive of COVID-19, defer vaccination and do not permit entry to the site. Advise them to follow recommendations and guidance from NPHS Health New Zealand Te Whatu Ora/public health services. Recommend they get a test and self-isolate pending the result.

If no symptoms, continue to the next question.

Q2 – Do you live with someone who has COVID-19?
If an individual lives with someone who has COVID-19, they are considered a household contact do not permit entry to the site and advise them to follow recommendations and guidance from NPHS Health New Zealand Te Whatu Ora/public health services.

If no symptoms, continue to the next question.

Q3 – Have you been requested to stay at home, to self-isolate or are under an isolation order?
If yes, defer vaccination and do not permit entry to the site. Recommend continuing to follow the stay at home/self-isolation plan.

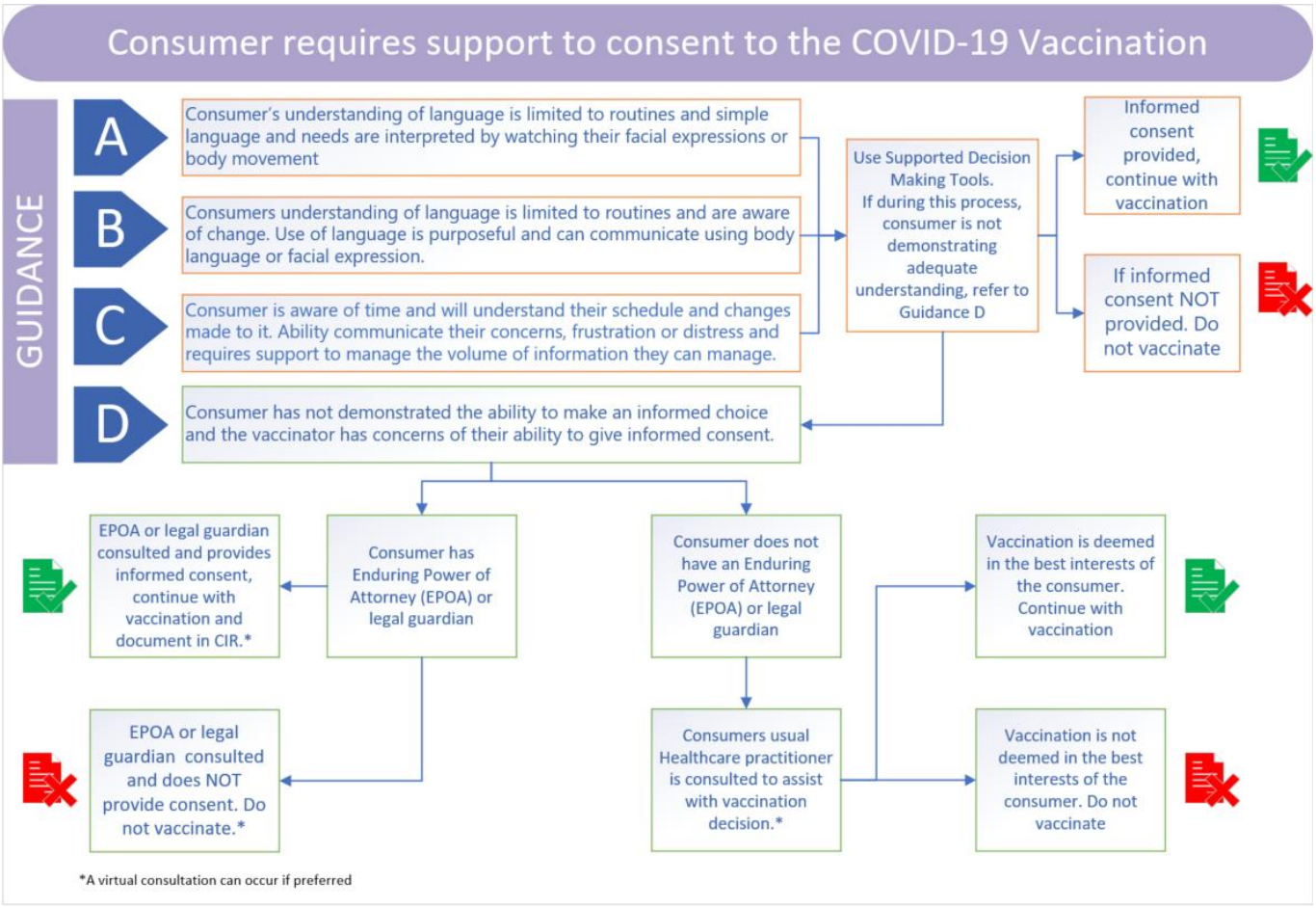
If no symptoms, continue to the next question.

Q4 – Are you currently waiting on a COVID-19 test result?
If yes, defer vaccination and do not permit entry to the site. Recommend rebooking once a negative test result has been received, and they have been told they no longer need to stay at home/self-isolate.

If no, proceed to vaccinate as per the Operating Guidelines.

Appendix H:
Supported decision-making process

Figure H.1 – support to consent



Appendix I:
Health New Zealand Te Whatu Ora Prevention, Adverse Event Process

This Appendix includes

1. Introduction
2. Adverse event management process

Introduction

Purpose

To support a vaccination provider when an adverse event occurs, the following outlines the notification process and roles/responsibilities in relation to vaccination-related adverse events[1]or adverse events following immunisation[2]

The notification process is not a substitute for the provider's responsibility concerning an adverse event including their normal processes of reporting, reviewing and open communication with the affected person. The outcome may recommend clinical and quality continuous improvement actions.

Scope

This process outlines the notification of adverse events and uses severity assessment code (SAC) ratings:

- SAC 1 - Severe; death or harm causing severe loss of function and/or requiring lifesaving intervention
- SAC 2 - Major; harm causing major loss of function and/or requiring significant intervention
- SAC 3 - Moderate; harm causing short-term loss of function and/or requiring moderate additional intervention
- SAC 4 – Minor; harm causing no loss of function and requiring little or no intervention (includes near misses)

Note: For more details and examples of SAC ratings, please refer to the **HQSC Primary Care SAC example guide**.

This process aligns with existing expectations of health and disability service providers under the Health and Disability Services (Safety) Act 2001, and those who voluntarily comply with it, as articulated by the Te Tāhū Hauora Health Quality & Safety Commission, whereby are expected to:

1. Report serious adverse events (SAC rating 1 and 2) and events on the Always Report and Review (ARR) list to the HQSC, using the adverse event brief – part A reporting form. This report should be made within 30 working days of notification of the event to the provider.

2. Undertake formal investigation of serious adverse events (SAC 1 and 2) and events on the Always Report and Review (ARR) list and send review findings and recommendations to the Commission, using the adverse event brief – part B reporting form. This report should be made within 120 working days of notification of the event to the provider.

See **HQSC templates to support adverse event reporting and review processes**

Adverse Event Management Process

Notification to Medsafe	
Ensure CARM report is completed for any suspected adverse events following immunisation AEFI. **CARM reporting form: https://pophealth.my.site.com/carmreportnz/s/** Further information on reporting adverse reactions to vaccines can be found on the **Medsafe website: https://www.medsafe.govt.nz/Safety/report-a-problem.asp**	Day 1 (< 8 hours)
Participate in follow-up activities with CARM if required.	On contact by CARM

Next

Incident/Adverse Event notification to vaccination provider and regional leads	

• Follow your local/organisation/provider incident/adverse event process.
• Seek guidance/clinical advice as per your local/organisation/provider process and contact the following:
  ○ **Immunisation Coordinators and Regional Advisors**
  ○ IMAC on 0800 IMMUNE (466 863)
• Identify a preliminary severity assessment code SAC rating.
 	
SAC resource: HQSC Primary Care SAC example guide
HQSC resource: National Adverse Events Reporting Policy 2023 - User Guide
	Day 1
	(< 8 hours)

• Complete the **online vaccination error reporting form** sent by your Immunisation Coordinator or IMAC with advice related to the error. • Escalate to regional and nation and national stakeholders as required. ○ If the harm rating is SAC 3 or SAC 4, manage the event through local processes. If the harm rating is SAC 1, SAC 2 or Always Report and Review (ARR,) notify the appropriate local governance group and manage the event in line with local processes.	Expedited (<48 hours) Report SAC 1, SAC 2 or ARR: to HQSC within 30 days

Next

Plan and execute open communication with affected consumer/s
Follow local/organisation/provider incident/adverse event process and engage with consumer and whānau in a way that meets their needs and follows their tikanga in all steps in the process. **HQSC resource: Code of expectations for health entities engagement with consumers and whānau**

Next

Investigation and learning outcomes	
• Investigate the incident using the provider or organisation's clinical quality and safety governance process, and in accordance with HQSC expectations. • Reporting should be accompanied by meaningful analysis that leads to system improvement. • Te Tāhū Hauora Health Quality & Safety Commission use the 'learning review' method when reviewing harm because it takes a systems approach **HQSC Event of harm review tool** Templates are available to support providers in the **HQSC National Adverse Event Reporting Policy 2023**. Using these templates is not mandatory. Their purpose is to encourage national consistency in the way harm is reviewed and reported	Commenced (<24 hours)
If required, please arrange an **ACC treatment injury claim**. Also see the **Treatment injury claim lodgement guide** and the Treatment Injury **Flowchart**.	

Appendix J:
Risk mitigations for vaccination sites

Table J1 – risk mitigations

Actions Required at all levels	Supporting Document
• Adapt processes as required for screening of staff, consumers, and support people to capture COVID-19 symptoms, travel history, and/or attendance at locations of interest, if they have been directed to have a test or are awaiting a test result. Redirect symptomatic consumers or those with contact history for testing in line with Ministry of Health guidance.	• **Operating Guidelines** Refer to the **Vaccination Site Screening Questions** section above.
• Robust communication strategy to regularly inform staff and consumers of Programme and service delivery changes.	• **COVID-19 – Health New Zealand | Te Whatu Ora**
• Promote staff awareness of resources to maintain up-to-date knowledge of national COVID-19 related information.	• **Āwhina App**
• Oversee and manage safe access to the site and queue management.	• **Operating Guidelines**
• Orientation and Adherence to Infection Prevention and Control (IPC) guidance, including hand hygiene, and Personal Protective Equipment (PPE) guidelines for various situations. These must be available and understood.	• **Five Moments of Hand Hygiene** • **COVID-19: Infection prevention and control recommendations for health and disability care workers – Health New Zealand | Te Whatu Ora**
• Plans to support adequate and safe staffing to deliver services.	• **Operating Guidelines**
• Ensure there is sufficient internet connectivity to enable use of the AIR and other technology in all relevant areas of the site. It may be necessary to use mobile Wi-Fi hotspots.	• **Operating Guidelines**
• Staff wellness: Staff must be discouraged from attending work when unwell and must be encouraged to be up to date with occupationally relevant vaccinations.	
• Ensure that environmental safety considerations, including ventilation, are adequately appraised.	

Document version control

Revision History

Version	Date	Section/ Appendix	Summary of Changes
56.0	15/06/23	**Section A**	
		Section 7.3	Added instructions on how to access pre-printed copies of resources via Bluestar Portal. Added instructions on how to register for Blustar Portal. Removed old instructions on how to register for Bluestar Portal.
		Section 8.2	Removed picture of discontinued Comirnaty 30mcg purple/grey border syringe label. Updated note to say Comirnaty 30mcg grey cap syringe label changed to a light/dark grey border in May 2023.
		Section 9.1 Table 9.2	Added note that consumables are only currently available to order through CIR logistics portal for use with COVID-19 and Mpox vaccines
		Section 9.2 Figure 9.1	Added photo and description of the placement of the all-in-one Google Scout temperature/ tracking device in the Credo shipper box.
		Section 9.2 Table 9.4	Updated section on Site contact checks the temperature datalogger to replace Econolog with Google Scout Temperature Reading photos and instructions. Simplified descriptions on what the datalogger light indicators show.
57.0	30/11/23	**Section A**	
		Section 2.2	Updated business continuity section with forms to have hard copies of and where they can be downloaded from.
		Section 2.4	Removed reference to security presence at vaccination site related to protest action.
		Section 2.6	Updated section to reflect AIR.
		Section 3.6	Updated section to reflect AIR.
		Section 3.7	Updated heading and section to reflect AIR.
		Section 3.8	Updated section to reflect AIR.
		Section 3.9	Updated section to reflect AIR.
		Section 5	Updated chapter heading and all sections to reflect AIR.
		Section 6.1	Updated help desk contact details.
		Section 7.1	Updated section to reflect AIR.
		Table 7.3	Updated to reflect Vaccine Adverse Event Reporting and CARM website. Removed 'Where to get help' poster being available via CIR.
		Section 7.5	Updating heading and reference to CIR throughout the section.
		Section 7.6	Changed reporting to Te Whatu Ora and reference to requirement for daily reporting.
		Section 8.2	Removed reference to Comirnaty purple caps no longer available in Aotearoa New Zealand.
		Section 8.4	Updating wording on handling vaccine packs and vials with care during transportation, preparation and administration.
		Section 9	Removed section related to requesting COVID-19 reports related vaccination rates.
		Table 9.1	Added point on placing orders regularly to target having 3 weeks stock on hand to avoid out of cycle deliveries.
		Section 9.1.4	Simplified description on frequency of deliveries and added target of having 3 weeks stock on hand.
		Section 9.2.2	Added target of having 3 weeks stock on hand. Added verifying stock delivered batch details against the packing slip and order record.

		Table 9.3	Changes wording to consumables are currently only available to order through the Inventory Portal for use with COVID-19 vaccines.
		Section 9.4	Updated Inventory portal training to reflect Inventory management (eLearning) and added the link.
		Table 9.4	Updated Inventory portal training to reflect Inventory management (eLearning) and added the link.
		Section 10.2	Updated section to include contacting Immunisation Coordinator if cold chain excursion may have occurred before disposing of vials.
		Section 12.2	Updated links
		Section B	
		Section 13	Removed section related to preparing a back-up/stand-by list of consumers for administering left over vaccines.
		Section 13.1	Updated advice on booking vaccines and links
		Section 16	Updated section to reflect AIR and where written consent is recorded the form does not need to be uploaded.
		Section 23	Updated section to reflect AIR.
		Table 23.3	Updated to check dose interval spacing before administering dose.
		Table 24.1	Updated to reflect AIR.
		Section C	
		Section 28	Updated to reflect BMV and AIR
		Section 28.2	Updated heading and section to reflect AIR.
		Section 29	Updated section to reflect AIR.
		Section 31	Updated Section to reflect AIR and BMV.
		Section 31.1	Removed reference to BMV use by primary care sites is operational where they only service their own enrolled populations.
		Section 32	Removed section to submitting adverse event to CARM via CIR.
		Section 32.1	Table updated to include Facility Admin and Facility Manager. Health District operation lead role updated to supporting activities by Health Districts.
		Section 32.7	Renamed section to Early doses and updated advice and links.
		Section 33.1	Updated to reflect AIR.
		Appendices: summary of changes	
		Table A1	Removed Site-specific COVID Tracer App QR codes have been created.
		Table A3	Removed arranging for consumers to return for second dose.
		Table A5	Removed reference to additional infection prevention control for staff working near MIQ.
		Appendix 1	Updated NIP incident notification form to updating relevant system to reflect actual dose administered.
58.0	04/03/24	**Section A:**	
		Section 8.2	Updated section for use of Comirnaty 30mcg XBB.1.5 vaccines and vaccine labels.
		Table 8.1	Updated table for use of Comirnaty 30mcg XBB.1.5 vaccines. Added note to refer to expiry date on Nuvaxovid pack as shelf life may have extended.
		Section 8.5	Changed terminology for Comirnaty vaccines.
		Section 8.6.2	Removed named vaccines under Comirnaty vaccines.
		Section 8.7	Updated advice to reflect best practice to administer doses as soon as possible after drawing up.
		Section 8.7.1	Updated advice to include use of labels.
		Section 9.1.5	Updated section to include Comirnaty 30mcg XBB.1.5 vaccines single-dose and multi-dose pack dimensions and note to consider fridge space when ordering.
		Section 10.2	Deleted requirement to remove vial lids and deface vials before disposal.
		Section 10.4	Deleted requirement to black out vaccine related information on packaging before disposal in in secure document destruction bins or biohazard bags.
		Section B	
		Section 17	Updated to reflect discontinuation of Comirnaty 15/15mcg Original/Omicron BA.4/5 and replacement with Comirnaty 30mcg Omicron XBB.1.5.

		Section 18	Updated to reflect discontinuation of Comirnaty 30mcg Original and replacement with Comirnaty 30mcg Omicron XBB.1.5.
		Section 19	Added section related to Comirnaty 30mcg Omicron XBB.1.5 multi-dose vials and single-dose vials.
		Section 20	Updated guidance on use of Comirnaty 30mcg Omicron XBB.1.5 when turning 12 after Comirnaty 10mcg first dose.
		Section 20.1	Updates Site readiness checklist to be for Comirnaty 10mcg and 3mcg vaccine.
		Table 22.1	Updated to include Comirnaty 30mcg Omicron XBB.1.5.
		Section C	
		Section 26	Removed reference to COVID-19 policy statement and added link to National Immunisation Dropbox.
		Appendices: summary of changes	
		Appendix A Table A1 -plan check list	Removed reference to Alert Level Changes. Removed requirement for a form to collect names of household contacts. Added universal consent from to collateral to keep copies of. Removed reference to having a plan in place to transition to the national immunisation booking system. Removed requirement for a process to screen staff for signs and symptoms of COVID-19.
		Appendix B New inventory facility/site setup	Updated the list of vaccines type to be ordered.
		Appendix C Facility & Site closure form	Updated the list of vaccines to tick which will no longer be offered.
		Appendix I NIP Incident notification form	Updated example vaccine type and dose.
59.0	30/04/2024		**Section A**
		Section 8.2	Updated section to reflect unavailability of Novavax vaccine from 1 May 2024 until Novavax XBB.1.5 is Medsafe approved.
		Table 8.1	Updated section to reflect unavailability of Novavax vaccine from 1 May 2024 until Novavax XBB.1.5 is Medsafe approved
		Section 8.6.2	Updated section to reflect unavailability of Novavax vaccine from 1 May 2024 until Novavax XBB.1.5 is Medsafe approved
		Section 9.1.5	Updated section to reflect unavailability of Novavax vaccine from 1 May 2024 until Novavax XBB.1.5 is Medsafe approved
			Section B
		Section 16	Updated section to reflect unavailability of Novavax vaccine from 1 May 2024 until Novavax XBB.1.5 is Medsafe approved
		Section 22	Updated section to reflect unavailability of Novavax vaccine from 1 May 2024 until Novavax XBB.1.5 is Medsafe approved
		Table 22.1	Updated section to reflect unavailability of Novavax vaccine from 1 May 2024 until Novavax XBB.1.5 is Medsafe approved
			Section C
			No alterations
			Appendices: summary of changes
			No alterations
60.0	28/05/2024		**Section A**
		Section 8.2	Updated section for use of Comirnaty XBB.1.5 10mcg vaccines and vaccine labels.
		Table 8.1	Updated table for use of Comirnaty XBB.1.5 10mcg vaccines.
		Section 9.1.5	Updated section to include Comirnaty XBB.1.5 10 mcg vaccines.
			Section B
		Section 20	Updated to reflect discontinuation of Comirnaty 10mcg and replacement with Comirnaty Omicron XBB.1.5. 10mcg vaccines.
		Section 21	Added section related to Comirnaty Omicron XBB.1.5 10mcg vaccines.
		Section 24	Updated section to reflect Comirnaty 3mcg being the only Comirnaty vaccine that requires dilution.
		Table 23.3	Updated term boosters to additional doses.
			Section C

			No alterations
			Appendices: summary of changes
		Appendix B	Added Health New Zealand Te Whatu Ora logo
		Appendix C	Added Health New Zealand Te Whatu Ora logo
		Appendix I	Added Health New Zealand Te Whatu Ora logo
		NIP incident notification form	Updated email to: **nip.incidentnotification@tewhatuora.govt.nz**
		All sections and appendices	All references to Te Whatu Ora updated to Health New Zealand Te Whatu Ora
61.0	10/06/24		**Section A**
		3.8 Onsite Clinical functions	Added ensuring consumers are informed of myocarditis and pericarditis risk, symptoms, the need to seek medical review and how to access this is included in obtaining of consent to receive vaccination.Updated section for use of Comirnaty XBB.1.5 10mcg vaccines and vaccine labels.
			Section B
		16 Obtaining informed consent	Added point that developing myocarditis and pericarditis must be explicitly mentioned including recognising the symptoms, seeking urgent medical help and where to seek this. Updated to reflect discontinuation of Comirnaty 10mcg and replacement with Comirnaty Omicron XBB.1.5. 10mcg vaccines.
		16.1.1	Heading updated from Vaccine safety to Additional safety and quality considerations for consumers aged 12 to 15 years
		21.2	Heading updated from Vaccine safety to Additional safety and quality considerations for consumers aged 5 to 11 years
		Table 23.3 vaccination process: pre-vaccination clinical assessment	Added using the IMAC screening tool as part of pre-vaccination clinical assessment. Added myocarditis and pericarditis to the list of adverse events the consumer should be asked if they have experienced with previous COVID-19 doses.
		Table 23.4 vaccination process: informed consent	Added providing post vaccination information. Added the risk of developing myocarditis and pericarditis must be explicitly mentioned including recognising the symptoms, seeking urgent medical help and where to seek this. This must be done verbally and in writing or in another way appropriate to the consumer's ability to understand the information, during the consent conversation and again after the vaccination.
		Table 23.6 vaccination process: after vaccination	Added to the post vaccination advice that is should be given at the time of the consent conversation and during the observation period staff should ensure consumers have received this information and it is understood
			Section C
		Section 34d. Adverse events after observation period	Added explaining symptoms of myocarditis and pericarditis and when to seek help at the point of consent and after the vaccination.
			Appendices: summary of changes
		A. Site checklist Table A1 – plan checklist	Added ensuring teams have the latest versions of leaflets.
		A. Site checklist Table A3 – process checklist	Added ensuring teams have copies of current consumer collateral. Added to Business Continuity having copies of Post vaccine information leaflets to
		A. Site checklist Table A4 – workforce checklist	Added pre-vaccination screening process in place utilising IMAC resources. Added including ensuring consumers are informed of myocarditis and pericarditis risk, symptoms, the need to seek medical review and how to access this.
			Section A

62.0	08/07/24	Section 5 Aotearoa Immunisation Register	Added section related to restricted access to immunisation information in the AIR.
		Section 6	Removed Inventory Portal reporting and Quality Assurance Setp of orders.
		Section 8.2 Differentiation of vaccines	Updated for use of Comirnaty XBB.1.5 3mcg vaccines and vaccine labels. Updated with Novavax has withdrawn its application for approval of Nuvaxovid XBB.1.5 vaccine. There is currently no Novavax vaccine available in New Zealand.
		Table 8.1 Vaccine shelf life	Updated for use of Comirnaty XBB.1.5 3mcg vaccines. Updated with Novavax has withdrawn its application for approval of Nuvaxovid XBB.1.5 vaccine. There is currently no Novavax vaccine available in New Zealand.
		Table 9.1 Ordering information	Remove ability to request Out of Cycle orders.
		Section 9.1.4 Vaccine Delivery Schedule	Remove ability to request Out of Cycle orders.
		Section 9.1.5 Vaccine unit sizes and dimensions	Updated to include Comirnaty XBB.1.5 3mcg vaccines. Updated with Novavax has withdrawn its application for approval of Nuvaxovid XBB.1.5 vaccine. There is currently no Novavax vaccine available in New Zealand.
		Table 9.4 Site delivery and receipt process	Updated photos of DHL Track-IT Temperature monitoring devices to reflect current version.
			Section B
		Section 13.1 Booking doses	Updated with Novavax has withdrawn its application for approval of Nuvaxovid XBB.1.5 vaccine. There is currently no Novavax vaccine available in New Zealand.
		Section 16 Obtaining informed consent	Updated with Novavax has withdrawn its application for approval of Nuvaxovid XBB.1.5 vaccine. There is currently no Novavax vaccine available in New Zealand.
		Section 22 Comirnaty 3mcg	Updated to reflect discontinuation of Comirnaty 3mcg and replacement with Comirnaty Omicron XBB.1.5. 3mcg vaccines.
		Section 23 Comirnaty Omicron XBB.1.5 3mcg	Added section related to Comirnaty Omicron XBB.1.5 3mcg vaccines.
		Section 24 Nuvaxovid	Updated with Novavax has withdrawn its application for approval of Nuvaxovid XBB.1.5 vaccine. There is currently no Novavax vaccine available in New Zealand.
		Section 25 Preparation of doses	Updated to reflect IMAC vaccine preparation instruction are regularly updated and to ensure most up to date versions are used. Updated to reflect Comirnaty Omicron XBB.1.5 3mcg being the only Comirnaty vaccine that requires dilution. Updated to reflect time to get vial to room temperature will not exceed 30 minutes.
		Table 25.1	Updated for use of Comirnaty XBB.1.5 3mcg vaccines. Updated with Novavax has withdrawn its application for approval of Nuvaxovid XBB.1.5 vaccine. There is currently no Novavax vaccine available in New Zealand.
		Table 26.3 Pre-vaccination assessment	Updated section on interaction with other vaccines to reflect information in the Immunisation Handbook
		Section 26.4 Consumer's record of vaccination	Updated to current advice
			Section C
			No alterations
			Appendices: summary of changes
			No alterations
			Section A
		All sections	Removed references to the Aotearoa New Zealand COVID-19 Vaccine Immunisation Service Standards (the Standards), as this document has been retired.

63.0	20/01/25	All sections	Updated links as required
		Section 7.2 Ordering personal protective equipment (PPE)	Updated to please order PPE as per local guidance.
		Section 8.2 Differentiation of vaccines	Updated for use of Comirnaty JN.1 3mcg vaccine labels. Updated for use of Comirnaty JN.1 30mcg, 10mcg, and 3mcg vaccine packaging. Removed Nuvaxovid information as there is currently no Novavax vaccine available in New Zealand.
		Section 8.3 Cold chain storage	Updated with If providers are to be offering off-site vaccination services, the Immunisation Co-ordinator should be contacted to offer guidance and ensure that any local sign off is completed prior to starting the service
		Table 8.1 Vaccine shelf life	Updated for use of Comirnaty JN.1 30mcg, 10mcg, and 3 mcg vaccines. Added links to IMAC preparation guides. Removed Nuvaxovid information as there is currently no Novavax vaccine available in New Zealand.
		Section 8.6.2 Restrictions on Transport Durations	Removed Nuvaxovid information as there is currently no Novavax vaccine available in New Zealand.
		Section 9 Vaccine and consumables ordering and delivery	Removed outdated SOP link and updated with see the Inventory Portal homepage for how-to guidance.
		Section 9.1.5 Vaccine unit sizes and dimensions	Updated section to include Comirnaty JN.1 30mcg, 10mcg and 3mcg vaccines. Removed Nuvaxovid information as there is currently no Novavax vaccine available in New Zealand.
		Table 9.3 Administration syringes and needles	Removed Nuvaxovid administration syringe and needle information as there is currently no Novavax vaccine available in New Zealand.
			Section B
		All sections	Removed references to the Aotearoa New Zealand COVID-19 Vaccine Immunisation Service Standards (the Standards), as this document has been retired.
		All sections	Updated links as required
		Section 13.1 Booking doses	Removed Nuvaxovid information as there is currently no Novavax vaccine available in New Zealand.
		Section 15 COVID-19 vaccines operational phase	Removed information on PPE in the context of the COVID-19 pandemic.
		Section 16 Obtaining informed consent	Removed Nuvaxovid information as there is currently no Novavax vaccine available in New Zealand.
		Comirnaty Original/Omicron BA.4/5 15/15mcg 5 grey cap vaccine	Removed section as vaccine no longer available in New Zealand
		Comirnaty Original 30mcg grey cap vaccine	Removed section as vaccine no longer available in New Zealand
		Section 17 Comirnaty Omicron XBB.1.5 30mcg	Updated to reflect discontinuation of Comirnaty Omicron XBB.1.5 30mcg and replacement with Comirnaty JN.1 30mcg vaccines.
		Section 18 Comirnaty JN.1 30mcg	Added section related to Comirnaty JN.1 30mcg vaccines.

		Comirnaty 10mcg vaccine (5-11 years): orange cap	Removed section as vaccine no longer available in New Zealand
		Section 19 Comirnaty Omicron XBB.1.5 10mcg	Updated to reflect discontinuation of Comirnaty Omicron XBB.1.5 10mcg and replacement with Comirnaty JN.1 10mcg vaccines.
		Section 20 Comirnaty JN.1 10mcg	Added section related to Comirnaty JN.1 10mcg vaccines.
		Section 20.1 Site readiness	Updated checklist to reflect discontinuation of Comirnaty Omicron XBB.1.5 vaccines and replacement with Comirnaty Omicron JN.1 vaccines.
		Comirnaty 3mcg (6 months to 4 years): maroon cap	Removed section as vaccine no longer available in New Zealand
		Section 21 Comirnaty Omicron XBB.1.5 3mcg	Updated to reflect discontinuation of Comirnaty Omicron XBB.1.5 3mcg and replacement with Comirnaty JN.1 3mcg vaccines.
		Section 22 Comirnaty JN.1 3mcg	Added section related to Comirnaty JN.1 3mcg vaccines.
		Section 27 Nuvaxovid	Removed section as there is currently no Novavax vaccine available in New Zealand.
		Section 23 Preparation of doses	Updated to reflect Comirnaty JN.1 3mcg yellow cap being the only Comirnaty vaccine that requires dilution.
		Table 23.1	Updated table for use of Comirnaty JN.1 30mcg, 10mcg, and 3mcg vaccines. Removed Nuvaxovid information as there is currently no Novavax vaccine available in New Zealand.
		Table 24.3	Removed information on adjuvanted rCV coadministration as Nuvaxovid is no longer available in New Zealand.
		Table 24.4	Removed Nuvaxovid information as there is currently no Novavax vaccine available in New Zealand.
			Section C
		All sections	Removed references to the Aotearoa New Zealand COVID-19 Vaccine Immunisation Service Standards (the Standards), as this document has been retired.
		All sections	Updated links as required
		Section 30.1 Transportation of vaccine for off-site vaccinations	Renamed section. Removed irrelevant information and maintained statement to refer to the National Standards for Vaccine Storage and Transportation for Immunisation Providers.
		COVID-19 Trial Vaccinations	Removed section.
			Appendices: summary of changes
		Appendix D Logistics and inventory management	Update of outdated wording.
		Appendix E NIP logistics overview/cheat sheets	Minor update of outdated wording.
		NIP incident notification form	Updated example vaccine from XBB.1.5 to JN.1 to reflect changeover.
		Appendix J: Risk mitigations for vaccination sites	Updated links as required.
			Section A
		9.2 Delivery to sites	Figure 9.1 updated with photo of the DHL Platinum Cell temperature-controlled shipper box with is replacing the Cool Green Cell in June 2025

64.0	28.05.25		**Section B**
		Section 17 Comirnaty Omicron XBB.1.5 30mcg vaccine (12+ years): Multi-dose vial dark grey cap and Single-dose vial light grey cap	Removed section as Comirnaty Omicron XBB.1.5 30mcg discontinued from New Zealand distribution 20 January 2025 and replaced by Comirnaty JN.1 30mcg vaccine.
		Section 18 Comirnaty Omicron XBB.1.5 10mcg vaccine (5 to 11 years): light blue cap	Removed section as Comirnaty Omicron XBB.1.5 10mcg discontinued from New Zealand distribution 20 January 2025 and replaced by Comirnaty JN.1 30mcg vaccine.
		Section 19 Comirnaty Omicron XBB.1.5 3mcg (6 months to 4 years): maroon cap	Removed section as Comirnaty Omicron XBB.1.5 10mcg discontinued from New Zealand distribution 20 January 2025 and replaced by Comirnaty JN.1 3mcg vaccine.
			Section C
		Section 29	Renamed section Vaccination administration errors and incidents
		Section 29.7 Early doses	Removed section as included in Section 29.6 Vaccination administration errors
			Appendices: summary of changes
		Appendix B. New facility set up form	Removed sections not required, updated for current process and added field to confirm if off-site vaccinations are being provided
		NIP incident notification form	Removed from appendices as online reporting has replaced hard copy form