

Best Practices: Planning and Implementing Express Flu Vaccine Clinics

Proven methods that work!

- Express flu vaccine clinics are great ways to immunize your patients in one large effort. Patient satisfaction has been noted; not only are patients able to get immunized in a timely manner but most patients do not have to take off work during the day nor spend time waiting to be seen.
- Through the development of an efficient work flow, offices have been able to double their scheduling from 5 appointments in 15 minutes to 10 appointments.
- You will need to balance the size of the waiting room with the number of exam rooms and staff available.

Best times to schedule express flu clinics:

- Evenings, weekends or when office hours are not offered.

General Preparation Steps:

- Offices must ensure HIPAA compliance.
- The key to the successful running of express flu clinics is clearly defining and outlining staff roles and responsibilities.
- It is also wise to minimize distractions.

Specific Preparation Steps:

- Inform patients that **only flu vaccines** are given during these clinic hours (i.e., physicians are not available to see them for illnesses during this time).
- Have a physician on site *but not visible*.
- Remove excess equipment and supplies from exam rooms you plan to use for vaccination.
- Remove or cover scales (patients may ask to be weighed or may weigh themselves).
- Remove toys from waiting and exam rooms; secure the kid's prize container.
- Place an "Out of order" sign on all restroom doors.
- Prepare clip boards with *Flu Vaccine Administration Consent Forms* and *Vaccine Information Sheets* and set these in the registration area.
- Print the patient schedule noting patient's insurance coverage.
- Prepare supply trays:
 - Open and place Band-Aids in small cups
 - Place alcohol wipes on tray
 - Staff who will be administering the vaccine should pre-draw their own vaccines or have flu mist supplies handy
 - Create labels with the Vaccine Manufacturer/Lot Number information and print; use different colors for shots and mist vaccines.
- Place signs to direct patients from the reception area through the office to the vaccine administration room(s) and then to the exit. If possible, use the back door or circle patient flow around so as not to interfere with new patients entering.
- Turn phones off and transfer to the answering service.

- Provide a meal for staff who are assisting with the flu clinic.

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Two examples for managing patient flow:

Once the patient completes the forms, staff have been able to get patients into the exam room and provide the vaccine with the patient exiting within an average span of 5 minutes.

Flow of patients - Version 1:

The size of the practice, staffing, and the expected turnout of patients, will help determine the method you use for managing patient flow.

Set up teams of staff members who manage one or more exam rooms. Each team has a “Director” who calls patients and places them in an exam room and an “Immunizer” who gives the immunizations.

- A greeter is placed at the front door who hands out the clip boards and instructs patients what to complete.
- Once the form is completed it is given back to staff at the reception area.
- The Director calls the patient back to the exam room, reviews insurance information and exposes the left arm or leg (for flu shot), then goes to the waiting area to call the next patient.
- The Injector comes in with supplies and pre-drawn vaccine or flu mist vaccine on a small tray, administers, enters the date, name, and puts the appropriate prepared label for the manufacturer/lot number on the form, the patient is then directed to the exit. Completed forms are taken back to the reception area.

The following day completed forms are used to create bills. Completed forms are placed in the patient’s medical record.

Flow of patients - Version 2:

Front desk staff serve as “Directors” sending patients to exam rooms as they empty. Each room is fully stocked with supplies and has 2 team members in it. One team member administers the vaccine and the other updates the EMR.