

### Mpox PrEP Dose 2 Unscheduled - Overview

Clinics have received a client worklist via HSE ShareFile, regarding clients who may require a Dose 2 appointment to be scheduled due to:

- A Dose 2 appointment is not scheduled; or
- The client had cancelled or DNA'd their previously scheduled Dose 2 appointment.

### Clinics are now asked to check these records (within the worklist provided and on Swiftqueue) to:

- To see if there is no future PrEP Dose 2 appointment scheduled (True Positive Client); or
- To see if there is a future PrEP Dose 2 appointment scheduled but is mislabeled as PrEP Dose 1 and record needs a clean up (False Positive Client); or
- To see if the client meets one or more of the exclusion criteria\* (False Positive Client).

**For all True Positive clients:** Clinics should perform an outreach to the clients to facilitate scheduling their PrEP Dose 2 appointment (please see following process slides).

## Mpox PrEP Dose 2 Unscheduled - Worklist Criteria

#### The clinic specific worklist includes:

- PrEP Dose 1 clients who do not have a future Dose 2 appointment at the same or a different clinic.
- PrEP Dose 1 clients who cancelled or DNA their previously scheduled Dose 2 appointment.

#### The clinic specific worklist should exclude\*:

- PEP Clients.
- Clients who had a previous smallpox vaccine or a mpox vaccine (possibly abroad).
- Client who has a referral outcome = "Declined", "Contraindicated", "Deferred", or "Previously Vaccinated".
- PrEP Dose 1 clients who have DNA'd three times previously.

## Mpox PrEP Dose 2 Unscheduled - Worklist Protocol

#### Please be aware of the following, prior to beginning Dose 2 Unscheduled Process

- Clinic Worklists are only made available via ShareFile:
  - An automated email will be issued once clinic worklists are added to ShareFile
  - Please refer to the ShareFile Guidance document if you require assistance in accessing ShareFile
- Clinic Leads must <u>download the worklist</u>, prior to commencing clean-up.
- Clinic worklists were generated from an extract provided ~4 weeks, prior to sharing with clinics:
  - Some client records may have been updated already as part of clinic outreach processes.
  - As part of due diligence, please check <u>all records</u> present on the worklist for the client.
- A Comment section is present within the clinic worklist:
  - Please provide a note on any specific client records where clinic has a query and/ or an issue.
- Once all User IDs have been checked by the clinic, and if there are outstanding records that require clarification, please re-upload the worklist (with completed comment section) to ShareFile.



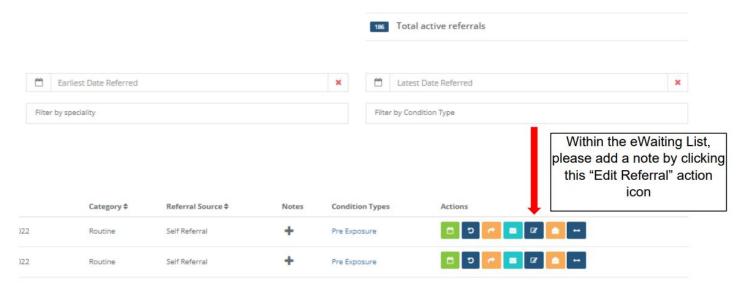
### Mpox PrEP Dose 2 Unscheduled - Worklist Protocol

- Comment/queries will be clarified by the Mpox Operations Coordinator, upon receipt of updated worklist on ShareFile.
- Clinic Leads can also highlight any queries and/ or issues at the weekly IDG meeting (held every Friday).
- Please be aware that the "Discharge" function for client records has been removed from Swiftqueue; new Flag & Tag functions have replaced the "Discharge" function (please refer to subsequent slides for Flag & Tag protocol guidance for Dose 2 Appointment follow-up).

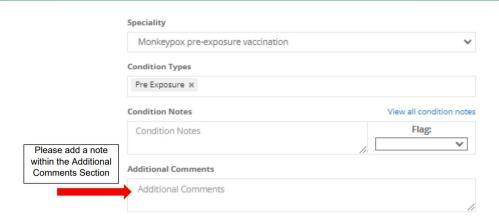


Clinics should make up to 3 attempts to reach the client to facilitate scheduling their Dose 2 appointment at the next available Dose 2 clinic\*

- Clinics to use a mix of phone calls and text messages to contact the client.
  - Capture outcome of each attempt in the notes section (see below screenshots)







- Clinics to contact the client a few days between each attempt (using their discretion) depending on how frequently their Dose 2 clinics are scheduled.
  - e.g. if Dose 2 clinic runs every Thursday, then 1st contact to the client on Monday, 2nd contact on Wednesday, and 3rd contact the following Monday

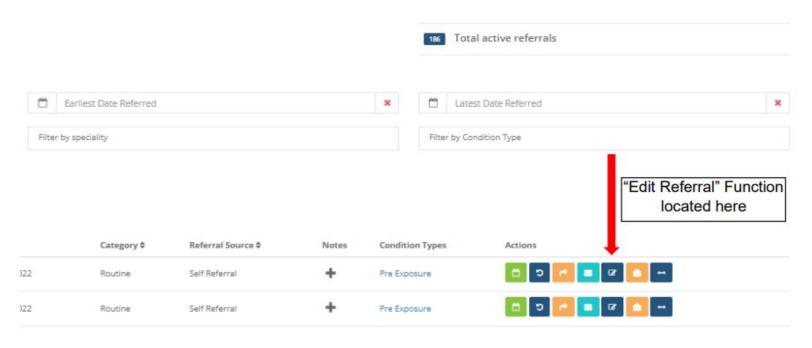
#### If the clinic is unable to reach the client after the 3rd attempt then:

- The clinic should go ahead and book the next available Dose 2 appointment for the client
- The client would receive the system generated text notifying them of their upcoming appointment and a link with an option to cancel it.



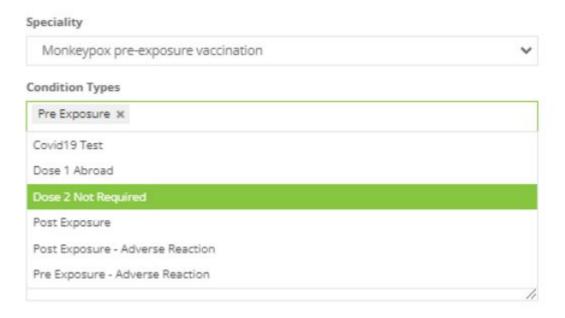
### Following this process, if the client DNA's:

1. Select the "Edit Referral" Function within the eWaiting List:



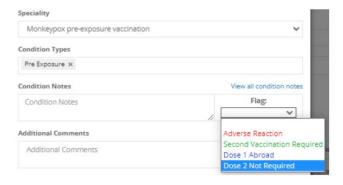


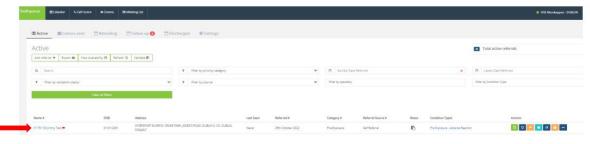
2. Select the new Conditions Tag "Dose 2 Not Required" on this client record:





3. Select the new "Dose 2 Not Required" Flag; this flag will appear beside the client record in the eWaiting List, indicating follow-up is no longer required. Flag appears as below to signify patient follow up has been complete (flag will appear as purple not red):





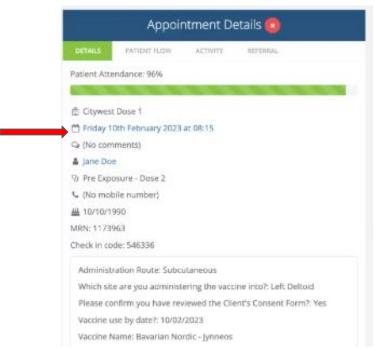
## Mpox PrEP Dose 2 Unscheduled - Changing Appointment Reason

A recurrent data quality issue identified within Mpox Swiftqueue records (and present within clinic worklists for resolving) is the recording of two PrEP Dose 1 vaccinations for a client, rather than a PrEP Dose 1 and PreP

Dose 2.

#### To resolve this data quality issue:

- Go to the Swiftqueue Calendar View
- Select the relevant client record
- 3. Click on the blue appointment date





# Mpox PrEP Dose 2 Unscheduled - Changing Appointment Reason

- 4. Change the Appointment Type to the correct Dose type (i.e. PreP Dose 2)
- 5. Click "Save"
  - Please Note: An error message may display when "save" is clicked, however appointment reason change will be noted within the system.
  - Appointment Reason can also be changed for historic completed records.