

# HSE Monkeypox Immunisation System

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*Training to support PrEP vaccination operations*

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## Introduction

This document outlines how to use the Monkeypox Immunisation System to process PrEP vaccinations for clients that self-refer for dose 1 PrEP vaccinations where dose 1 appointment is booked on behalf of a client.

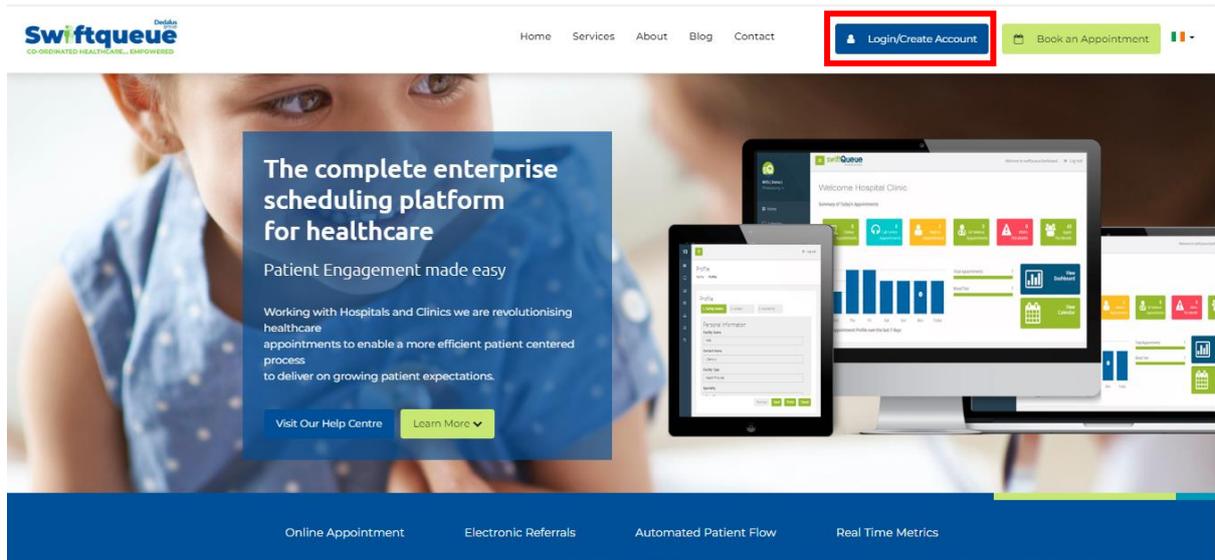
### 1. Log In

To access the system using the link [https://www.swiftqueue.com/login\\_splash.php](https://www.swiftqueue.com/login_splash.php)

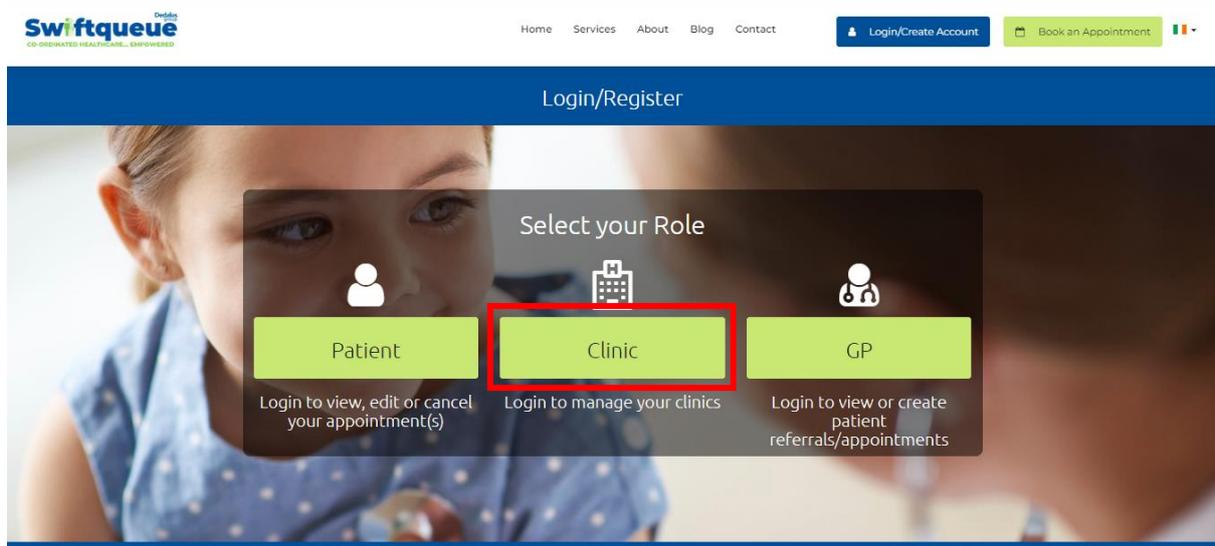
If you experience an issue with logging in go [here](#), to section ‘General Support Request’, for details on how to get support.

#### 1.1 Select Login/Create Account

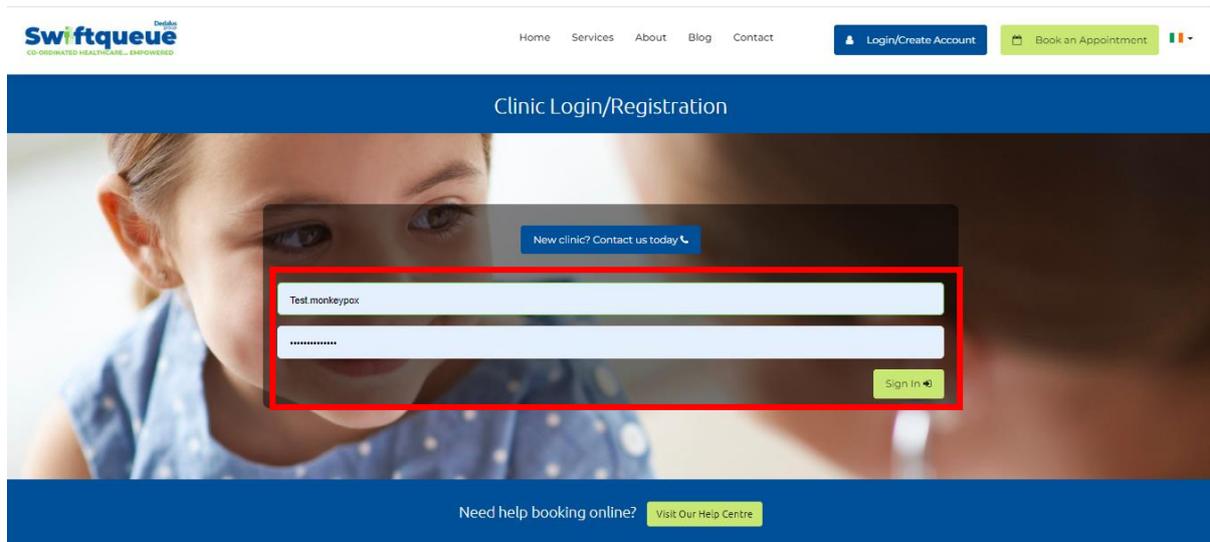
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## 1.2 Select Clinic



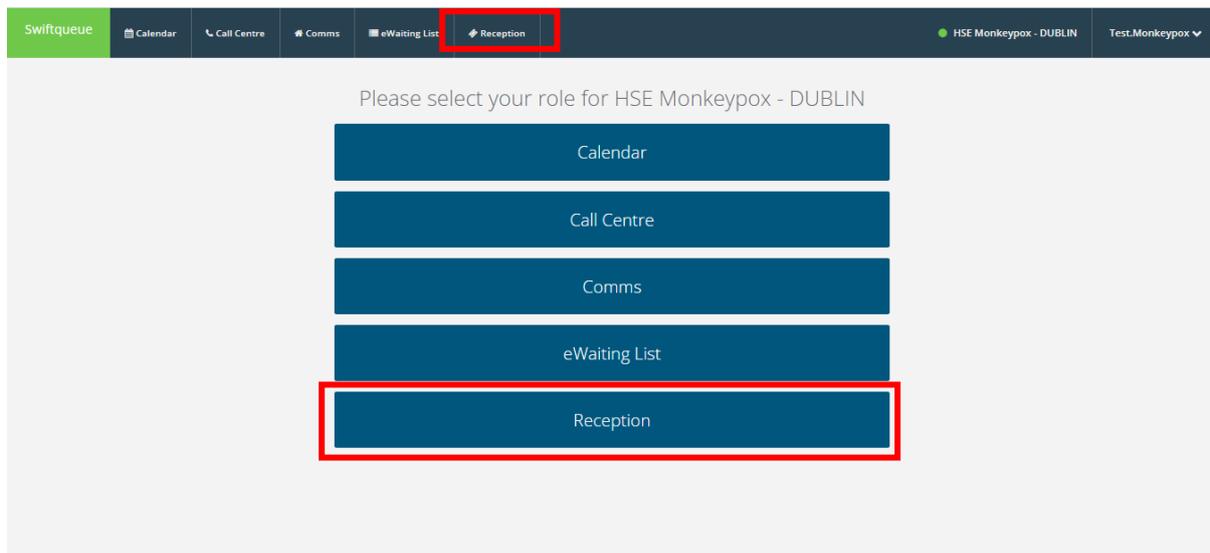
### 1.3 Input your username and password, then select the 'Sign in' button



## 2 Patient check-in

To find the patient that has booked a vaccination appointment follow these steps:

### 2.1 Go to 'Reception'



## 2.2. View the clinic’s list of appointments for the selected date

The selected date will default to today’s date. Change the date by clicking on the calendar icon next to current date.

The screenshot shows the Swiftqueue interface. At the top, there are navigation tabs: Swiftqueue, Calendar, Call Centre, Comms, eWaiting List, and Reception. The main header indicates 'HSE Monkeypox - DUBLIN' and 'Test.Monkeypox'. Below this, the 'Appointments' section is active, showing a search bar and a date selector for 'Thu, 13th Oct 2022'. A calendar icon next to the date is highlighted with a red box. Below the date selector, there are filters for 'Specialities' and 'View appointments for'. A table of appointments is displayed with columns: Name, DOB, Gender, Time, Reason, Comments, Source, Booked, Stage, and Actions. The table contains several rows of appointment data. On the right side, there is a summary panel showing the current time '09:40:28', 'Next Available Time: 10:00', and buttons for 'Quick Add', 'Quick GTT +', 'Urgent', 'Same Day', and 'Future'.

Name	DOB	Gender	Time	Reason	Comments	Source	Booked	Stage	Actions
Jonas Testing	20/08/1994	Male	08:00	Pre Exposure - Dose 1		Patient (Waiting List)	10th, Oct 2022 12:35		
Joe Bloggs	15/02/1984	Male	11:00	Pre Exposure - Dose 2	Follow up from 2022...	eniko.domokos@swift... (Back Office)	10th, Oct 2022 12:18		
Jonas Testing	20/08/1994	Male	11:30	Pre Exposure - Dose 2		jonas.falberg@swiftqu... (Call Centre)	10th, Oct 2022 13:41		
Jane Doe	01/01/1999	Female	12:00	Post Exposure - Dose 1		barbara.maher@hse.ie (Waiting List)	13th, Oct 2022 09:02		
Joey Bloggs	15/02/1984	Male	13:00	Pre Exposure - Dose 1		Patient (Waiting List)	12th, Oct 2022 15:59		
Johnny bold	01/01/1970	Other	16:00	Pre Exposure - Dose 1		rosierid2@hotmail.c... (Back Office)	12th, Oct 2022 16:07		

## 2.3 Check-in a patient for their appointment

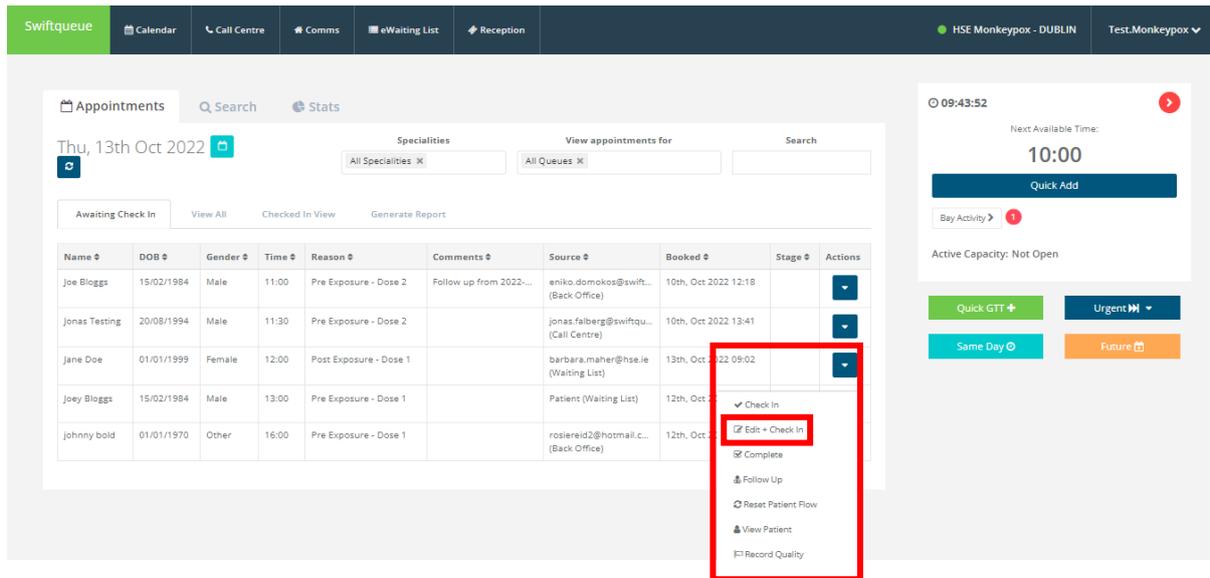
- Go to the patient details for the patient to be checked-in.
- Click the 'Action' button to open a list of options
- Select 'Check-in'
- The appointment 'Stage' for the patient will update to 'Checked-in'

This screenshot shows the same Swiftqueue interface as the previous one, but with the 'Action' menu open for the appointment of 'Jane Doe'. The menu options are: Check in, Edit + Check In, Complete, Follow Up, Reset Patient Flow, View Patient, and Record Quality. The 'Check in' option is highlighted with a red box. The 'Stage' column for this appointment is now empty, indicating it has been updated to 'Checked-in'.

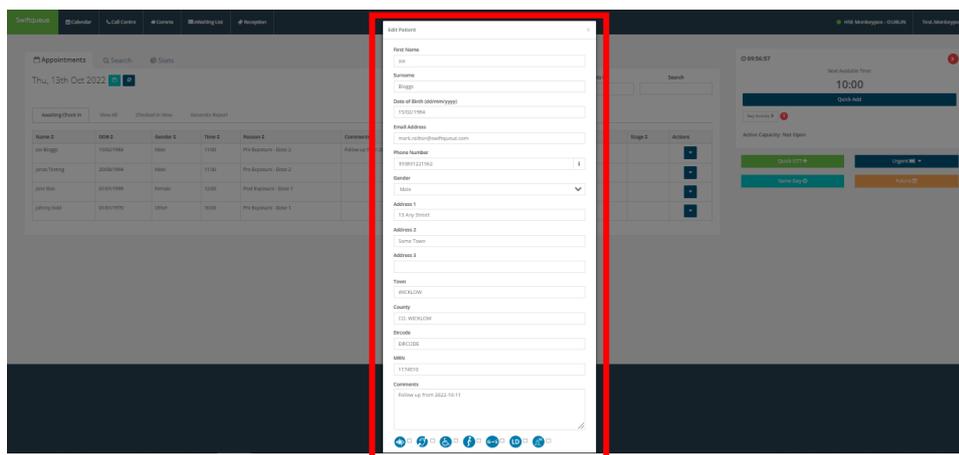
Name	DOB	Gender	Time	Reason	Comments	Source	Booked	Stage	Actions
Joe Bloggs	15/02/1984	Male	11:00	Pre Exposure - Dose 2	Follow up from 2022...	eniko.domokos@swift... (Back Office)	10th, Oct 2022 12:18		
Jonas Testing	20/08/1994	Male	11:30	Pre Exposure - Dose 2		jonas.falberg@swiftqu... (Call Centre)	10th, Oct 2022 13:41		
Jane Doe	01/01/1999	Female	12:00	Post Exposure - Dose 1		barbara.maher@hse.ie (Waiting List)	13th, Oct 2022 09:02		
Joey Bloggs	15/02/1984	Male	13:00	Pre Exposure - Dose 1		Patient (Waiting List)	12th, Oct 2022 15:59		
Johnny bold	01/01/1970	Other	16:00	Pre Exposure - Dose 1		rosierid2@hotmail.c... (Back Office)	12th, Oct 2022 16:07		

### 2.3.1 Edit patient demographic details and Check-In

- a) Go to the patient details for the patient to be checked-in.
- b) Click the 'Action' button to open a list of options
- c) Select 'Edit and Check in'



- d) Edit the patient details and click save



### 2.4 Record the patient as DNA

- a) Go to the patient details for the patient to be checked-in.
- b) Click the 'Action' button to open a list of options

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## c) Select Record DNA

The screenshot shows the SwiftQueue interface for appointments on Friday, 14th Oct 2022. A table lists appointments with columns for Name, DOB, Gender, Time, Reason, Comments, Source, Booked, Stage, and Actions. The 'Record DNA' option in the actions menu for the patient 'Mandy Kelly' is highlighted with a red box.

Name	DOB	Gender	Time	Reason	Comments	Source	Booked	Stage	Actions
Jones Testing	20/09/1994	Male	10:00	Pre Exposure - Dose 1		Patient (Waiting List)	14th, Oct 2022 09	▼ Check In	
Nicola Morley	10/10/1978	Female	10:30	Pre Exposure - Dose 1		Patient (Waiting List)	12th, Oct 2022 10	⌘ Edit - Check In	
Arnold Sylvia	11/11/1965	Female	11:00	Post Exposure - Dose 1		apower@mater.ie (Call Centre)	12th, Oct 2022 11	⌘ Follow Up	
Iue Black	31/07/1971	Female	12:00	Post Exposure - Dose 1		apower@mater.ie (Waiting List)	12th, Oct 2022 14	⌘ Reset Patient Flow	
ALMA DAY	01/01/2000	Other	12:30	Post Exposure - Dose 1		afan@mater.ie (Call Centre)	12th, Oct 2022 11	⌘ View Patient	
Jane Doe	01/01/1999	Female	13:00	Post Exposure - Dose 1		kevin.clearmyng@hse.ie (Back Office)	13th, Oct 2022 11	⌘ Record Quality	
Mark Ralton	15/02/1984	Male	14:00	Pre Exposure - Dose 1		Patient (Waiting List)	13th, Oct 2022 11	⌘ Print Label	
Mandy Kelly	01/01/1985	Female	14:30	Post Exposure - Dose 1		afan@mater.ie (Call Centre)	12th, Oct 2022	⌘ Record DNA	

## d) Select Yes to confirm patient is a DNA

The screenshot shows a confirmation dialog box titled "Are You Sure?" with the subtext "Record DNA?". There are two buttons: "No" and "Yes". The "Yes" button is highlighted with a red box.

## e) The patient will be tagged as a DNA as shown below

Joe Bloggs	<b>DNA</b>	01/01/1993	Male	13:30	Pre Exposure - Dose 1	(Back Office)	13th, Oct 2022 13:00		
------------	------------	------------	------	-------	-----------------------	---------------	----------------------	--	--

### 3. Process a patient vaccination

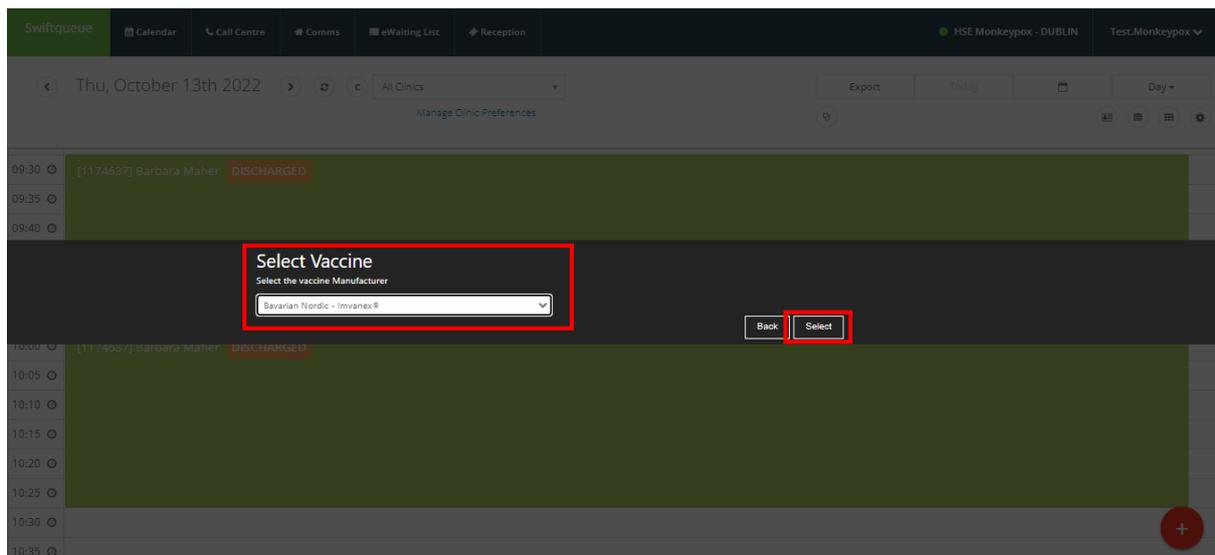
#### 3.1 Find the patient's appointment

##### 1. Select calendar option

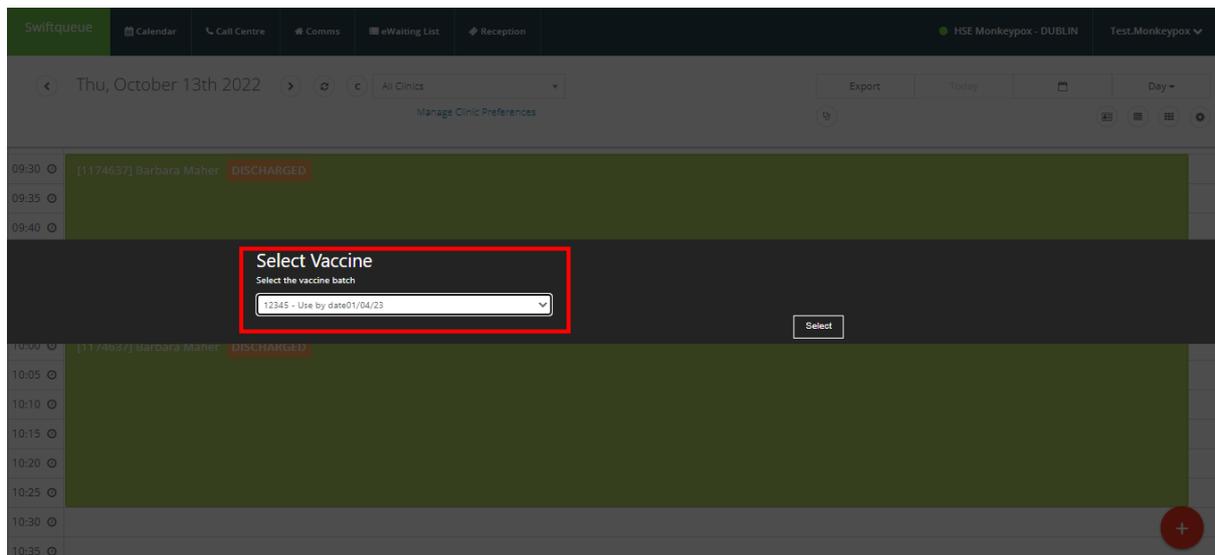


##### 2. Confirm the vaccine the clinic is using

- a. Pick the vaccine manufacturer and vaccine name, and click 'Select'.

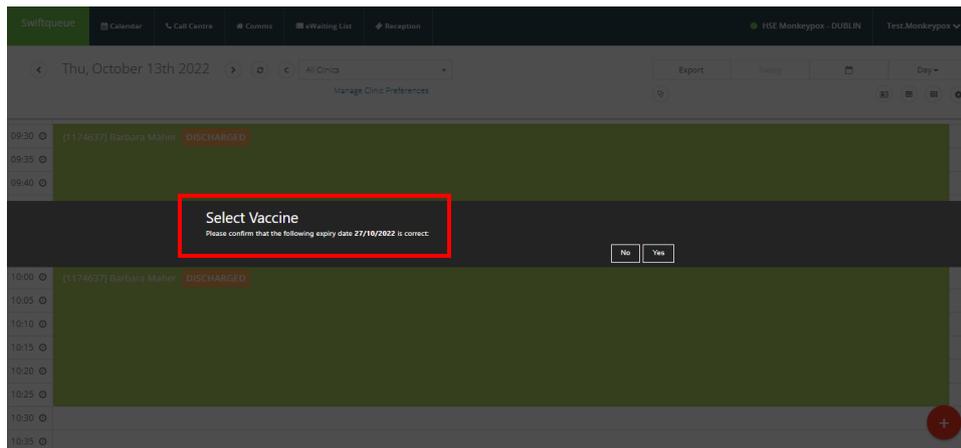


- b. Pick the vaccine batch and Use by date, and click 'Select'

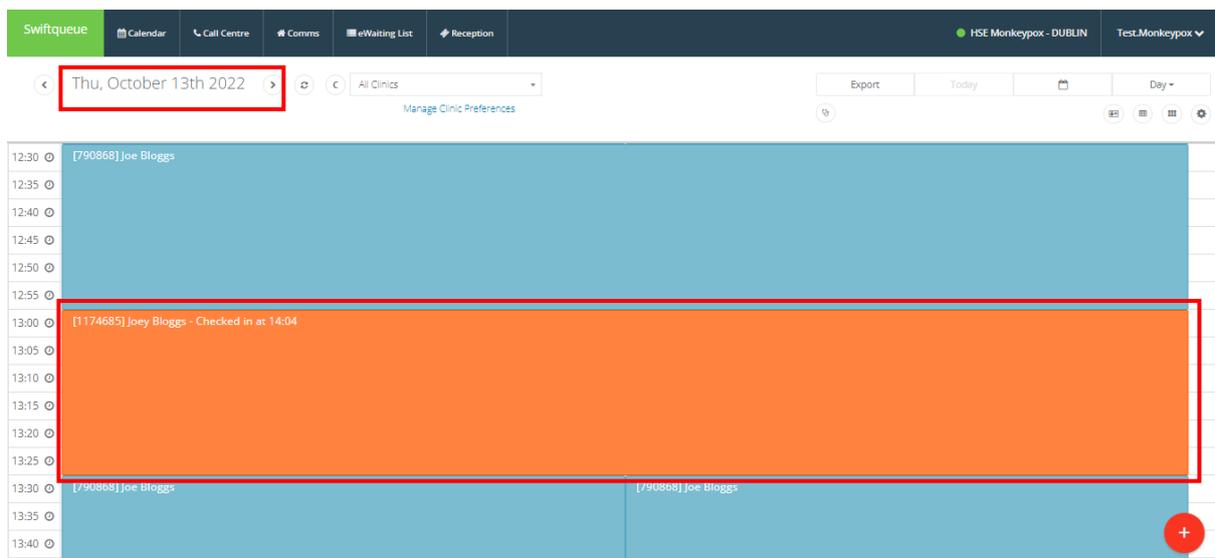


- c. Confirm whether the Expiry date is correct by selecting 'Yes' or 'No'

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3. Select the client's appointment  
Make sure that the date is set to today. The client's appointment will display with 'Checked in' status.



### 3.2 Capture consent and eligibility details

1. Review information displayed on the Appointment Details to ensure that the correct client appointment is open
2. Click on the Open Consent & Eligibility form (Dose 1/ Pre Exposure Prophylaxis) form

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The screenshot shows the 'Appointment Details' for a patient named Joey Bloggs. The appointment is scheduled for Thursday, 13th October 2022 at 13:00 at Citywest Vaccination Clinic. The patient's attendance is 100%. The appointment details include the patient's name, date of birth (15/02/1984), MRN (1174685), and check-in code (798420). A red box highlights the button 'Open Consent & Eligibility Form (Dose 1/ Pre Exposure Prophylaxis) form'.

## 3. Complete the Consent and Eligibility form

- All questions and input fields with '\*' must be completed.
- Where a client doesn't book an appointment via the booking portal, please collect PPSN if the client has it. This will ensure a successful IHI match.
- Click Submit to save details

### Consent & Eligibility Form (Dose 1/ Pre Exposure Prophylaxis)

**Is this appointment for an adult or child? \*** \* required fields

Adult  
 Child

**Client Details**

Joey Bloggs  
15/02/1984 Male  
13 Any Street, Some Town, WICKLOW, CO. WICKLOW, EIRCODE 353831221562

**PPSN**

**What is your Ethnicity?**

**What is your main spoken language?**

English  
 Irish  
 Other  
 Prefer not to disclose

**In best interest name**

**In best interest relationship type**

**In best interest contact number**

**Mother's maiden name**

**Do you identify yourself as being at high risk to Monkeypox?**

Yes  
 No

**Have you ever received MVA-BN Vaccine or another smallpox vaccine? \***

Yes  
 No

**If yes, what was the name of the vaccine? \***

**What date did you receive it? \***

**Have you had any allergies to any vaccines in the past? \***

Yes  
 No

**Have you had any allergies to eggs or egg products (including chicken or feathers) in the past? \***

Yes  
 No

**Do you have any serious allergies? \***

Yes  
 No

**Do you currently have a raised temperature or feel unwell? \***

Yes  
 No

**Do you have atopic dermatitis? \***

Yes  
 No

**Do you have a condition or are you receiving treatment that weakens your immune system? \***

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Do you have a condition or are you receiving treatment that weakens your immune system? \*

Yes  
 No

Are you pregnant? \*

Yes  
 No

Are you breastfeeding? \*

Yes  
 No

Do you plan to receive a COVID-19 vaccine in the next 4 weeks? \*

Yes  
 No

Eligibility for vaccination \*

Yes  
 No

I have been made aware of possible risks and benefits to these vaccines. \*

Yes  
 No

Do you have history of keloid scar formation? \*

Yes  
 No

I consent to receiving a course of MVA-BN vaccine ( 1 or 2 doses 28 days apart) as determined by a suitable healthcare professional

Yes  
 No

Date \*

dd/mm/yyyy

Dose \*

First Dose

Vaccination type \*

Pre exposure prophylaxis

Are you comfortable being contacted for research purposes in the future?

Yes  
 No

Prescriber Name \*

Prescriber PIN or MCRN \*

Name of Vaccinator

Vaccinator Pin or MCRN

Referrer Professional registration number

Referral outcome \*

Vaccinated  
 Declined  
 Contraindicated for Vaccination  
 Deferred  
 Previously Vaccinated

Submit Details

4. Edit completed consent and eligibility form
  - a. Select the down arrow button and click on 'Edit response'

The screenshot shows the Swiftqueue software interface. The top navigation bar includes 'Swiftqueue', 'Calendar', 'Call Centre', 'Comms', 'eWaiting List', 'Reception', 'HSE Monkeypox - DUBLIN', and 'Test.Monkeypox'. The main area displays a calendar for 'Thu, October 13th 2022' with a list of appointments. One appointment for 'Joe Bloggs' is highlighted in black, indicating it is checked in at 14:04. The right-hand panel shows 'Appointment Details' for Joe Bloggs, including patient attendance (100%), clinic location (Citywest Vaccination Clinic), appointment date and time (Thursday 13th October 2022 at 13:00), and vaccine details (Pre Exposure - Dose 1, 353831221562, 15/02/1984, MRN: 1174685, Check in code: 798420). A red box highlights the 'Consent & Eligibility Form (Dose 1/ Pre Exposure Prophylaxis) Form' dropdown menu, which is currently set to 'Subcutaneous'.

- b. Complete the Call Log screen and click 'Save'  
This will allow a history of changes to be recorded for the form.



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Call Log

Patient name: Joey Bloggs  
Date of Birth: 15/02/1984  
Mobile: 353831221562

Previous Calls

Timestamp	Status	Notes
-----------	--------	-------

Add Call

Date

Time

Status

- Spoke to patient
- Left a voicemail
- Unable to reach patient

Save

Close

- c. Update the form as required and click 'Save'
- d. A history of changes will display on the form the next time it is opened

## Consent & Eligibility Form (Dose 1/ Pre Exposure Prophylaxis)

**Appointment Info:**

Thursday 13th October 2022 at 13:00  
Joey Bloggs  
Pre Exposure - Dose 1  
353831221562  
15/02/1984

**Update History:**

Updated by User: null (Test.Monkeypox) on 13th, Oct 2022 16:44  
Updated by User: null (Test.Monkeypox) on 13th, Oct 2022 16:45

**Is this appointment for an adult or child? \***

Adult  
 Child

**Client Details**

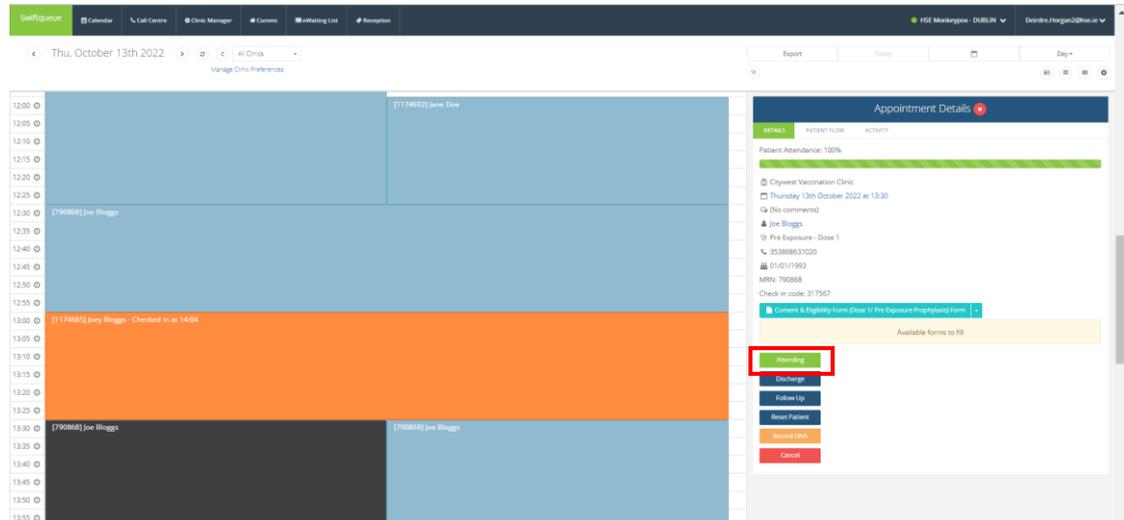
Joey Bloggs  
15/02/1984 Male  
13 Any Street, Some Town, WICKLOW, CO. WICKLOW, EIRCODE 353831221562

**PPSN**

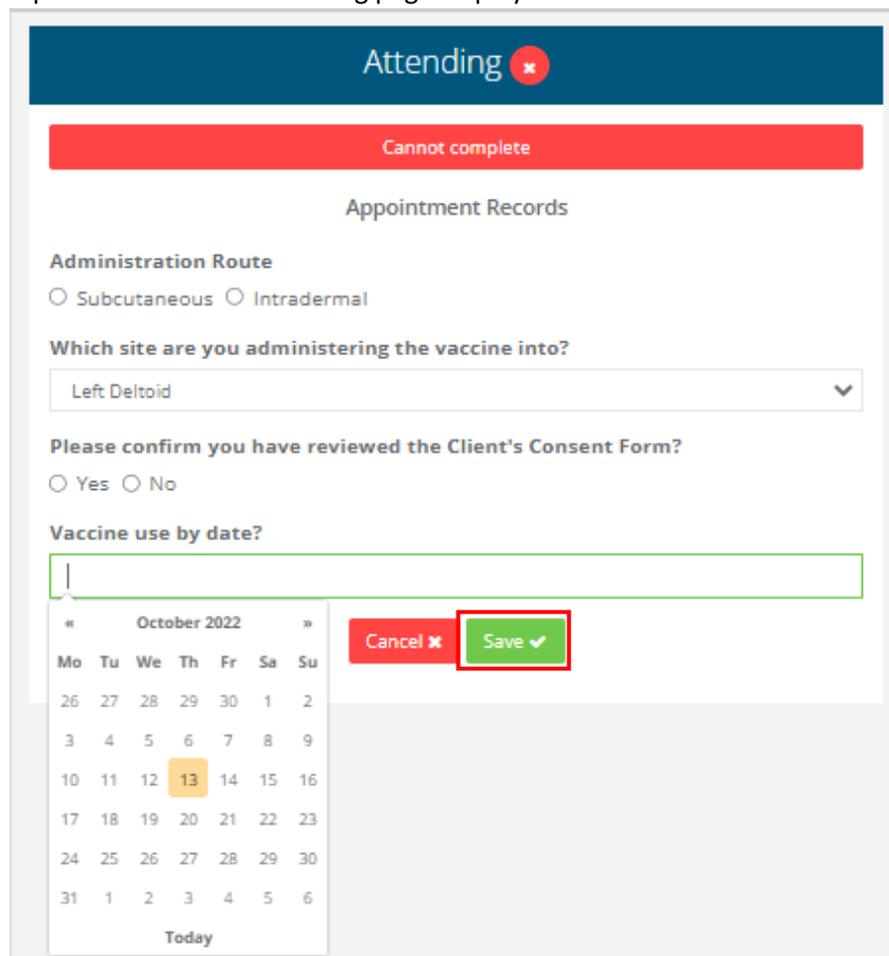
\* required fields  
\*\* unmodifiable fields

### 3.3 Attend patient for vaccination

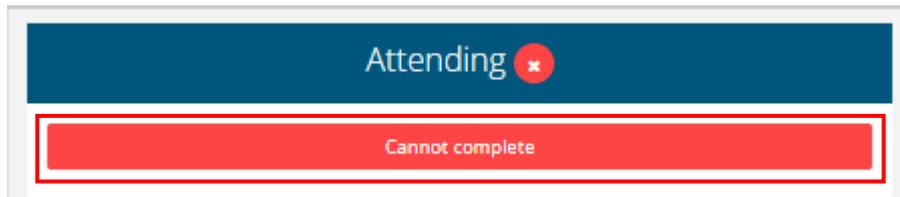
1. Select 'Attending' on the Appointment details section



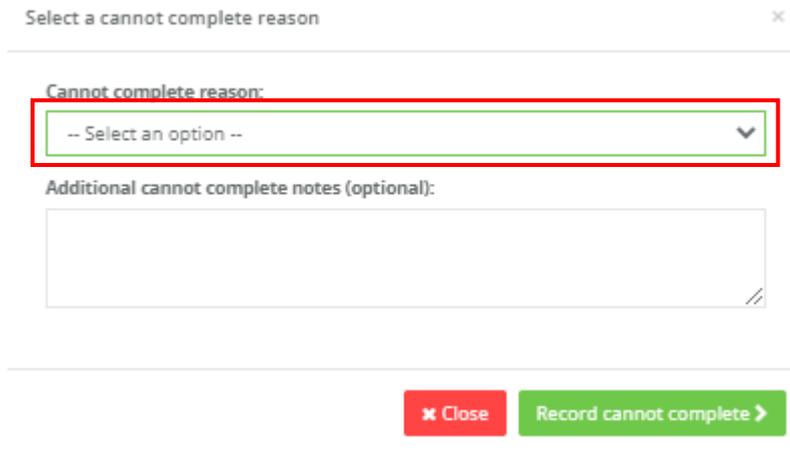
2. Input details on the Attending page displayed and click 'Save'



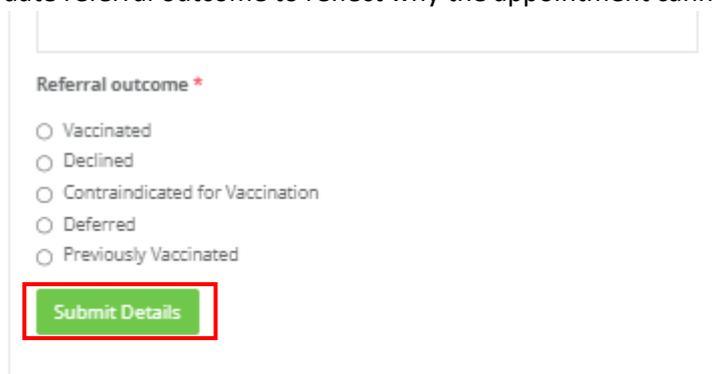
3. If the vaccine was not administered take the following steps
  - a. Select 'Cannot complete' on the Attending screen



- b. Pick the relevant cannot complete reason, add notes if necessary.
    - c. Select 'Record cannot complete'

A screenshot of a dialog box titled 'Select a cannot complete reason' with a close 'x' icon in the top right corner. The dialog contains a dropdown menu labeled 'Cannot complete reason:' with the text '-- Select an option --' and a downward arrow. Below the dropdown is a text input field labeled 'Additional cannot complete notes (optional):'. At the bottom of the dialog, there are two buttons: a red 'Close' button and a green 'Record cannot complete' button with a right-pointing arrow.

- d. Edit Consent & Eligibility form (follow section 3, point 5)  
Update referral outcome to reflect why the appointment cannot be completed.

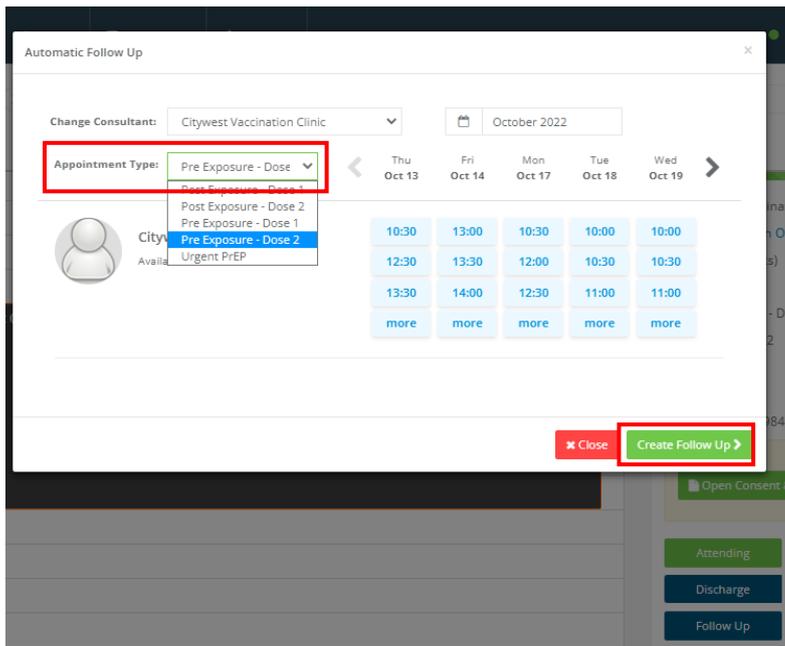
A screenshot of a form section titled 'Referral outcome \*'. It contains five radio button options: 'Vaccinated', 'Declined', 'Contraindicated for Vaccination', 'Deferred', and 'Previously Vaccinated'. Below the options is a green 'Submit Details' button, which is highlighted with a red border.

4. Book dose 2 appointment on behalf of the client
  1. On the patient appointment detail screen click 'Follow up'

The screenshot displays the 'Appointment Details' interface. At the top, there's a header with 'Appointment Details' and a close button. Below the header are tabs for 'DETAILS', 'PATIENT FLOW', 'ACTIVITY', and 'REFERRAL'. The 'DETAILS' tab is active, showing 'Patient Attendance: 100%' with a green progress bar. The patient information includes 'Citywest Vaccination Clinic', appointment date 'Thursday 13th October 2022 at 13:00', and staff 'Joey Bloggs'. The appointment type is 'Pre Exposure - Dose 1'. Below this is a section for 'Consent & Eligibility Form (Dose 1 / Pre Exposure Prophylaxis) Form' with various fields for vaccine administration details. At the bottom, there's a section titled 'Available forms to fill' with a list of buttons: 'Attending', 'Discharge', 'Follow Up' (highlighted with a red box), 'Reset Patient', 'Record DNA', and 'Cancel'.

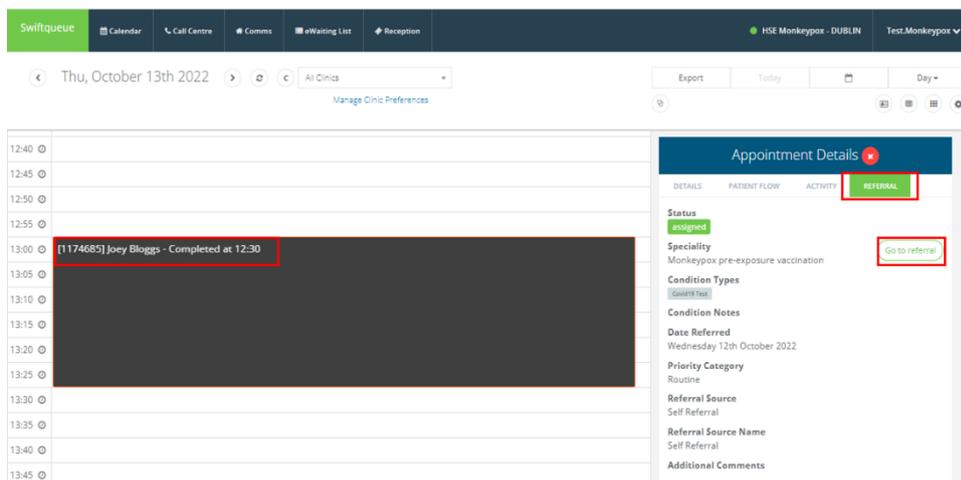
2. Select appointment details
  - a. Select appointment type
  - b. Select date and time of appointment
  - c. Click 'Create follow up'

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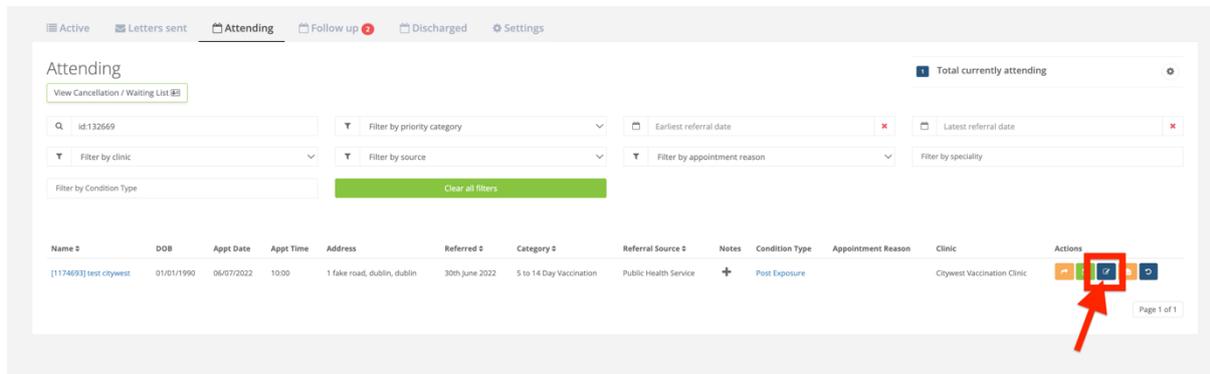


## 5. Recording Clinical Notes including Adverse Reaction

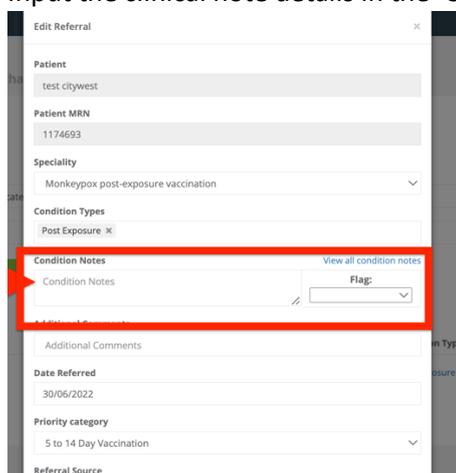
1. Click on the Client's appointment
2. Select the Referral Tab
3. Click Go to Referral



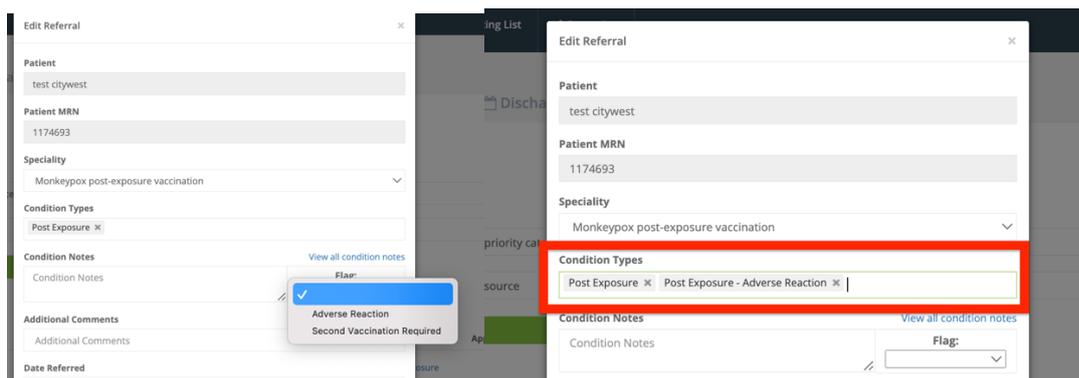
4. Click on the 'edit referral' action button.



5. Input the clinical note details in the 'Condition Notes' text box.



6. If note related to an adverse reaction select 'Adverse Reaction' as the flag and also select the appropriate adverse reaction 'condition type' tag – this will allow you to use the 'condition type' filter to identify your adverse reactions in the eWaiting list



7. The patient details will be displayed with the 'Adverse Reaction' flag as follows



## 6. Book an urgent PrEP appointment on behalf of the client

### 6.1 Using Clinic Configuration

1. Click 'Call Centre' and select 'Home' from the list of options
2. Go to the Clinic displayed at the bottom of the screen
  - a. Pick the appropriate appointment reason
  - b. Click 'Select'

The screenshot shows the Swiftqueue interface. The top navigation bar includes 'Calendar', 'Call Centre', 'Comms', 'eWaiting List', and 'Reception'. The 'Call Centre' menu is open, and 'Home' is selected. Below this, there is a 'Patient Search' section with fields for MRN, First Name, Surname, Date of Birth, and Email Address. A 'Citywest Vaccination ...' section is visible, with a dropdown menu set to 'Post Exposure - Dos' and a 'Select' button.

3. Select the appointment Date
  - a. Change date view by clicking on the Left & Right arrow
  - b. Change month using the calendar month picklist
4. Pick the appropriate appointment slot

The screenshot shows the Swiftqueue interface displaying an appointment calendar for October 2022. The calendar is viewed by day, with the current date being Thursday, 13th October. The calendar shows the following appointment slots and their availability:

Day	Time	Availability
Thu, 13 Oct	Noon	2 Available
Thu, 13 Oct	12:30	
Thu, 13 Oct	13:30	
Thu, 13 Oct	Afternoon	3 Available
Mon, 17 Oct	Morning	3 Available
Mon, 17 Oct	Noon	1 Available
Mon, 17 Oct	Afternoon	1 Available
Tue, 18 Oct	Morning	2 Available
Tue, 18 Oct	Noon	3 Available
Thu, 20 Oct	Morning	1 Available
Thu, 20 Oct	Noon	2 Available
Thu, 20 Oct	Afternoon	3 Available
Mon, 24 Oct	Morning	4 Available
Mon, 24 Oct	Noon	1 Available
Mon, 24 Oct	Afternoon	1 Available

5. Create or search for the Client
  - a. Input client details
  - b. Click on 'Search'
  - c. Select the patient record from search results
  - d. If patient record is not found then select 'new'. This creates the new patient record.

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**Patient Search**

MRN: [joe] | Name: [Bloggs] | DOB: [01/01/1993] | Email Address: [ ]

Buttons: Clear Form, **New Patient**, Search

#	Account Type	Name	MRN	DOB	Mobile	Email	Address	Active Appointment(s)
790868	Parent Account	Joe Bloggs	790868	01/01/1993	353868631020	[REDACTED]	Adamstown Dunleer Louth	X

## 6. Review Appointment Details, and click 'Book Appointment'

**Patient Details**

Name: Joe Bloggs | MRN: 790868 | DOB: 01/01/1993 | Mobile: 353868631020 | Address: Adamstown Dunleer Louth

**Appointment Details**

Thursday, October 13th 2022 | 12:30 | Pre Exposure - Dose 2 | Citywest Vaccination Clinic | Citywest Covid-19 CVC, Citywest Hotel, Garters Lane, Saggart, D24 A38Y

Buttons: Save & Rebook, Cancel, **Book Appointment**

## 6.2 Override Clinic Configuration

To override the clinic configuration when booking an appointment follow the steps outlined here.

1. Click on Calendar
  - a. Select any Time/ Date for the Appointment

Calendar: Thu, October 13th 2022 | All Clinics

Appointment: [1174510] Joe Bloggs | DNA

**Patient Search**

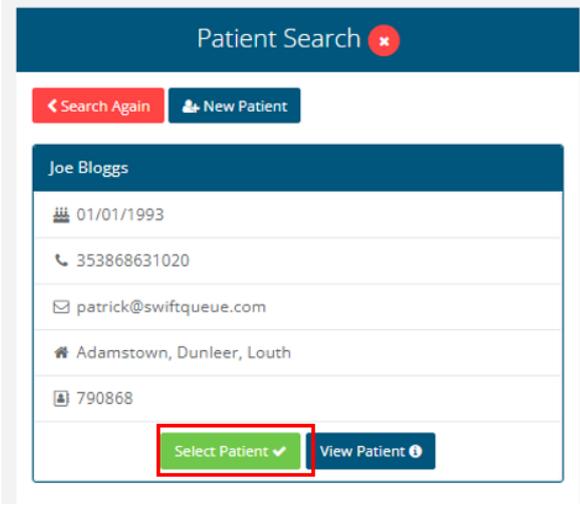
MRN: [ ] | Name: [joe] | DOB: [01/01/1993] | Mobile Number: [ ] | Email Address: [ ]

Buttons: **New Patient**, Search

2. Patient Search
  - a. Input patient details and select 'Search'



- b. Review patient details and if it is the correct client, click on 'Select Patient' to assign to the appointment
- c. If the patient detail is not correct, click 'Search Again' or 'New Patient'



The screenshot shows a 'Patient Search' interface. At the top, there is a blue header with the text 'Patient Search' and a red close button. Below the header, there are two buttons: a red 'Search Again' button and a blue 'New Patient' button. The main content area displays patient details for 'Joe Bloggs'. The details are as follows:

👤 01/01/1993
📞 353868631020
✉️ patrick@swiftqueue.com
🏠 Adamstown, Dunleer, Louth
🏠 790868

At the bottom of the patient details, there are two buttons: a green 'Select Patient' button with a checkmark icon, and a blue 'View Patient' button with an information icon. The 'Select Patient' button is highlighted with a red border.

3. Create a New Patient

If the patient record does not exist in the system, then use the 'New Patient' option

- a. Select 'New Patient'
- b. Input details to the 'New Patient' screen
- c. Click Save

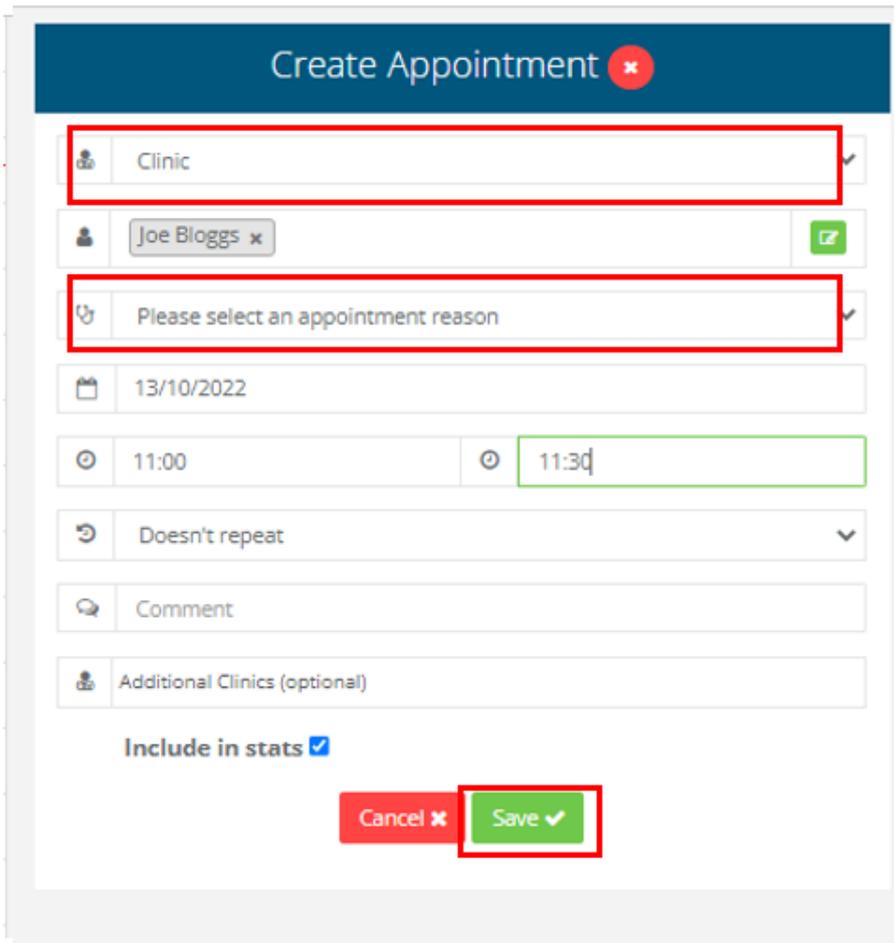
The screenshot shows a 'New Patient' form with the following fields and options:

- Name: Joe Bloggs
- Date of Birth: 01/01/1993
- Gender: Male
- Mobile Number: [Field]  International number
- Home Phone: [Field]
- Email Address: [Field]
- Address Line 1: [Field]
- Address Line 2: [Field]
- Address Line 3: [Field]
- Town: [Field]
- County: [Field]
- Eircode: [Field]
- MRN: [Field]

Below the MRN field, there are several checkboxes with icons representing medical conditions:  (eye),  (ear),  (wheelchair),  (person with cane),  (G+S),  (LD),  (globe).

At the bottom, there are two buttons: 'Cancel' and 'Save'. The 'Save' button is highlighted with a red box.

4. Create Appointment
  - a. Select the 'Clinic' and 'Appointment Reason'
  - b. Click 'Save'



- c. A pop screen will ask if you want to add an addition appointment to the clinic as you are overriding the clinic configuration.
- d. Click 'Yes' to complete appointment booking.

