HSE Monkeypox Immunisation System

Training to support PrEP vaccination operations

Contents

Introd	uction	1
1.	Log In	1
2	Patient check-in	3
3. P	rocess a patient vaccination	7
3	.1 Find the patient's appointment	7
3	.2 Capture consent and eligibility details	8
3	.3 Attend patient for vaccination	12
4.	Book dose 2 appointment on behalf of the client	14
5.	Recording Clinical Notes including Adverse Reaction	15
6.	Book an urgent PrEP appointment on behalf of the client	17
6	.1 Using Clinic Configuration	17
6	.2 Override Clinic Configuration	18

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

If you experience an issue with logging in go <u>here</u>, to section 'General Support Request', for details on how to get support.

1.1 Select Login/Create Account



1.2 Select Clinic





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

Swiftqueue co-dedinated Halthcare, Ebrowered	Home Services About Blog Contact 🛔 Login/Create Account 💾 Book an Appointment
	Clinic Login/Registration
	New clinic? Contact us today L Test.monkeypox Image: Contact us today L Sign In •D
NY A	
	Need help booking online? Visit Our Help Centre

2 Patient check-in

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

2.1 Go to 'Reception'

Swiftqueue	🛱 Calendar	Call Centre	# Comms	eWaiting List	Reception		HSE	Monkeypox - DUBLIN	Test.Monkeypox 🗸
				Please sel	lect your	role for HSE Monkeypox - DUBLIN			
						Calendar			
						Call Centre			
						Comms			
						eWaiting List			
						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.

<i>i</i> ftqueue	🛱 Calendar	📞 Call Centr	e #	Comms	eWaiting Lis	t 🛷 Reception						HSE Monkeypo	x - DUBLIN	Test.Monkeypox 🗸
🖰 Appoi	ntments	Q Search	¢	Stats							0	09:40:28		Ð
Thu 12	th Oct 202				Specialit	ies	View appointments	for	Search			Ne	xt Available Tir	ne:
3	un oct 202			Al	Specialities X	A	I Queues ×						10:00	
													Quick Add	
Awaiting	check In	View All	Checked I	In View	Generate Repo	ort						Bay Activity 🕨 🚺		
Name 🕈	DOB \$	Gender 🖨	Time 🕈	Reason 🖨		Comments \$	Source \$	Booked \$	Stage \$	Actions	A	tive Capacity: No	ot Open	
Jonas Testir	ng 20/08/1994	Male	08:00	Pre Exposu	ire - Dose 1		Patient (Waiting List)	10th, Oct 2022 12:3	5	-			_	_
Joe Bloggs	15/02/1984	Male	11:00	Pre Exposu	ire - Dose 2	follow up from 2022	eniko.domokos@swift (Back Office)	10th, Oct 2022 12:1	8	-		Quick GTT 🕇		Urgent 💓 👻
Jonas Testir	ng 20/08/1994	Male	11:30	Pre Exposu	ire - Dose 2		jonas.falberg@swiftqu (Call Centre)	10th, Oct 2022 13:4	1	•		Same Day 🧿		Future 🗎
Jane Doe	01/01/1999	Female	12:00	Post Expos	ure - Dose 1		barbara.maher@hse.ie (Waiting List)	13th, Oct 2022 09:0	2	•				
Joey Bloggs	15/02/1984	Male	13:00	Pre Exposu	ire - Dose 1		Patient (Waiting List)	12th, Oct 2022 15:5	9	-				
johnny bolo	01/01/1970	Other	16:00	Pre Exposu	ire - Dose 1		rosiereid2@hotmail.c (Back Office)	12th, Oct 2022 16:0	7	-				

- 2.3 Check-in a patient for their appointment
 - 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 'Check-in'
 - d) The appointment 'Stage' for the patient will update to 'Checked-in'

tqueue	🛗 Calendar	📞 Call Cent	re 1	Comms	🔳 eWaiting L	ist 🛷 Receptio	on						HSE Monkeypox - C	UBLIN	Test.Monkeypox 🗸
🗂 Appoint	ments	Q Search	C	Stats									O 09:43:52		•
Thu 13th	n Oct 202	2 🗖			Specia	lities		View appointments	for		Search		Next Av	ailable Tim	e:
0				4	All Specialities 🗶		All Q	Queues ×					10	00:00	_
													Qu	ck Add	
Awaiting C	heck In	/iew All	Checked	I In View	Generate Re	port							Bay Activity >		
Name \$	DOB \$	Gender \$	Time 🗘	Reason \$		Comments \$		Source \$	Booked \$		Stage \$	Actions	Active Capacity: Not Op	en	
Joe Bloggs	15/02/1984	Male	11:00	Pre Expos	sure - Dose 2	Follow up from 202	2	eniko.domokos@swift (Back Office)	10th, Oct 202	2 12:18		-			
Jonas Testing	20/08/1994	Male	11:30	Pre Expo	sure - Dose 2			jonas.falberg@swiftqu (Call Centre)	10th, Oct 202	2 13:41		-	Quick GTT +		Urgent 🙌 👻
Jane Doe	01/01/1999	Female	12:00	Post Expo	osure - Dose 1			barbara.maher@hse.ie (Waiting List)	13th, Oct 2	2 09:02		•	Same Day O		Future
Joey Bloggs	15/02/1984	Male	13:00	Pre Expos	sure - Dose 1			Patient (Waiting List)	12th, Oct 2	✔ Check	: In				
johnny bold	01/01/1970	Other	16:00	Pre Expos	sure - Dose 1			rosiereid2@hotmail.c (Back Office)	12th, Oct 2	ld Edit +	Check In lete				
										& Follow	Up				
										C Reset	Patient Flow				
										& View P	atient				
										Recor	o quality	- 1			



2.3.1Edit 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'

queue	Calendar	📞 Call Cent	re 🖪	ł Comms	🔳 eWaiting L	st 🛷 Reception	1					HSE Monkeypox - DUB	LIN Test.Monkeypox 🔊
🗂 Appointr	ments	Q Search	C	Stats								⑦ 09:43:52	0
Thu, 13th	n Oct 202	2 🗖			Specia All Specialities 🗶	ities	View appointments All Queues ×	for		Search		Next Availat	ole Time:
Awaiting Ch	ieck In V	/iew All	Checked	In View	Generate Re	oort						Bay Activity > 1	100
Name \$	DOB \$	Gender \$	Time \$	Reason ¢	sure - Dose 2	Comments ¢	eniko.domokos@swift (Back Office)	Booked \$	022 12:18	Stage \$	Actions	Active Capacity: Not Open	
Jonas Testing	20/08/1994	Male	11:30	Pre Expos	sure - Dose 2		jonas.falberg@swiftqu (Call Centre)	10th, Oct 2	022 13:41		•	Same Day O	Future
Joey Bloggs	15/02/1984	Male	13:00	Pre Expos	ture - Dose 1		(Waiting List) Patient (Waiting List)	12th, Oct 2	√ Chec	sk In	-		
johnny bold	01/01/1970	Other	16:00	Pre Expos	sure - Dose 1		rosiereid2@hotmail.c (Back Office)	12th, Oct 2	Gể Edit Iể Com	+ Check In			
									& Follo	w Up t Patient Flow	,		
									å View I⊂ Reco	Patient ord Quality			

d) Edit the patient details and click save

Swifts	linene 🖬 🕬						Edit Patient	×				
	🗂 Appointmer	nts Q, Search	@ Stats				First Name			0 99:56:57	Next Available Time:	0
		et 2022 🖸 🖉					Bloggs Date of Birth (dd/mm/yyyy)				10:00 Quick Add	
	Awarting Check I	In View All C					15/02/1984	_		Ray Antisity 3		
	Name 2	0081	Gender 5	Time 2	Reason 2	Comments	mark Address mark railton@swiftquoue.com		Stage = Actions	Active Capacity: Net Open		
	joe Bioggs	15/02/1984	Malo	11:00		Followup 1	Phone Number			De4 677.*	Lineer M	
	Jonas Testing	20/08/1994	Malo	11:30			SSSSSS21364			Three Dave		
		01/01/1999		12:00			Male	~				
				16.00			Address 1 13 Ary Street					
							Address 2					
						- 1	Address 3					
						- 1	-					
						- 1	Town MCRLOW					
							County					
						- 1	CO. WICKLOW					
							ERCODE					
							MRN					
							1174519 Convenits					
							Follow up from 2822-10-11					
							0- A- A- A- A- C- A-	11				

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





c) Select Record DNA

ueue 🝵 🕯	Calendar 🔍	Call Centre	O Clinic M	lanager 🖷 Comms	eWaiting List	Reception				🔴 HSE Monkeypox - DUBLIN 🗸	ryan.samson@hse.ie 🗸
⊟Appointm Fri, 14th Oo	ents Q	Search	🔇 Stats	S All Specialiti	pecialities es X	View appoint All Queues X	ments for	Sear	ch	© 12:16:05 Next Available 1 12:30 Quick Add	2 Time:)
Awaiting Check	k In View	All Cher	cked In View	Generate Report						Bay Activity > 1	
Name ©	DOB ©	Gender \$	Time 🗘	Reason ©	Comments \$	Source ¢	Booked \$	Stage ©	Actions	Active Capacity: Not Open	
Jonas Testing	20/08/1994	Male	10:00	Pre Exposure - Dose 1		Patient (Waiting List)	14th, Oct 2022 05	✔ Check In		Quick GTT +	Urgent 💓 🖛
Nicola Morley	10/10/1978	Female	10:30	Pre Exposure - Dose 1		Patient (Waiting List)	12th, Oct 2022 10	GP Edit + Check In			
Arnold Sylvia	11/11/1965	Female	11:00	Post Exposure - Dose 1		apower@mater.ie (Call Centre)	12th, Oct 2022 12	& Follow Up		Same Day @	Future 🗊
sue black	31/07/1971	Female	12:00	Post Exposure - Dose 1		apower@mater.ie (Waiting List)	12th, Oct 2022 14	C Reset Patient Flo	v		
ALMA DAY	01/01/2000	Other	12:30	Post Exposure - Dose 1		afox@mater.ie (Call Centre)	12th, Oct 2022 11	10 Record Quality			
Jane Doe	01/01/1999	Female	13:00	Post Exposure - Dose 1		kevin.olearymgv@hotmai (Back Office)	13th, Oct 2022 12	🖶 Print Label			
Mark Railton	15/02/1984	Male	14:00	Pre Exposure - Dose 1		Patient (Walting List)	13th, Oct 2022 11	10 Cancel			
mandy kelly	01/01/1985	Female	14:30	Post Exposure - Dose 1		afox@mater.ie (Call Centre)	12th, Oct 2022	× Record DNA			

d) Select Yes to confirm patient is a DNA

Are You Sure?	
	No Yes

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

Joe Bloggs DNA	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

Swiftqueue	🛗 Calendar	Call Centre	🖶 Comms	eWaiting List	Reception			HSE Moni	keypox - DUBLIN	Test.Monkeypox 🗸
 Thu, 	October 1	3th 2022	> ø	c All Clinics		v	Export		Ë	Day 🕶
				Mana	ge Clinic Preferenci	15	(B)			

2. Confirm the vaccine the clinic is using

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

Swiftqu	ieue	🛗 Calendar	📞 Call Centre	# Comms	🔳 eWaiting List	Reception						•	HSE Monke	ypox - DUBLIN	Tes	t.Monk	урох 🗸
٢				۵ (c All Clinics Manage		•							Ö		Da <u>y</u>	-
			Selec Bav	lect Vacci t the vaccine Manu arian Nordic - Imv	ne nfacturer anex®	<u></u>]		Bac	k Selei	4						
10:25 O 10:30 O 10:35 O																	÷

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

۲) © (•		8	Day -	
									۲
		Sel selec	lect Vaccil t the vaccine batch 45 - Use by date01	ne /04/23		Select			

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





Swiftq	ueue	🛗 Calendar	Scall Centre	# Comms	eWaiting List	Reception		HSE Monke	eypox - DUBLIN	Test.Monkeypox 🗸
۲) 0					0	Day-
09:30 O 09:35 O 09:40 O										
			Se Pleas	lect Vacc	ine e following expiry date 2	7/10/2022 is correct	No Yes			
10:00 Q 10:05 Q 10:10 Q 10:15 Q 10:20 Q 10:25 Q										
10:30 O										÷

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.

Swiftqu	eue 🛗 Calendar	Call Centre	🖶 Comms	eWaiting List	Reception									• H	5E Monkey	pox - DUBLIN	Test.M	Nonkeyp	ox 🗸
۲	Thu, October 1	3th 2022	> © (c All Clinics Mana	ge Clinic Preferenc	* tes					(Export	t			Ö		Day •	•
12:30 O	[790868] Joe Bloggs																		
12:40 O 12:45 O 12:50 O																			
12:55 Ø 13:00 Ø	[1174685] Joey Blogg	gs - Checked in at	: 14:04				 												1
13:05 O																			
13:20 O																			
13:30 O 13:35 O	[/90868]]oe Bloggs							[790868]	Joe Blogg	ţs									
13:40 🧿																			

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 Prophyaxis) form



Swiftqueue ≜Calendar LCall Centre ♠ Comms ■eWaiting List ♦ Recept	on 🕚 HSE Morikeypor - DUBLIN Test Monkeypor 🗸
Thu, October 13th 2022 S C Al Clina Manage Click Performance	Export Today Day - 0 20 20 0
12:45 Ø 12:50 Ø	Appointment Details 💿
12255 © 1300 © 1300 © 1310 © 1310 © 1320 © 1320 © 1320 ©	DE FALS PALIENT FLOW ALLENT I REFERENCE Patient Attandance: 100% (i) Clowest Vaccination Clinic (ii) (ii) Clowest Vaccination Clinic (iii) (iii) (iii) (iii) Clowest Vaccination Clinic (iii) (iii) (iii) Clowest Vaccination Clinic (iiii) (iii) (iii) Clowest Vaccination Clinic (iiii) (iiii) (iii) Clowest Vaccination Clinic (iiii) (iiii) (iii) Clowest Vaccination Clinic (iiii) (iiiii) (iii) Clowest Vaccination Clinic (iiii) (iiiii) (iii) Clowest Vaccination Clinic (iiiii) (iiii) (iii) Clowest Vaccination Clinic (iiii) (iiiii) (iii) Clowest Vaccination Clinic (iiii) (iiiii) (iii) Clowest Vaccination Clinic (iiii) (iiiii) (iii) Clowest Vaccination Clinic (iiiiiiiiiiiii) (ii
13.35 Ø 13.40 Ø	# 15/02/1964 MRN: 1174685 Check in code: 798420
13.45 © 13.50 ©	Austitable forms to //li Copen Consent & Eligibility Form (Cose // /Fre Exposure Prophylaxid) form
13.55 ©	Attending Dischurge Folos Up

3. Complete the Consent and Eligibility form

- a. All questions and input fields with '*' must be completed.
- b. 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.
- c. Click Submit to save details

* required fields Is this appointment for an adult or child? *	 Yes No Have you ever received MVA-BN Vaccine or another smallpox vaccine? * Yes No If yes, what was the name of the vaccine? *
	 No No Have you ever received MVA-BN Vaccine or another smallpox vaccine? * Yes No If yes, what was the name of the vaccine? *
	Have you ever received MVA-BN Vaccine or another smallpox vaccine? *
Aduit Child Client Details Joey Bloggs 15/02/1984 Male 13 Any Street, Some Town, WICKLOW, 353831221562 CO. WICKLOW, EIRCODE PPSN What is your Ethnicity? What is your main spoken language? O English Other Orther Prefer not to disclose In best interest name	Yes No If yes, what was the name of the vaccine? *
Child Client Details Joey Bloggs 15/02/1984 Male 13 Any Street, Some Town, WICKLOW, 353831221562 CO. WICKLOW, EIRCODE 353831221562 PPSN	 No If yes, what was the name of the vaccine? *
Client Details Joey Bloggs 15/02/1984 Male 13/02/1984 S33831221562 CO. WICKLOW, EIRCODE PPSN What is your Ethnicity? What is your main spoken language? English Other Prefer not to disclose In best interest name	If yes, what was the name of the vaccine? *
Joey Bloggs 15/02/1984 Male 13 Any Street, Some Town, WICKLOW, 353831221562 CO. WICKLOW, EIRCODE PPSN What is your Ethnicity? What is your main spoken language? English Itish Other Prefer not to disclose In best interest name	
15/02/1984 Male 13 Any Street, Some Town, WICKLOW, 353831221562 CO. WICKLOW, EIRCODE PPSN What is your Ethnicity? What is your main spoken language? English Inish Other Prefer not to disclose In best interest name	
CO. WICKLOW, EIRCODE PPSN What is your Ethnicity? What is your main spoken language? English Irish Other Prefer not to disclose In best interest name	What date did you receive it? *
PPSN What is your Ethnicity? What is your main spoken language? English Irish Other Prefer not to disclose In best interest name	dd/mm/yyyy
What is your Ethnicity? What is your main spoken language? English Irish Other Prefer not to disclose In best interest name	Have you had any allergies to any vaccines in the past? *
What is your Ethnicity? What is your main spoken language? English Irish Other Prefer not to disclose In best interest name	○ Yes
What is your main spoken language? English Irish Other Prefer not to disclose In best interest name	O No
What is your main spoken language? English Irish Other Prefer not to disclose In best interest name	Have you had any allergies to eggs or egg products (including chicken or
What is your main spoken language? English Irish Other Prefer not to disclose In best interest name	feathers) in the past? *
English Irish Other Prefer not to disclose In best interest name	O Yes
English Irish Other Prefer not to disclose In best interest name	O No
Insn Other Prefer not to disclose In best interest name	Do you have any serious allergies? *
O Orien O Prefer not to disclose In best interest name	○ Yes
In best interest name	O No
In best interest name	Do you currently have a raised temperature or feel unwell? *
	⊖ Var
	0 No
In hest interest relationship type	Do you have atopic dermatitis? *
In hest interest contact number	U IN





Do you have a condition or are you receiving treatment that weakens your	Date *
immune system? *	dilmmhaan
O Yes	sec
O No	Dose *
	First Dose
Are you pregnant?*	Vaccination type *
O Yes	Pre exposure prophylaxis
O No	Are you comfortable being contacted for versarch surgerer in the future?
Aro you broartfooding?	Are you connorcable being contacted for research purposes in the future?
Are you breascieeding? "	O Yes
O Yes	0 No
O No	Prescriber Name *
Do you plan to receive a COVID-10 varcine in the payt 4 weeks? *	
bo you plan to receive a comb-15 vaccine in the next 4 weeks:	Prescriber PIN or MCRN *
O Yes	
O No	
Eligibility for vaccination *	Name of Vaccinator
O Yes	
O No	Vaccinator Pin or MCRN
I have been made aware of possible risks and benefits to these vaccines. *	Referrer Professional registration number
O Yes	
O No	
Do you have history of keloid scar formation?	Referral outcome *
bo you have history of kelolu scal formation:	O Vaccinated
O Yes	Declined Control of an Manipulation
O No	Contraindicated for vaccination Deferred
consent to receiving a course of MVA-BN vaccine (1 or 2 doses 28 days	Previously Vaccinated
apart) as determined by a suitable healthcare professional	
	Submit Details
) Yes	
O No	

4. Edit completed consent and eligibility form

a. Select the down arrow button and click on 'Edit response'

Swiftqu	ieue 🛗 Cale	idar 📞 Call Centre	🖶 Comms	eWaiting List	🕈 Reception					•	HSE Mo	onkeypox	- DUBLIN	Test.N	lonkeypo	ox 🗸
۲	Thu, Octo	er 13th 2022	> @	c All Clinics	inage Clinic Preferer	•	e e e e e e e e e e e e e e e e e e e	port					—		Day •	0
12:15 O 12:20 O 12:25 O							DETA	ILS nt Atten	PATIENT	Appoint FLOW 00%	.ment	t Deta	iils 😠 Referral			1
12:30 O 12:35 O 12:40 O 12:45 O 12:50 O							는 Cit 는 Th 오 (N ▲ Joe	ywest V ursday o comm ey Blogg re Exnos	/accination 13th Oct hents) gs ure - Do	on Clinic ober 2022	at 13:0	0				1
12:55 © 13:00 © 13:05 © 13:10 © 13:15 © 13:20 © 13:25 ©	[1174685] Joe	Bloggs - Checked ir	at 14:04				s the state of the state of th	383122' /02/198 117468 in code Consent & Edit respo-	1562 4 5 2: 79842 2: 79842 2: rise are you -) y Form (Dos e: Subcuta administeri	e 1/ Pre aneous ing the	Exposure	e Prophylaxis) into?: Left D	Form •		
13:30 O 13:35 O 13:40 O 13:45 O	[790868] Joe E	oggs			[790868],	Joe Bloggs	Plea Vac Vac Vac Vac	ise conf cine use cine Nai cine Ma cine Bai	firm you e by date me: Bav inufactu tch Num	have revie ?: 13/10/20 arian Nordi rer: Bavaria ber: 12345	wed the J22 ic - Imva an Nord 66789	e Client's anex® lic - Imva	s Consent Fo anex®	rm?: Yes		

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





Call Log			×
Patient name: Joey	Bloggs		
Date of birth: 15/02	/1984		
Mobile: 3538312215	62		
Previous Calls			
Timestamp	Status	Notes	
Add Call			
🗂 Date			
Ø Time			
Status			
			~
Spoke to patient Left a voicemail Unable to reach	patient		
Save			A

- 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)

💾 Thursday 13th October 2022 at 13:00			
🌢 Joey Bloggs			
양 Pre Exposure - Dose 1			
S 353831221562			
₩ 15/02/1984			
Update History:			
Updated by User: null (Test.Monkeypox) of	on 13th, Oct 2022	16:44	
Updated by User: null (Test.Monkeypox) of	on 13th, Oct 2022	16:45	
Updated by User: null (Test.Monkeypox) o	on 13th, Oct 2022	16:45	
Updated by User: null (Test.Monkeypox) o	on 13th, Oct 2022	16:45	
Updated by User: null (Test.Monkeypox) o	on 13th, Oct 2022	16:45 * required field	ds
Updated by User: null (Test.Monkeypox) of states appointment for an adult or chi	ild? *	16:45 * required field ** unmodifiab	ds le fields
Updated by User: null (Test.Monkeypox) of Is this appointment for an adult or chi	ild? *	* required field	ds le fields
Updated by User: null (Test.Monkeypox) of Is this appointment for an adult or chi Adult Child	Id? *	* required field	ds le fields
Updated by User: null (Test.Monkeypox) of Is this appointment for an adult or chi Adult Child Client Details	Id? *	* required field	ds le fields
Updated by User: null (Test.Monkeypox) of Is this appointment for an adult or chi Adult Child Client Details loev	Ild? *	* required field	ds le fields
Updated by User: null (Test.Monkeypox) of Is this appointment for an adult or chi Adult Child Client Details Joey 15/02/1984	Ild? * Bloggs Male	* required field	ds le fields
Updated by User: null (Test.Monkeypox) of Is this appointment for an adult or chi Adult Child Client Details Joey 15/02/1984 13 Any Street, Some Town, WICKLOW, CO. WICKLOW, EIRCODE	Ild? * Bloggs Male 353831221562	* required field ** unmodifiab	ds le fields



3.3 Attend patient for vaccination

1. Select 'Attending' on the Appointment details section

Swiftqueue	🖀 Calendar 🖌 Call Centre 🛛 Olinic Manager 🖝 Commis 🗰 eWaiting List 🏕 Reception	и	● HSE Monkeypex - DUBLIN 😺 Deindre, Horgan2@trise.ie 🗸
(Th	nu, October 13th 2022 () (e) (c) Al Onice · Manage Chic Preferences		Eport Tody B Day- 0 (0) (0) (0)
12:00 © 12:05 © 12:10 ©		[1174692] Jose Toe	Appointment Details 💿
12:15 0 12:20 0 12:25 0			Citywest Vaconation Clinic Thursday 12th October 2022 et 13:00 Wite comments)
12:35 © 12:40 © 12:45 ©			▲ joe Broggs © Pre Bupsure-Dose 1 ⊂ 353864831020 ≅ 01/01/1993
12:50 © 12:55 © 13:00 © (11			MRN: 70068 Onck in code 317567 Concert & Eligibility Form (Boar 1/ In: Eligouve: Prephylant) Form
13:05 (O) 13:10 (O) 13:15 (O)			Available forms to fill Available forms to fill Douburge
13:20 O 13:25 O 13:30 O (75	00868] Joe Bloggs	[790866] joe Bloggs	Fadow Up Reset Patient Record CRM
13:35 © 13:40 © 13:45 ©			Given
13:55 @			

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

							Attending 🔁
							Cannot complete
							Appointment Records
Adm	ninis	strat	tion	Rou	ite		
O s	ubcı	utan	eous	; O	Intr	ader	mal
Whi	ch s	ite a	are y	ou	adm	inis	tering the vaccine into?
Le	ft De	ltoid					~
Plea	ise (:onfi	irm	you	hav	e re	viewed the Client's Consent Form?
O Y	es () No	5				
Vac	cine	1150					
1		0.50	by (date	?		
		use	by	date	?		
*		Octo	by ober 2	date	?	20	
« Mo	Tu	Octo	by ober 2	2022 Fr	sa	» Su	Cancel X Save ✓
* Mo 26	Tu 27	Octo We 28	by ober 2 Th	2022 Fr 30	5a 1	» Su 2	Cancel 🗙 Save 🗸
* Mo 26 3	Tu 27 4	Octo We 28 5	by ber 2 Th 29 6	2022 Fr 30 7	5a 1 8	» Su 2 9	Cancel 🗙 Save 🗸
* Mo 26 3 10	Tu 27 4 11	Octo We 28 5 12	by (ber 2 Th 29 6 13	2022 Fr 30 7 14	Sa 1 8	» Su 2 9	Cancel 🗙 Save 🗸
* Mo 26 3 10 17	Tu 27 4 11 18	Octo We 28 5 12 19	by (ber 2 Th 29 6 13 20	2022 Fr 30 7 14 21	5a 1 15 22	» Su 9 16 23	Cancel X Save ✓
* Mo 26 3 10 17 24	Tu 27 4 11 18 25	Octo We 28 5 12 19 26	by (bber 2 Th 29 6 13 20 27	20222 Fr 30 7 14 21 28	5a 1 15 22 29	8 2 9 16 23 30	Cancel X Save ✓
к Мо 26 3 10 17 24 31	Tu 27 4 11 18 25 1	Octo We 28 5 12 19 26 2	by (bber 2 7h 29 6 13 20 27 3	20222 Fr 30 7 14 21 28 4	Sa 1 15 22 29 5	<pre></pre>	Cancel X Save ✓



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

Attending 😞
Cannot complete

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

Select a cannot complete reason	×
Cannot complete reason: Select an option	~
Additional cannot complete notes (optional):	1
× Close Record cannot comple	ete >

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







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

		Appoir	ntment Det	ails 💌	_
DETAILS	PATIENT FLOW	ACTIVITY	REFERRAL		
Patient Atte	ndance: 100%				
🛱 Citywest	Vaccination Clinic				
🛗 Thursda	y 13th October 20	22 at 13:00			
ର୍ହ (No com	ments)				
🛔 Joey Blog	ggs				
양 Pre Expo	osure - Dose 1				
% 3538312	21562				
₩ 15/02/19)84				
MRN: 11746	185				
Check in co	de: 798420				
Consen	t & Eligibility Form (D	lose 1/ Pre Expo	osure Prophylaxis)	Form -	
Administr	ation Route: Subci	utaneous			
Which site	e are you administ	ering the vaco	ine into?: Left De	eltoid	
Please co	nfirm you have rev	viewed the Cli	ent's Consent Fo	rm?: Yes	
Vaccine u	se by date?: 13/10.	/2022			
Vaccine N	iame: Bavarian No	rdic - Imvane>	(®		
Vaccine N	lanufacturer: Bava	rian Nordic - I	Imvanex®		
Vaccine B	atch Number: 123	456789			
Vaccine E	xpiry Date: 26/04/2	2023			
_					
			Edit fields		
		Ava	ilable forms to fil	1	
Attend	ing				
Discha	rge				
Follow	Up				
Reset Pa	tient				
Record I	DNA				
Cance	el				

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





Auto	omatic Follow Up									×
	Change Consultant:	Citywest Vaccination Clinic		~	<u> </u>	ctober 2022				
[Appointment Type:	Pre Exposure - Dose 💙	<	Thu Oct 13	Fri Oct 14	Mon Oct 17	Tue Oct 18	Wed Oct 19	>	
	City	Post Exposure - Dose 2 Pre Exposure - Dose 1 Pre Exposure - Dose 2		10:30	13:00	10:30	10:00	10:00		inati n Oc
	Availa	Urgent PrEP		12:30	13:30	12:00	10:30	10:30		s)
				13:30	14:00	12:30	11:00	11:00		
(more	more	more	more	more		- Do
										842
							x Close	Create Fol	low Up >	
								Ľ	Open C	ionsent &
								IC		ng
									Discharg	ge
									Follow U	Ρ

- 5. Recording Clinical Notes including Adverse Reaction
- 1. Click on the Client's appointment
- 2. Select the Referral Tab
- 3. Click Go to Referral

Swiftqueue	🛗 Calendar	Call Centre	🗬 Comms	eWaiting List	Reception			HSE Mon	keypox - DUBLIN	Test.Monkeypox 🗸
€ Thu	, October 1	3th 2022	ه ه	c All Clinics Manage	Cinic Preferences	٠	Export &	Today	Ë	Day+
12:40 Ø 12:45 Ø							DETAILS		ent Details	EFERRAL
12:50 Ø							Status assigned			
13:00 Ø [1174 13:05 Ø	685] Joey Blog	gs - Completed	at 12:30				Speciality Monkeypox pr	e-exposure vacc	ination	Go to referral
13:10 Ø							Covid19 Test	tes		
13:20 @							Date Referred Wednesday 12 Priority Categ	l th October 2022 ory		
13:30 Ø							Routine Referral Sour Self Referral	ce		
13:35 Ø 13:40 Ø							Referral Sour	ce Name		
13:45 Ø							Additional Co	mments		



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

🗏 Active 🛛 🛛 Let	ters sent	🗂 Attendi	ng 🗂 F	ollow	r up 😢 🛛 🗂 Disch	narged 🔅 S	ettings								
Attending View Cancellation / Waiti	ing List 🖽												Total currently attendin	ıg	0
Q id:132669					 Filter by priority ca 	ategory	~	Ċ	Earliest referr	al date		×	📋 Latest referral date		×
T Filter by clinic			~		T Filter by source		\sim	τ	Filter by appo	intment re	ason	\sim	Filter by speciality		
Filter by Condition Type						Clear all filters									
Name ¢	DOB	Appt Date	Appt Time	Add	ress	Referred \$	Category ©	Refe	rral Source ¢	Notes	Condition Type	Appointment Reason	n Clinic	Actions	
[1174693] test citywest	01/01/1990	06/07/2022	10:00	1 fak	ke road, dublin, dublin	30th june 2022	5 to 14 Day Vaccination	Publi	c Health Service	+	Post Exposure		Citywest Vaccination Clinic		Page 1 of 1

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

Edit Referral	×	ing List	Fdit Referral	×
Patient				-
test citywest			Patient	
Patient MRN			test citywest	
1174693			Patient MRN	
Speciality			1174693	
Monkeypox post-exposure vaccination	~			
Condition Types			Speciality	
Post Exposure ×			Monkeypox post-exposure vaccination	\sim
Condition Notes	View all condition notes	priority cat	Condition Types	
Condition Notes	Flag:	source	Post Exposure × Post Exposure - Adverse Reaction ×	
Additional Comments	Adverse Reaction		Condition Notes Vie	w all condition notes
Additional Comments	Second Vaccination Required	Ар	Condition Notes	Flag:
Date Referred	osure		1.	~

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

	Name ¢	DOB	Appt Date	Appt Time	Address	Referred \$	Category ¢	Referral Source ©	Notes	Condition Type	Appointment Reason	Clinic	Actions
[[1174685]]oey Bloggs 🏴	15/02/1984	13/10/2022	13:00	13 Any Street, Some Town, WICKLOW, CO. WICKLOW, EIRCODE	12th October 2022	Routine	Self Referral	в	Covid19 Test		Citywest Vaccination Clinic	8 🗂 💊





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'

	🛗 Calendar	Call Centre	# Comms	🔳 eWaiting List	Reception			HSE Monkeypox - DUBLIN	Test.Monkeypox 🗸
Q Patient S Q Pat	earch 🛛 😭 Clinic	# Home ? Knowledge Base	e ist						
# M	RN Mobile Numb	er 🗌 Int. No.	<u></u>	First Name	🛔 Surna	me	Date of Birth	Email Address Clear Form 2 New Patient	Search Q
🛱 City	west Vacci	nation							
8	Post Expo	asure - Dos 🗸]						

- 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

	🗎 Calendar	€ Call Centre	# Comms	eWaiting List	Reception			• #	SE Monkeypox - DUBLIN	Test.Monkeypox 🗸
🗲 Back										
<]				ſ	October 2022				$\mathbf{>}$
	Thu, 13 C	Oct		Mon, 17 Oct		Tue, 18 Oct	Thu, 20 Oct		Mon, 24 Oct	
	Noon					Morning	Morning			
	2 Availab	le		3 Available		2 Available	1 Available		4 Available	
	12:30			Noon		Noon	Noon		Noon	
				1 Available		3 Available	2 Available		1 Available	
	Afternoo 3 Availab	in le		Afternoon			Afternoon		Afternoon	
		~		1 Available			3 Available		1 Available	
0										

- 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.





tqueue	🛱 Calendar	Call Centre	# Comms	eWaiting List	Reception			HSE	Monkeypax - DUBLIN	Test.Monkey
	Pron	npt: We use a sy	/stem called	Swiftqueue to m We wr	anage our appoint m't share this infor	ments in this clinic. Your d mation with anyone other	ata will be entered in the syster than the hospital involved.	n in order to book your a	appointment.	×
Q Pati	ent Search									
# M5	RN			a joe		Bloggs	01/01/1993	🖾 Email	Address	
% +353	Mobile Number	O In	it. No.							
								Clear For	rm 😂 New Patient i 🖗	Search Q
					Mobile					
	Account Type	Name	No.	IKN DOB		Email	Address		Active Appointment(s	

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

	🛗 Calendar	Call Centre	🖷 Comms	eWaiting List	# Reception	HSE Monkeypox - DUBLIN Test.Monil	кеурох 🗸
€ Back							_
🐣 Patie	ent Details					台 Appointment Details	
🋔 Joe B	loggs 🗸 🕜					🗎 Thursday, October 13th 2022 😰	
# 79086	18					⊙ 12:30 2	
01/01 📇	/1993					𝒱 Pre Exposure - Dose 2	
% 35386	8631020					② Citywest Vaccination Clinic	
	12-11-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1					Citywest Covid-19 CVC, Citywest Hotel, Garters Lane, Saggart, D24 A38Y	
🖶 Adam	stown Dunleer	Louth					
i) Othe	er Details					✓ Confirm	
🗣 Comn	nents					Save & Rebook 🤊 Cancel 🗙 Book Appointment 🗸	
 Show (on Call in Screen	Double Booki	ng .				

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

Swiftqu	eue 🛗 Calenda	r 💪 Call Centre			Test.M							
۲	Thu, Octobe	13th 2022) © (c All Clinics Manage	Clinic Preferences	¥		Exp	ort		Ö	
10:40 Ø										Patient	Search 😰	
10:50 @								#	MRN			
10:55 Ø	[1174510] Joe Blo	ggs DNA						۵ ۵	Joe Bloggs			
11:05 Ø 11:10 Ø								۳	01/01/1993			
11:15 Ø 11:20 Ø								¢	Select Ger	nder		
11:25 Ø 11:30 Ø									Email Addr	ess		_
11:35 Ø										New Patient	Search Q	
11:45 Ø										Non Patient.	<i>Or</i> Appointment î	

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'

Patient Search 🔕				
Search Again	🏖 New Patient			
Joe Bloggs				
01/01/1993 👑				
\$ 353868631020				
🖂 patrick@swi	ftqueue.com			
# Adamstown, Dunleer, Louth				
790868				
	Select Patient View Patient			

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



4	Joe	
å	Bloggs	
Ë	01/01/1993	
¢¢	Male	~
c	Mobile Number	International number i
¢	Home Phone	
	Email Address	
#	Address Line 1	
*	Address Line 2	
#	Address Line 3	
ñ	Town	
#	County	
ñ	Eircode	Retrieve Eircode
#	MRN	

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



Create Appointment 🖪				
2	Clinic			
\$	Joe Bloggs x			
Ŷ	Please select an appointment reason			
Ë	13/10/2022			
0	11:00 🛛 11:3d			
3	Doesn't repeat			
Q	Comment			
8	Additional Clinics (optional)			
	Include in stats 🗹			
	Include in stats Z Cancel X 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.

Maximum Slot Count Reached The maximum number of slots for the below times has been reached. Would you like to add the appointment anyway?	
11:00 - 1 slot available	No Yes

