

Best Practices for Pharmacist-Administered Immunization Services in Arkansas

SETTING UP IMMUNIZATION (IMZ) SERVICES

1. Obtain pharmacists' Authority to Administer
 - a. Training
 - APhA Pharmacist-Based Immunization Delivery
 - b. If had Authority to Administer but it expired complete 2 hours of continuing education regarding immunizations and provide proof to the Arkansas State Board of Pharmacy
 - c. CPR Basic Life Support (BLS) for Healthcare Providers
 - Classes can be found at www.onlineaha.org
 - d. Complete application from Arkansas State Board of Pharmacy Website for authority to administer and provide proof of successful completion of IMZ training or CE
2. Educate local physicians and other healthcare providers about your pharmacy offering these services.
 - a. "I spent 20 years trying to convince doctors to give flu shots, and it was a big failure," says Steven Mostow, MD, chairman of the Colorado [Influenza Alert] Coalition. He helped orchestrate the drug store clinics and public-education media blitz. "My first year, doctors wrote me nasty letters saying that I was taking their business away and sending it to grocery stores, but they were wrong," says Dr. Mostow. "It increased overall awareness of immunization. There were 100,000 [doses] given in doctors' offices when we started, and last year there were 700,000." Debrovner D. Colorado's crusade. *Am Druggist*. 1994;(Dec):22-
 - b. Make sure that the physician and other healthcare providers know that the pharmacist:
 - i. Endeavors not to disrupt existing patient-physician relationships
 - ii. Will refer patients needing medical consultation to a physician
 - iii. Make special efforts to identify susceptible people who have not previously been offered immunization/vaccination
 - c. Most adult patient do not have a medical home
 - d. Offering IMZ at pharmacies is not an attempt to replace other healthcare providers offering IMZ's but to act as a complementary resource to these existing public health efforts
 - e. The best way to start off a conversation with other healthcare providers is to discuss Zostavax © for Medicare patients, and how it is covered under their Part D benefit.
 - f. Also, for patients where Zostavax© is only covered under the medical plan, your pharmacy could sell the vaccine to the clinic and then the clinic could bill the

- patient's medical insurance and not have to worry about the cost of storage for the vaccine
- g. Let healthcare providers know that you will report IMZ's given to patient to:
 - i. Patient's general practitioner
 - ii. Arkansas Vaccine Registry
 3. Develop an authority to administer (protocol) and have it signed by a licensed physician (templates available online at www.arrx.org/immunizations)
 - a. See "Conditions of Use for Arkansas Department of Health Protocol"
 4. Ensure proper storage of vaccine
 - a. Refrigerator
 - b. Freezer
 - c. Thermometer
 - d. Temperature logs
 - e. Power outage protocol
 5. Set up a semi-private area to accommodate a patient sitting down for the vaccine and room for needed supplies like band aides, cotton balls, sharps containers, etc.
 6. Order supplies and vaccine
(See checklist online or in toolkit)

ADMINISTERING IMZ

Patients presenting to the pharmacy for an IMZ should be incorporated into the daily tasks of the pharmacy and triaged as if the pharmacy is filling a new prescription for the patient. This practice will delegate insurance billing and filling responsibilities to the pharmacy staff and any clinical responsibilities will be handled by the pharmacist or pharmacy student. Below are some suggested best practices to incorporate IMZ administration into normal daily workflow.

1. Technician receives request or prescription from patient for IMZ and gives patient consent form and current vaccine information sheet (VIS)
2. Technician enters IMZ in computer system and runs on insurance
Remember to bill the admin fee
3. Let patient know what their copay or out of pocket cost will be
4. Technician "fills" the rx by retrieving the vaccine (and diluent if applicable)
5. Pharmacist is given the consent form, vaccine and supplies needed (band aide, syringe, etc), IMZ record, and pharmacy receipt.
6. Pharmacist verifies technician input correct IMZ and correct dose. Also check the expiration date on the vaccine

7. Pharmacist or student pharmacist reviews the VIS with patient to screen for precautions and contraindications. Also, ensure patient knows what the copay or out of pocket cost will be.
8. Specifically ask patient if they are taking any injectable medications (want to ensure patient is not taking any immunomodulators filled from specialty pharmacies).
9. Mix vaccine if applicable.
10. Record the lot number and expiration date on the consent form.
11. Administer IMZ to patient
 - a. Have patient wait in pharmacy for about 15 to 20 minutes to make sure they do not have any Adverse Reactions
 - b. The most concerning AE of course is anaphylaxis but the incidence is only 0.0001%
 - c. Make sure patient knows to notify you if after the IMZ their throat feels scratchy or hoarse.
12. Collect copay / out of pocket expense from patient
13. Provide patient with a record of IMZ
14. Notify patient's primary care physician of IMZ
15. Record dose in online IMZ registry
required by law if under 21 years of age or younger
16. Record keeping
 - a. Consent form must be kept for 2 years per Arkansas Board of Pharmacy Regulation
 - b. Patient's permanent medical record must be kept forever and include
 - i. date vaccination was given
 - ii. manufacturer and lot of vaccine
 - iii. name, address of the location where the information will be stored
 - iv. signature and title of individual who administer vaccine
 - v. date of publishing of VIS
 - vi. Date VIS given to patient

SUSTAINABILITY PLAN FOR IMZ SERVICES

1. Review Exposure Control Plan every year and have all immunizers complete a blood-borne pathogens training
2. Review and renew Authority to Administer with physician every year
3. Ensure pharmacists stay up-to-date on the most recent CDC recommendations
 - a. 1 hour of CE per year pertaining to IMZ's (2 hours per licensing period)
 - b. Join an IMZ email list serve that sends out updates and changes to the IMZ schedule

4. Educate pharmacy staff (technicians and clerks)
 - a. about what patients may have indications for IMZ
 - b. third party coverage of IMZ services
 - c. billing processes for IMZ services
5. Engage pharmacy interns to conduct IMZ clinics or awareness campaigns