
IMMUNIZATION
DRIVE-THRU CLINIC



ADAPTIVE
VACCINATION
SOLUTIONS

Clinic Considerations

Here are some important considerations for choosing the appropriate alternative vaccination solution for you and your office:

1 Appointments vs Allowing Walk-Ins

- Appointments allow you to better control the patient flow, but may be different than what your patients are accustomed to, especially for an in-office walk-thru clinic
- If you are thinking about running a drive-thru clinic, consider separate lanes for those with appointments and those without if you decide to offer both options
- Appointments also allow you to review patients' vaccination records beforehand, inform them of any CDC-recommended vaccines they are due for on this visit, and encourage them to get vaccinated all in one visit. Walk-ins still allow you to check records, and time should be set aside for the vaccination discussion, though follow-up appointments may become necessary

2 Inventory Management

- If you have multiple vaccines on hand for different patient types, ensure that inventory aligns with your appointment flow
- If using the Vaccines for Children (VFC) program, remember to review your inventory and order more vaccines if necessary. Should patients' insurance status change, remember to communicate additional vaccine options available with the VFC program
- Work with your sales representatives to coordinate shipping and make sure you are receiving the appropriate quantity needed in a timely fashion
- If holding a drive-thru clinic, ensure you are able to properly set up refrigerator, cooler, and cold chain units to store and handle vaccines; consider generators and electrical outlet locations

3 Staffing Needs

- Holding alternative immunization clinics may draw more patients than your practice is accustomed to seeing in a single day; ensure you not only have enough staff on hand, but that they are comfortable interfacing with a high volume of patients
- Ensure that your practice has the recommended personal protective equipment available to accommodate all of your employees
- If holding several clinics on different days, either drive-thru or walk-thru, consider reducing the burden by alternating staff to give everyone a well-deserved rest

4 Drive-Thru Logistics

- If your office's parking lot is not large enough to hold a drive-thru clinic, consider partnerships with other offices or organizations (eg, sports teams with large stadiums)
- Check with your insurance company or payer to ensure the location you choose does not pose any problems with reimbursement
- Review and discuss your practice's liability coverage and other applicable policies to identify potential hazards and help ensure employee safety

5 Billing and Reimbursement

- If you are considering running an alternative immunization clinic, it's important to make sure you have the right tools to process payment and billing, especially if doing a drive-thru clinic

ONE-STOP SHOT DRIVE-THRU IMMUNIZATION CLINIC

In these uncertain times, patients may not be comfortable coming into the office, but immunization is paramount, and more important than ever. Putting on a drive-thru immunization clinic can empower you to provide patients the opportunity to get CDC-recommended vaccinations without leaving the comfort and safety of their vehicle. Remember to remind patients about the importance of adhering to the CDC immunization schedule for their age group to help protect against a variety of vaccine-preventable diseases, while reinforcing that vaccination is one of the best solutions. This module is split into 3 key platforms: **PLAN**, **PREPARE**, and **PERFORM**. Each covers a different aspect of running a drive-thru immunization clinic: clinic guidance and logistical flow, patient outreach, and clinic location preparation and signage. Together, they form a comprehensive plan that will enable you to run a successful clinic.



To print the One-Stop Shot Drive-Thru Immunization Clinic section, PRINT PAGES 5-10, or either VISIT VACCINESHOPPE.COM[®] or contact your Sanofi Pasteur Representative to request printed materials.

ONE-STOP SHOT DRIVE-THRU IMMUNIZATION CLINIC PLAN

The first step is to prepare your office and staff for running the clinic, with logistical guidance and protocol training. The clinic guidance document provides step-by-step instructions for appointment setting dialogue, preparing materials for each drive-up immunization, and during/after immunization protocol. We've developed a logistical roadmap outlining how to set up each station and a proposed flow that vehicles should follow to ensure everyone knows their role, patients have minimal contact and spend the least amount of time waiting, and general smooth operation.

1 Clinic Guidance and Logistical Blueprint

Examples

One-Stop Shot Drive-Thru Immunization Clinic

With the ongoing COVID-19 pandemic, it is more important than ever to help protect patients against diseases that we currently have vaccines for. It is crucial to ensure that they have access to their one-stop COVID-19 immunization services, in accordance with the best practices to help protect themselves. In these scenarios, these patients may not be comfortable coming into the office, but immunization is possible.

SOLUTION: Hold a drive-thru clinic so you can provide patients with the opportunity to get CDC-recommended vaccinations without leaving the comfort and safety of their vehicle, ensuring separation between sick and healthy patients, and helping to limit traffic flow through your office.

How you will find general information: See the general information, questions, and a table of contents for patient flow.

How to learn about this step-by-step structure for 12/2020:

1. **PLAN: Making the Appointment**
2. **PREPARE: Getting Ready for the Appointment**
3. **PERFORM: During the Appointment**

Planning Tips

- How to plan:** How to plan in place to ensure traffic flow from entrance to exit.
- Use the checklist:** Use the checklist provided to ensure you have all the items needed for the clinic.
- How to plan:** How to plan in place to ensure traffic flow from entrance to exit.
- How to plan:** How to plan in place to ensure traffic flow from entrance to exit.

One-Stop Shot Drive-Thru Immunization Clinic

PLAN: Making the Appointment

What you need to do:

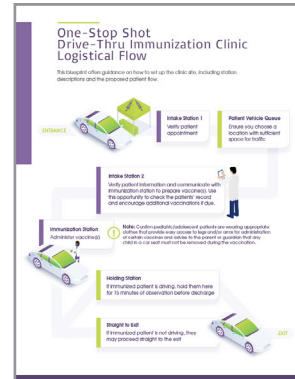
- Have a plan for arrival and exit of the vehicle.
- Have a plan for the location of the clinic.
- Have a plan for the location of the clinic.
- Have a plan for the location of the clinic.

How to Plan:

- Have a plan for arrival and exit of the vehicle.
- Have a plan for the location of the clinic.
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To print the Clinic Guidance and Logistical Blueprint, PRINT PAGES 5-7, or either visit VACCINESHOPPE.COM® or contact your Sanofi Pasteur Representative to request printed materials.

One-Stop Shot Drive-Thru Immunization Clinic

With the ongoing COVID-19 pandemic, it's more important than ever to help protect patients against diseases that we currently have vaccines for. It's crucial to remind them that they should adhere to their age group's CDC immunization schedule, as vaccination is one of the best ways to help protect themselves. In these uncertain times, patients may not be comfortable coming into the office, but immunization is paramount.

SOLUTION: Hold a drive-thru clinic so you can provide patients with the opportunity to get CDC-recommended vaccinations without leaving the comfort and safety of their vehicle, ensuring separation between sick and healthy patients, and helping to limit traffic flow through your office.



Here you will find general planning tips, logistical considerations, and a clinic site blueprint and patient flow map.

We've broken it down into step-by-step instructions for 3 phases:

- 1 PLAN**
Making the Appointment
- 2 PREPARE**
Getting Ready for the Appointment
- 3 PERFORM**
During the Appointment

Planning Tips

Know the Flow

Have a plan in place to maintain traffic flow, from entrance to exit

Have the Right Tools

Use the [materials checklist provided](#) as a starting point to ensure you have all the items needed to run the clinic

Patient Proof

Provide documentation of vaccine administration to all recipients at time of vaccination

Have a Backup Plan

Ensure backup plans are in place in case of late arrivals or delays

See the materials checklist provided



One-Stop Shot Drive-Thru Immunization Clinic

1 PLAN: Making the Appointment

Verify Insurance Status of Patient

- Ask patient to email or fax a copy of their insurance card, if not on record previously

Review Patient Immunization Records

- Take full advantage of available state immunization registry and ensure the patient's information is updated in the system
- Discuss the risks and benefits and review contraindications with patient
- Inform patient of all vaccinations they are due for, and the importance of adhering to the CDC immunization schedule
- Reinforce the message that it's now more important than ever to help protect themselves against vaccine-preventable diseases for which we have vaccines, and one of the best ways to do that is to get vaccinated
- Suggest having multiple vaccinations scheduled in a single visit in order to save time and keep their immunization schedule current

Communicate necessary day-of considerations

- If administering vaccines to pediatric/ adolescent patients, ensure you ask the parent or caregiver to dress the child in clothes that allow easy access to legs and/or arms to make certain vaccines easier to administer

If the Patient Getting Vaccinated Is Driving

- Tell the patient they will be asked to wait 15 minutes before leaving the parking lot

Set Appointment Time and Provide Directions to the Clinic Site

2 PREPARE: Getting Ready for the Appointment

Before the Patient Drives Up

- Pull the Vaccine Information Statement (VIS) sheet
- Review CDC guidelines for proper handling and storage methods: <https://www.cdc.gov/vaccines/hcp/admin/storage/index.html>
- Prepare the appropriate vaccine(s) and all needed immunization supplies:
 - Bandages (*spot or rectangular*)
 - Sharps container
 - Alcohol wipes and sanitizing products
 - Paper towels
 - Cotton balls or sterile gauze pad
 - Thermometer
- Create an encounter in your EHR/state registry or paper chart to document immunization
- Put on appropriate personal protective equipment

3 PERFORM: During the Appointment

Confirm Patient Information

- Provide the VIS sheet and explain how patients should navigate the clinic

Administer the Vaccine

If the Patient Is Driving

- Ask them to remain in the parking lot for 15 minutes and recheck prior to discharge

Document Vaccinations According to Standard Procedures

One-Stop Shot Drive-Thru Immunization Clinic Logistical Flow

This blueprint offers guidance on how to set up the clinic site, including station descriptions and the proposed patient flow.



ONE-STOP SHOT DRIVE-THRU IMMUNIZATION CLINIC

PREPARE

This platform serves to help you and your staff with patient outreach. Personally connecting with your patients is key in reinforcing trust and vaccine acceptance, ultimately setting your clinic up for success. We've provided you with messages to use in multiple channels, including telephone, email, EHR/health portal, and text/social media. You can use your own recall system or WellConnect, Sanofi Pasteur's recall system. These messages cover 4 topics: a drive-thru clinic announcement, office preparation and adaptation protocol, reassurance of the importance of well and sick visits and vaccinations, and both pediatric/adolescent and adult vaccination importance reminders, including adherence to the CDC immunization schedule for their age group.

- 1 Telephone Patient Outreach Communications
- 2 Email Patient Outreach Communications
- 3 EHR/Health Portal Patient Outreach Communications
- 4 Text/Social Media Patient Outreach Communications

Examples

The examples section displays four communication templates:

- Telephone Patient Outreach Communications:** Includes a 'Drive-Thru Clinic Information' section with a subject line and body text explaining the clinic's purpose and location.
- Email Patient Outreach Communications:** Includes a 'Drive-Thru Clinic Information' section with a subject line and body text, similar to the telephone version but formatted for email.
- EHR/Health Portal Patient Outreach Communications:** Includes a 'Drive-Thru Clinic Information' section with a subject line and body text, formatted for a patient's health portal.
- Text/Social Media Patient Outreach Communications:** Includes a 'Drive-Thru Clinic Information' section with a subject line and body text, formatted for text messages or social media posts.



To print the Patient Outreach Communications, visit VACCINESHOPPE.COM[®] or contact your Sanofi Pasteur Representative to request printed materials.

ONE-STOP SHOT DRIVE-THRU IMMUNIZATION CLINIC

PERFORM

The day of the clinic has arrived. The cars are starting to roll in. Time to shift immunization into gear. We've also included a collection of helpful signage to promote smooth operation, including a poster with information on symptoms, directional signs, and protocol instructions and reminders. Also included is a link to download patient education materials highlighting statistics around vaccine-preventable diseases.

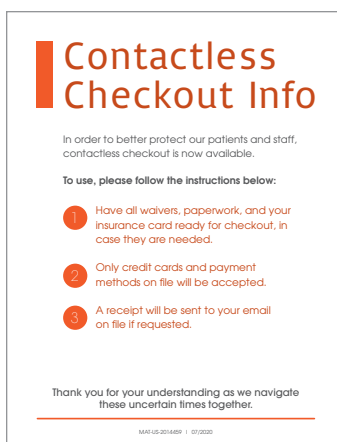
Signage



STOP HERE SIGN



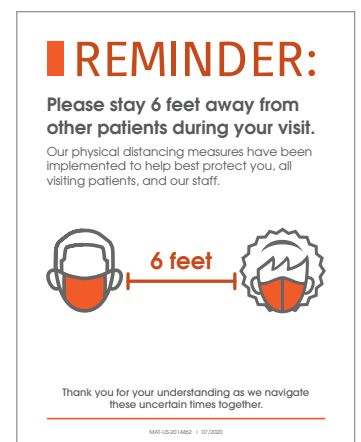
DIRECTIONAL ARROWS



CONTACTLESS CHECKOUT INFO



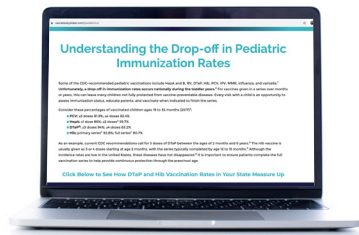
PERSONAL PROTECTIVE EQUIPMENT REMINDER



PHYSICAL DISTANCING REMINDER

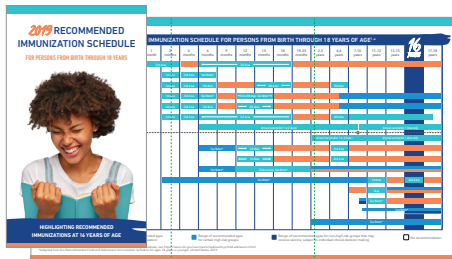
ONE-STOP SHOT DRIVE-THRU IMMUNIZATION CLINIC PERFORM

Patient Education Materials—Pediatric



VAXRATESBYSTATE.COM

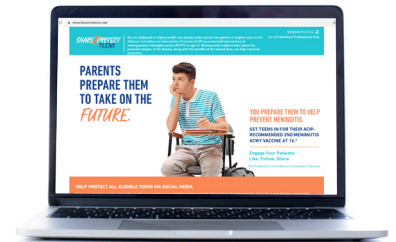
Patient Education Materials—Adolescent



16-YEAR-OLD MAGNETIC
IMMUNIZATION SCHEDULE



BACK TO SCHOOL
PATIENT BROCHURE

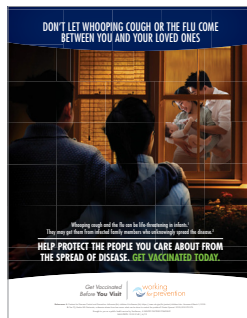


SHARE2PROTECTTEENS.COM

Patient Education Materials—Adult



PERTUSSIS
DISCUSSION GUIDE



PERTUSSIS/
FLU POSTER

Download the collection of **LOGISTICAL SIGNAGE** or request printed materials by contacting your Sanofi Pasteur Representative or visit **VACCINESHOPPE.COM®**.

ADAPTIVE VACCINATION SOLUTIONS



VISIT VACCINESHOPPE.COM[®] OR CONTACT YOUR SANOFI PASTEUR REPRESENTATIVE TO ORDER ADDITIONAL PATIENT EDUCATION MATERIALS FOR YOUR OFFICE.