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THE COMPLETE COVID-19 VACCINATION READINESS CHECKLIST

for Healthcare Providers

With the CDC, AMA, CMS, Pfizer, Moderna — and your state's Department of Health — all issuing requirements and guidelines for a qualifying COVID-19 vaccination program, it's easy to become overwhelmed. To keep providers focused on fulfilling their essential role in combating the COVID-19 pandemic, our health analysts scoured the web to bring all the most critical information together in one place.

Use this checklist, which divides a soup-to-nuts COVID-19 vaccine program into eight categories, to prepare your front- and back-of-house, and keep your patients happy and healthy. It includes links to valuable resources for everything from COVID-19 Vaccination Program Operational Guidance by State, to vaccine storage information, to information on patient outreach and education.

Program Enrollment Understand your state's vaccination plan and assess the capacity

☑	ACTION	RESOURCE
☐	Pre-register/Enroll in the federal COVID-19 Vaccination Program coordinated through your jurisdiction's immunization program.	**CMS enrollment information**
☐	Complete CDC COVID-19 Vaccination Provider Profile form for each location where COVID-19 vaccine will be administered.	**CDC COVID-19 Vaccination Program Provider Requirements and Support**
☐	Know how to place orders per state guidelines.	**COVID-19 Vaccination Program Operational Guidance by State**

Staff Education & Allocation | Train your staff to store and administer the vaccine, as well as report adverse events

☑	ACTION	RESOURCE
☐	Train your staff with CDC-approved material.	**CDC Covid-19 Vaccine Training Modules**
☐	Answer staff questions about everything COVID-19.	**FAQs for Healthcare Professionals**
☐	Make sure staff is fluent in how the vaccine is stored and administered.	**Pfizer: Storage and Mixing Instructions & Standing Orders** **Moderna: Storage and Mixing Instructions & Standing Orders**
☐	Educate staff on best practices put forth by ACIP.	**ACIP COVID-19 Vaccine Recommendations**
☐	Stay updated on FDA information as the vaccine rolls out.	**Up-to-date FDA Information on COVID-19 Vaccine**
☐	Conduct run-throughs of the vaccine documentation process.	**See How the Department of Defense is Conducting Their Vaccine Distribution Dry Runs**
☐	Learn about VAERS reporting specific to COVID-19 vaccines, as well as your state's reporting platforms and requirements.	**VAERS FAQs for Reporting Adverse Events for COVID-19 Vaccines**
☐	Designate a vaccine coordinator role and core team at each location as well as a back-up vaccine coordinator.	**CDC Advice on Fostering Support for Vaccination in Your Practice**
☐	Brush up on your infection control measures. *Run-through and Assessment*	**PPE Inventory Supply Considerations from the CDC**

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Patient Education & Outreach | Develop content and identify communication gaps that will encourage high rates of vaccination

☑	ACTION	RESOURCE
☐	Establish a broadcast messaging system. *Multilingual*	Access a **library of sample messages** in our COVID-19 toolkit for healthcare providers.
☐	Know the right referral sites for information by state, when applicable.	**CDC Vaccine Finder**
☐	Have a patient FAQ sheet at the ready.	**Luma Healh's Comprehensive COVID-19 FAQ Sheet** **CDC's Emergency Use Authorization Fact Sheet for Recipients and Caregivers**
☐	Craft social media posts to share educational messages.	**CDC's Samples Messages for Social Media Platforms**
☐	Generate high-risk patient lists (65-75+, single and multiple comorbidities, other high-risk categories), and a prioritized subset list in event of vaccine shortage.	**CDC's List of Medical Conditions Classified as High-risk for COVID-19**
☐	Formulate community leadership outreach plan (churches, tribal nations, LTCFs, etc.)	**CDC's Community Relations Guidance for SARS** **CDC's 1-2-3 Approach to Developing a Marketing and Promotion Plan**
☐	Scheduled reminders to update information published on your site.	**CDC's Continuously Updated Web Page That Provides COVID-19 Information for Providers**

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Patient Engagement & Vaccine Administration | Figure out how to effectively engage and serve patients through all stages of the vaccination process

☑	ACTION	RESOURCE
☐	Plan broadcast messaging before, during, and after vaccines.	**Luma Health's Emergency COVID-19 Patient Communication Tools**
☐	Stock patient vaccination record cards.	**CDC's Vaccination Program Interim Playbook** *See pages 30 and 37*
☐	Design a mobile patient intake process exclusively for the COVID-19 vaccine. *Consent & Screening Forms*	**Luma Health's Mobile Patient Intake Solution**
☐	Form a high-volume patient scheduling/web scheduling process. *Texting Patients Surveys and Online Scheduling Links*	**Luma Health's Vaccine Operations Solution Sheet** **Luma Health's Self-Scheduling Tool**
☐	Optimize your waitlist to get more patients vaccinated faster.	**Luma Health's Smart Waitlist with Auto-add**
☐	Onboard a system for interactive appointment reminders to improve second-dose adherence rates.	**Luma Health's AI-powered Appointment Reminders**
☐	Plan out a drive-thru/curbside process.	**Luma Health's Zero Contact Check-in Solution**
☐	Decide on your easy-access patient monitoring and screening process post-vaccine (two phases).	**Luma Health's Text-based Self-screening Surveys**
☐	Secure an adverse reaction plan that includes ability to engage in patient Q&A. *On premises, have an emergency medical kit with epinephrine and equipment for maintaining an airway on premises.*	**Luma Health's HIPAA-compliant Telehealth Service** **Luma Health's Two-Way Secure Chat for Symptom and Vaccine Q&A**

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Billing | Get organized and informed to keep billing efficient

☑	ACTION	RESOURCE
☐	Set up billing system for high-volume CMS billing.	**CMS Fee Schedule	Roster billing codes	CMS Form 1450**
☐	Understand the COVID-19 vaccine reimbursement process.	**CARES Act Financial Relief Fund for Providers**
☐	Distinguish billing processes with Medicaid patients receiving COVID-19 vaccines.	**Medicaid Reimbursement information**
☐	Maximize your revenue flow throughout and after the vaccine program.	**Healthcare's COVID-19 Revenue Recovery Guide** **Recovering Financially From COVID-19**

Storage | Know the guidelines and buy the right items for a safe vaccine supply

☑	ACTION	RESOURCE
☐	Designate a shipment receipt area, with staff available for intake and thermal shipper returns.	Process for double-checking correct shipment amount (100 for centrally distributed CDC packages, or 975 doses per direct ship order, plus ancillary supplies; 1,000-5,000 to large providers only)
☐	Stock up on dry ice and thermal shipper replenishments.	**Top Dry Ice Suppliers in the U.S.**
☐	Acquire sufficient cold stoage with reliable temperature monitoring equipment. *Fridge (at 2°C–8°C); Freezer capable of Ultra-Cold Temperature (UTC) (-25°C–15°C)*	**Pfizer Storage Requirements** **Moderna Storage Requirements**
☐	Consider digital and physical security systems to protect vaccine information and supply.	**U.S. Department of Health and Human Services Health Sector Cybersecurity Guidance**
☐	Self-educate to be able to identify spoiled dosages.	**CDC Vaccine Transport Checklist**

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Inventory Management & Reporting | Navigate the different data requirements and reporting protocols for vaccine administration and follow-up

☑	ACTION	RESOURCE
☐	Institute an expiration date tracking system, with the ability to process QR code or 2D barcode.	**CDC's EMR/IIS 2D Barcode Functional Capabilities Guide**
☐	Formulate a contingency plan should vaccines need to be replaced or are unavailable.	See **special use case sample messages** in Luma Health's COVID-19 toolkit for providers.
☐	Add CPT codes to your reporting platform, check for code updates periodically.	**CPT Codes for COVID-19 Vaccines** **COVID-19 CPT File Sheet**
☐	Get familiar with VAERS reporting-CDC vaccine reaction reporting information.	**Event Qualifications for VAERS Reporting** **VAERS Adverse Event Reporting Portal** *Preferred* **VAERS Writable Form** *In Event of System Downtime* **Checklist of Information Required by VAERS**
☐	Revisit IIS best practices and requirements for COVID-19 vaccines.	**Revisit IIS Data Quality Assurance Practices** **Revisit Best Practices**
☐	Know all data points required for COVID-19 vaccination reporting to IIS.	**IIS Required Data Points for Reporting**
☐	Integrate COVID-19 reporting classification codes to your system.	**ICD-10 Codes**
☐	Run through technical requirements for high-volume, frequent reporting with IT team and have all reporting forms on-hand.	**CDC Technical Standards & Reporting Requirements**

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Supply Chain Communication | Ensure you have names and numbers on hand to resolve shipping and supply issues quickly

☑	ACTION	RESOURCE
☐	Local jurisdiction point of contact.	**State & Territorial Health Department Websites by State**
☐	Supplier point of contact.	**Pfizer Customer Service** **Moderna Customer Service**
☐	VAERS contact.	**VAERS Contact Information**
☐	Payer contacts.	**Medicare Administrative Contractor Contacts** **CMS Administrative Contractor Contacts**

ABOUT LUMA HEALTH

Luma Health's easy-to-use digital health solutions help clinics and healthcare practitioners rapidly deploy patient engagement communications and deliver needed care. By utilizing the Luma Health Total Patient Engagement Platform™, specialty clinics, FQHCs, primary care physicians and large health systems can send patient messaging via text, email and phone to share essential information and maximize access to care. Providers across the U.S. are using Luma Health's Total Patient Engagement Platform™ to manage schedules, screen patients and deliver care to patients via virtual visits.

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