



Australian Government

## Updated Provider Kit for General Practices

Date: 21 May 2021

Dear Colleagues,

The COVID-19 vaccination program has been recalibrated. People in Phase 1a and Phase 1b of the rollout are eligible for vaccination, and the rollout to people aged 50 and over in Phase 2a has been accelerated.

People 50 years and over can now receive the AstraZeneca vaccine at Commonwealth Vaccination Clinics and state and territory vaccination clinics. From 17 May 2021, people 50 years and over can also receive the AstraZeneca vaccine at a participating general practice and Aboriginal Community Controlled Health Service.

You will know that the advice and recommendations about the AstraZeneca COVID-19 vaccine has changed for people under 50 years of age. [Pfizer](#) is the preferred vaccine for people under 50 years of age across all phases. More information is available in the [information sheet on the AstraZeneca vaccine](#).

Communicating proactively to your patients about COVID-19 vaccination will play a critical role in vaccine take-up efforts.

The Department of Health has updated the COVID-19 Vaccine Provider Communication Kit initially provided in mid-March. These kits will support your patient communications efforts during the vaccine rollout. These resources are reviewed regularly and will be updated as new information becomes available.

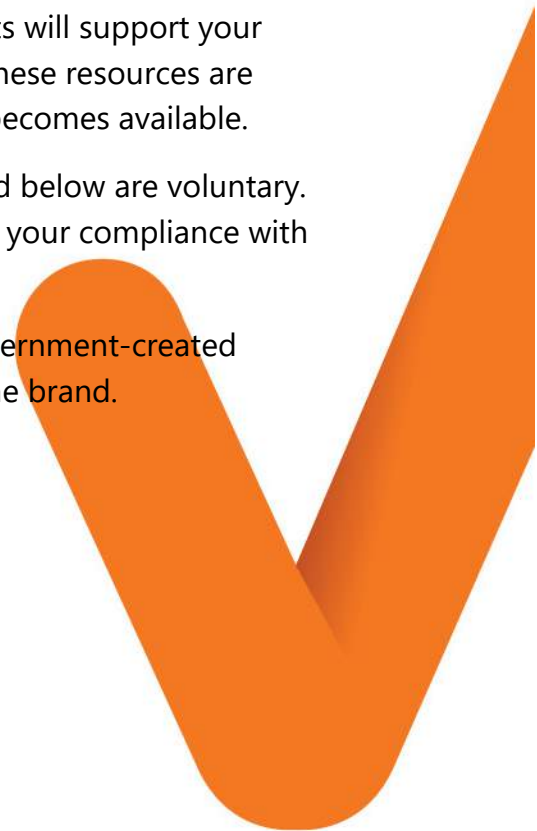
As advised previously, the communication materials provided below are voluntary. However, use of these communication materials will support your compliance with the [TGA advertising act](#).

It is acceptable under the TGA advertising legislation for government-created materials or template wording to mention a particular vaccine brand.

**COVID-19**  
**VACCINATION**

**Safe. Effective. Free.**

[health.gov.au/covid19-vaccines](https://health.gov.au/covid19-vaccines)



## **The updated Provider Kit includes:**

### Pre-vaccination content

- Electronic Direct Mail (EDM)/Newsletter article (updated)
- Website content (updated)
- Talking points about vaccine hesitancy (new)
- Social posts and tiles (updated)
- Eligibility declaration form for COVID-19 vaccination (new)
- Provider resource – Weighing up the potential benefits against risk of harm from AstraZeneca COVID-19 vaccine (new)
- Patient resource – Preparing for COVID-19 vaccination (updated)
- Patient resource - Information on COVID-19 AstraZeneca vaccine (updated)
- Patient resource – Information about the COMINARTY (Pfizer) vaccine
- Patient resource – Information on thrombosis with thrombocytopenia syndrome (TTS) (new)
- Pre-vaccination booking confirmation SMS and email – 1st dose (not relevant if using HotDoc)
- Pre-vaccination appointment reminder SMS and email – 1<sup>st</sup> dose (not relevant if using HotDoc)

### Vaccination day resources

- Provider guide to obtaining informed consent for COVID-19 vaccine (updated)
- Consent form for COVID-19 vaccination (updated)
- Patient resource – After your COVID-19 (AstraZeneca) vaccination (updated)
- Patient resource – After your COMINARTY (Pfizer) vaccine
- Second vaccination dose flyer (new)
- Vaccination clinic posters for AstraZeneca, Pfizer, and both vaccines (updated).

### Post-vaccination content

- EDM/Newsletter article (updated)
- Post-vaccination booking reminder SMS and email – 2nd dose (not relevant if using HotDoc)
- Post-vaccination booking confirmation SMS and email – 2nd dose (not relevant if using HotDoc)
- Post-vaccination booking reminder SMS and email – 2nd dose (not relevant if using HotDoc)
- Social posts and tiles (updated)

If required by your patients, the Department has a large number of resources about [COVID-19 vaccines](#) available in other languages. The resources include:

- [Consent form](#)
- [Information on COVID-19 Pfizer vaccine](#)
- [Information on AstraZeneca](#)
- [Preparing for COVID-19 vaccination](#)
- [After your Pfizer vaccine](#)
- [After your AstraZeneca vaccine](#)

There are also resources available for people with disability, including [Easy Read](#) documents and COVID-19 vaccine [videos in Auslan](#). Handouts and fact sheets designed for Aboriginal and Torres Strait Islander peoples are also available for download from the [website](#).

If you want to request any resources in addition to what is provided in this kit, please let us know by contacting [covidvaccinecomms@health.gov.au](mailto:covidvaccinecomms@health.gov.au)

Yours sincerely,



Dr Lucas de Toca  
First Assistant Secretary  
COVID-19 Primary Care Response  
Australian Government Department of Health



Australian Government



# COVID-19 Vaccine Provider Communication Kit

Updated: 21 May 2021

The purpose of this kit is to assist general practices to communicate about the COVID-19 Vaccination Program to their patients.

Use of these resources is voluntary. The content and resources provided in this kit will help you comply with the Therapeutic Goods Administration (TGA)'s regulatory [\*guidelines for advertising therapeutic goods\*](#).

## Information to support practices and patients – Pre vaccination

### For EDM/Newsletter articles

Having a safe and effective COVID-19 vaccine is one way we can protect our community against coronavirus.

COVID-19 vaccines help to prevent serious illness and death from COVID-19, and they are free for everyone in Australia.

[Provider Practice/Clinic name] is pleased to advise that we are an approved vaccination provider for the [AstraZeneca/Pfizer/AstraZeneca and Pfizer] COVID-19 vaccine[s]. We are happy to help provide COVID-19 immunisation for our local area and wider community.

## Vaccine rollout

COVID-19 vaccines are being rolled out to people in phases.

To find out if you are eligible to receive the vaccine now, visit <https://covid-vaccine.healthdirect.gov.au/eligibility> and complete the COVID-19 Vaccine Eligibility Checker.

You can then make a booking to receive your vaccine.

If you are not yet eligible, you will be able to register your interest so you can be notified when you are able to book.

## Updated advice on the AstraZeneca COVID-19 vaccine

There has been a link established between the AstraZeneca vaccine and a syndrome called thrombosis with thrombocytopenia (TTS). This is an extremely rare, but serious, blood clotting syndrome.

There appears to be a small risk of TTS in people 50 years and over, but this risk appears to be more common, although still rare, in younger people.

In people aged 50 years and over, the benefit of vaccination with AstraZeneca outweighs the risks associated with vaccination.

You can find some helpful information on TTS in the following factsheet developed by the Department of Health: <https://www.health.gov.au/resources/publications/patient-information-sheet-on-astrazeneca-covid-19-vaccine-and-thrombosis-with-thrombocytopenia-syndrome-tts>

If you have any questions please book an appointment to talk to your doctor.

## Booking your COVID-19 vaccination appointment

COVID-19 vaccinations are voluntary and free.

When it is your turn to get vaccinated, you can make a booking by completing the COVID-19 Vaccine Eligibility Checker - <https://covid-vaccine.healthdirect.gov.au/eligibility>

Alternatively, you can call us on [Provider phone number] to book your appointments to get your first and second doses of the vaccine.

You can also book online [link to practice/clinic website], or come into the [practice/clinic].

Make sure you book an appointment for your first and second doses. Please give us a call if you need to confirm what the timing should be between the appointments.

## Preparing for your vaccination

Before your vaccination appointment, you should make sure your details are up to date with Medicare.

If you don't have your account set up, you can:

- [enrol in Medicare](#), if you're not already enrolled
- [set up your Medicare online account](#) if you're enrolled in Medicare, but don't have Medicare linked to myGov, or
- [get an Individual Health Identifier \(IHI\)](#), if you're not eligible for Medicare.

You can also read this patient factsheet developed by the Australian Government Department of Health: <https://www.health.gov.au/resources/publications/covid-19-vaccination-preparing-for-covid-19-vaccination>

Please note, if you don't have a Medicare card, or are not eligible for Medicare, you can get your free vaccination at a Commonwealth Vaccination Clinic or a state or territory vaccination clinic. [More information](#) is available on the Department of Health website.

Please do not come to your vaccination appointment:

- if you are feeling unwell with fever, cough, runny nose or other symptoms that could be from COVID-19
- if you are waiting for COVID-19 test results, or have tested positive for COVID-19
- if you are a close contact of someone with COVID-19, or
- if you are in quarantine.

If you have had another vaccine, for example the influenza vaccination, in the 14 days before your COVID-19 vaccine appointment, please let us know as we may need to reschedule your appointment.

To keep you and your community safe, before and after vaccination, it is important that you continue to:

- Stay 1.5 metres away from other people and avoid handshakes and contact with people outside your household.
- Stay home if you feel unwell and get tested for COVID-19. You must stay at home until your results come back.
- Wash your hands regularly with soap and water or use hand sanitiser.
- Always cough or sneeze into your arm or a tissue and put the tissue in the bin straight away.

To learn more about COVID-19 vaccines, visit [health.gov.au](https://www.health.gov.au)

## Web content

### We are a COVID-19 vaccination provider

[Provider Practice/Clinic name] is an approved vaccination provider for the [AstraZeneca/Pfizer/AstraZeneca and Pfizer] COVID-19 vaccine[s]. We are happy to help provide COVID-19 immunisation for our local area and wider community.

Website banner:



### Checking when you can receive your COVID-19 vaccine

To find out when you are eligible to receive the vaccine, visit <https://covid-vaccine.healthdirect.gov.au/eligibility> and complete the COVID-19 Vaccine Eligibility Checker. This will tell you which phase of the rollout you are in.

### Booking your COVID-19 vaccination appointment

When it is your turn to get vaccinated, you can make a booking by completing the COVID-19 Vaccine Eligibility Checker - <https://covid-vaccine.healthdirect.gov.au/eligibility>

Alternatively, you can call us on [Provider phone number] to book your appointments to get your first and second doses of the vaccine.

You can also book online [link to practice/clinic website], or come in to the [practice/clinic].

Make sure you book an appointment for your first and second doses. Please call if you need to confirm the timing of these appointments.



## Getting ready for your appointment

Please do not come to your vaccination appointment:

- if you are feeling unwell with fever, cough, runny nose or other symptoms that could be from COVID-19
- if you are waiting for COVID-19 test results, or have tested positive for COVID-19
- if you are a close contact of someone with COVID-19, or
- if you are in quarantine.

If you have had another vaccine in the 14 days before your COVID-19 vaccine appointment, please let us know as we may need to reschedule your appointment.

If you cannot make it to your vaccination appointment, please contact us to arrange a new appointment.


You can also read this patient factsheet developed by the Australian Government Department of Health: <https://www.health.gov.au/resources/publications/covid-19-vaccination-preparing-for-covid-19-vaccination>



## Social posts and tiles


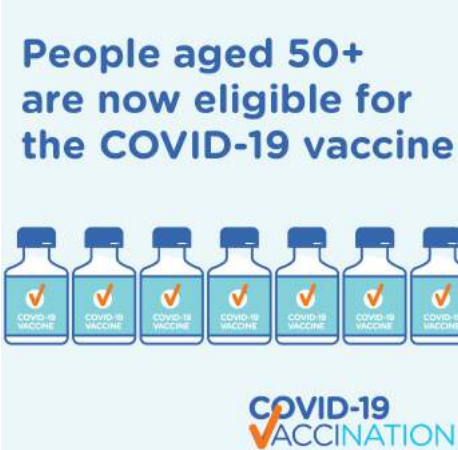
A *suite of social media tiles* have been developed for Commonwealth Vaccination Clinics and general practices providing answers to common questions about COVID-19 vaccines.

The social media tiles in the table below are available to download at this link:

<https://www.health.gov.au/resources/publications/covid-19-vaccination-covid-19-vaccine-provider-communication-kit-social-media-tiles>

Topic	Post	Tile
Vaccination provider	<p>We are an approved vaccination provider for the [AstraZeneca/Pfizer/AstraZeneca and Pfizer] COVID-19 vaccine[s], helping to provide COVID-19 immunisation for our local area and wider community.</p> <p>When it is your turn to get vaccinated, you can call us on [Provider phone number] to book your appointments to get your first and second doses of the vaccine.</p> <p>To find out when you can receive the vaccine, visit: <a href="https://covid-vaccine.healthdirect.gov.au/eligibility">https://covid-vaccine.healthdirect.gov.au/eligibility</a></p>	 <p>The table contains two social media tiles. The top tile is light blue and features the text "We are a vaccination provider" in bold blue font. Below the text are two circular icons: one of a male healthcare worker with glasses and a stethoscope, and one of a female healthcare worker with a stethoscope. At the bottom right of this tile is the "COVID-19 VACCINATION" logo, which includes a checkmark icon. The bottom tile is white and features a decorative border at the top and bottom consisting of colorful, stylized virus particles. The text "WE ARE A COVID-19 VACCINATION SITE" is written in bold blue font. At the bottom right of this tile is the "COVID-19 VACCINATION" logo.</p>

<p>Eligibility checker</p>	<p>To check your eligibility for a COVID-19 vaccine, visit the COVID-19 Vaccine Eligibility Checker.</p> <p><a href="https://covid-vaccine.healthdirect.gov.au/eligibility">https://covid-vaccine.healthdirect.gov.au/eligibility</a></p> <p>If you're eligible for vaccination, you will also be able to book your appointment.</p>	
<p>Booking appointments</p>	<p>When it is your turn to get a COVID-19 vaccine, you can call us on [Provider phone number] to book your appointments to get your first and second doses of the vaccine.</p> <p>You can also book on our website online, come in to the [practice/clinic], or book through the COVID-19 Vaccine Eligibility Checker: <a href="https://covid-vaccine.healthdirect.gov.au/eligibility">https://covid-vaccine.healthdirect.gov.au/eligibility</a></p>	

<p>Preparing for vaccination</p>	<p>There are things you can do ahead of your COVID-19 vaccination to get ready and stay safe.</p> <ul style="list-style-type: none"> <li>• Make sure your Medicare details are correct.</li> <li>• Continue practising good hygiene, physical distancing and adhere to local restrictions.</li> <li>• Understand how to isolate if you need to.</li> <li>• Check your current eligibility.</li> </ul> <p>For more information, visit:  <a href="https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/learn-about-covid-19-vaccines/what-should-i-do-before-i-get-vaccinated-for-covid-19">https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/learn-about-covid-19-vaccines/what-should-i-do-before-i-get-vaccinated-for-covid-19</a></p>	 <p><b>Preparing for your vaccine</b></p> <p>COVID-19 VACCINATION</p>
<p>People aged 50 and over</p>	<p>If you are aged 50 and over, you are eligible to receive a COVID-19 vaccine.</p> <p>You can book an appointment through the COVID-19 Vaccine Eligibility Checker: <a href="https://covid-vaccine.healthdirect.gov.au/eligibility">https://covid-vaccine.healthdirect.gov.au/eligibility</a></p> <p>You can also book on our website online or come in to the [practice/clinic].</p>	 <p><b>People aged 50+ are now eligible for the COVID-19 vaccine</b></p> <p>COVID-19 VACCINATION</p>

## Pre-vaccination resources

Pre-vaccination resources for vaccination providers and their patients include:

- [Eligibility declaration form for COVID-19 vaccination](#)
- Provider resource – [Weighing up the potential benefits against risk of harm from AstraZeneca COVID-19 vaccine](#)
- Provider resource – [Talking points about vaccine hesitancy](#)
- Patient resource – [Information on COVID-19 AstraZeneca vaccine](#)
- Patient resource – [Information about the COMINARTY \(Pfizer\) vaccine](#)
- Patient resource – [Preparing for COVID-19 vaccination](#)
- Patient resource – [Information on thrombosis with thrombocytopenia \(TTS\)](#)

## Pre-vaccination booking SMS and emails – 1<sup>st</sup> dose

### Booking confirmation SMS

Your appointment at [Provider Practice/Clinic name] for your [AstraZeneca/Pfizer/AstraZeneca and Pfizer] COVID-19 vaccination is booked for [appointment date] at [appointment time]. Please contact us on [contact number] if you need to reschedule.

### Booking confirmation email

Subject line: Confirming your COVID-19 vaccination appointment at [Provider Practice/Clinic name]

Body:

Dear [patient name],

This email is to confirm your [AstraZeneca/Pfizer/AstraZeneca and Pfizer] COVID-19 vaccination appointment with us on [appointment date] at [appointment time].

If you're unable to make it to your appointment, please let us know as soon as possible by calling [contact number].

Find out more about what you can do to prepare for your appointment at <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/learn-about-covid-19-vaccines/what-should-i-do-before-i-get-vaccinated-for-covid-19>

Kind regards,

[Provider Practice/Clinic name]

## Appointment reminder SMS

This is a reminder that your [AstraZeneca/Pfizer/AstraZeneca and Pfizer] COVID-19 vaccination appointment is scheduled for [appointment date] at [appointment time]. Please contact us on [contact number] if you need to reschedule.

## Appointment reminder email

Subject line: Your COVID-19 vaccination appointment at [Provider Practice/Clinic name]

Body:

Dear [patient name],

This is a quick reminder that your [AstraZeneca/Pfizer/AstraZeneca and Pfizer] COVID-19 vaccination appointment is scheduled for [appointment date] at [appointment time].

Information about how to prepare for your appointment is available on the Department of Health website: <https://www.health.gov.au/resources/publications/covid-19-vaccination-preparing-for-covid-19-vaccination>

If you need to reschedule your appointment, please contact us on [contact number].

Kind regards,

[Provider Practice/Clinic name]

## Vaccination day resources

Resources for vaccination providers and their patients include:

- [Immunisation provider guide to obtaining informed consent for COVID-19 vaccine](#)
- [Consent form for COVID-19 vaccination](#)
- [Eligibility declaration form for COVID-19 vaccination](#)
- Provider resource – [Weighing up the potential benefits against risk of harm from AstraZeneca COVID-19 vaccine](#)
- Provider resource – [Second vaccination dose flyer](#)
- Patient resource – [Information on COVID-19 AstraZeneca vaccine](#)
- Patient resource – [Preparing for COVID-19 vaccination](#)
- Patient resource – [After your COVID-19 \(AstraZeneca\) vaccination](#)
- Patient resource – [After your COMINARTY \(Pfizer\) vaccination](#)
- Patient resource – [Information on thrombosis with thrombocytopenia \(TTS\)](#)

If required by patients, [translated versions](#) of these resources are available as well [as Easy Read versions](#).

Vaccination clinic resources include:

- [Vaccination clinic poster for AstraZeneca](#)
- [Vaccination clinic poster for Pfizer](#)
- [Vaccination clinic poster for AstraZeneca and Pfizer](#)

Additional clinical guidance and information for COVID-19 vaccination providers is available on the Department of Health website: <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/information-for-covid-19-vaccination-providers>

## Post vaccination content

### EDM/Newsletter article

After receiving any vaccine, you may experience minor side effects. Most side effects are mild and last no more than a few days.

Common reactions to COVID-19 vaccinations include:

- a sore arm
- headache
- muscle pain
- fever and chills
- feeling unwell
- nausea
- tiredness, or
- joint pain.

Some people will have more significant flu-like symptoms from this vaccination compared to other vaccines and may require time away from normal activities. These symptoms are more common after the first dose of AstraZeneca vaccine compared with the second dose.

People should seek medical attention immediately if they experience these symptoms:

- a severe persistent headache with additional features
  - appears at least 4 days after vaccination
  - does not improve with simple painkillers
  - may be worse when lying down or accompanied by nausea and vomiting
- neurological symptoms such as:
  - blurred vision
  - difficulty with speech
  - drowsiness
  - seizures
- shortness of breath or chest pain
- a swollen leg



- persistent abdominal (belly) pain
- tiny blood spots under the skin away from the site of injection together with symptoms above.

You can use the [COVID-19 vaccine side effects symptom checker](#) if you have concerns about any symptoms after your vaccine. The checker is also available through the National Coronavirus Helpline, [1800 020 080](tel:1800020080), 24 hours a day.

## Who to contact

You can ask your doctor for specific advice about side effects. Please call us if you would like to book an appointment.

If you think a COVID-19 vaccine has caused a side effect, you can report it. Reports of suspected side effects help the Therapeutic Goods Administration monitor COVID-19 vaccine safety.

Our [\[practice/clinic\]](#) can report side effects to the TGA on your behalf, or you can report your side effects yourself. Visit the [TGA website](#) to find out how.

## Post vaccination resources

The Department of Health has developed resources about what you can expect after your vaccination. You can access these resources here:

- Patient resource – [After your COVID-19 \(AstraZeneca\) vaccination](#)
- Patient resource – [After your COMINARTY \(Pfizer\) vaccination](#)

For more COVID-19 vaccine related resources, visit the [Department of Health website](#).

## More information

After your COVID-19 vaccination, it is important that you continue to protect those around you by:

- washing your hands regularly with soap and water
- keeping 1.5m from others, and
- staying informed about local restrictions.

## Post-vaccination booking SMS and emails – 2nd dose

### SMS reminder to book second appointment, if not already booked

Don't forget to book your appointment for your 2<sup>nd</sup> COVID-19 vaccination. Maximum protection against COVID-19 will not occur until after your second dose – when you are fully immunised.

Please contact us on **[contact number]** to book.

### Email reminder to book second appointment, if not already booked

Subject line: Don't forget to book your second COVID-19 vaccination appointment

Body:

Dear **[Patient name]**,

Maximum protection against COVID-19 will not occur until after your second dose.

You are not considered to be fully immunised until you receive your second dose so it is important to make sure you are booked in to receive your second dose.

Please contact us on [contact number] to book your second appointment.

### Booking confirmation SMS

Your appointment at [Provider Practice/Clinic name] for the 2<sup>nd</sup> dose of your [AstraZeneca/Pfizer/AstraZeneca and Pfizer] COVID-19 vaccination is booked for [appointment date] at [appointment time].

Please contact us on [contact number] if you need to reschedule.

### Booking confirmation email

Subject line: Confirming your COVID-19 vaccination appointment at [Provider Practice/Clinic name]

Body:

Dear [patient name],

This email is to confirm your appointment for the 2<sup>nd</sup> dose of your [AstraZeneca/Pfizer/AstraZeneca and Pfizer] COVID-19 vaccination appointment on [appointment date] at [appointment time].

If you're unable to make it to your appointment, please let us know as soon as possible by calling [contact number].

Kind regards,

[Provider Practice/Clinic name]

## Appointment reminder SMS

This is a reminder that your appointment for the 2<sup>nd</sup> dose of your [AstraZeneca/Pfizer/AstraZeneca and Pfizer] COVID-19 vaccination is scheduled for [appointment date] at [appointment time].

Please contact us on [contact number] if you need to reschedule.

## Appointment reminder email

Subject line: Your COVID-19 vaccination appointment at [Provider Practice/Clinic name]

Body:

Dear [patient name],

This is a reminder that your appointment for your 2<sup>nd</sup> dose of your [AstraZeneca/Pfizer/AstraZeneca and Pfizer] COVID-19 vaccination is scheduled for [appointment date] at [appointment time].



Information about how to prepare for your appointment is available on the Department of Health website: <https://www.health.gov.au/resources/publications/covid-19-vaccination-preparing-for-covid-19-vaccination>


If you need to reschedule your appointment, please contact us on [contact number].

Kind regards,

[Provider Practice/Clinic name]

## Social posts and tiles

Topic	Post	Tile
<p>Continue COVIDSafe behaviour post vaccination</p>	<p>COVID-19 vaccines are one way of protecting people against COVID-19.</p> <p>Even after vaccination, it is important that you continue to:</p> <ul style="list-style-type: none"> <li>• Wash your hands regularly with soap and water</li> <li>• Keep 1.5m from others</li> <li>• Make sure the COVIDSafe app is active on your phone</li> <li>• Stay informed about local restrictions</li> </ul> <p>For more information on how to protect yourself and others, visit:  <a href="https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/how-to-protect-yourself-and-others-from-coronavirus-covid-19">https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/how-to-protect-yourself-and-others-from-coronavirus-covid-19</a></p>	
<p>Show your support</p>	<p><b>Facebook</b></p> <p>Have you received the COVID-19 vaccine? Show your support by adding a Facebook frame to your profile picture today.</p> <p>Simply search 'I got vaccinated #1' to find the frame created by the Australian Department of Health.</p>	

<p>Who to contact</p>	<p>Some people may experience side effects after getting their COVID-19 vaccine.</p> <p>Most side effects are mild and don't last for long.</p> <p>If you are experiencing a side effect that worries you, please call us to book an appointment with your doctor.</p> <p>You can also use the COVID-19 Symptom Checker to see if you need to seek medical help:  <a href="https://www.health.gov.au/resources/apps-and-tools/healthdirect-coronavirus-covid-19-symptom-checker">https://www.health.gov.au/resources/apps-and-tools/healthdirect-coronavirus-covid-19-symptom-checker</a></p>	 <p><b>Post-vaccination concerns?</b></p> <p>The graphic features a smartphone with a yellow screen displaying a green telephone handset icon and the word 'Contact'. Below the phone is the 'COVID-19 VACCINATION' logo, which includes a checkmark icon.</p>
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