

## Drive Thru Flu Vaccination Clinic Webinar Q&A – August 2020

### Set-up

Do you have tents in the parking lot? If so, are they pop up or frame? Do you take them down every day?

*A: Yes, we have pop up tents that are put up depending on outside weather conditions. Yes, they are taken down each day. In order to leave up a tent for an extended period of time you often need a town permit. With crazy weather conditions etc., I do not recommend it.*

If this is new for your community and you are opening the clinics for non-patients (ex: family members), how do you estimate how much vaccine to order?

*A: We have been doing this for some 18 years. We will do family/caretakers and they need to register via our website in advance and pay as this is a COD service. We use last year's usage. In extenuating circumstances, we have administered to "outsiders" i.e. during the flu season a few years ago when 2 children in our community passed away from the flu.*

I missed the discussion regarding when to start the flu vaccines. August or September?

*A: The ACIP is recommending not starting until September. The AAP recommendations for this year are still under embargo and I am assuming will be released shortly.*

### Staffing

You said 10 cars an hour. How many staff at each station and directing traffic, in order to achieve this? How would you adjust your numbers if you have 2 people administering vaccines? Do you think 20 cars per hour is doable?

*A: We have one "check-in" station and one "admin" station so 2 employees that serve one line of cars. If you have the ability for 2 lines of cars then you would need 4 staff and so on. All volume depends on staff work product. We have one nurse and MA that are like rockets and can do up to 15-20 cars an hour.*

Since you do your flu clinic on a Saturday, do you pay your staff 1.5 x their regular pay?

*A: We do not as most of our staff work 30-32 hour weeks, so many like the additional hours.*

Do you always have a doctor or mid-level on site during the drive-up clinic?

*A: Not always.*

### Scheduling

How do you handle patients that did not schedule and just show up? Do you have many no shows?

*A: They are removed from the line and asked to schedule for the next clinic. With all the pre-checks and for flow it is just not possible or advisable in my opinion.*

Do you run the clinics all day? How do you handle breaks and lunches?

*A: Sometimes we will do a 9-2. We also do Saturdays and Sundays.*

Do you print encounter forms to keep track of who showed up?

*A: No, we do it through the EHR but you could log them in as they pull up and match it to your appointment list. There is no real need to deal with that during the clinic. That can be a post-clinic task.*

## **PPE**

Does staff change their PPE for each car?

*A: No, just gloves.*

Are you planning to require the occupants in the car to have on masks?

*A: Yes*

## **Vaccine Storage**

Do you pre-draw some vaccines?

*A: I think once they are all set-up the nurse will prepare as she sees the cars pull up to the 'check-in' station and car line.*

Could you tell me a little bit about how you store the vaccine while waiting to be administered in the drive thru clinic? How easy or difficult is it to keep the temperature consistent? Any helpful hints on the best processes, equipment, etc.

*A: You must follow cold chain as per the cdc.gov. We use appropriate coolers and thermometer. Frozen vaccines like varicella more challenging but we are discussing flu here so pretty routine if you use the guidelines.*

Do you know if a dorm style refrigerator is acceptable for keeping vaccines, with temp control of course?

*A: In general, dorm style refrigerators are not compliant with the CDC guidelines for proper vaccine storage.*

## **Clinic Workflow and Dose Administration**

Can you comment on the logistics of how you actually give the vaccines? Do you leave toddlers in car seats? Are they on their parent's lap? What do you do when you have kids that are uncooperative in your line?

*A: Yes, toddlers and young children are in their car seat. Depending on age a thigh or arm is accessible as our parents know how to dress kids for these clinics.*

Have you had concerns with needle sticks during these drive-thru clinics?

*A: No different than in your office and with car seats even less likely!*

Do you share VIS at Intake station or Admin station?

*A: We do it through the portal at pre-registration or at the "check-in" station. All charts have been reviewed at pre-clinic review by the nurses.*

We typically check temps for patients prior to giving a flu shot. Are you doing that through the drive up or are you just asking parents to cancel if patient is not feeling well?

*A: Yes, we remove anyone with a temperature of 99.5 and over from the line.*

How would this work during the winter months in the upper Midwest (car seats, snowsuits, winter coats/attire)? Do you have any advice/experience you can share?

*A: We encourage them to dress down in short sleeves, shorts, etc. but stay in the warm car.*

### **Insurance / Billing**

What code do you bill, and do you charge copay?

*A: No co-pay. Same as a nurse clinic. Vaccine and admin charge only.*

Any issues with incident to billing rules with the insurance carriers?

*A: Incident to does not apply here so I am not sure what you are asking.*

Is there a liability insurance or payment issue if location of drive thru is not at office site?

*A: Check with your general liability carrier. We do health fairs etc. and always alert them when we are doing something off site.*

If planning to do drive-thru at another location, do you need to use a different place of service on claims? Do you need to advise insurance companies in advance?

*A: We have never dealt with this so I would check with your carriers.*

### **Parents/Guests**

For guests, if you have a contract with their health insurance, do you have to bill the insurance?

*A: No, as they are not our patient, and this is a convenience service.*

Does your malpractice insurance cover parents, babysitters etc.?

*A: Yes.*

You mentioned more revenue for med checks on guests. Can you say more about this?

*A: I am not sure of what this question is about. We do a flu questionnaire/permission i.e. is the person on steroids, healthy etc. as if there any contraindications we refer them to their physician.*