



Guide for Users of RIVIAM's Digital Immunisations Service

RIVIAM Digital Immunisations Service Overview

24th August 2021

v0.1

1 Introduction

This guide will provide an overview of the RIVIAM Digital Immunisations Service. It will cover its scope, and how that is achieved through a number of discrete stages

- eConsent
- Triage of consents
- Setting up Clinics
- Running Clinics
- Reporting Outcomes

This guide is essential reading for anyone involved in the setup, management and use of the RIVIAM service to support an immunisation programme.

2 Overview of the RIVIAM Digital Immunisations Service

The RIVIAM Digital Immunisations Service is comprised of a number of components which support the different workflow phases present in a typical Immunisations programme.

RIVIAM has been used to support immunisation programmes covering Flu, HPV, MemACY and most recently Covid.

If you look at a typical programme it is comprised of the following phases:

2.1 eConsent

Consent is required for children & vulnerable adults who need to be vaccinated.

RIVIAM provides an online form that varies in terms of information captured around underlying conditions and allergies, depending on the programme being run. There is an option (typically for clinics) where patients can choose and book an immunisation centre and timeslot. RIVIAM provide a link to the Immunisations team, for them to forward on to their patients.

2.2 Triage of Consents

Most consents will not require any form of triage, but there are some situations that require additional review. These do vary by programme, but would include:

- Clinical issues
- DoB issues
- Conflicting consents
- Relationship issues

These will all require further investigation (typically by a clinician) resulting in an outcome where the patient either can or cannot be immunised.

RIVIAM provides workflow for clinicians using a series of queues based around the key triage questions. Patients would be allocated to these queues based on their responses in the eConsent form. Clinicians can then work through these queues according to their clinical policies, and update the patients immunisation status accordingly.

2.3 Setting up Clinics

Based on the list of people to be immunised, a number of clinics need to be set up and both patients and clinicians allocated to them.

RIVIAM workflow enables set up of clinics, and the allocation of clinicians and patients. Patients can be pre-allocated based on school, or they can choose a location if based at a clinic. If clinic slots are bookable, patients can choose a location and time at the start of the process, and these would create

immunisations lists for clinics. Otherwise RIVIAM would provide a list of people to be immunised at a location (such as at a school).

2.4 Running Clinics

Clinicians run the clinics based on the preset lists of patients. They record the outcomes for those patients that they see.

RIVIAM provides two ways to manage these activities.

- Clinicians can use a spreadsheet, which they download prior to each clinic, fill in on the day with the immunisation outcomes, and upload to RIVIAM.
- Clinicians can use an IOS app, which allows them to access the clinic data, review patient records, record the immunisation outcomes and upload the data into RIVIAM.

You would use one approach or the other, but typically not both.

2.5 Reporting Outcomes

Following the clinics, the outcomes would be uploaded to clinical databases such as SystemOne, CHIS & NIVS.

RIVIAM can automatically upload immunisation outcome data into SystemOne once it has been received back into RIVIAM from the clinics. RIVIAM also provides outcome data in upload formats to be loaded into CHIS and NIVS.

The next sections will drill down into each of the stages and expand on the key steps and activities that take place, along with where RIVIAM plays a role.

3 eConsent

This step is where consent is obtained from parents/guardians of children and vulnerable adults, to receiving the immunisation from the specific programme.

The diagram below shows the typical process steps.

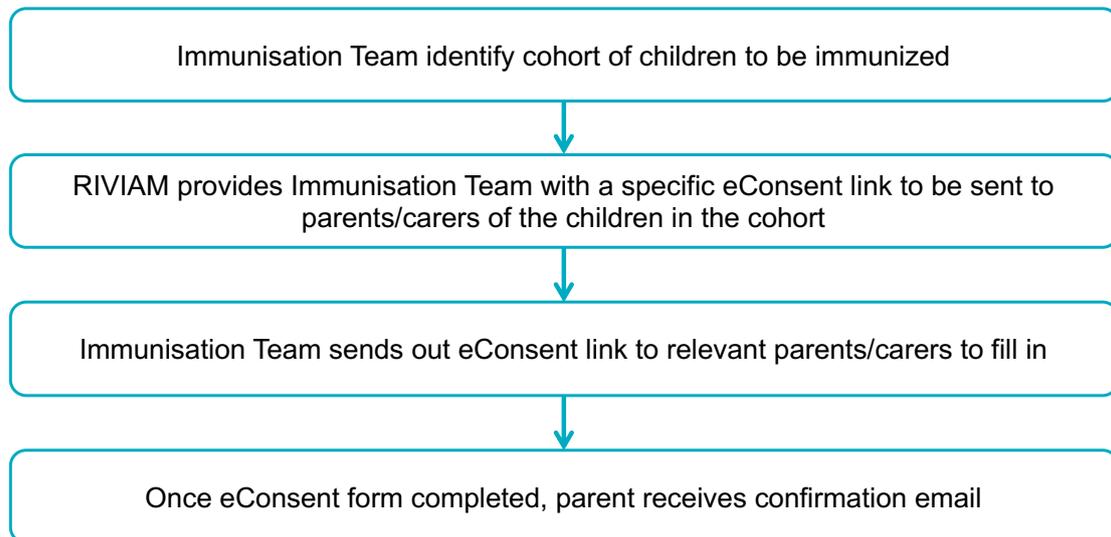


Figure 1 – eConsent process steps

Once the Immunisation Team have identified the cohort to be immunised (which could be through schools or independent clinics), RIVIAM provides them with a link to an online eConsent form.

The Immunisation Team send this link out to the cohort needing immunisation, for them to fill in. The link takes the parent/guardian to an online form which varies in terms of information captured around underlying conditions and allergies, depending on the programme being run.

For some programmes, there will be an option (typically for clinics) where parents/guardians can select/book an immunisation centre and timeslot.

Once the parent has filled out the form and submitted it, they will receive a confirmation email and text message.

As parents/guardians fill out the form, the answers they give will be used to route the completed consent form for any appropriate triage, which is described in the next section.

4 Triage of Consents

In this stage clinicians will review any patient records that have been flagged for Triage.

Based on the answers provided in the eConsent form, patient consents will be routed to a number of different consent/triage queues. Which queues are used depends on the specific programme, and is customised during the initial programme setup by RIVIAM.

The steps they will follow are in the diagram below.

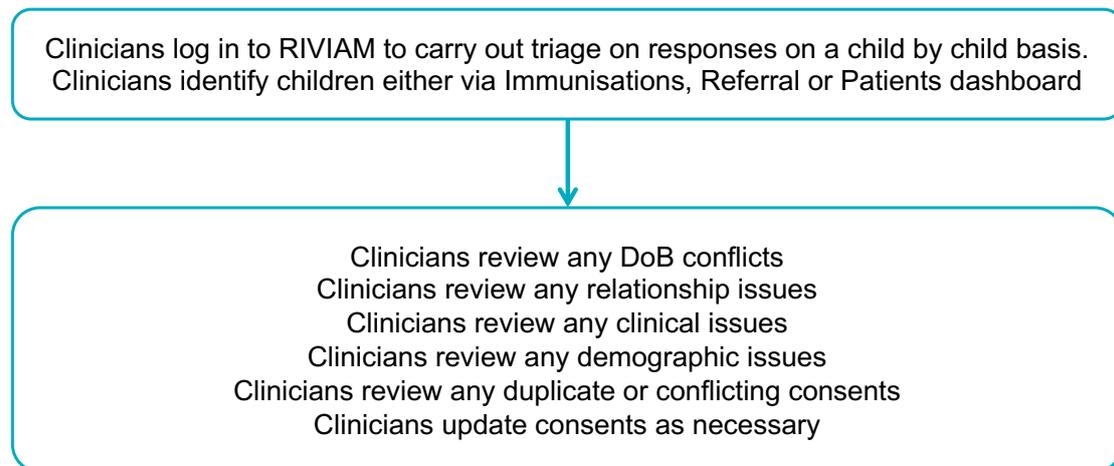


Figure 2 – Triage of Consents process steps

When clinicians log in to RIVIAM, they will be able to access the various queues, and see the outstanding consents needing triage. The queues and the kinds of issues being triaged are as follows:

- **Clinical issues:** where there are underlying conditions or allergies
- **DoB issues:** where a date of birth falls outside a predetermined range
- **Conflicting consents:** one parent says yes, the other says no
- **Relationship issues:** to validate that the person filling out the form is able to provide consent

Depending on the policies they are operating within, the clinicians will process each consent, and then they update RIVIAM with the outcome of the triage. This will typically either be to move them into the list of people to be immunised, or it will deny consent.

5 Clinic Setup

This step is where the clinics are set up and the lists of patients to be immunised are generated. There are options here, depending on how the Immunisation Team intends to run the clinics – using a spreadsheet or the RIVIAM app.

The steps they will follow are in the diagram below.

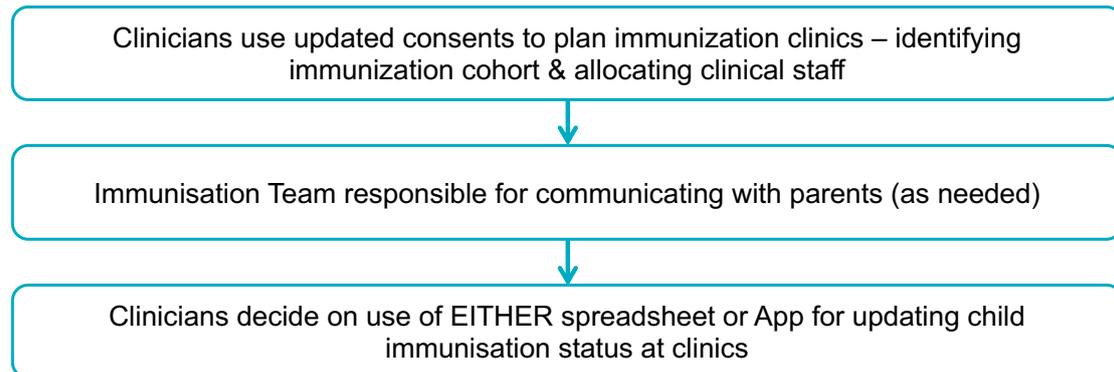


Figure 3 – Clinic Setup process steps

As the consent forms are processed through RIVIAM, they will be allocated to specific immunisation centres.

For non-bookable slots, patients will identify a school, and the clinician will set up one or more clinics to run at that school. The clinician will allocate clinical staff to each of those clinics, based on their availability.

For programmes with bookable slots, the clinics will be set up BEFORE the eConsent forms are sent out (in terms of locations, dates and available immunisation slots). During the eConsent form, the parent/guardian will be able to select a location, date and timeslot for the immunisation. Clinicians can allocate clinical staff as they get closer to the clinic date.

Depending on the programme and any specific policies in place for that programme, there may be a need to communicate with parents/guardians. This would be managed separately by the Immunisation Team, but they can update the patient record/consent status in RIVIAM as needed.

The final step in this process is for the clinicians to decide whether to use the spreadsheet or the RIVIAM app during the clinics. If the former, they need to download the relevant spreadsheet prior to each clinic. If the latter they need to make sure that the data for each clinic is available to the clinicians on the RIVIAM app.

6 Running clinics

This step covers running clinics, using either the spreadsheet or the RIVIAM app. The workflow is very similar across the two approaches, with the app providing detailed access to patient details directly in RIVIAM.

The key activities are the identification of individual patients, validating they are OK to be immunised and recording the details of the immunisation outcome. The final step is the uploading of the immunisation outcomes to RIVIAM.

The steps they will follow are in the diagram below.

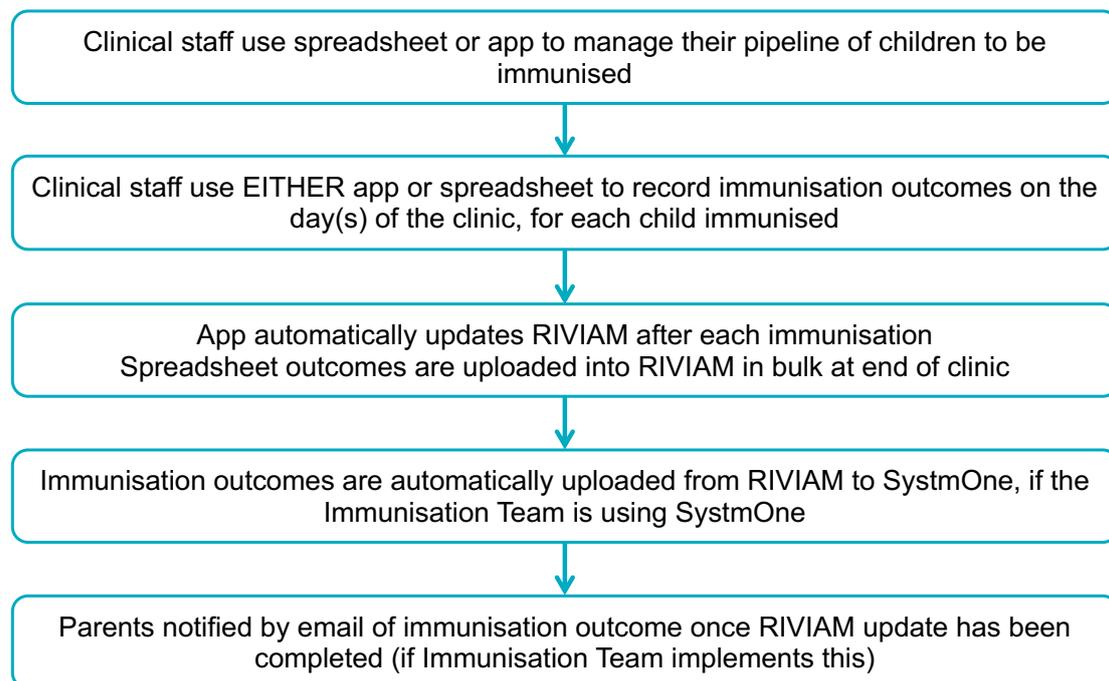


Figure 4 – Running Clinics process steps

Having decided which approach to use during the clinics – the following steps need to happen.

Using the spreadsheet: The relevant sheet will be downloaded the day before each clinic, and provided to the clinical staff. They will use the data to validate people being immunised by reviewing consents, and then record the immunisation outcomes on the day. At the end of the clinic the spreadsheets will be uploaded into RIVIAM which will update all of the relevant patient records.

Using the app: The clinical staff will all have access to the patient data for that clinic. They can review consents and make any updates online. They can also record immunisation outcomes for each patient which will automatically update RIVIAM in real time.

Once RIVIAM receives immunisation outcomes, if there is an active link to SystemOne, then RIVIAM will update SystemOne.

7 Reporting Outcomes

The final stage is to be able to reconcile the outcomes for the immunisation cohort, and to report all immunisation outcomes to national databases like CHIS and NIVS.

The steps they will follow are in the diagram below.

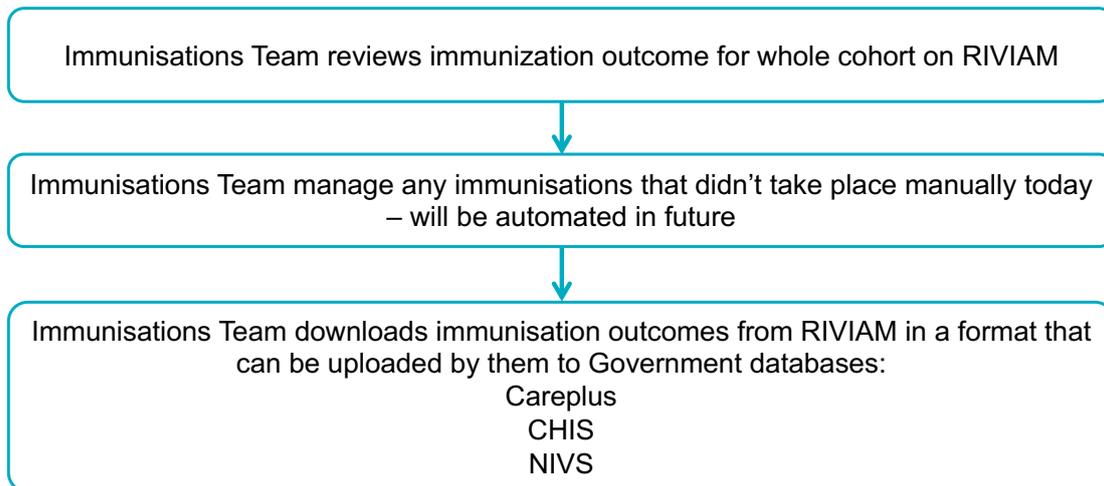


Figure 5 - Reporting Outcomes process steps

The first step is for the Immunisations Team to review the outcomes data for the whole cohort. RIVIAM will provide information on everyone who supplied a consent – whether yes or no.

The Immunisations Team can then review any consent changes within the cohort that was due to be immunised. They will be able to see who was immunised and who is outstanding, meaning they can plan any follow up.

The final step is for the Immunisations Team to upload outcomes data to national databases like CHIS and NIVS. To do this RIVIAM provides them with a report showing outcomes across all consents received, in a format which can be uploaded to CHIS, NIVS and other databases.

8 You've completed the *What Is: the RIVIAM Digital Immunisations Service Guide*

Congratulations, you have completed the what is guide on understanding how the RIVIAM Digital Immunisations Service works.