**Book My Vaccine: Frequently Asked Questions (FAQ) for providers**

**Addition of MMR, Tdap (Boostrix), and vaccine recommended during pregnancy**

From 18 May, Book My Vaccine was updated to enable you to add vaccine types at your location(s). This means that you can manage the vaccines that you offer in each appointment schedule.

The following vaccines were made available for you to add to your existing appointment schedules:

* MMR (13 years and over)
* Funded Boostrix (13 years and over)
* Privately funded Boostrix (13 years and over)
* Pregnancy vaccines (Boostrix + flu + COVID-19)
* Pregnancy vaccines (Boostrix + flu)
* Pregnancy vaccines (Boostrix + COVID-19)

Notes:

* Appointments for the above vaccines will not be made available to consumers until mid-June when the relevant changes are made on the Book My Vaccine website.
* Existing users at your site with site admin access can add any of the above vaccines to existing appointment schedules only. If you need to create a new appointment schedule, this must be requested by emailing [help@imms.min.health.nz](mailto:help@imms.min.health.nz).

**Why does Boostrix have a funded and privately funded option?**

These are options available to provide flexibility to you so that you can select the vaccine type that aligns with what your site offers consumers. If you only add the ‘Funded Boostrix (13 years and over)’ as a vaccine supply, your site will only display to consumers who select ‘I expect this vaccine will be free’. If you also add ‘Privately funded Boostrix (13 years and over)’ as a vaccine supply, your site will also display for consumers who select ‘I might have to pay for this vaccine’.

If you decide to offer both funded and privately funded vaccines as a bookable vaccine type on Book My Vaccine, you **must** have stock of both varieties. Book My Vaccine is a ‘live’ system, which means that a consumer could book at 11am for an appointment at 12 noon. If you do not intend to always have stock on hand, you should not offer ‘live’ appointments and rather consider a listing only for these vaccine types.

**What is a ‘pregnancy vaccine’?**

Pregnant consumers will be given the choice to book 1, 2, or 3 of the vaccines recommended during pregnancy (Boostrix, flu & COVID-19) in one appointment.

If you would like to offer 2 or 3 vaccines in one appointment, you must select and add all relevant ‘pregnancy vaccines’ to your schedule using the ‘Vaccine Supplies’ sub-section of the Book My Vaccine admin system. This addition can be made by users at your site with site administrator access.

Please be aware that when a consumer books either a 2 or 3 vaccine combination, this must be available in one appointment (only one available appointment slot will be allocated). This is the same as offering COVID-19 and flu vaccines in one appointment.

**Understanding the available set up options for adding new vaccine types.**

We suggest you use the following table to work through the recommended set up options.

|  |  |  |  |
| --- | --- | --- | --- |
| **I am a current Book My Vaccine provider offering real time/’live’ appointments. What are my options when adding a new vaccine type?** | 1. Add vaccine type to your existing Book My Vaccine schedule | 2. Request a separate schedule for the additional vaccine type | 3. Request a listing for the additional vaccine type |
| I would like to offer real bookable capacity (or ‘live’ appointments) on Book My Vaccine. | Checkmark with solid fill | Checkmark with solid fill |  |
| I intend to keep sufficient stock to accommodate all possible bookings. Note that BMV is a ‘live’ system where same day bookings are possible. | Checkmark with solid fill | Checkmark with solid fill |  |
| I regularly check the BMV dashboard and ensure sufficient stock is on hand for future bookings. | Checkmark with solid fill | Checkmark with solid fill |  |
| I would like to offer the new vaccine type on the same existing schedule currently offered. | Checkmark with solid fill |  |  |
| I would like to offer the new vaccine type as walk-in only. |  |  | Checkmark with solid fill |
| I would like to utilise my own external bookings system but have my details included as a ‘listing’ for the new vaccine type. |  |  | Checkmark with solid fill |

1. **Adding the additional vaccine type to your existing Book My Vaccine schedule:**

The site administrator at your site can add the new vaccine types to your existing Book My Vaccine schedule.

Follow this easy how-to-guide: [BMV – How to manage vaccine supplies](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftwo-nationalimmunisationprogramme.cmail20.com%2Ft%2Fi-l-alyjuhk-ttiittkktl-o%2F&data=05%7C01%7Cbronwen.doliveira%40health.govt.nz%7Cb0f12f7f45414825060608db574ac6e1%7C23cec7246d204bd19fe9dc4447edd1fa%7C0%7C0%7C638199750897830127%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=4OJKzF0Nq02MO3LWQP5Qn%2FOCWRHaUnAZQJxTLy6U%2B0o%3D&reserved=0) and this [video showing how to add vaccine supplies](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftwo-nationalimmunisationprogramme.cmail20.com%2Ft%2Fi-l-alyjuhk-ttiittkktl-x%2F&data=05%7C01%7Cbronwen.doliveira%40health.govt.nz%7Cb0f12f7f45414825060608db574ac6e1%7C23cec7246d204bd19fe9dc4447edd1fa%7C0%7C0%7C638199750897830127%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=wZhiOoNRxcQfupkOjrezTlyWdUO8xDerWo%2BczdD8dtk%3D&reserved=0).

If you need support to make this change, please email [help@imms.min.health.nz](mailto:help@imms.min.health.nz).

1. **You can request a separate schedule on Book My Vaccine for the additional vaccine type:**

If you would like to offer the additional vaccine type in a different way to your existing ‘live’ appointment schedule (i.e., different appointment length, only on a specific day of the week), then you will need to request a separate schedule.

You will need to email [help@imms.min.health.nz](mailto:help@imms.min.health.nz) to request the additional vaccine form or download this form from: <https://www.tewhatuora.govt.nz/our-health-system/digital-health/book-my-vaccine/>. Please return this form to [help@imms.min.health.nz](mailto:help@imms.min.health.nz) so that the new schedule to be set up. Once set up, you will need to check and then make this appointment schedule visible to consumers.

1. **You can request a listing on Book My Vaccine for the additional vaccine type:**

If you would like to offer the additional vaccine type as a ‘listing’, then you must email [help@imms.min.health.nz](mailto:help@imms.min.health.nz) to request the listing form or download this form from: <https://www.tewhatuora.govt.nz/our-health-system/digital-health/book-my-vaccine/>. Please return this form to [help@imms.min.health.nz](mailto:help@imms.min.health.nz) so that the listing can be set up.

A listing allows you to display vaccination options to consumers without consumers completing a ‘live’ booking using the Book My Vaccine website. A listing allows you to show consumers how they can engage with you to receive vaccinations and includes a link to your website for further information.

Please note, if you currently offer vaccines with existing real time bookable capacity (‘live’ appointments), you may choose to add a new vaccine type as a listing. For example, you may choose to only offer MMR as a walk-in vaccination while maintaining your current bookable capacity for other vaccine types.

Listings are useful for you if you:

* Choose to utilise an external booking system
* Choose to only offer walk-in vaccination services
* Require notice to order vaccine (ie 5 days to order privately funded vaccines)
* Have no set vaccine availability

**What is a ‘separate’ schedule?**

A separate schedule refers to an appointment schedule that can be set up differently to the main or default schedule. For example, these appointments can be offered on different days, have a different start and end time, appointment length, location tags, and bookable vaccine types.

For example, a separate schedule is required if:

* You would like to offer different vaccination types at different times (i.e. only influenza in the morning and only COVID-19 in the afternoon).
* You would like to offer paediatric vaccinations (COVID-19/flu) on a particular day of the week with an extended appointment duration time.
* You are holding a specialised clinic that does not accept payments and only offers particular vaccine types.

Risk factors when running separate schedules include:

* Overlap between the two separate schedules. This can result in double bookings at a given appointment time.
* Change of vaccinating hours needs to be completed for each live schedule. If this is not actioned, there is a risk of unwanted bookings. For example, closing off public holidays or for staff sickness.

Suggestions to reduce the risk of double bookings with multiple appointment schedules:

If you only want X bookings per appointment slot BUT offer vaccinations on separate schedules that overlap, see below suggestion:

1. Set appointment slot duration for 30 minutes.
2. Set one calendar to start at your clinic start time (ie 9am), set the other clinic to start 15 minutes later (ie 9.15am).
3. This will result in X bookings per 15 minutes, alternating between your two calendars.
4. This can also be achieved with 2-4 separate appointment schedules.