

VCF Connect

Collaboration across Australia to support safe and easy access to COVID-19 vaccines



Australian Government
Department of Health

BE COVIDSAFE

COVID-19
VACCINATION

Vaccine Clinic Finder

The Vaccine Clinic Finder is a national portal for consumers to find and book vaccination appointments online. It reduces the administrative burden on clinics by encouraging consumers to use online channels to book, rather than telephoning clinics or presenting with no prior booking. There have been **over 45.97 million sessions** on the VCF since release in March.

VCF Supports

- Over 9,500 vaccination providers nationally
- 20 booking platforms
- Streamlined consumer experience
- 16 languages
- National Coronavirus Helpline number – alternative channel

The screenshot shows the 'COVID-19 VACCINATION Vaccine Clinic Finder' website. At the top, there is a header with the Australian Government Department of Health logo, the 'COVID-19 VACCINATION' logo, the text 'Vaccine Clinic Finder', and a language selection dropdown menu. Below the header, there is a search bar with the text 'Enter a location' and a location input field containing 'BARANGAROO, NSW 2000'. Underneath the search bar, there are filters for 'Refine results by vaccine' with buttons for 'Pfizer For people aged 12+', 'Moderna For people aged 12+', and 'AstraZeneca For people aged 18+'. To the right of these filters are options for 'More information' and 'Sort search results' with buttons for 'NEAREST' and 'EARLIEST AVAILABLE'. The main content area is split into two columns. The left column lists three vaccination clinics: 'A Bridgeside Medical Centre' (Immunisation service, Ph: 0292522200, Open today 8:30am - 4:00pm, Closed now, Next booking: 13 Dec 2021 9:10 AM), 'B Myhealth Barangaroo Medical Centre' (Immunisation service, Ph: 0290788189), and 'C City Medical Practice' (Immunisation service, Ph: 0292919111, Next booking: 10 Dec 2021 12:30 PM). Each listing has a 'MORE INFO' button. The right column features a map of the Barangaroo area with several vaccination clinic locations marked with letters A through J. Below the map, there is a text box stating: 'These are the COVID-19 vaccination clinics in the area of BARANGAROO, NSW 2000.'

Current Process to Update Clinic Service Information



Acknowledging the difficulties for vaccination providers nationally in updating clinics details on the Vaccine Clinic Finder, we reviewed the process and sought to enable clinics to update their own details.

We collaborated with the Australian Digital Health Agency and Healthdirect Australia to create the Vaccine Clinic Finder Connect (VCF Connect). VCF Connect enables clinics to self-manage the information published on their clinic on the Vaccine Clinic Finder.

It is based on the Australian Digital Health Agency's successful pilot of the Provider Connect Australia (PCA) product.





Vaccine Clinic Finder Connect

The Vaccine Clinic Finder Connect (VCF Connect) is designed for COVID-19 vaccination clinics to self-manage the information published about their services in the Vaccine Clinic Finder.

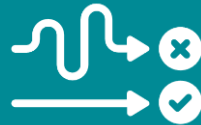
Benefits of VCF Connect include:



Self-management of information published to VCF



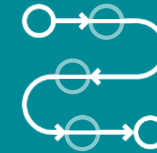
Reduces the time it takes for updates to go live



Streamlines and simplifies the healthcare provider's experience



More accurately reflects clinic appointments



Reduces onerous manual processes



Greater personalisation of clinic profile (e.g. operating hours)

VCF Connect has been successfully piloted with over 270 vaccination providers

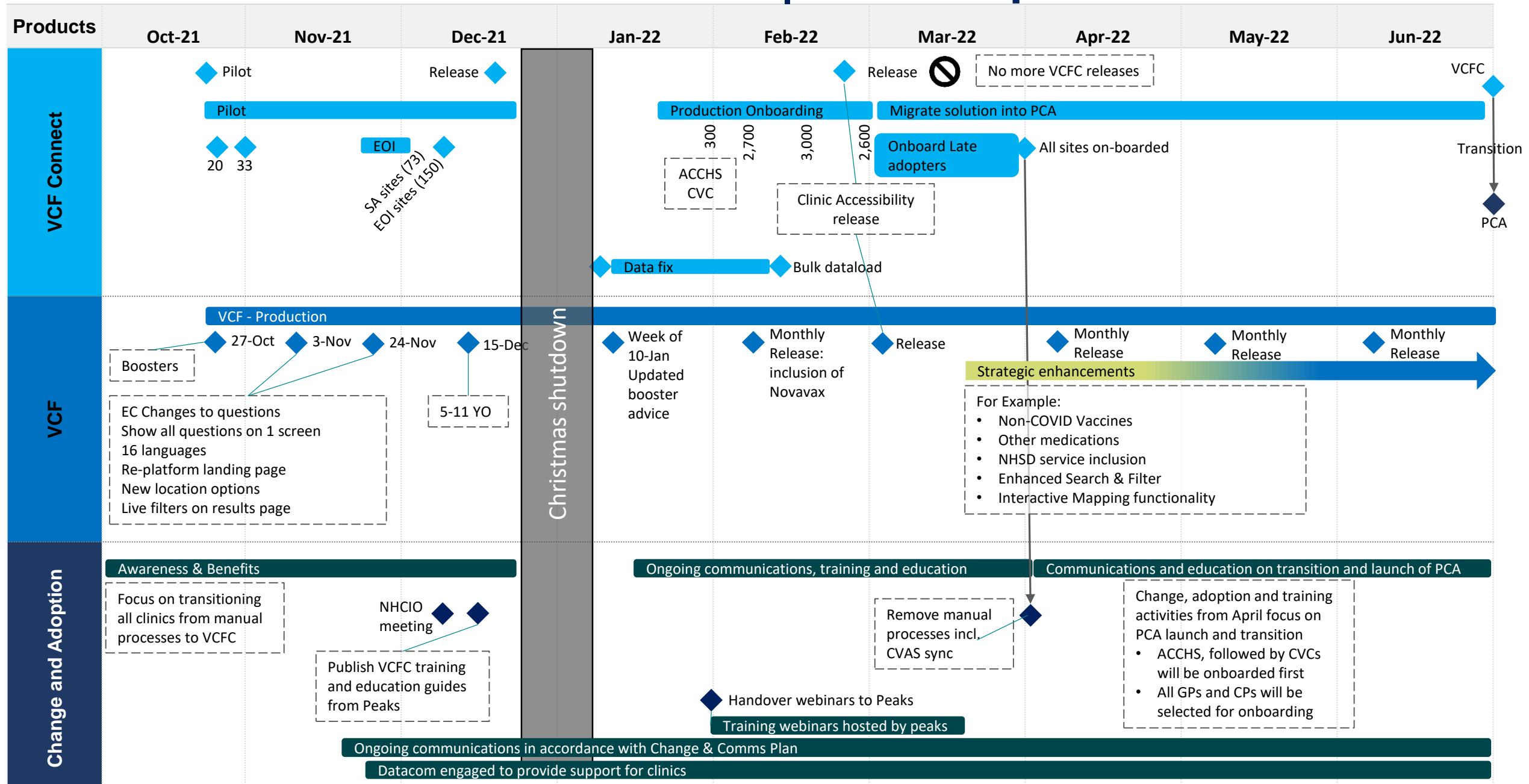
Updating Clinic Service Information with VCF Connect



Clinics will receive a welcome registration email from CV19.Products@Health.gov.au with registration details. This email will be sent to the primary contact that your clinic has listed on CVAS.

COVID-19 vaccination clinics will then be able to directly update the information published about their services in the Vaccine Clinic Finder. A PRODA account is required to log into VCF Connect.

VCF & VCFC | Roadmap



VCF Connect screenshots

You're here: Home > Your Clinics > Clinic



Medic Oncall (HEALTHCARE AUSTRALIA PTY LTD)

Status Approved

Legal Name HEALTHCARE AUSTRALIA PTY LTD

Known as Medic Oncall

ABN 95 108 180 589

Edit Clinic Details

Vaccination Services Users Authorised Systems

Vaccination services operated by this clinic.

Find an existing service

Add a service or site

Filter vaccination services

My Vaccination services

Active Only

Id	Status	Service Name (Vaccine)	Address	Last Updated
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Alpha Medical Centre Wodonga

Status Active

Date Created 28-Sep-2021 16:29

Address 21 Middleton Cres, WODONGA, 3690, VIC.

Service Name Alpha Medical Centre Wodonga

Clinic Type General Practice

Vaccines Offered COVID-19 Vaccine - Pfizer

Booking System Healthsite (Real-Time)

Edit Vaccination Service



Australian Government
Department of Health

You're here: Home > Your Clinics > Clinic > User Details

Edit User

The information you provide in VCF Connect is collected and used by the Australian Digital Health Agency in accordance with the VCF Connect Privacy Policy. Please read the VCF Connect Privacy Policy for information about how it is used and may be disclosed to other organisations for the purpose of managing VCF Connect.

User Details

Complete the following user details.

RA Number

9660441172

This information is populated from PRODA

Email address *

123@health.gov.au

Contact Number *

0262002000

Active Status *

Active

User Roles

Manage the users roles within the VCF Connect Portal.

Create / manage healthcare services, external services and users for this organisation.

Manage healthcare services for this organisation.

Managed Locations

Assign locations (of healthcare services) for this user to manage.

Manage Locations

Community Care General Practice Apollo Bay

Save User

Cancel

Future of VCF and VCF Connect

In close collaboration, the Department of Health and Healthdirect Australia, will continue to make improvements to the VCF.

We will continue adding new features that help consumers to safely and easily make vaccine appointments with healthcare clinics that suit their needs.

This may include:



Languages
spoken by clinic
staff



Wheelchair
accessibility



Availability of
home visits



Walk-in
vaccination
appointments

Next Steps and operational support

The national rollout for VCF Connect will commence in coming weeks to all primary care sites administering COVID-19 vaccines.

Clinics can prepare for the VCF Connect rollout by ensuring they have a [PRODA](#) account and to look out for a registration email so they can take advantage of this new service.

There will be training sessions available to you. Times for these sessions will be available through the VCF Connect registration email. There is also a [user guide](#) available.

Thank you

Our team is here to help you feel comfortable using VCF Connect.

If you have any questions about VCF Connect, please contact: CV19.Products@health.gov.au