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| Travel health and vaccination |
| Community Pharmacist Statewide Pilot - Patient handout  March 2024 |
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# Purpose

Participating pharmacists in the Community Pharmacist Statewide Pilot (the pilot) can now treat several common and low-risk health concerns, administer travel and other vaccinations and provide travel health advice.

This handout contains information about service provided for travel health and vaccination, costs, information for after your consultation and where to find additional support. It also outlines ways to provide feedback or make a complaint about the pilot service.

# Eligibility

Travel healthcare consultations and vaccinations, including hepatitis A, hepatitis B, poliomyelitis and typhoid vaccines, are available for people aged from 5 years and older.

People with or without a Medicare card and international students will be eligible for a service under the pilot.

# Your consultation

To ensure you receive safe and appropriate care, your pharmacist will meet with you in a private consulting room.

Following your consultation, if you provided your contact details to your pharmacist during the consultation, you will receive an SMS or an email from the Department of Health in 7 days to check how your consultation went.

### Providing your consent

Your pharmacist will provide you with the Consent to Treatment and Privacy Information sheet. This contains information about the consents for the pilot.

### What to expect during consultation

The pharmacist will ask you questions before and during your consultation. This will help them to decide if they can assist you.

Please provide the pharmacist with as much information as possible.

Details like your age, the severity of your condition and your medical history will be considered when deciding whether they can assist you or whether you need a referral. The pharmacist will refer you to your doctor or another healthcare provider if they think that is the best option for your travel health needs.

# What to expect after vaccination

**Please wait at the pharmacy for at least 15 minutes after your vaccination, so staff can monitor you for any serious side effects.**

Common side effects occur soon after vaccination and last one to two days. Injection site reactions, which occur at the site of vaccine administration, are the most frequent side effect after vaccination. Common injection site reactions include pain, redness and swelling. Most of these reactions are only mild and resolve without treatment within a few days. Generally, no treatment is required.

Your pharmacist will give you an information sheet with more information about what side effects to watch for and when to seek medical advice.

# Where to get more information

* You can access the [Vaccine side effects information sheet](https://www.health.vic.gov.au/publications/vaccine-side-effects) on the Department of Health’s webpage <https://www.health.vic.gov.au/publications/vaccine-side-effects>.
* The information sheet is also available in languages other than English from the [Health Translations – Vaccine side effects](https://www.healthtranslations.vic.gov.au/resources/vaccine-side-effects) webpage <https://www.healthtranslations.vic.gov.au/resources/vaccine-side-effects>.
* Your pharmacist can also provide information about the vaccine(s) you received today and other resources to help you if you are travelling overseas.

# What will it cost?

The pharmacy may charge you a vaccination consultation or vaccine administration fee, plus the cost of any vaccines given.

The pharmacist will inform you of the cost involved, before giving you your vaccine.

# How to make a complaint

Information on the complaints processes for patients is available at [www.health.vic.gov.au/feedback-and-complaints](http://www.health.vic.gov.au/feedback-and-complaints)

If you have a complaint, you can take the following steps to get the complaint resolved:

**Step 1.** Discuss your complaint with a staff member from the community pharmacy where you received the service.

**Step 2.** If the complaint cannot be resolved at Step 1, or you are dissatisfied with the outcome, you can choose one of the following ways to lodge a formal complaint with the department:

* Submit the complaint online via our online form: <https://feedback.dhhs.vic.gov.au/layout.html#/DH>
* Email our Feedback and complaints team via [health.feedback@health.vic.gov.au](mailto:health.feedback@health.vic.gov.au)
* Mail: Health Feedback, GPO Box 4057, Melbourne, Victoria, 3000.
* Phone:1300 229 075. For more information, see our Contact us page: <https://www.health.vic.gov.au/contact-us>

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