

# Frequently Asked Questions

## Onsite clinic



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For questions about influenza and the influenza vaccine, see our [\*\*Influenza Frequently Asked Questions\*\*](#).

#### **How do I book my spot to receive an influenza vaccination?**

To book your vaccination appointment, please follow the unique web link advertised by your organisation, or the QR code if provided on posters. This will bring you to a page with a list of the clinic(s) available to book your appointment.

To complete your booking, you are required to complete key data including medical consent questions, and personal details and choose your appointment time.

There may be further custom questions added by your organisation to gather relevant data. This data has been requested by your organisation as part of the booking process.

Without accurate data, the nurse may not understand your medical background and/or there may be issues with updating your Immunisation record.

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#### **How do I cancel my booking?**

To cancel your onsite booking please see your confirmation email, this will have a function to enable you to cancel your booking. If you need to search your emails for your booking confirmation, please search your emails for an email sent from [noreply@ausvacs.com.au](mailto:noreply@ausvacs.com.au).

Alternatively, you may also email us at [bupaflusupport@ausvacs.com.au](mailto:bupaflusupport@ausvacs.com.au) and one of our friendly team members will be more than happy to assist.

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## How do I move my booking to a different time?

You can change or cancel your appointment from the link provided in your booking confirmation email.

You can also contact the main coordinator at your organisation who can change it for you through their access to our system.

Alternatively, you may also contact us at [bupaflusupport@ausvacs.com.au](mailto:bupaflusupport@ausvacs.com.au) and one of our friendly team members will be more than happy to assist.

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## What happens when all clinics are fully booked?

If a clinic that you wish to attend is full, there is a waiting list option that you can select. Please complete all the details, and if a spot becomes available, we will select an appointment for you based on the space that became available (in the order that people joined the waiting list).

Once you have been added to a clinic you will receive a notification via email advising you that we have booked you into a clinic.

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## Which type of flu shot will be available?

In line with the Department of Health's National Immunisation Program (NIP), we offer the 2024 Quadrivalent egg-based influenza vaccine.

The composition of the influenza vaccine for use in the 2024 Southern Hemisphere will contain the following:

- an A/Victoria/4897/2022 (H1N1)pdm09-like virus;
- an A/Thailand/8/2022 (H3N2)-like virus; and
- a B/Austria/1359417/2021 (B/Victoria lineage)-like virus; and
- a B/Phuket/3073/2013 (B/Yamagata lineage)-like virus.

Cell-based vaccines and over 65s flu vaccines are not available via Bupa. Please consult your local pharmacy or your GP if you require one of these vaccines. Please note, the cost of these vaccines may not be covered by your organisation's vaccination program.

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## Who updates my immunisation record and how long does it take?

Your immunisation record will be updated within 5 business days after your clinic has been completed.

Should you not see your recent immunisation upload after 5 business days, then please email us at [bupaflusupport@ausvacs.com.au](mailto:bupaflusupport@ausvacs.com.au) and we will update your record manually. Please provide your name, organisation name and date of vaccination in the email.

Upon a Bupa team member successfully updating your record, please allow up to 24 hours for this to update on your Medicare record.

We can also send you an email confirming your vaccination should you require evidence more urgently.

**If you have any further questions, please contact our friendly customer services team on T 02 8097 0759 or E [bupaflusupport@ausvacs.com.au](mailto:bupaflusupport@ausvacs.com.au)**

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