

## **The Administration Management System for Covid-19 vaccination in Norwegian pharmacies**

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**Background:** In Norway, each municipality is responsible for offering and organizing covid-19 vaccination to people who live there. Some municipalities want to commission such services from pharmacies. To be able to provide covid-vaccination services in pharmacies, there was an urgent need to establish IT-systems to manage appointment scheduling and documentation of vaccination. The Norwegian Pharmacy Association was asked to coordinate this on behalf of all pharmacies in Norway.

**Purpose:** To develop and implement a vaccine administration management system which fulfilled all the needs for covid-19 vaccination in pharmacies. The system needed to be in accordance with regulations, the needs of the municipalities, the pharmacies and last, but not least, the citizens.

**Method:** In close collaboration with the system provider (Helseapps), the largest municipality in Norway (Oslo) and the pharmacies, different approaches to managing and inviting citizens for vaccination were tested and piloted by pharmacies and citizens to inform and decide final solutions.

**Results:** The vaccine administration management system has been successfully implemented in the pharmacies providing covid-19 vaccination. The experiences from using the system, from both pharmacists, patients and the municipalities, are positive. The system will be described in more detail in the poster.

**Conclusion:** A new IT-system to support a crucial and emergent service in pharmacies is possible to establish within a few months, given close and good cooperation between involved parties.