

Why Are COVID-19 Vaccination Booking Websites So Difficult to Use?

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Public Health Emergency declared for ACT

“The ACT Minister for Health Rachel Stephen-Smith has declared a Public Health Emergency in response to the rapidly evolving COVID-19 situation across Australia.”

Joint media release, Andrew Barr & Rachel Stephen-Smith, ACT Government, 16/03/2020

“From 3 May, people aged 50 years and over will be able to access AstraZeneca vaccinations via CVCs and state and territory clinics.”

COVID-19 vaccination program Phase 1b, Department of Health, Commonwealth of Australia, 23 March 2021

Finding Where to Get Vaccinated

A web search using Google for "*covid19 vaccine booking*", returned:

1. **COVID-19 Vaccine Booking** - Book An Appointment (Ad)
<https://www.health.gov.au/>
2. **COVID-19 vaccinations** - Available now in Canberra (Ad)
<https://www.nhc.coop/>
3. **How will I get my COVID-19 vaccine?** | Australian Government ...www.health.gov.au
4. **Booking your COVID-19 vaccination** - COVID-19 - ACT Health
www.covid19.act.gov.au

Emergency websites are difficult to design

- Tunnel vision
- Need for rapid change



Sahana disaster management system for the December 2004 Tsunami. URL <https://www.tomw.net.au/2005/wd/birdflu.shtml>

Emergency Website Assessment

1. Findability
2. Accessibility
3. Navigation
4. Content
5. Credibility

From: Evaluating Emergency Management Websites: Assessment Criteria, M. Shelby Canterford, ANU, March 2004 URL

http://web.archive.org/web/20050617040021if_/http://www.watersprite.com.au/~shelby/emweb/assess_criteria.rtf



Map of Fires Around Canberra 17 January 2003, Sentinel, CSIRO, 2003, URL: <http://www.sentinel.csiro.au>



Federal Health Website

[Home](#) > [Initiatives and programs](#)


COVID-19 vaccines

The latest news and information about COVID-19 vaccines in Australia.



 [Listen](#)  [Print](#)

 [Share](#)

 [Information in your language](#)

Popular pages

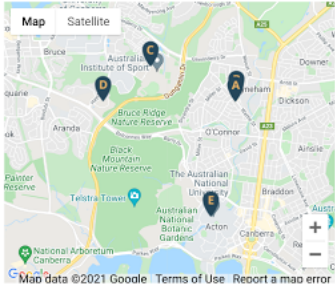
- [Getting vaccinated – information pack](#)
- [Vaccine phases and priority groups](#)
- [About the AstraZeneca vaccine](#)
- [How to get vaccinated](#)
- [Advice for vaccine providers](#)

From: <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines>

Vaccination centres suggested for O'Connor ACT

Please use online appointments where available to reduce call volumes to clinics. If you can't find an appointment or a clinic in your location, please check back in a week.

O'CONNOR, ACT 2602 ✕ Sort by: **NEAREST** EARLIEST AVAILABLE



Map Satellite

Map data ©2021 Google Terms of Use Report a map error

These are the COVID-19 vaccination clinics in the area of:

- A** Wattle Street Medical Practice
Immunisation service
Ph: 0262474807
Phone booking only **MORE INFO**
- B** YourGP@Lyneham
Immunisation service
Ph: 02 6109 0000
Open today
8:00 am - 6:00 pm
Open now
Phone booking only **MORE INFO**
- C** Australian Institute of Sport Sports Medicine
Immunisation service


<https://covid-vaccine.healthdirect.gov.au/booking/search-results> on May 17, 2021

National Health Co-op

Macquarie


Mon, Tues, Thurs: 10:30am – 12:30pm and
2:30pm – 4:30pm

Friday: 10:30am – 12:30pm

 Book Appointment

Evatt


Mon – Thurs: 9am – 11am and 2:30pm –
4:30pm

 Book Appointment

Chisholm

Monday: 10:30am – 12:30pm and 2:30pm –
4:30pm

Thurs-Fri: 9am – 11am and 1:30pm –
3:30pm


 Book Appointment

Kippax

Mon – Tues: 1:30pm – 3:30pm

Wed – 9am – 11am and 1:30pm – 3:30pm


Thurs – Fri: 9am – 11am

 Book Appointment

Higgins

Tues: 10:30am – 12:30pm and 2:30pm –
4:30pm


Fri: 2:30pm – 4:30pm

 Book Appointment

Coombs

Mon: 2:30pm – 4:30pm

Tues + Thurs: 10:30am – 12:30pm and
2:30pm – 4:30pm

 Book Appointment

ANU

Wed – Fri: 9:00am – 11am and 1:30pm –
3:30pm

 Book Appointment

National Health Co-op COVID-19 Booking details: <https://www.nhc.coop/services/flu-shots-and-vaccines/>

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Second Federal Government Web Page

Vaccines for everyone in Australia

COVID-19 vaccines will be free for everyone living in Australia. You will **not** need a prescription from a GP to get vaccinated.

If you don't have a Medicare card, or are not eligible for Medicare, [you can still get a COVID-19 vaccine](#).

Book or register for COVID-19 vaccination

Use the Eligibility Checker to find out when you can receive a vaccine. If you are eligible, you will be able to view vaccination locations

How will I get my COVID-19 vaccine?

Getting a COVID-19 vaccine if you are not eligible for Medicare

Who can get vaccinated for COVID-19?

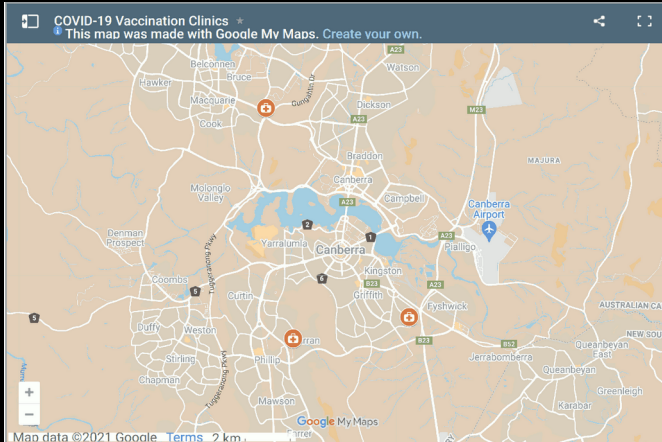
Why should I get vaccinated for COVID-19?

When will I get a COVID-19 vaccine?

What should I do before I get vaccinated for COVID-19?

Federal how will I get my vaccine page. <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/getting-vaccinated-for-covid-19/how-will-i-get-my-covid-19-vaccine>

ACT Health



ACT Health clinics map

Why Are COVID-19 Vaccination Booking Websites So Difficult to Use?

Act Health MyDHR Registration

MyDHR

Activate your MyDHR

We'll need some information in order for you to sign up for MyDHR.

Make sure you include your first name, middle name (if you have one) and surname so that we can cross check your existing health care information with information in our system.

If you don't have a Medicare card and/or have never visited an ACT public health facility, you will not be able to sign up to MyDHR.

If this applies to you, call the ACT COVID-19 Vaccination Line on 02 5124 7700 between 7am to 7pm, Monday to Friday.

When filling out the Medicare Number, please note the format needs to be XXXXXXXXXXX-X where the last digit is what appears next to your first name on your Medicare card.
MyDHR not recognising your Medicare card? Get help on the ACT COVID-19 website.

* Indicates a required field

Name

* First Name Middle Name * Surname

Other information

* Date of birth (DD/MM/YYYY)

* Medicare Number XXXXXXXXXXX-X

Connecting Your Care.

ACT

Act Health MyDHR Registration Screen: <https://www.mydhr.act.gov.au/MyChartprdv/signup>

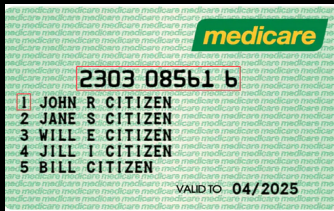
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Medicare Number Problem

Federal government:

"Enter your Medicare card number, followed by your Individual Reference Number"

<https://www.servicesaustralia.gov.au/individuals/online-help/medicare/link-medicare-mygov-using-linking-code#a2>

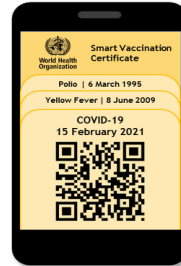


ACT Government:

"... Medicare number, please note the format needs to be XXXXXXXXXXX-X where the last digit (IRN) is what appears next to your first name on your Medicare card".

Need Most Vaccinated

- To open the economy
- Prevent mass casualties
- Issue certificates for travel & work



WHO Digital Vaccination Certificate

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Suggested Changes to Vaccination Booking Websites

1. Booking Links at top of page

50+ Book Now!

2. Show online booking sites first

40 to 49+ Book!

3. Allow ACT residents to register online with ACT Health

For more information

Why Are COVID-19 Vaccination Booking Websites So Difficult to Use?, blog post, Higher Education Whisperer, 2 June 2021,
<https://blog.highereducationwhisperer.com/2021/06/why-are-covid-19-vaccination-booking.html>

Quick Check of the Sahana Disaster Management System, for Tools for New Media and the Web (COMP1710), 13 March 2006, The Australian National University, Canberra.
<https://tomw.net.au/2005/wd/sahana2.shtml>

Designing an influenza pandemic web site for Australia, Assignment for "Networked Information Systems" (COMP2410/6340), 2009
<https://blog.tomw.net.au/2009/05/designing-influenza-pandemic-web-site.html>