



# IMAC Support Service Hours: 24 December 2021 to 7 January 2022

Dated 22 December 2021, Version 1.

1. Service between these dates are 9am to 5pm only.
2. 0800 Immune and Regional Immunisation Advisor (RIA) support will be available on 24, 29-31 December 2021 and 5-7 January 2022. As required, clinical queries will be triaged to IMAC Medical Advisors.
3. **During public holidays, 0800 Immune and RIA support will not be available. A IMAC staff member will be available for critical queries only via mobile. Mobile number is only available from the [COVID Operations Lead](#). Prior to contacting IMAC for advice, vaccination sites should refer to the following references**
  - a. The [MoH COVID-19 Operating Guidelines](#) and [Immunisation Handbook COVID-19 Chapter](#)
  - b. The [IMAC Clinical Toolkit, December edition](#) and [IMAC website FAQ](#)
  - c. Local Immunisation Coordinator – refer [IMAC website for contact](#) details or your **COVID Operations Lead**.

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
<b>Date</b>	20-Dec	21-Dec	22-Dec	23-Dec	24-Dec	25-Dec	26-Dec
<b>0800 IMMUNE</b>					Per roster	<b>Critical queries only.</b> Loretta Roberts	
<b>RIA</b>					Cheryl Brewer		
<b>Management</b>					Loretta Roberts		
<b>Medical Advisor</b>					Per roster		
<b>Date</b>	27-Dec	28-Dec	29-Dec	30-Dec	31-Dec	1-Jan	2-Jan
<b>0800 IMMUNE</b>	<b>Critical queries only.</b> Patricia Wells-Morris		Per roster	Per roster	Per roster	<b>Critical queries only.</b> Loretta Roberts	
<b>RIA</b>			Cheryl Brewer	Cheryl Brewer	Cheryl Brewer		
<b>Management</b>			Loretta Roberts	Loretta Roberts	Loretta Roberts		
<b>Medical Advisor</b>			Per roster	Per roster	Per roster		
<b>Date</b>	3-Jan	4-Jan	5-Jan	6-Jan	7-Jan	8-Jan	9-Jan
<b>0800 IMMUNE</b>	<b>Critical queries only.</b> Abbey Palmer		Per roster	Per roster	Per roster		
<b>RIA</b>			Cheryl Brewer	Cheryl Brewer	Cheryl Brewer		
<b>Management</b>			Bernadette Heaphy	Bernadette Heaphy	Bernadette Heaphy		
<b>Medical Advisor</b>			Per roster	Per roster	Per roster		