



KEMENTERIAN PERDAGANGAN DALAM NEGERI
DAN HAL EHWAL PENGGUNA

FREQUENTLY ASKED QUESTIONS (FAQ's) ECONOMIC FRONT LINE VACCINATION PROGRAM - RETAIL / RETAIL INDUSTRY SECTOR VACCINATION PROGRAM (RiVAC)

GENERAL QUESTIONS

1. What is that Retail Industry Vaccination Program (RiVAC)?

This program is one of the government initiatives in the form of public-private strategic cooperation to accelerate the vaccination process among workers under the retail sector to help achieve 80% cluster immunity (*herd immunity*) in this country.

KPDNHEP has been tasked to coordinate this RiVAC program which is part of the Industrial Vaccination Center Program (PPVIN).

2. Who is eligible to participate in this program?

All industry players and employees under the retail sector under the supervision of KPDNHEP are eligible and encouraged to participate in this program.

3. How can my company participate in this program? What is the procedure registration?

Companies interested in receiving the vaccine under RiVAC should submit an application through the KPDNHEP website (<https://rov.kpdnhep.gov.my/rov>). Only information that has been completed only will be processed by KPDNHEP and submitted to the Committee CITF-Economic Sector for assessment.

4. What type of vaccine will be provided?

Vaccines approved by the Ministry of Health Malaysia.

5. When will RiVAC start?

The program will begin on July 26, 2021. Interested companies are requested to submit information to KPDNHEP with **as soon as possible** for coordination purposes.

6. If I have no place to set up PPVIN and I am not an existing PPVIN tenant or employee, can I participate in this program at a nearby PPVIN?

Yes. KPDNHEP will assist the company to obtain the vaccine at the nearest PPVIN after the registration of the recipient is approved.

7. Does a company representative need to be present during the employee vaccination registration session?

Yes. The company representative will manage the registration of employees at the registration counter (station 2).

8. What documents need to be brought during the vaccination appointment at PPVIN?

- **Local worker:** Employees need to bring an Identity Card **ORIGIN** and **employee card/pass** during the appointment date.
- **Foreign worker:** Documents **ORIGIN** Identification (*Passport*) and **employee card/pass** every foreign worker **MANDATORY** held by a company representative only at the date of the appointment.

9. If my employee has previously registered for a vaccine program, can my employee still participate in RiVAC?

If your employee has previously registered under the opt-in program for the AstraZeneca vaccine, your employee **not deserved** for the Economic Frontline Vaccination Program - Retail Sector (RiVAC). For those who have registered under the second or third phase of PICK through MySejahtera, your employees are still eligible to participate in this program.

10. What are the criteria for a worker to be eligible to be registered as a recipient of this covid19 vaccine?

- Aged 18 years and above;
- Agree to receive this vaccine voluntarily;
- Never received any covid19 vaccine injections;
- Not covid19 positive or close contact status on the day of the vaccination appointment;

- For those who have ever had a positive history of covid19 infection, the first injection of the vaccine dose can only be given after 3 months from the date of the infection.

11. **Does this program include Sabah and Sarawak?**
YES.The program will be implemented in all states.

OPERATIONAL QUESTIONS

12. **What are the conditions that need to be met if I want to set up PPVIN in my workplace?**

Companies that are interested in setting up a Retail Sector Vaccination Center (RiVAC) and have 1,500 employees and can submit a proposal paper to KPDNHEP. Required information includes company information, employee list, site proposal, acreage, capacity, vaccine storage proposal, work process proposal, SOP proposal, floor plan, volunteers, health support team, panel doctors and other relevant information. Please refer to the PPVIN template at **Attachment A**. It is reminded that all costs of the establishment of PPVIN are **borne** by the company.

13. **Where can I find a Panel Doctor and Health Support Team?**

Companies can get panel doctors from Protect Health Corporation. While health workers will be provided by the company or PPVIN manager respectively. For companies that have panel clinics and companies wishing that this vaccine injection be carried out by their respective panel clinics, the company's panel clinics must be registered under Protect Health Corporation.

14. **Where can I get volunteers and non -health support teams?**

Volunteers and non -health support lines can consist of their own staff, NGOs, volunteers from outside and so on.

15. **How big is an Industrial Vaccination Center (PPVIN)?**

The size or capacity of PPVIN depends on the number of vaccine recipients at each location with a minimum number of vaccine recipients being 1,500 people. Therefore, associations or companies are advised to coordinate employee information with KPDNHEP. Examples of PPVIN sizes can also be referred to **Appendix B**.

16. **What other facilities need to be provided during the establishment of PPVIN?**

Ambulance, vaccine storage, solid waste management and all equipment for five (5) stations, namely: temperature measuring device, registration counter, waiting room, vaccination station, observation room.

17. Does the proposed PPVIN must be close to the hospital?

This matter will also be given consideration during the evaluation of the proposal paper. Companies interested in setting up PPVIN should provide a detailed proposal paper including floor plan and area plan so that immediate action can be taken in the event of an emergency.

18. What are the allowable operating hours of PPVIN?

Starting at 9 AM to 10 PM.

19. Are vaccine recipients under RiVAC allowed cross -state for appointments?

CANNOT. Therefore, the information requested by KPDNHEP is very important for coordination purposes. All information requested is necessary complete filled according to the format provided.

20. Where can I get the Security SOP and PPVIN operation?

Companies interested in establishing PPVIN need to propose relevant SOPs and submit to KPDNHEP for coordination.

21. Who will manage the delivery of the vaccine to the vaccine storage area provided by PPVIN?

Protect Health Corporation.

22. Does PPVIN need to provide food and beverage supplies to staff at PPVIN?

Depending on the respective PPVIN committee.

23. How many doctors, nurses and management team are required in the management of PPVIN?

The number of health workers such as doctors and nurses will be managed by Protech Health Corporation based on the number of dose recipients in PPVIN. Please refer **Appendix B**.

The number of management groups such as non -health staff/volunteers and security personnel should be provided adequately based on the optimum capacity for each PPVIN.

24. What is the duration shift PPVIN officer?

It is recommended to be adjusted to 2 *shift*; 9 a.m. to 6 p.m. and 1 p.m. to 10 p.m.

25. Is there a vaccine storage requirement at PPVIN?

PPVIN organizers need to provide vaccine storage refrigerators based on the specifications of Protech Health Corporation and the Ministry of Health Malaysia.

26. What IT facilities are required for PPVIN?

Adequate laptops, PA systems, strong internet network as well as other devices required by Protech Health Corporation.

27. Does PPVIN need to provide *brochure/handout*?

Brochure and handout will be provided by Protech Health Corporation.

28. What is the number of vaccine recipients per day?

The number of vaccine recipients in PPVIN needs to be adjusted to 1,000 - 1,500 people a day. The PPVIN organizers must be prepared to receive a list of additional vaccine recipients from KPDNHEP.

29. What would happen if an individual had an earlier appointment at a public PPVIN prior to the PPVIN?

The individual has the right to choose a vaccination program that is appropriate to the individual's current location. However, there is no refund (*reimbursement*) to the company.

30. If a vaccine recipient is unable to attend PPVIN because he or she has gone to a vaccine appointment at a public PPVIN, does PPVIN need to manage the excess vaccine stock?

Each PPVIN has a waiting list from KPDNHEP which consists of retail sector companies. PPVIN supervisors need to make further coordination with KPDNHEP and CITF for further coordination.

31. Once all PPVIN company employees are vaccinated, does PPVIN have to arrange for vaccination for other retail companies?

Yes. The PPVIN requirement is that the company must coordinate the administration of vaccines to other retail companies. Ongoing coordination needs to be done with the companies involved in collaboration with KPDNHEP, CITF and Protech Health Corporation.

32. What is the duration required for PPVIN preparation?

The required time is 7 - 10 days after the approval of the Ministry of Science, Technology and Innovation (MOSTI).

33. Will training be provided for non -health workers at PPVIN? Yes.The training will be provided by Protech Health Corporation after obtaining MOSTI approval.

34. What are the management procedures for vaccine recipients who arrive late to PPVIN?

Vaccine recipients who attend late should deal with the Supervisor at the PPVIN site for further coordination.

35. Can vaccine recipients bring an escort?

Only disabled vaccine recipients are allowed to bring an escort.

CHARGE QUESTIONS

36. What is the fee for RiVAC?

Vaccines are free. The Government through the Ministry of Health Malaysia (MOH) will provide the vaccine for free to PPVIN. However since the program is based on Collaboration - Public Private the organizer will charge administrative costs for PPVIN operators. The rates charged under RiVAC are as follows:

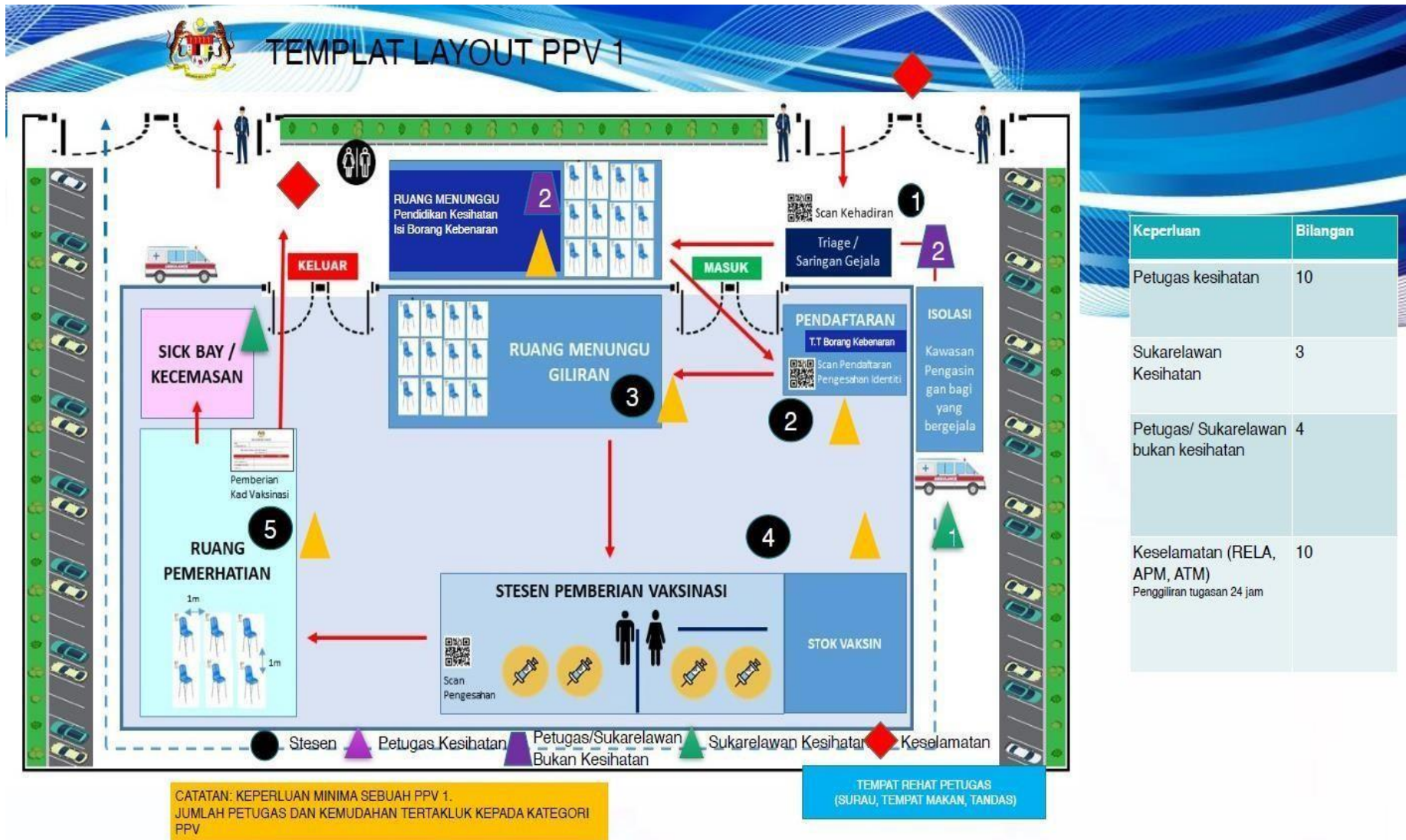
Kos	Charge / Dose Injection	Cost (RM)
Giving vaccine (Protect Health)	RM15.00 x 2	30.00
Logistics and administration	RM10.00 x 2	20.00
TOTAL		50.00

37. Who can I contact if I have further questions?

Please contact KPDNHEP through the KPDNHEP Vaccine Secretariat at online hotline 03-8882 5903/5881 or through email to rov@kpdnhep.gov.my

**MINISTRY OF DOMESTIC TRADE
AND CONSUMER AFFAIRS**

July 19, 2021



APPENDIX B

Giving Center Category Vaccine (PPVIN)	Number of Stations Consulting & The truth (No. of Health Officer)	Number of Giving Stations Vaccine (No. of Health Officer)	Number of recipients injection a day at each PPVIN (20/hour)
PPVIN TYPE 1	1 (4 officers)	1 (2 officers)	200
PPVIN TYPE 2	2 (8 officers)	2 (4 officers)	400
PPVIN TYPE 3	3 (12 officers)	3 (6 officers)	600
PPVIN TYPE 4	4 (16 officers)	4 (8 officers)	800
PPVIN TYPE 5	5 (20 officers)	5 (10 officers)	1,000
PPVIN TYPE 6	6 (20 officers)	6 (12 officers)	1,200
PPVIN TYPE 7	7 (20 officers)	7 (14 officers)	1,400
PPVIN TYPE 8	8 (20 officers)	8 (16 officers)	1,600

Operation time:

- *Monday to Friday: 9.00 am - 10 a.m. (10 p.m.); The last client was received at 8:00 p.m.*
- *Saturday and Sunday: 9.00 am - 5.00 pm (8 hours); the last client is received at 4:00 p.m.*

Note: Selection of PPVIN category and operating time depends on capacity at each location, population to be injected and supply vaccines accepted in the area.