



WA protocol for accessing immunoglobulin blood products for public health use in Western Australia

Information for public health access to immunoglobulin products in Western Australia

This document describes the process for accessing immunoglobulin blood products for post-exposure prophylaxis (PEP) for public health disease control activities in Western Australia.

Normal Human Immunoglobulin (NHlg) and Zoster Immunoglobulin (Zlg) supply is governed by the National Blood Authority, and NHlg and Zlg is supplied by the Australian Red Cross Lifeblood Service.

Human Rabies Immunoglobulin (HRlg) supply is governed by WA Health Public Health Physicians (PHPs) and the Communicable Disease Control Directorate (CDCD).

The process for accessing each product and how to order or access WA Health cache stock (*Appendix I*) where held, is outlined below. Refer to Further Information section as required.

1. Process for HRlg

This is an overview only. For detailed instructions please refer to [Rabies and other lyssaviruses \(including Australian bat lyssavirus\) \(health.wa.gov.au\)](#)

All cases of possible exposure to rabies or other lyssaviruses (including Australian bat lyssavirus) require completion, under [PHP](#) guidance, of an [exposure assessment](#) and [product order form](#).

1. The PHP approves the use of HRlg and rabies vaccine by providing their name as the approver on the [order form](#). This authorises the distribution of the required HRlg (and rabies vaccine) *either* direct to the location where the case will be seen, *or* it authorises the use of cache stock and replacement of those products, to maintain cache stock levels. See Appendix 1 for list of cache sites.
2. The PHP sends the order form to Onelink to replenish cache stock and **confirms all orders by telephone**, as the email and phone number details vary during and outside office hours.
3. The PHP sends a copy of both the [order form](#) and the [exposure assessment](#) form to vaccineorders@health.wa.gov.au for recording purposes.

CDCD's vaccine management team oversees the process of despatching rabies PEP via Onelink, conducts routine checks of cache stock at each approved facility and maintains case records.

2. Process for NHlg

For REGIONAL orders where NHlg cache stock is held:

1. The PHP completes the [NHlg order form](#) to approve release of cache stock that is positioned in regional hospitals.
2. The PHP ensures the 'in-hospital stock' option is 'ticked' and the hospital delivery address is entered, so that NHlg cache stock is replenished.
3. The PHP sends the completed form to the WA contact details shown on the NHlg form.
4. **For urgent requests**, the PHP must phone Lifeblood on 9325 3030 **after** the form has been sent.



For REGIONAL or METROPOLITAN orders where NHlg is not held:

1. The PHP or the treating physician completes the [NHlg order form](#) with the required delivery address.
2. The PHP sends the completed form via the WA contact details shown on the NHlg form.
3. **For urgent requests**, the PHP must phone Lifeblood on 9325 3030 **after** the form has been sent.

Lifeblood will release and deliver products in accordance with the delivery address and instructions noted on the form.

The PHP **must** include their personal emergency contact details for any queries that may arise.

For the National Blood Authority (NBA) policy on access, supply and use of NHlg: [Access to Normal Human Immunoglobulin \(NHlg\) in Australia | National Blood Authority](#)

3. Process for Zlg

The treating clinician (provider) can liaise directly with the Australian Red Cross Blood Service in WA (Lifeblood) by phoning the **24 hour service on 9421 2800 and provide details of the case and provider delivery details.**

Lifeblood will act quickly to review the patient case details and ascertain if Zlg is required, and the best process for access.

The PHP may provide advice and support to the provider in this process, as necessary.

Lifeblood will either:

- confirm that the provider is an Approved Health Provider (AHP) and request that the provider submits the Zlg order through their National Blood Authority [BloodNet](#) system account, or
- if not an AHP, send the provider a manual form to complete (document number FRM-00144). Lifeblood will liaise directly with the provider and create a new AHP retrospectively where applicable.

Lifeblood will review, approve and package the Zlg ready for pick-up.

For routine orders, Lifeblood has regular courier runs to most Perth metro hospitals Monday to Saturday, and to regional hospital pharmacies overnight.

For urgent and life-threatening orders, Lifeblood will request that the **provider (or support by the PHP on behalf of provider) arranges product collection from 290 Wellington Street** to be couriered to their premises, at the cost of the provider (or PHU).

Where Zlg is not approved (or unavailable), Lifeblood and the provider will liaise regarding an alternative treatment, and the PHP may be consulted further.

Note: PHPs would only need to have their own AHP account if there is an ongoing requirement for direct administration to patients by the PHP/PHU.



Further information

[Rabies and other lyssaviruses \(including Australian bat lyssavirus\) \(health.wa.gov.au\)](https://health.wa.gov.au)

[The Australian Immunisation Handbook \(health.gov.au\)](https://health.gov.au) (Public health management section)

[Access to Normal Human Immunoglobulin \(NHlg\) in Australia | National Blood Authority](https://www.nba.gov.au)

[Hepatitis A \(health.wa.gov.au\)](https://health.wa.gov.au)

[Measles \(health.wa.gov.au\)](https://health.wa.gov.au)

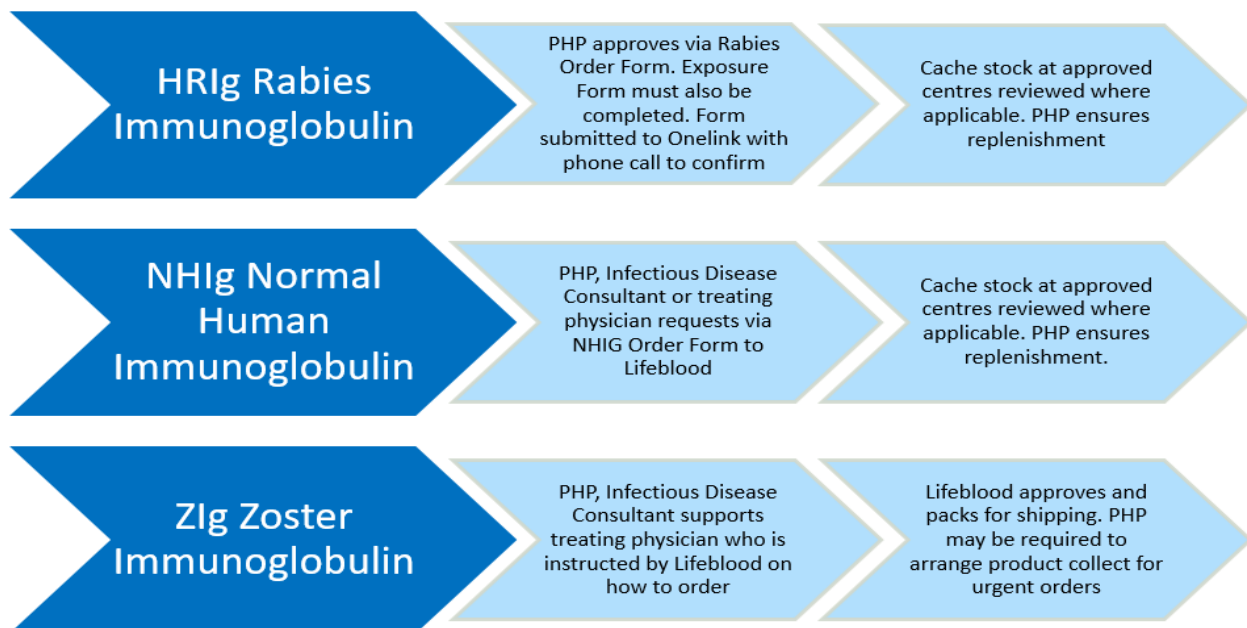
[Poliovirus infection \(health.wa.gov.au\)](https://health.wa.gov.au)

[Rubella \(health.wa.gov.au\)](https://health.wa.gov.au)

Contact details for Public Health Units:

[Contact details for population/public health units \(healthywa.wa.gov.au\)](https://healthywa.wa.gov.au)

Process summary:





Appendix I – WA Health approved facilities for storing Normal Human Immunoglobulin (NHIG) and Human Rabies Immunoglobulin (HRIG)

WA Health approved facilities for storing cache stock of NHIG and HRIG						
Tertiary Hospital / Facility	Location and access	Phone No.	NHIG 5mL vial	NHIG 2mL vial	HRIG 2mL vial (per 15kg)	Rabies Vaccine 1 mL vial
Albany Health Campus Pharmacy	Mon-Fri 0800-1630 Stock in Pharmacy After hours access available via Nurse Manager ph: 9892 2222	9892 2269	-	-	Y	Y
Broome Regional Hospital Pharmacy	Mon-Fri 0800-1600 Stock in Pharmacy After hours access available via Nurse Manager ph: 9194 2630	9194 2821	Y	Y	Y	Y
South West Health Campus - Bunbury	Mon-Fri 0800-1630 Stock in Pharmacy After hours access available via A/H Coordinator and BIONIC team. ph: 9722 1262 or 0439 073 424	9722 1416	Y	Y	Y	Y
Fiona Stanley Hospital Pharmacy	24 hours a day, 7 days a week Emergency Medicine (ED) Stock access after hours via ED Nurse Lead ph: 6152 7632	6152 7633	-	-	Y	Y
Geraldton Regional Hospital Pharmacy	Mon-Fri 0800-1600 Stock in Pharmacy After hours access available in hospital via Nurse Manager ph: 9956 2222	9956 2234	Y	Y	Y	Y
Hedland Health Campus	Mon-Fri 0800-1600 Stock in ED with access for pharmacist. After hours access available via Nurse Manager ph: 9174 1434	9174 1334	Y	Y	Y	Y
Illawarra Medical* 229 Illawarra Cres, Ballajura	Mon-Fri 0830-1700	9208 6400	-	-	Y*	Y*
*Illawarra Medical Centre provides HRIG for adults only. Rabies vaccine for all ages.						
Joondalup Health Campus	24 hours a day, 7 days a week Emergency Medicine (ED) Stock access after hours via ED Nurse Lead ph: 9400 9400	9400 9377	-	-	Y	Y
Kalgoorlie Health Campus Pharmacy	Mon-Fri 0800-1700 Stock in Pharmacy After hours access available via Nurse Manager ph: 9080 5888	9080 5655	-	-	Y	Y
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Karratha Health Campus Pharmacy	Mon-Fri 0800-1600 Stock in ED After hours access available via Nurse Manager ph: 9144 7502	9144 7766	-	-	Y	Y
Kununurra Community Health	Mon-Fri 0800-1600 Stock in ward pharmacy store After hours access available via hospital reception ph: 9166 4222	9166 4321	Y	Y	Y	Y
Perth Children's Hospital	24 hours a day, 7 days a week Pathwest Transfusion Medicine Laboratory For Hrig/Rabies Stock in ED 6456 2222 (switch board)	6383 4015	Y	Y	Y	Y
Royal Perth Hospital Pharmacy	24 hrs a day, 7 days a week Stock in ED Attn: ED Nurse Practitioner on Duty Ph: 9224 1675 (ED Triage for delivery liaison if required) Ph: for stock check only 9224 2130	9224 1675	-	-	Y	Y
Travel Medicine Centre 200 St Georges Tce, Perth	Mon-Fri 0830-1630	9321 7888	-	-	Y	Y