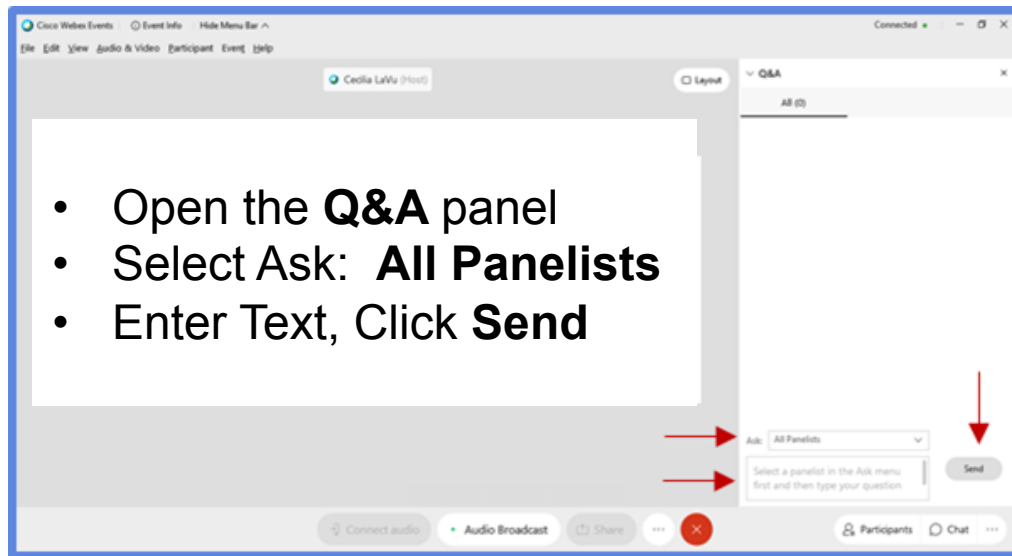# Welcome to Provider Office Hours
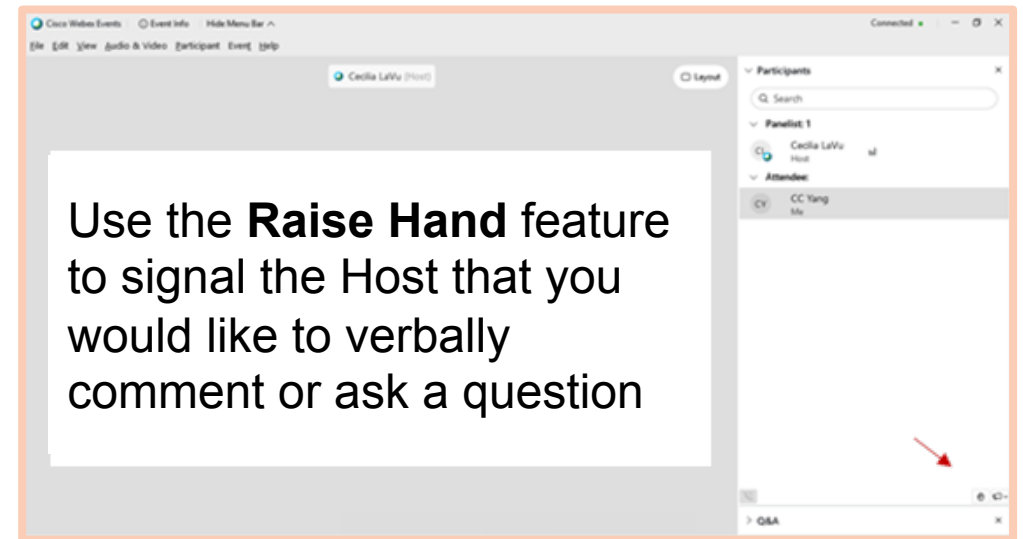
During the session, please use one of these methods to comment or ask a question:

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Agenda

Item	Time
Provider FAQ – Leslie Amani	9:00 – 9:05 AM
Allocation Update – Amy Pine	9:05 – 9:10 AM
Reminders - SMEs	9:10 – 9:25 AM
Provider Q&A	9:25 – 10:00 AM

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Provider FAQ Available on EZIZ

https://eziz.org/covid/

View FAQs for Providers here

Allocation Update

Reminders

Return Thermal Shipping Containers

- Pfizer thermal shipping containers & the Controlant digital data logger should be returned once empty
  - Turn off the temperature monitoring device and return the shipping containers using the return label included with the box.
  - An informative video on returning the Pfizer thermal shipper is available: Resources | CVDvaccine-US.com (cvdvaccine-us.com)
- Moderna shippers should also be returned using the return label located on the inside of the box.

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Reminders

Vaccine Data Entry Guidelines

- **Wherever possible, please focus on real-time data entry** to minimize buildup of backlog

- **Your backlog may not exceed 24 hours** if you are unable to enter data real-time

- Data Integrity: common problems with the data may include dose number unknown or invalid, series complete unknown, complete and legible lot numbers in backlog paper forms

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Reminders

Vaccine Management

- Unplanned/Emergency Vaccine Transfers

Each event must be reported. Proper packaging and temperature monitoring may prevent inadvertent vaccine spoiling

- Routine Redistribution

Requires CDPH approval, and each event must be reported

Redistribution, Repositioning & Transfers

- Guide to Redistribution, Repositioning and Transfers
- Redistribution Agreement – Before You Apply
- CDC Vaccine Redistribution Agreement
- Redistribution Vaccine Management Plan
- Redistributing Vaccines job aid
- Transferring Vaccines job aid
- **Report Vaccine Redistribution or Transfer** online form
- Repositioning Vaccines: Guidance for Satellite, Temporary, and Off-Site Clinics

Reminders

Vaccine Management

- Vaccine shipments
  - Upon arrival, inspect shipment contents and store them in the appropriate unit.
  - Document and report any issue as soon as possible (on the day of vaccine arrival) to McKesson or Pfizer
  - Submit a Vaccine Incident Report to CDPH
- Temperature excursions
  - Document details of the excursion (MIN, Max temperature, total time, and review data logger files to make sure there are no previous excursions)
  - Contact the affected vaccine's manufacturer for viability determination
  - Sumit a completed report to CDPH

Temperature Monitoring
- How to Record Temperatures job aid
- COVID-19 Temperature Log
- Hourly Temperature Log
- Data Logger Setup & Use job aid
- Reporting Temperature Excursions: **Job Aid | Worksheet | Online Form** ⬅

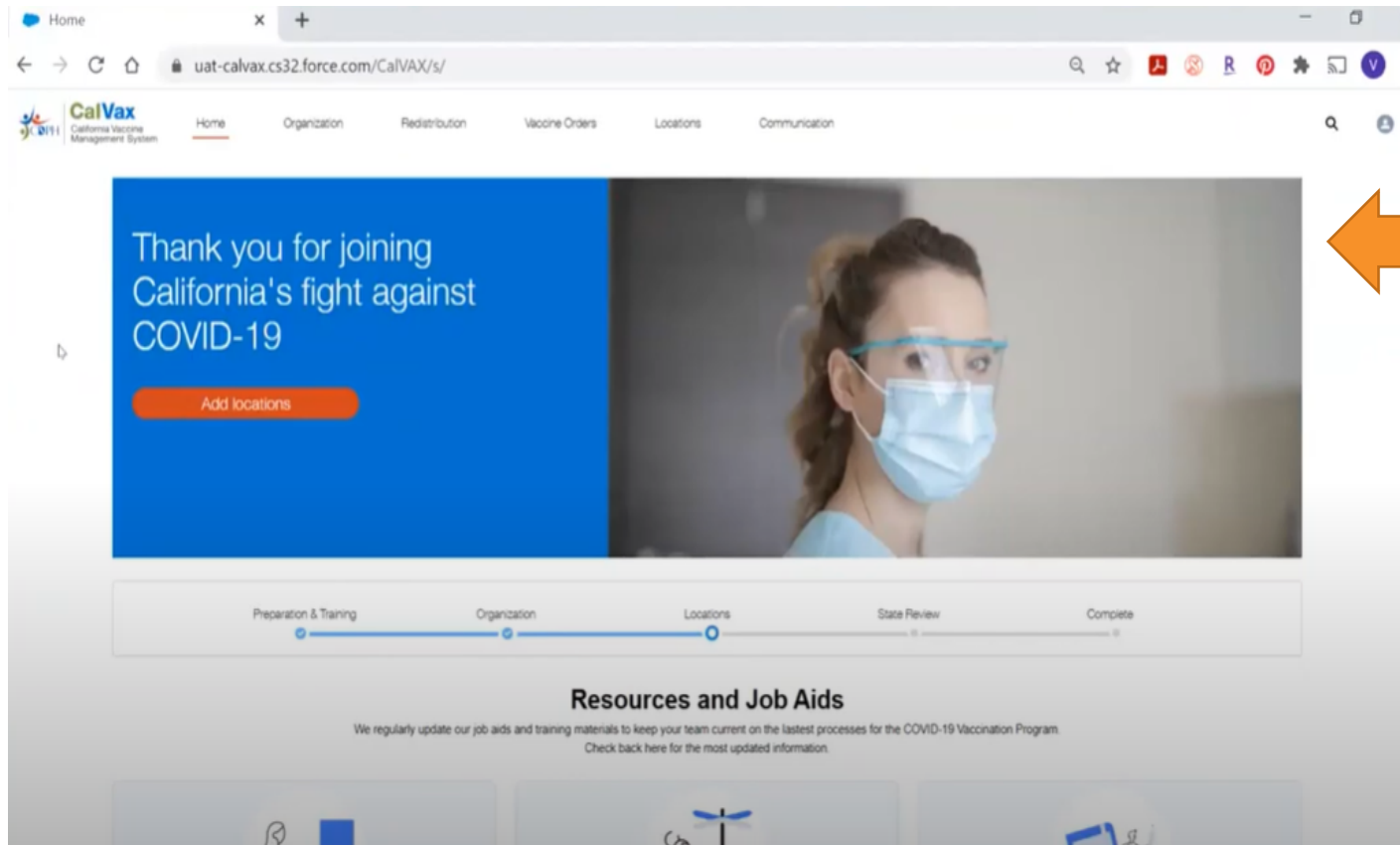**Vaccine Management**
- At a Glance (TBD)
- Receiving & Storing Pfizer Vaccine job aid
- Receiving & Storing Moderna Vaccine job aid
- **Report Vaccine Shipment Incident** online form ⬅
- Transporting Pfizer Vaccine
- Transporting Moderna Vaccine
- Vaccine Transport Log
- Report Vaccine Return (TBD)
- CDC's COVID-19 Vaccine Expiration Date Tracking Tool

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Coming Soon

Vaccine Management Reports will soon be available in CalVax

Temperature Monitoring

- How to Record Temperatures job aid
- COVID-19 Temperature Log
- Hourly Temperature Log
- Data Logger Setup & Use job aid
- **Reporting Temperature Excursions: Job Aid | Worksheet | Online Form**

Vaccine Management

- At a Glance (TBD)
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Temperature Monitoring

Temperature Monitoring
California COVID-19 Vaccination Program

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Storage unit temperatures must be checked and recorded twice daily to ensure the viability of your vaccine supply. Implementing routine temperature monitoring can help you quickly identify temperatures outside the recommended temperature range and take immediate action to correct them, preventing loss of vaccines and the potential need for revaccination of patients.

Program Requirements

- Organization must monitor vaccine storage unit temperatures at all times using equipment and practices that comply with guidance in CDC's Vaccine Storage and Handling Toolkit.
- Organization must preserve all records related to COVID-19 vaccine management for a minimum of 3 years, or longer if required by state, local, or territorial law.

COVID-19 Temperature Log

MONTH & YEAR | **VACCINE STORAGE UNIT LOCATION/ID** | **COVID PIN**

Day	Time	Initials	Alarm	CURRENT	MIN	MAX	Incident Resolved
Example	8:00 am	NN		−75.1 C	−76.5 C	−73.8 C	
	4:00 pm	NN	✔	−58.6 C	−76.2 C	−58.6 C	✔
1	am / pm						
2	am / pm						
3	am / pm						
4	am / pm						
5	am / pm						
6	am / pm						
7	am / pm						
8	am / pm						
9	am / pm						
10	am / pm						
11	am / pm						
12	am / pm						
13	am / pm						
14	am / pm						
15	am / pm						

On-Site Supervisor's Review – When log is complete, check all that apply:
- ☐ Temperatures were recorded twice daily.
- ☐ I reviewed data files to find any missed excursions. Download date: _____
- ☐ Any excursions were reported.

Name: _____ Signature: _____ Date: _____

Instructions

Select temp range by product.

Pfizer-BioNTech:
- ☐ ULT Freezer: 6 months −80°C to -60°C (-112°F to -76°F)
- ☐ Refrigerator: 5 days (120 hours) 2°C–8°C (36°F–46°F)

Moderna:
- ☐ Freezer: 6 months −25°C to -15°C (-13°F to 5°F) Varicella-containing vaccines can be stored in the same unit, at this range.
- ☐ Refrigerator: 30 days 2°C–8°C (36°F–46°F)

Check temperatures twice a day.
1. Fill out clinic details in header.
2. Record the time and your initials.
3. Record a check if an alarm went off.
4. Record Current, MIN, and MAX.

If no alarm:
1. Clear MIN/MAX.
2. Ensure data logger is in place and recording. OK

IF ALARM WENT OFF:
1. Clear MIN/MAX and alarm symbol.
2. Post "Do Not Use Vaccines" sign.
3. Alert your supervisor.
4. Complete "Report Temperature Excursion" worksheet.
5. Contact vaccine manufacturer.
6. Report temperature excursion.
7. Record a check after the incident has been resolved.
8. Ensure data logger is in place and recording.

Keep all temperature logs and data files for three years.

Questions? Call (833) 502-1245 or email covidcallcenter@cdph.ca.gov
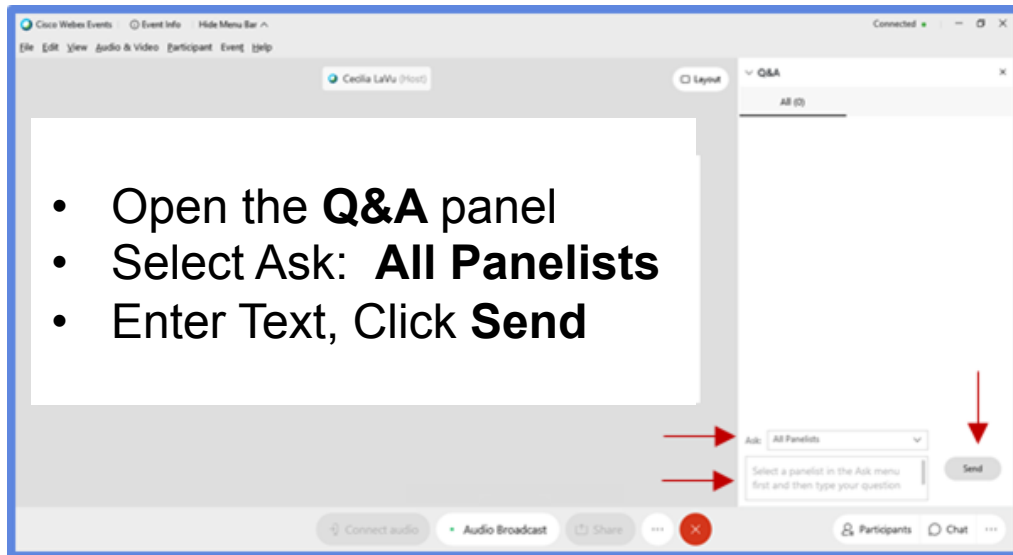
Staff Names and Initials: _____

California COVID-19 Vaccination Program
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Provider Q&A

How to Ask a Question

During the webinar, please use one of the following methods to ask a question or make a comment.
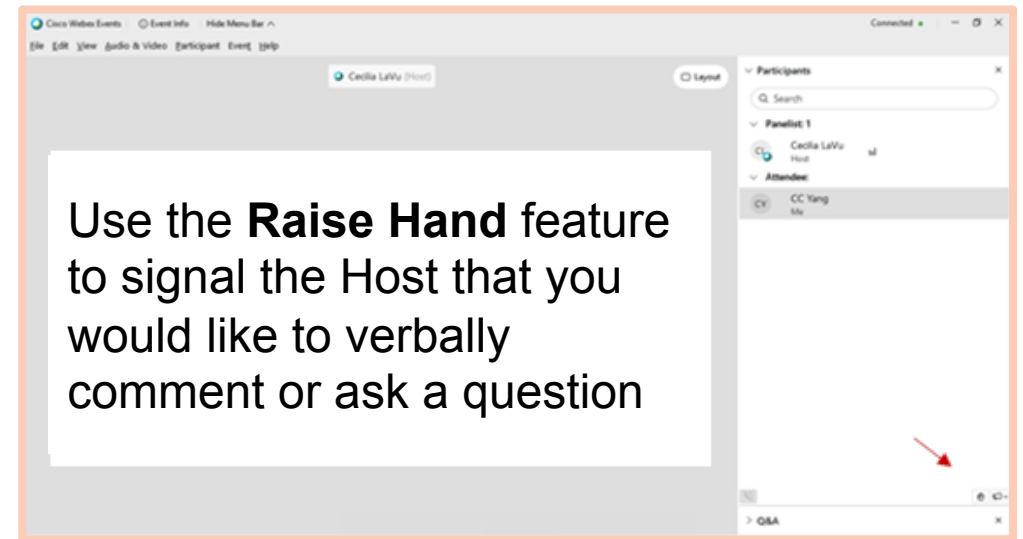
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CalVax Provider System 411 Sessions

Information sessions with live demonstrations to help you access, register, and navigate CalVax Provider System

- Friday, January 29 (Locations & Order Requests), 11AM – 12PM - Click here to join session

- Monday, February 1 (CalVax Basics), 1 PM – 2 PM - Click here to join session

- Tuesday, February 2 (Locations & Order Requests), 2PM – 3PM - Click here to join session

- Wednesday, February 3 (Preview New Functionality), 1PM – 2 PM - Click here to join session

- Thursday, February 4 (Preview New Functionality), 1PM – 2PM - Click here to join session

- Friday, February 5 (Preview New Functionality), 11 AM – 12 PM - Click here to join session

https://eziz.org/covid/

Next Provider Webinar:
Friday, February 5, 2021
9:00 – 10:00AM

Next Provider Office Hours:
Friday, February 12, 2021
9:00 –10:00AM

Direct link to join office hours/webinar: bit.do/providerwebinar

Thank You

COVID-19 Call Center **for Providers**

Email: covidcallcenter@cdph.ca.gov

CalVax Technical Help Desk: HelpDesk.CalVax@calvax.accenture.com

Phone: (833) 502-1245

Monday through Friday from 9:00AM – 5:00PM

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