

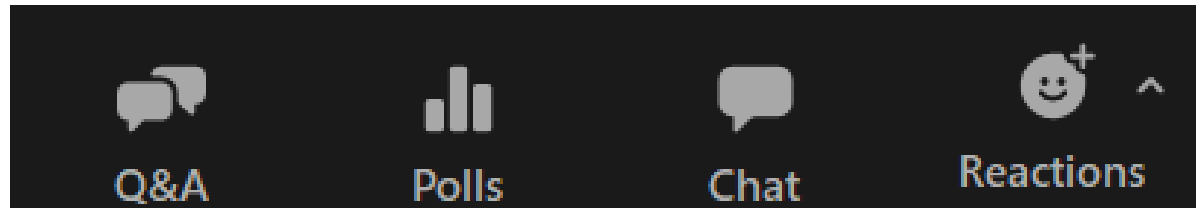
Welcome to the California Department of Public Health California COVID-19 Vaccination Program

My Turn and myCAvax Office Hours

Monday, January 9, 2023
12:00PM – 1:00PM

My Turn and myCAvax Questions

During today's session, please use the Q&A panel to ask your questions so CDPH subject matter experts can respond directly.



Resource links will be dropped into, “Chat”

Housekeeping

Reminder to Panelists:



Please mute yourself when not speaking.

Please monitor the Q&A panel for questions you may be able to answer.

Reminder to Attendees:



Today's session is being recorded. Access today's slides and archived presentations at: [EZIZ COVID Education](#)



If you have post-webinar questions, please email leslie.amani@cdph.ca.gov

Announcements

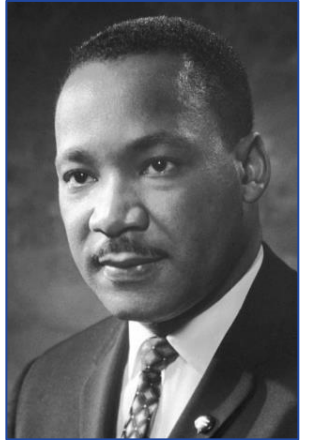
Leslie Amani, CDPH



Reminder: January Holiday

In observance of Dr. Martin Luther King, Jr. Day, on Monday, January 16, 2023, please note the following:

- CDPH COVID-19 Vaccine Quality Assurance Quickinar is canceled.
- COVID-19 Provider Call Center will be closed.



My Turn and myCAvax Updates

Josh Pocus, My Turn

Jamie Fuega, My Turn

Daniel Conway, myCAvax

Tanner Wilson, myCAvax

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What's New in My Turn? - Release 35

Clinic Managers and Vaccine Administrators



New updates for My Turn Public and Clinic launched on January 4, 2023.



Release Highlights



My Turn Public

- ✓ Patients will be able to view updated information about Novavax in the World Health Organization flow while scheduling COVID-19 vaccine appointments.
- ✓ Parents / guardians will be able to schedule Moderna (6 months – 5 years) Bivalent Booster and Pfizer (6 months – 4 years) Bivalent third dose vaccine appointments for patients 6+ months using the Individual and Group flows.
- ✓ Patients will be able to view a new notification regarding the Pfizer Bivalent third dose added on the 'Home' page about scheduling a primary series Pfizer Bivalent third dose vaccine appointment.

Release Highlights



My Turn Clinic

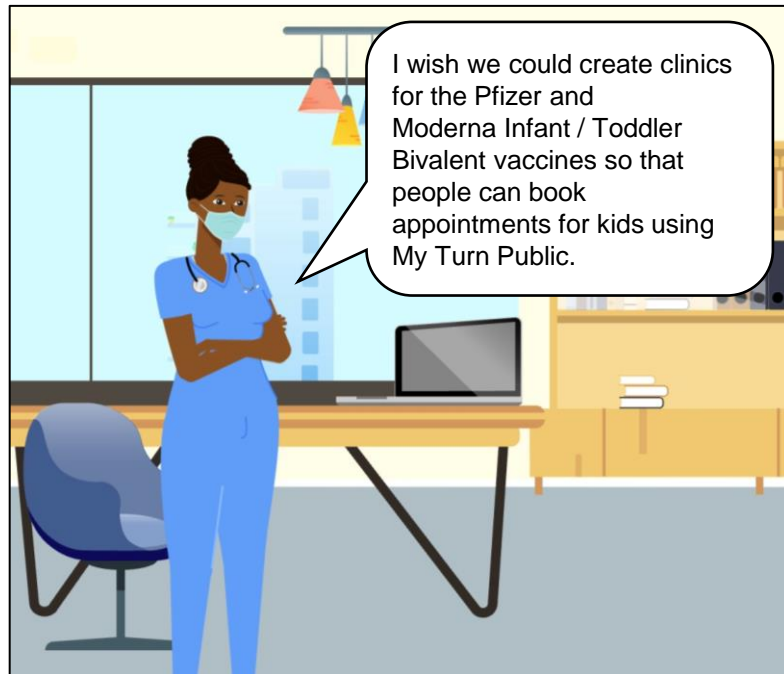
- ✓ Clinic Managers will be able to create clinics and add new vaccine supplies and inventories for Moderna (6 months – 5 years) Bivalent Booster and Pfizer (6 months – 4 years) Bivalent third dose vaccines.
- ✓ Clinic Managers will be able to view updated Moderna (6 months – 5 years) Bivalent Booster and Pfizer (6 months – 4 years) Bivalent third dose appointments on the homepage Dashboards.
- ✓ Clinic Managers will be able to filter, edit, display and resubmit IIS appointments for Moderna (6 months – 5 years) Bivalent and Pfizer (6 months – 4 years) Bivalent third dose vaccines.
- ✓ Clinic Managers will be able to view a confirmation checkbox, 'Confirmed patient received last dose of vaccine at least 2 months ago,' added under the 'Patient Background' section while editing / resubmitting an IIS record for Moderna (6 months – 5 years) Bivalent Booster.
- ✓ Clinic Managers and Vaccine Administrators will be able to filter, single / bulk update and schedule Moderna (6 months – 5 years) Bivalent Booster and Pfizer (6 months – 4 years) Bivalent third dose vaccine appointments via the Walk-in and Vaccine Administration flow.

Clinic Creation and Patient Scheduling

Clinic Managers and Vaccine Administrators



Clinic Managers can create clinics for Pfizer and Moderna Infant / Toddler Bivalent vaccines. Clinic Managers and Vaccine Administrators will be able to add walk-in appointments for Pfizer and Moderna Infant / Toddler Bivalent vaccines.



Appointment Details

* Clinic Name ⓘ
7/21 nicole test clinic

* Which dose is this? ⓘ
Bivalent Booster

[More information on vaccine timing](#)

* Which vaccine did the patient receive for their primary series?
If the patient received a mix of international vaccine brands for their primary series, please reference the CDC guidance for international vaccines.

☒ Moderna
☐ Pfizer
☐ WHO-EUL approved vaccine
☐ Non-WHO-EUL approved vaccine

* Is the patient immunocompromised?
☒ Yes
☐ No

With Release 35, Mary can create clinics and add walk-in appointments for Pfizer and Moderna Infant / Toddler Bivalent vaccines.



Homepage Dashboards

Clinic Managers and Vaccine Administrators



Clinic Managers can view updated Moderna (6 months – 5 years) Bivalent Booster and Pfizer (6 months – 4 years) Bivalent third dose appointments on the homepage Dashboards.

Dashboard

Calendar

Need Help? Please see the [Dashboards and Reports job aid](#) and [My Turn Interactive Guide](#).

Appointments by status

Pending Vaccination - 0

Cancelled - 0

Checked-in - 0

Pending Complete - 0

Vaccinated - 0

Appts with Accommodations - 0

Total non-cancelled appointments: 0

Total appointments: 0

Pending appointments by vaccine

Pfizer (12+) - 0

Pfizer (5-11) - 0

Pfizer (6m-4yrs) - 0

Moderna (12+) - 0

Moderna (6m-5yrs) - 0

Moderna (6-11) - 0

Janssen - 0

Novavax (12+) - 0

Total appointments: 0

Pending pediatric appointments

Pfizer (5-11) - 0

Pfizer Bivalent Booster (5-11) - 0

Pfizer Monovalent (6m-4yrs) - 0

Pfizer Bivalent (6m-4yrs) - 0

Moderna (6m-5yrs) - 0

Moderna Bivalent Booster (6m-5yrs) - 0

Moderna (6-11) - 0

Moderna Bivalent Booster (6-11) - 0

Total appointments: 0

Covid-19

Dec 28, 2022

Select Account

Select Clinic

Load Dashboard

Reports

Appointments by Dose and Brand

Appointments by Status

Appointments Cancelled

Appointments Completed

Appointments Pending Breakdown

Appointments with Accommodation Needs

Breakdown by Age Group

Breakdown by Occupation Industry

Breakdown by Racial Background


Flu Minor Consent

Hourly No-Show Report

Hourly Pending Appointments Report

More

Knowledge Center

 Vaccinate
ALL 58

10

Add New Vaccine Supply and Vaccine Inventory

Clinic Managers and Vaccine Administrators



Clinic Managers can add new vaccine supplies and vaccine inventories for Moderna (6 months – 5 years) Bivalent Booster and Pfizer (6 months – 4 years) Bivalent third dose vaccines.

New Vaccine Supply

Information

Vaccine

Name

Vaccine Type

Vaccine Brand & Dose

Presentation

Minimum Age

Current Stock

Date of Stock Count

Dose Number in Series

Location

Owner

COVID-19

View all dependencies

Moderna - Bivalent Booster (6m-5yrs)

View all dependencies

--None--

View all dependencies

6 months

View all dependencies

1

View all dependencies

Nibu EHR Clinic

X

Suzan IISTrainer

Cancel

Save & New

Save

New Vaccine Inventory: New Vaccine

Asset Information

Asset Name

Vaccine Type

Brand

Presentation

Product

Serial Number

Status

Account

Lot

Expiration Date

Packaging

Funding Source

--None--

COVID-19

Moderna

Vial - 2 mL, Multi-Dose

Moderna Bivalent Booster (6 mos - 5 yrs) - 10...

X

--None--

--None--

Available

Chosen

Cancel

Save & New

Save

Vaccine Administration Flow: Create Appointments

Clinic Managers and Vaccine Administrators



Clinic Managers and Vaccine Administrators can schedule Moderna (6 months – 5 years) Bivalent Booster and Pfizer (6 months – 4 years) Bivalent third dose vaccine appointments via the Vaccine Administration flow.

Add New Appointment

Use this form to create a new appointment for this patient.

* Vaccine Type

COVID-19 Vaccine

* Clinic Name ⓘ

Mega POD 3 – CSUN - 1st & 2nd Dose Pfizer

* Which dose is this? ⓘ

Bivalent Booster

[More information on vaccine timing](#)

* Which vaccine did the patient receive for their primary series?

If the patient received a mix of international vaccine brands for their primary series, please reference the CDC guidance for [international vaccines](#).

☐ Johnson & Johnson

☒ Moderna

☐ Pfizer

☐ Novavax

☐ WHO-EUL approved vaccine

☐ Non-WHO-EUL approved vaccine

* Is the patient immunocompromised?

☐ Yes

☐ No

Moderately to severely immunocompromised people includes people who have:

Infant / Toddler Bivalent Booster in Appointments Tab and IIS Tab Updates

Clinic Managers and Vaccine Administrators



1. Clinic Managers and Vaccine Administrators can filter appointments for Moderna (6 months – 5 years) Bivalent Booster and Pfizer (6 months – 4 years) Bivalent third dose vaccines via the Appointments and IIS tab.
2. Clinic Managers can view a confirmation checkbox, 'Confirmed patient received last dose of vaccine at least 2 months ago,' added under the 'Patient Background' section while editing / resubmitting an IIS record for Moderna (6 months – 5 years) Bivalent Booster.

The screenshot shows the 'myCAvax' interface with the 'Appointments' tab selected. The 'All Appointments' section shows 0 items. Below, the 'Search appointments' section includes filters for Appointment Number, Date of Birth, Last Name, First Name, Age Min/Max, Status (set to 'Success'), Vaccine Type (set to 'COVID-19'), Vaccine Brand (set to 'Moderna'), and Dose (set to 'Bivalent Booster'). The 'From' and 'To' date range is set to 'Dec 28, 2022'. Search and Reset buttons are at the bottom right.

The screenshot shows the 'IIS Status' tab with fields for 'Reasonable Accommodation - Alternative Format' (set to '--None--'), 'Reasonable Accommodation - Additional Requirement', and 'Reasonable Accommodation - Additional Information'. A checkbox labeled 'Confirmed patient received last dose of vaccine at least 2 months ago.' is checked and highlighted with an orange box. 'Cancel' and 'Save' buttons are at the bottom right.

My Turn Best Practices (A 2023 House Cleaning Guide)

Clinic Managers and Vaccine Administrators



- You can create clinics before making them visible to the public using the 'Clinic Visibility' settings. Set an appropriate "Available Date" that you'd like the public to begin booking appointments.
- You can create clinics for COVID-19, flu and Vaccinia (mpox) on the My Turn Clinic portal. One clinic can offer multiple vaccine brands and dose types for various age groups.
- If you have multiple clinics at the same location offering different vaccine products, consider combining all clinics into one. This will improve the user experience for the public.



Scheduling Third Dose Pfizer Infant / Toddler (6 months – 4 years) Bivalent Appointments Update

Clinic Managers and Vaccine Administrators



Pfizer Infant / Toddler (6 months – 4 years) single third dose appointments are now automatically created as Bivalent doses. However, new primary series appointments still include the Monovalent third dose appointments.



Vaccine Administrators need to cancel all Monovalent third dose appointments and schedule a new Bivalent third dose appointment using the Walk-in Appointment Tab.

My Turn Demo

- 
1. **Cancelling a Third-Dose Monovalent Appointment**
 2. **Scheduling a Third-Dose Bivalent Appointment**
 3. **Bulk Uploading a Third-Dose Bivalent Appointment**



Q&A

What's Next in myCAvax? - Release 34

LHDs / MCEs and Providers



New updates for LHDs / MCEs and Providers will launch on January 16, 2023.



Release Highlights



- ✓ LHDs / MCEs will be able to view combined Contact records in the Sys Admin Portal.

LHDs / MCEs

Release Highlights



- ✓ With the Unified Login Experience, Providers will be able to access both My Turn and myCAvax using one login credential.
- ✓ Providers will no longer have to create duplicate Contact records during Enrollment or when adding Contact roles such as CEO / CMO, Organization Vaccine Coordinator, and Vaccine Coordinators.
- ✓ Providers will be able to view accurate account contact relationships between Contacts, Locations, and Organizations.
- ✓ Providers will be able to add 'Primary,' 'Backup,' and 'Additional Vaccine Coordinator' roles.

Providers

Unified Login Experience – New Login Process

LHDs / MCEs and Providers



The Unified Login Experience (ULE) will go live on **Monday, January 16, 2023!**

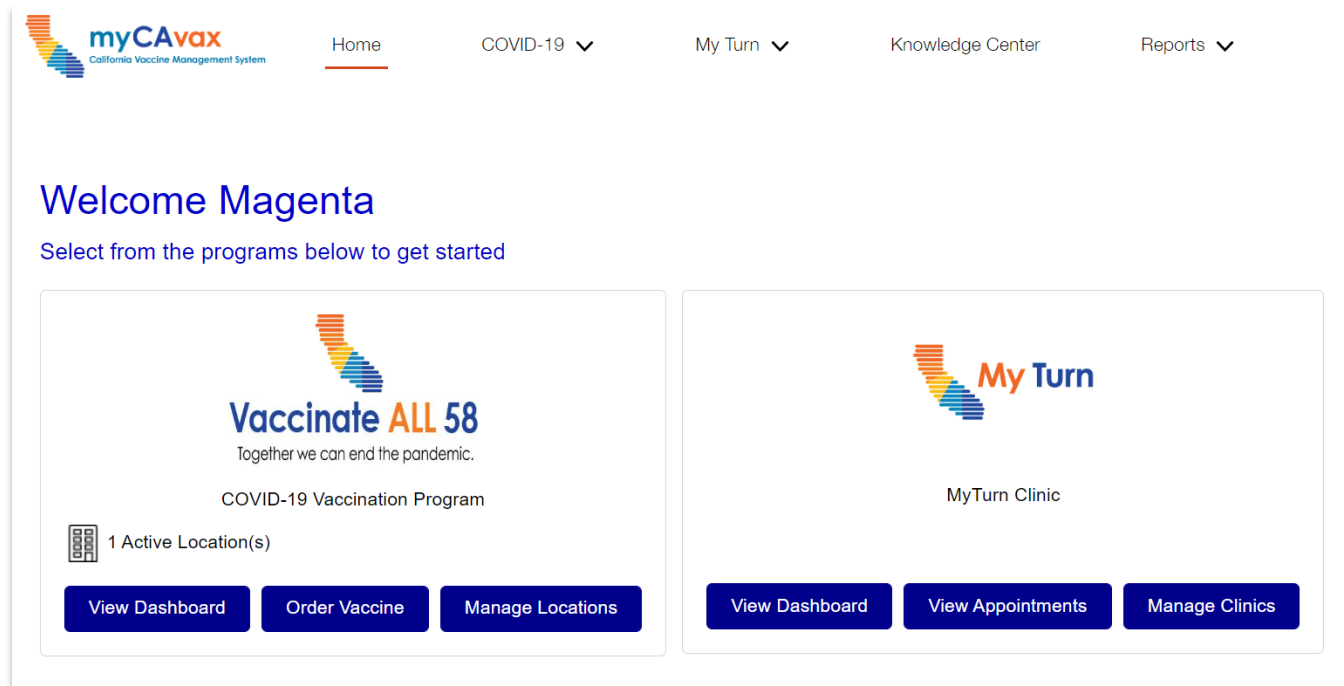
ULE Login Changes By User		
Providers Accessing My Turn and myCAvax	My Turn Only Users	LHDs / MCEs
Providers who currently access both My Turn and myCAvax will use .mycavax login credentials to access both systems.	<p>When logging in, My Turn only users with a username ending in .myturn need to replace the .myturn with .mycavax.</p> <p>Your password will not change.</p>	The Salesforce System Admin login process will not change.

Unified Login Experience – New Landing Page for Providers Accessing My Turn and myCAvax

Providers



With the Unified Login Experience, providers accessing both My Turn and myCAvax will be able to see a new landing page allowing them to perform multiple roles with a single login.

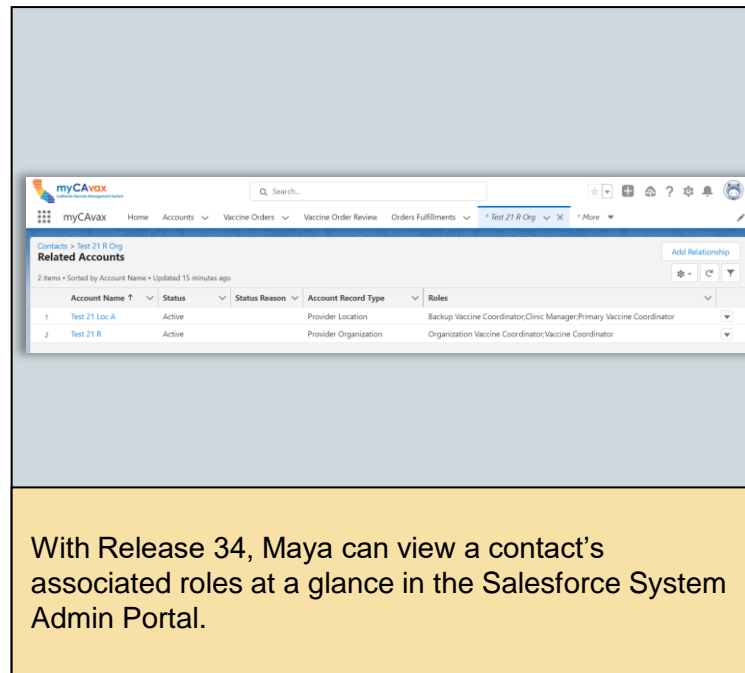
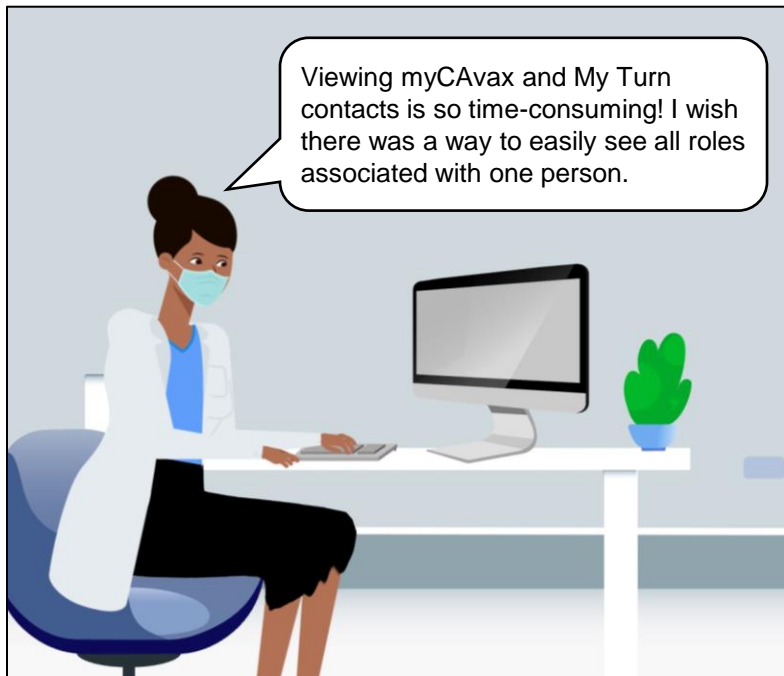


Unified Login Experience – Viewing Combined Contacts in the System Admin Portal

LHDs / MCEs



With Release 34, LHJs can easily view a contact's associated roles at a glance in the Salesforce System Admin Portal.



myCAvax and My Turn Systems Unavailable



The Unified Login Experience (ULE) will deploy on **Friday, January 13, 2023**, at 6:00 PM PT - **Monday, January 16, 2023**, at 8:00 AM PT. **myCAvax and My Turn will be unavailable during this time.**

Help Desk Holiday Availability



In observation of the Martin Luther King Jr. holiday, the COVID-19 Provider Call Center will be **closed** on **Monday, January 16, 2023**.

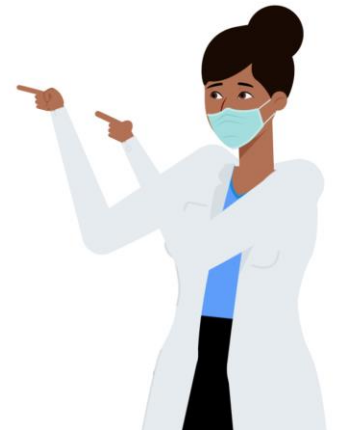
If you have any questions or need support on that day, please reach out to the My Turn (MyTurn.Clinic.HD@cdph.ca.gov) and myCAvax (myCAvax.HD@cdph.ca.gov) Help Desk.

Updated Vaccine Management Feedback Form Link




The [Vaccine Management Feedback Form](#) link has been updated! Be sure to save the new URL and update existing bookmarks.

My Turn and myCAvax users can continue to provide feedback and suggestions for both platforms using the new Vaccine Management Feedback form link.



myCAvax Demo




- 
1. **Logging in to the Provider Community as a My Turn and myCAvax Provider**
 2. **Viewing the New Homepage for My Turn and myCAvax Providers**
 3. **Viewing Contact Enhancements for LHJs**



Q&A

APPENDIX

Slide Icon Key

Icon	Meaning
	This is to label slides that are referencing upcoming or existing functionality and how to use it in the system.
	This is to label slides that include important system reminders.
	This is to label slides that include tips and best practices to improve your system experience.

myCAvax – Known Issues - *Updated 01/05*

Known Issues

Attempting to Place an Order for the Same Account, Same Vaccine, but a Different Fulfillment Method

- ✓ We are investigating an issue in which some community users are unable to place a second order for the same account, same vaccine, and a different fulfillment method.
 - ✓ Users should be able a Standard Order with 'CDC' fulfillment, if they already have a Small Order with 'Local' / 'Redistributor' fulfillment with the same account and same vaccine
 - ✓ Users should be able a Small Order with 'Local' / 'Redistributor' fulfillment, if they already have a Standard Order with 'CDC' fulfillment with the same account and same vaccine



Workaround/Next Steps

- ✓ Estimated Fix: 1/13/2023
- ✓ Workaround: If you are attempting to place a second order for your location with the same account, same vaccine, but a different 'fulfillment method' and receiving a "You already have another order for this account and vaccine", reach out to your LHD with your order details. Your LHD should be able to place the order on behalf of you.

myCAvax Release Roadmap



myCAvax

RECENTLY DEPLOYED

December 8th (R33)

IN PROGRESS

January 16th (R34)

UPCOMING

February 9th (R35)

Release 33

Community

- ✓ Update the Help Desk email to myCAvax.HD@cdph.ca.gov wherever it is used
- ✓ Allow mpox to be selected for Vaccine Marketplace postings

Order Review

- ✓ Allow 'Outbreak' orders to be fulfilled locally

Release 34

Community

- ✓ Unified Login Experience – one login for Providers who participate in both My Turn and myCAvax
- ✓ Enrollment changes to prevent duplicate contacts
- ✓ Add 'Primary', 'Backup' and 'Addition Vaccine Coordinator' roles

Salesforce System Admin Portal

- ✓ Remove 'Role' from the 'Contact'
- ✓ Introducing an Account Contact Relation so that a 'Contact' can have multiple roles for Accounts they are associated with
- ✓ Merge duplicate contacts

Release 35

State Flu

- ✓ State Flu Products, CDPH Virtual Inventory, LHD Virtual Inventory
- ✓ Flu Programs loaded for existing COVID-19 Providers
- ✓ Non-COVID Provider accounts and program loaded for flu
- ✓ New fields will be added to the program object
- ✓ New 'Program Product' fields will be added to control what products will be available for Waste Events, Excursions, Shipment Incidents, and CDPH allocations
- ✓ LHD users will be able to review their flu Providers and update who is eligible for direct ship

My Turn Public Product Roadmap



RECENTLY DEPLOYED

January 4th (R35)

Release 35

- ✓ Infant / Toddler Bivalent (6 months - 5 years) Booster
- ✓ World Health Organization flow copy updates
- ✓ [Investigation] reconfigure Eligibility Page for better user experience

CURRENT

January 25th (R35.xx)

Release 35.xx

- ✓ New “Prefer not to say” picklist option for “Is the patient Hispanic, Latino, or of Spanish origin” question
- ✓ Copy description update on “Is the patient immunocompromised?” for accuracy
- ✓ [Investigation] reconfigure Eligibility Page for better user experience

UPCOMING

February 8th (R36)

Release 36

- ✓ Development: Reconfigure Eligibility Page for better user experience
- ✓ [Further Investigation] reconfigure Eligibility Page for better user experience

My Turn Public

★ Received via user feedback

My Turn Clinic Product Roadmap



RECENTLY DEPLOYED

January 4th (R35)

Release 35

- ✓ Infant / Toddler Bivalent (6 months - 5 years) Booster Walk-in Flow
 - ✓ Clinic Creation Flow
 - ✓ Vaccine Supply
 - ✓ Vaccine Administration Flow
 - ✓ Appointment / IIS Filters
 - ✓ Single / Bulk Edit
 - ✓ Dashboard

CURRENT

January 25th (R35.xx)

Release 35.xx

- ✓ Adding a new option to the question "Are you of Hispanic, Latino, or Spanish origin?"
 - ✓ Walk-in Flow
 - ✓ Vaccine Administration Flow
 - ✓ IIS
 - ✓ [CSV / Inline] Bulk Upload

UPCOMING

February 8th (R36)

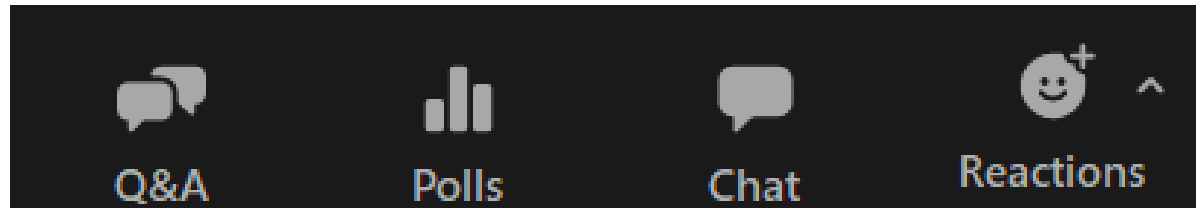
Release 36

- ✓ Relabel Vaccina (monkeypox) to "Vaccinia (mpox)"
 - ✓ Clinic Creation Flow
 - ✓ Walk-in Flow
 - ✓ CSV / Inline Bulk Upload
 - ✓ Vaccine Administration Flow
 - ✓ Appointment / IIS / Clinic / Dashboard Filters
- ✓ Clinic's Tag Tab
 - ✓ Add or remove clinic tags
- ✓ Update the 1-year validation to not backdate to 3-years
 - ✓ Vaccine Administration Flow
 - ✓ IIS
 - ✓ [CSV / Inline] Bulk Upload

★ Received via user feedback

My Turn and myCAvax Questions

During today's session, please use the Q&A panel to ask your questions so CDPH subject matter experts can respond directly.



Resource links will be dropped into, “Chat”

Resources

Leslie Amani, CDPH

COVID-19 Vaccine Support

Type of Support

Description

Updated 11.15.22



COVID-19 Provider Call Center

The COVID-19 Call Center for Providers and Local Health Departments is dedicated to medical providers in California and their COVID-19 response, specifically addressing questions about State program requirements, enrollment, and vaccine distribution, including the Vaccine Marketplace.

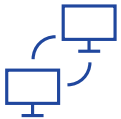
- Email: covidcallcenter@cdph.ca.gov
- Phone: (833) 502-1245, Monday through Friday from 8AM–6PM



Enrollment Support

For Provider enrollment support, please contact myCAvax Clinic Operations at

- Email: myCAvaxinfo@cdph.ca.gov

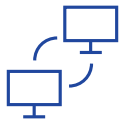


myCAvax Help Desk

Dedicated staff provide up-to-date information and technical support on the myCAvax system.

- Email: myCAvax.HD@cdph.ca.gov
- Phone: (833)-502-1245, option 3, Monday through Friday 8AM–6PM

For training opportunities: <https://eziz.org/covid/education/>

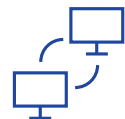


My Turn Clinic Help Desk

For **onboarding support** (those in the process of onboarding): myturnonboarding@cdph.ca.gov

For **technical support** with My Turn Clinic for COVID-19 and flu vaccines: mail to: MyTurn.Clinic.HD@cdph.ca.gov or (833) 502-1245, option 4: Monday through Friday 8AM–6PM

For job aids, demos, and training opportunities: flu at <https://eziz.org/covid/myturn/flu/> and COVID at <https://eziz.org/covid/myturn/>



Archived Communications

For archived communications from the COVID-19 Provider Call Center about the California COVID-19 Vaccination Program visit

- Website: [EZIZ Archived Communications](#)

California Providers Stay Informed!

To be added to CDPH messaging services is as easy as 1-2-3!

1

COVID-19 Vaccine Provider Listserv Emails: Please email blanca.corona@cdph.ca.gov

2

COVID Therapeutics:

COVID Tx Providers Newsletter Sign Up

First Name*

Last Name*

Email*

Organization/Clinic*

Role/Title*

Sign up to the following newsletters:

☒ COVID Tx Providers/LHJs

Submit

[COVID-19 Therapeutics Newsletter Sign-up](#)

3

mpox

mpox Newsletter Sign Up

First Name*

Last Name*

Email*

Organization/Clinic*

Role/Title

Sign up to the following newsletters:

☒ mpox-Providers, LHJ & Leadership

Submit

[Mpox Newsletter Sign-up](#)

Thank you for joining
today's session!

Upcoming Opportunities:



Monday

My Turn and myCAvax Office Hours

Next session: Monday, January 23, 12PM - 1PM

Friday

Provider Consolidated Webinar

Next session: Friday, January 13, 9AM-10:30AM

90-minutes to include

COVID-19 Vaccine, COVID-19 Therapeutics,
Mpox Vaccine, and Mpox Therapeutics

