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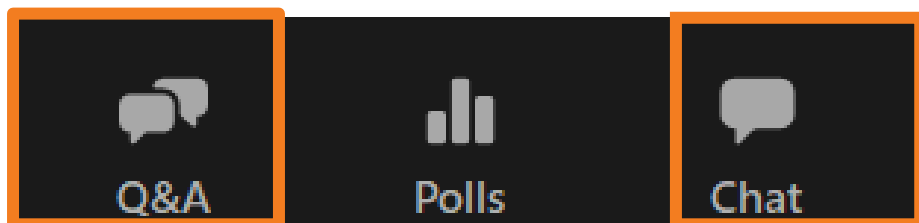# California COVID-19 Vaccination Program

My Turn and myCAvax Office Hours

Monday, October 31, 2022
12:00PM – 1:00PM

My Turn and myCAvax Q&A

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

Q&A   Polls   Chat

Resource links will be dropped into the "Chat"

Vaccinate ALL 58

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: https://eziz.org/covid/education/

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

Table of Contents

What's New in My Turn? - Release 32
Clinic Managers (CM) and Vaccine Administrators (VA)

New updates for My Turn Public and Clinic launched on October 27, 2022.

My Turn Public

Release Highlights

- ✓ Eligible patients under 6 months can schedule Monkeypox (MPX) appointments.
- ✓ Monovalent Booster dose option has been replaced with the Bivalent Booster option under the Make an Appointment tab.
- ✓ Patients can see an additional screening question related to JYNNEOS when scheduling a COVID-19 vaccine appointment.

My Turn Clinic

Release Highlights

- ✓ CMs and VAs can skip the second question about homelessness in the walk-in flow that asks, "Is the place where you sleep a house/apartment, emergency shelter, tent/encampment, vehicle, or on the street?" It has been made optional.
- ✓ VAs can view an additional checkbox under the VA flow confirming if the patient has received their last dose of vaccine 28 days ago.
- ✓ CMs and VAs can view additional checkboxes when scheduling an in-home vaccination appointment for COVID, flu or MPX vaccine.
- ✓ VAs can view two new options under the Injection Site field when administering vaccine to a patient.
- ✓ CMs and VAs can see additional screening questions when resubmitting or editing a COVID-19 vaccine record.
- ✓ CMs can view updated dashboards with Vaccinia and MPX appointments.

Note: If attempting to add a walk-in appointment for a Pfizer/Moderna monovalent booster vaccine, an error will appear.

Vaccinate ALL 58

Only Active Clinics on Inline Bulk Upload Appointments ⭐
Clinic Managers and Vaccine Administrators

With Release 32, Clinic Managers and Vaccine Administrators will only see active clinics in the Clinic dropdown when adding appointments through inline bulk upload.

With R32, only active clinics will display in the Clinic dropdown when using inline bulk upload.
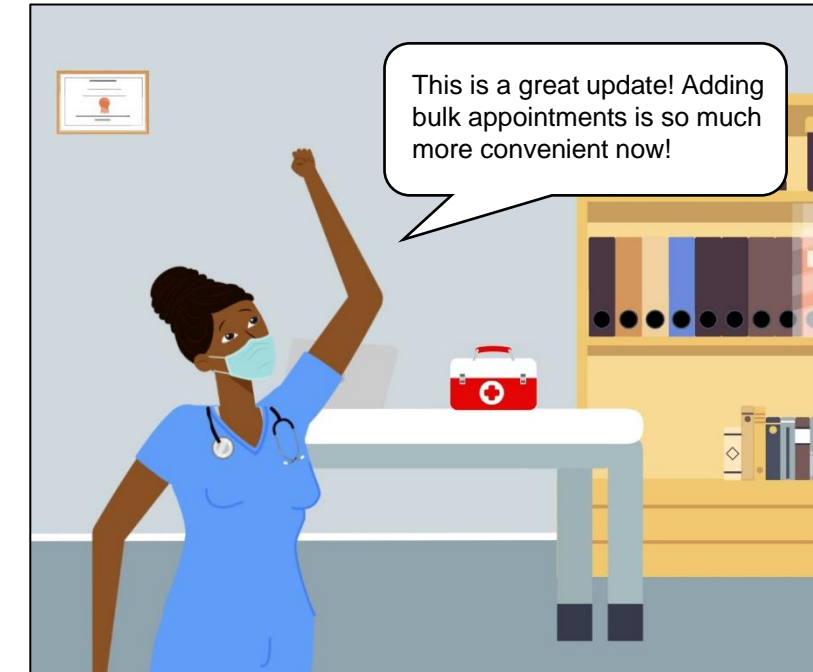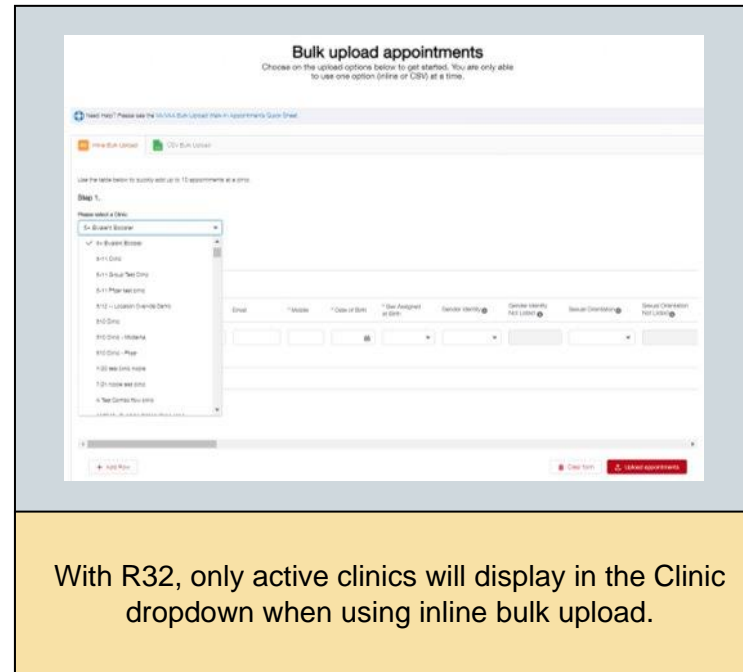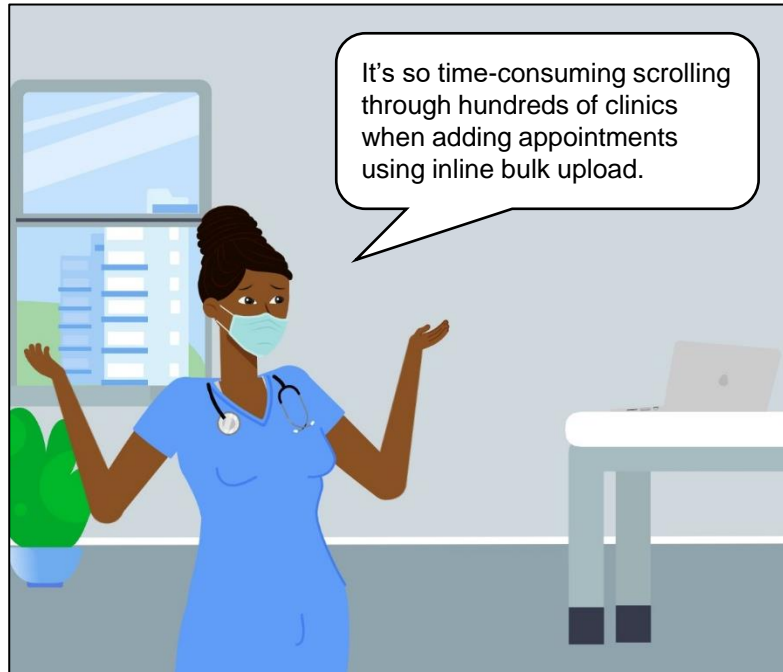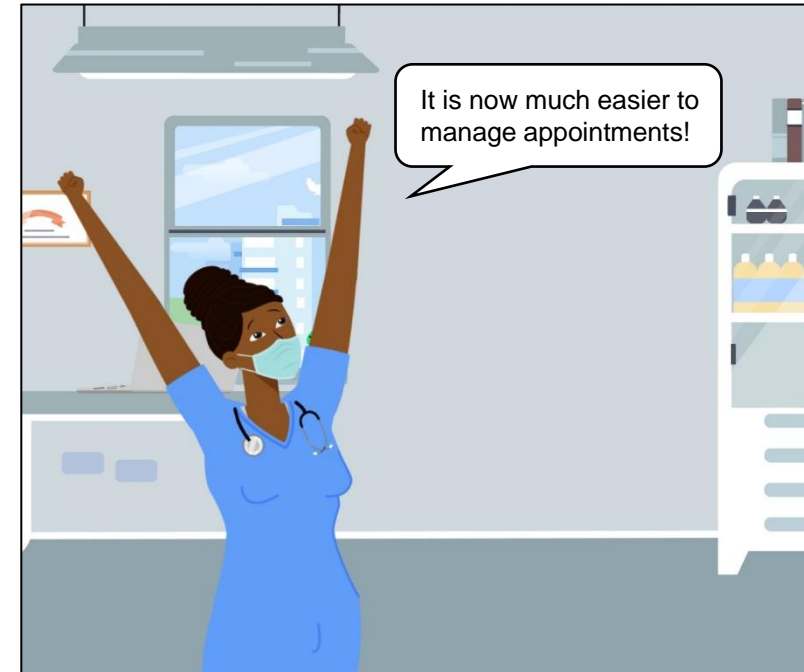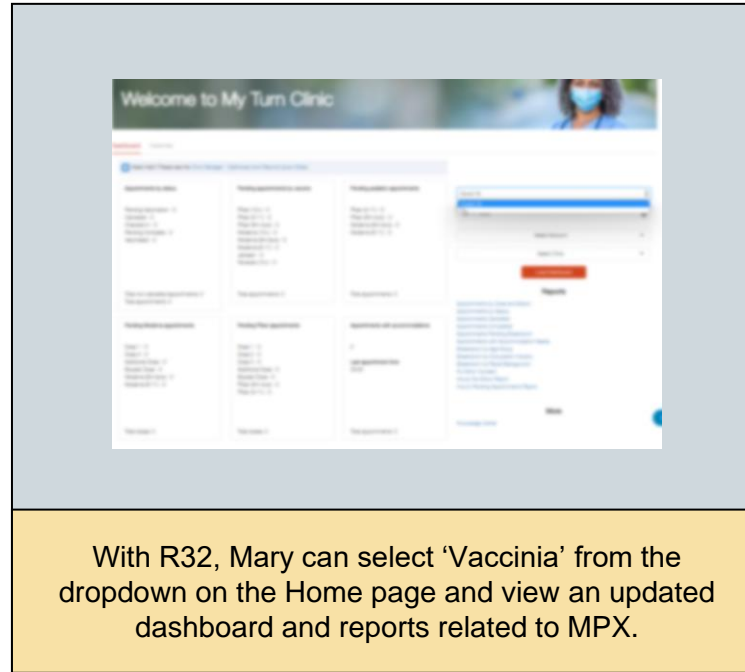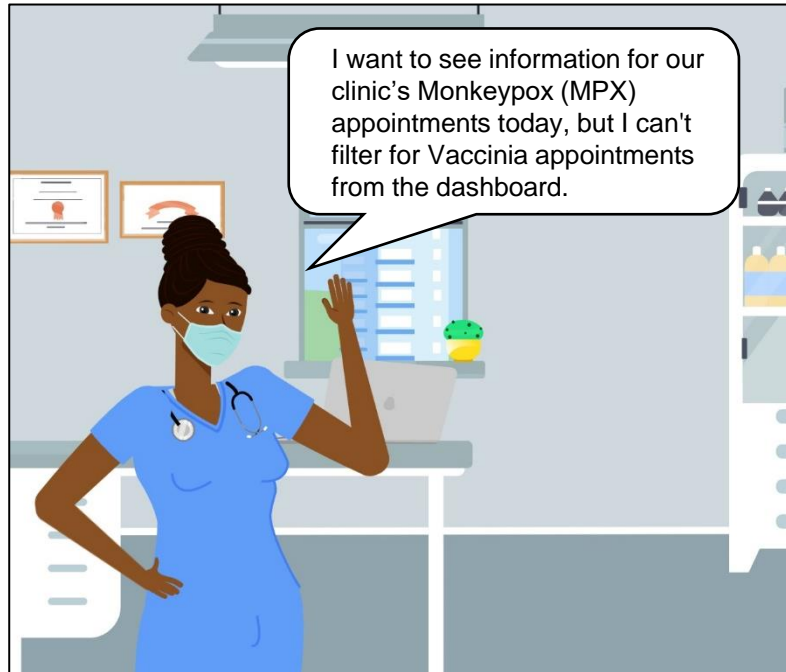
Monkeypox (MPX) Appointments: Homepage Dashboards
Clinic Managers

With Release 32, Clinic Managers will be able to view the updated dashboard and reports related to Monkeypox (MPX) by selecting "Vaccinia" from the dropdown on the Home page.

With R32, Mary can select 'Vaccinia' from the dropdown on the Home page and view an updated dashboard and reports related to MPX.

Standard Script for MPX Questions
Clinic Managers and Vaccine Administrators

With R32, throughout the walk-in appointment flow, Vaccine Administrators will be provided with standardized scripts to explain the purpose of sensitive patient questions.

1 Start of Walk-In Flow:

"We are going to be asking you some questions about yourself. Some of the questions are being asked to make sure your vaccination is correctly recorded. Other questions are being asked to make sure the people most in need of the vaccine are being reached. Your answers to all the questions will be kept strictly confidential and will not change the vaccine services you receive from us today or at any time."

2 Medical Screening Section of Walk-In Flow:

"The next questions are being asked to make sure there aren't any health reasons why you shouldn't get the monkeypox vaccine today or if you will need to be followed closely after your vaccination to make sure you're feeling okay. Your answers to all the questions will be kept strictly confidential."

New My Turn Onboarding Form
Clinic Managers and Vaccine Administrators

The new **My Turn Onboarding Form** has been uploaded to the Knowledge Center. The former **Clinic Scheduling Form** and **New User List Form** have been combined into the **My Turn Onboarding Form**.

Novavax Monovalent Booster Update 🔔

Clinic Managers and Vaccine Administrators

Recording Novavax Monovalent Booster appointments in My Turn will be prioritized with Release 33. Until then, LHJs are advised to report Novavax Booster administration data to CAIR directly or hold data until R33 and enter it into My Turn.
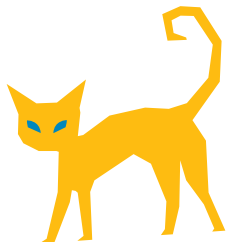
The My Turn Interactive Guide is Now Live ⭐
Clinic Managers and Vaccine Administrators

The **My Turn Interactive Guide** is now live!

It is a consolidated resource that describes the My Turn system and program processes and highlights how various users interact with the system. It is available to all users (Clinic Managers, Vaccine Administrators, and Vaccine Administrator Assistants).

My Turn R32 Demo

1. **Viewing Vaccinia Dashboards**
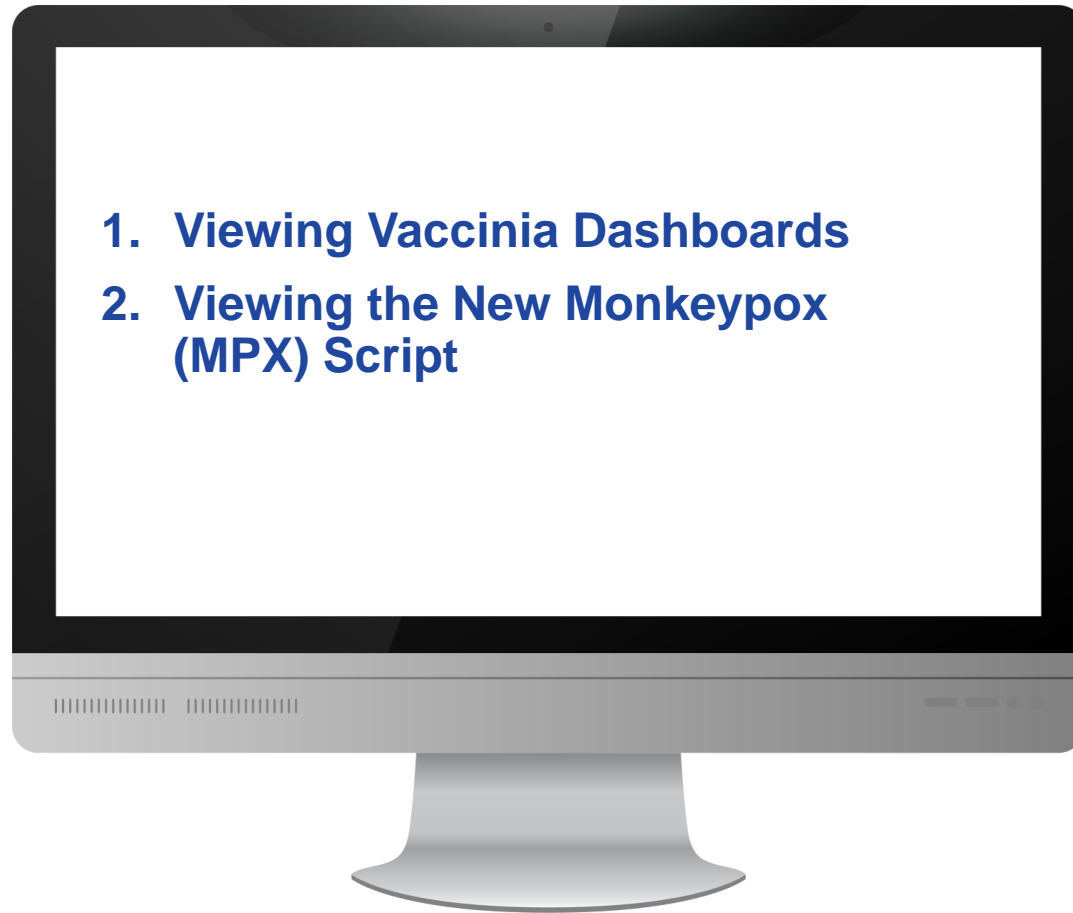
2. **Viewing the New Monkeypox (MPX) Script**

What's Next in myCAvax? - Release 32

LHDs / MCEs and Providers

New updates for LHDs / MCEs and Providers will launch on November 3, 2022.

LHDs / MCEs

Release Highlights

- ✓ LHDs / MCEs can find separate tabs on the Vaccine Order Review page for COVID-19 and Outbreak vaccine orders.

- ✓ LHDs / MCEs will be able to opt-out of ancillary kits on applicable products when creating a new vaccine order (Standard and Small both).

- ✓ LHDs will be able to create vaccine transfer records (including Monkeypox (MPX)) for Provider location accounts under their jurisdiction.

- ✓ When LHDs edit the Storage Capacity record of an approved Provider location, a Task is automatically created and assigned to the Enrollment team.

Providers

Release Highlights

- ✓ Providers will be able to scroll through the available list of products on the New Transfer page and select the required product for a vaccine transfer.

- ✓ Providers will only be able to enter and save whole numbers when providing the Total Doses Wasted for creating a new waste event.

Vaccinate ALL 58

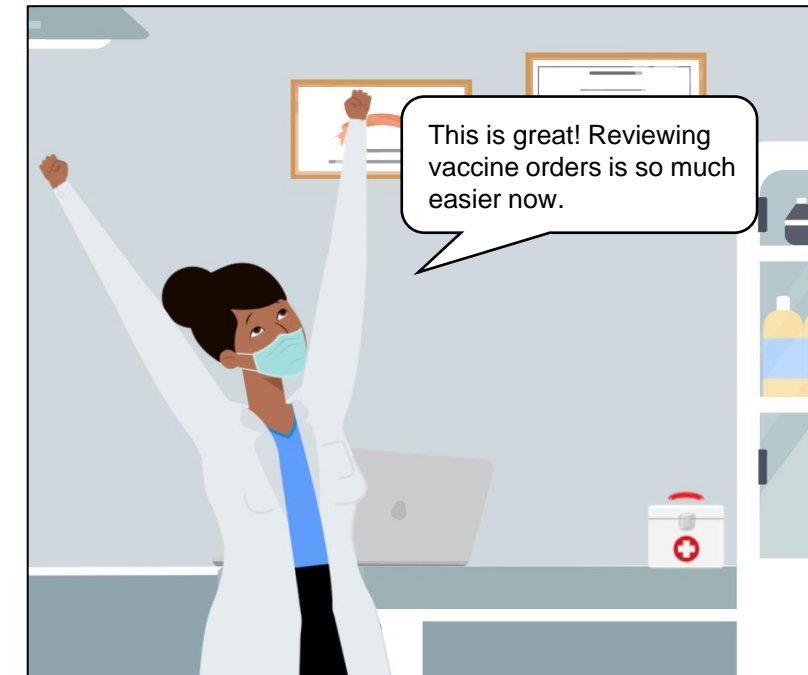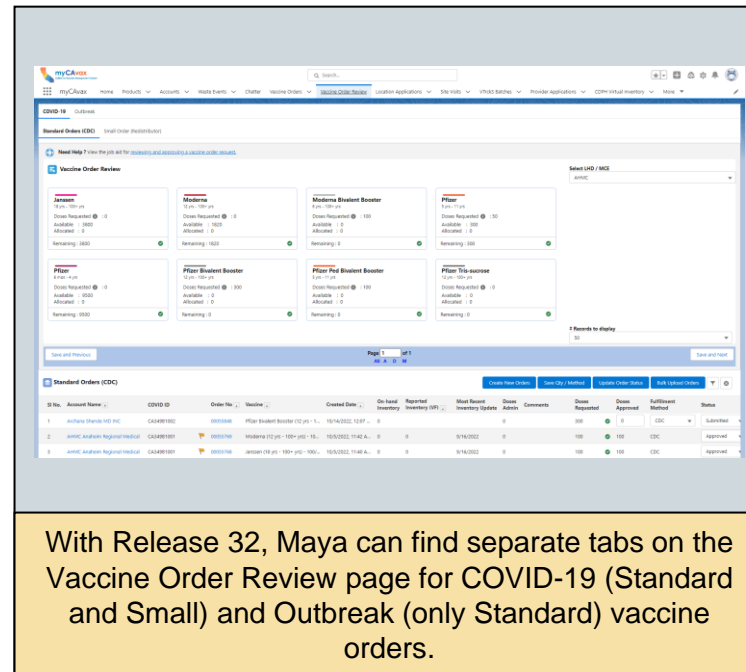# Updated Vaccine Order Review Page: COVID-19 and Outbreak Tabs

LHDs / MCEs

With Release 32, LHDs / MCEs can find separate tabs on the Vaccine Order Review page for COVID-19 and Outbreak vaccine orders.

With Release 32, Maya can find separate tabs on the Vaccine Order Review page for COVID-19 (Standard and Small) and Outbreak (only Standard) vaccine orders.

Updated Product Lookup on the Transfer Page ⭐

Providers

With Release 32, Providers will be able to scroll through the available list of products on the New Transfer page and select the required product for a vaccine transfer.

With Release 32, Maya can scroll through all vaccine products on the New Transfer page, making it easier to select the right product for vaccine transfer.
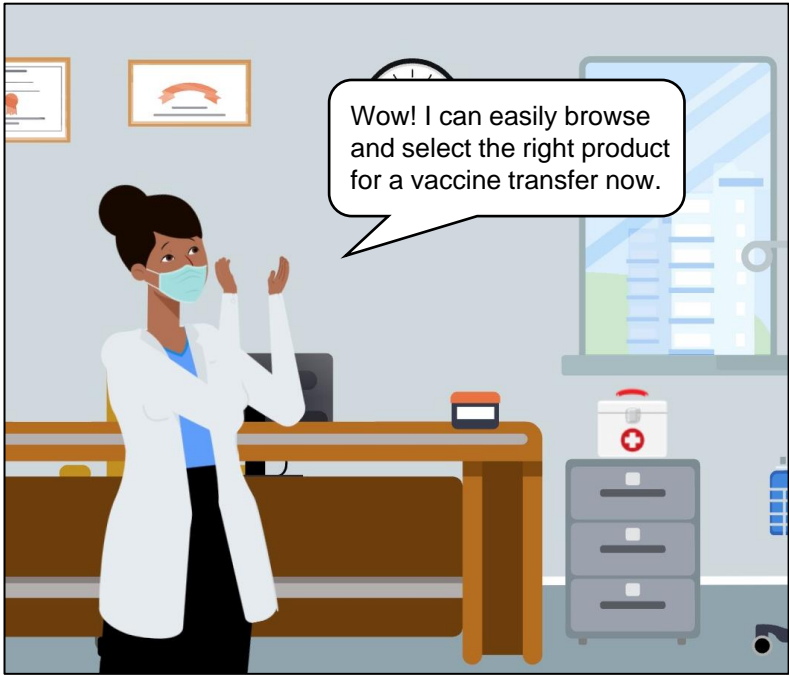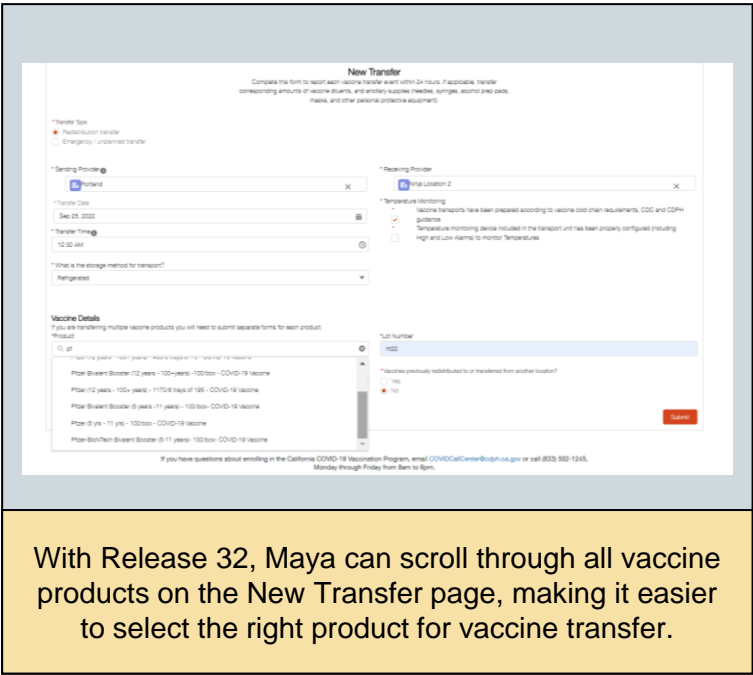
Decimals Not Permitted When Creating Waste Events
Providers and LHDs / MCEs

New Waste Report
Use this form to report wasted, expired or spoiled vaccine to CDPH

*Provider Location

Central Perk Primary Clinic

*Product

Pfizer (5 yrs - 11 yrs) - 100/box - COVID-19 Vaccine

*Total Doses Wasted

22.5

Only whole numbers are allowed.

*Date Wastage Occurred

Oct 20, 2022

*Lot Number

3748739

Expiration Date

Dec 31, 2022

Waste Details
Please provide the type and reason for the vaccine waste.

*Type Of Wastage

Wasted

*Waste Reason

Open vial but all doses not administered

*Vaccine Storage

Refrigerator

Comments

Next

Providers and LHJs can only enter and save whole numbers when providing the **Total Doses Wasted** for creating a new waste event.

Vaccinate ALL 58

16

Allow LHDs to Opt-Out of Ancillary Kits ⭐
LHDs / MCEs

LHD users can opt-out of ancillary kits on applicable products when creating a new vaccine order (both Standard and Small).

Create Vaccine Order

Account	Product	Ancillary Kit	Requested Quantity	
Enter Search Key	Select an Option	Opt-In		
Enter Search Key	Select an Option	Opt-In		
Enter Search Key	Select an Option	Opt-In		

Create Vaccine Order (Small Order)

Account	Product	Ancillary Kit	Requested Quantity	Fulfillment Method	Delivery Method	Approved Shipping Container	Preferred Vaccine Temperature	
Central Perk Primary Clin ×	Janssen (18 yrs - 100+ yrs) - 100/box - COVID-19 ...	Opt-Out	90	Local	Delivery	Not Applicable	Refrigera	
Central Perk Secondary (×	Pfizer Bivalent Booster (12 yrs - 100+ yrs) - 300/b...	Opt-In	60	Local	Pickup	Qualifi...	2 options	
Enter Search Key	Select an Option	Opt-In		Select ...	Select ...	Select ...	None	

Make Transfer Forms Available Internally on Salesforce
LHDs

LHD users can create vaccine transfer records (including Monkeypox (MPX)) for Provider location accounts under their jurisdiction.

Reviewing and Approving Vaccine Orders by Program ⭐

LHDs / MCEs

Anticipating the transition of additional programs into myCAvax, the **Program** and **Master Program** functionality allows CDPH to enable specific vaccine products for select Providers. This affects how the **Vaccine Order Review** page is configured, which will be updated as more Programs are added.

Reporting Nonviable Doses 🔔

Providers

Providers should remove any spoiled, expired, or wasted vaccines from their storage units immediately. All nonviable or unused doses up to the maximum doses per vial must be reported as wasted in myCAvax.

Vaccine Product	Maximum Doses per Vial
Janssen (J&J)	5
Moderna Monovalent (6 months - 5 years, Magenta Border, Dark Blue Cap)	10
Moderna Monovalent (6 years - 11 years, Purple Border, Dark Blue Cap)	5
Moderna Monovalent (12 years+, Red Cap)	10
Moderna Bivalent Booster (6 years+ Gray Border, Blue Cap)	5 (Consider as adult doses)
Novavax	10
Pfizer Monovalent (6 months - 4 years, Maroon Cap), Monovalent (5 years - 11 years, Orange Cap), and Bivalent Booster (5 years - 11 years, Orange Cap)	10
Pfizer Monovalent (12+ Years, Gray Cap) and Bivalent Booster (12+ Years, Gray Cap)	6

Scheduled Salesforce Maintenance 🔔
Clinic Managers, Vaccine Administrators, Providers, and LHDs / MCEs

myCAvax and **My Turn Clinic** will be **unavailable** between **7:00PM – 10:00PM PT on Saturday, November 5, 2022,** for a scheduled Salesforce maintenance activity. **My Turn Public** will continue to be available during that window.

Upcoming Holiday Closures for My Turn and myCAvax Help Desk and the COVID Call Center
Clinic Managers, Vaccine Administrators, Providers, and LHDs / MCEs

The **My Turn and myCAvax Help Desk** and the **COVID Call Center** will be closed for holidays on the following days.

Holiday	Date
Veterans Day	Friday, November 11, 2022
Thanksgiving Day	Thursday, November 24, 2022
Day After Thanksgiving	Friday, November 25, 2022
Christmas Day	Observed on Monday, December 26, 2022
New Year's Day	Observed on Monday, January 2, 2023

Vaccinate ALL 58

Friday Provider Office Hours and myCAvax LHJ Council Update
Providers and LHJs

The Provider Office Hours scheduled for Friday November 11, 2022, has been canceled in observation of Veteran's Day.

The myCAvax LHJ Council Call scheduled for Friday November 11, 2022, has been rescheduled for Friday November 18, 2022, at 12:00PM PT. An updated calendar invite was sent out to all attendees.

Coming Soon: New Help Desk Email Addresses 🔔

Clinic Managers, Vaccine Administrators, Providers, and LHDs / MCEs

Beginning **Tuesday, November 15, 2022**, contact the **My Turn and myCAvax Help Desk** at their new email addresses: MyTurn.Clinic.HD@cdph.ca.gov and myCAvax.HD@cdph.ca.gov. Please update any county websites and materials that contain the Help Desk contact information with the new email on **November 15th, 2022**.

On **Tuesday, November 15, 2022**, the existing Accenture email will auto-reply and direct you to contact the new CDPH email addresses. After **Thursday, December 15, 2022**, the Accenture Help Desk email will be permanently disabled.

myCAvax Release 32 Demo
LHDs / MCEs and Providers

1. **LHDs / MCEs**
   1. Viewing Program Enhancements (Ordering and Provider Location)
   2. Opting-Out of Ancillary Kits
2. **Providers**
   1. Viewing Enhancements to the Transfer Form

Vaccinate ALL 58
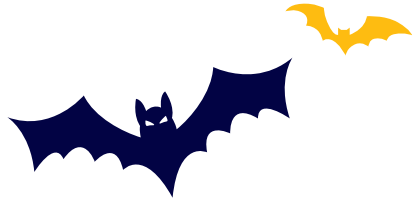
APPENDIX

myCAvax – Known Issues - Updated 10/24

Known Issues

Providers Placing Orders without Correct Shipping Hours?

- ✓ We will correct an issue where providers who do not meet the minimum shipping hour requirements are still able to place orders.

Workaround / Next Steps

- ✓ Estimated Fix: TBD
- ✓ In the meantime, please ensure your shipping hours include at least one day Monday through Friday with a 4-hour time slot. You can update your shipping hours on page 2 of the multi-line ordering form

Vaccinate ALL 58

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 Release Roadmap

RECENTLY DEPLOYED
October 6th (R31.0)

Orders
- ✓ Storage Unit logic check to look at Transport Options
- ✓ Add step guide and update Help Desk links on the Multiline Ordering page

Product
- ✓ Remove Storage Requirements from Product page layout

Order Review
- ✓ Add 'Vaccine Group' to the Vaccine Order Review page filters
- ✓ Automate the Status Update for In-Review Orders
- ✓ Enhance error messages
- ✓ Standardize Product Buckets
- ✓ Remove extra scrollbar

IN PROGRESS
November 3rd (R32.0)

Community
- ✓ Allow for the products look-up in Transfers to be scrollable
- ✓ Do not allow decimals in Waste Events

Order Review
- ✓ Breakup Vaccine Order Review page by 'COVID-19' and 'Outbreak'
- ✓ Allow for LHDs / MCEs to Opt-Out of ancillary kits when creating orders

Transfers
- ✓ Make Transfers available internally

Training
- ✓ Update training links on the Community pages

Programs
- ✓ COVID-19 Programs and Outbreak Programs will be created for location accounts and control orders

Storage Units
- ✓ Create a Task when a Storage Capacity record is edited by LHDs

UPCOMING
December 1st (R33.0)

Community
- ✓ Unified Login Experience
- ✓ Enrollment changes to prevent duplicate contacts
- ✓ Duplicate contact merging
- ✓ Update the Help Desk email to myCAcax.HD@cdph.gov wherever it is used

Order Review
- ✓ Allow Outbreak orders to be fulfilled locally

Vaccinate ALL 58 — Submit system feedback to the Vaccine Management Feedback Form.

29

My Turn Public Product Roadmap

My Turn Public

RECENTLY DEPLOYED
October 12th (R31.4)

CURRENT
October 27th (R32)

UPCOMING
November 16th (R33)

Release 31.4
- ✓ Pediatric Bivalent Booster rollout
  - ✓ Pfizer 5-11 years
  - ✓ Moderna 6-17 years

Release 32
- ✓ Remove Monkeypox (MPX) Date Of Birth validation so patients younger than 6 months can get vaccine
- ✓ Add new COVID-19 final steps question on whether patient has received MPX vaccine
- ✓ Add note for Third-Party Clinics to check with clinic about vaccine supplies
- ✓ Refresh Translations
- ✓ Complete Monovalent Boosters disabling

Release 33
- ✓ SMS and Email Opt-In
- ✓ Update "Monkeypox" to "MPX" - *pending approval*
- ✓ Add trigger for new Third-Party Clinics to have description about checking vaccine availability
- ✓ [Investigation] reconfigure eligibility page for better user experience

Submit system feedback to the [Vaccine Management Feedback Form](#).

★Received via user feedback

Vaccinate ALL 58

30

My Turn Clinic Product Roadmap

RECENTLY DEPLOYED
October 12th (R31.4)

CURRENT
October 27th (R32)

UPCOMING
November 16th (R33)

My Turn Clinic

Release 31.4
- ✓ Bivalent Booster for Pfizer 5-11 years & Moderna 6-17 years
  - ✓ Vaccine Inventory & Vaccine Supply
  - ✓ Clinic Creation Setup
  - ✓ Walk-In Flow Update
  - ✓ Vaccine Administrator Flow Update
  - ✓ Single / Bulk Edit Update
  - ✓ Appointment / IIS Tab Filter Update
  - ✓ CSV / Inline Bulk Upload
- ✓ [Walk-In]- Removal of 5-11 years Monovalent Booster

Release 32
- ✓ [Walk-In Flow]- Make the second Homelessness question optional
- ✓ Add a validation to not backdate past one year on the:
  - ✓ Vaccine Administrator Flow
  - ✓ Bulk Upload
  - ✓ IIS Tab Filters
- ✓ Relabel Vaccinia to "Vaccinia (monkeypox)"
  - ✓ Walk-In Flow
  - ✓ Clinic Creation Setup
  - ✓ Appointment / IIS Tab Filters
- ✓ [Inline Bulk Upload]- Only display ACTIVE clinics in picklist
- ✓ Remove warning language on the Booster flow if a patient received Novavax as their Primary Series:
  - ✓ Walk-In Flow
  - ✓ Vaccine Administrator Flow Add New Appointment button
- ✓ Dashboard Updates
  - ✓ Add Monkeypox (MPX)
  - ✓ Add Bivalent Booster
- ✓ Add new values on the MPX Injection Site:
  - ✓ Vaccine Administrator Flow
  - ✓ IIS Tab Filters
  - ✓ CSV / Inline Bulk Upload

Release 33
- ✓ [SMS / Email]- Opt-In on the Walk-In Flow
- ✓ Make Health Insurance Optional for Flu (Walk-In)
- ✓ Add Brand & Dose columns to IIS Status Tab
- ✓ Refresh Knowledge Center
- ✓ Checkbox update:
  - ✓ 5+ months Bivalent Booster
  - ✓ 28+ days Additional Dose
- ✓ 5+ months Monovalent Removal Clean-Up
- ✓ Remove age in Vaccine Brand picklist under Appointments tab
  - ✓ Pfizer
  - ✓ Moderna
  - ✓ Novavax
  - ✓ Johnson & Johnson
- ✓ Add Notifications banner to Home Page
- ✓ Add Novavax Monovalent Booster for 18+ years

★Received via user feedback

Vaccinate ALL 58

31

My Turn and myCAvax Q&A

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 the "Chat"

Resources

Leslie Amani, CDPH

Additional Support

Type of Support	Description
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@Accenture.com • 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: MyTurn.Clinic.HD@Accenture.com 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

Vaccinate ALL 58

Upcoming Opportunities

Monday

My Turn and myCAvax Office Hours

Next session: Monday, November 14, 12PM

Friday

Provider Consolidated Webinar

Next session: Friday, November 4, 9AM

Note: New session length of 90-minutes to include COVID-19 Vaccine, COVID-19 Therapeutics, MPX Vaccine, and MPX Therapeutics