

Welcome to California COVID-19 Vaccination Program Friday Provider Office Hours

Friday, November 19, 2021



Vaccinate ALL 58
Together we can end the pandemic.

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 technical difficulties, please contact samuel.kerr@cdph.ca.gov

Provider Office Hours Q&A

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



Please do not put questions in Chat.



Agenda: Friday, November 19, 2021

No.	Item	Speaker	Time (AM)
1	Welcome & Announcements	Leslie Amani (Moderator)	9:00 – 9:05
2	Vaccine Administration	Amy Pine (CDPH)	9:05 – 9:10
3	CalVaxGrant	Nisha Gandhi (CDPH)	9:10 – 9:15
4	Clinical Update	Caterina Liu, MD (CDPH)	9:15 – 9:25
Q&A			9:25 – 9:35
5	Storage & Handling	Alan Hendrickson (CDPH)	9:35 – 9:40
6	Digital Vaccine Record	Jen Womack (CDPH)	9:40 – 9:45
7	Vaccine Management	Eric Norton (My Turn) and Claudia Aguiluz (CDPH)	9:45 – 9:55
8	Wrap Up & Resources	Leslie Amani (Moderator)	9:55 – 10:00
Q&A			

Announcements

Leslie Amani, CDPH

COVID-19 Product Guide

COVID-19 Vaccine Product Guide					
	5-11 years old	12+ years old		18+ years old	
	Pfizer (Pediatric)	Pfizer	Pfizer (Comirnaty)	Janssen (J&J)	Moderna
Administration					
Diluent (supplied in kit)	1.3 mL per vial	1.8 mL per vial	Do not mix	Do not mix	Do not mix
Injection Volume—Primary and Additional Dose	0.2 mL* (primary dose only)	0.3 mL	0.3 mL	0.5 mL	0.5 mL
Injection Volume—Booster	N/A	0.3 mL (age 18+ only)	TBD	0.5 mL	0.25 mL*
Refrigerator Thaw Time at 2° to 8°C (36°F and 46°F) (Do not refreeze after thawing)	Up to 4 hours in carton	Up to 3 hours in carton	TBD	If needed immediately, thaw at room temperature	2.5 hours (3 hours for Moderna-14), let vial stand at room temp for 15 minutes before use
Room Temp Thaw Time (Do not refreeze after thawing)	30 minutes at up to 25°C (77°F) Store up to 12 hours at 8°C to 25°C (46°F to 77°F)	Vial: 30 minutes at up to 25°C (77°F) Dilute within 2 hours	TBD	Carton: up to 4 hrs Vials: about 1 hour at 25°C (77°F) max Store up to 12 hours at 9°C to 25°C (47°F to 77°F)	1 hour (1.5 hours for Moderna-14) at 15° to 25°C (59° to 77°F) Store up to 24 hours at 8°C to 25°C (46°F to 77°F)
Storage Limits After Puncture: Label vial with puncture and use-by time.					
Use-By Limit (Discard Time)	After dilution: 12 hours at 2°C to 25°C (35°F to 77°F)	After dilution: 6 hours at 2°C to 25°C (35°F to 77°F)	TBD	6 hours at 2° to 8°C (35°F to 77°F) or 2 hours at 25°C (77°F) max	12 hours at 2°C to 25°C (35°F to 77°F), discard vial after 20 punctures

Guide assists with administration of multiple products.

Updated to include:

- maximum doses per vial
- additional dose volume
- thaw time and temps
- use-by limits

UPDATED

COVID-19 Vaccine Eligibility Chart

Chart updated to include:

- EUI additional dose (12+ immunocompromised) and boosters
- Pfizer pediatric (5-11 years) doses
- Moderna, Janssen (J&J), mix & match boosters
- “Self-determination” of risk
- Intervals for primary doses

COVID-19 Vaccine Eligibility



Use this chart to help determine when to give COVID-19 vaccine based on age or health conditions.

Dose		Age: 5-11 12-17 18-64 65+			
Pfizer– Pediatric	Primary 2 doses (21 days apart)	✓			
	Booster dose of Pfizer or different brand, at least 6 months after 2nd dose of Pfizer				✓
Pfizer– Adolescent/ Adult	Primary 2 doses (21 days apart)		✓	✓	✓
	Additional (3rd) dose for immunocompromised at least 28 days after 2nd Pfizer dose		✓	✓	✓
	Booster dose of Pfizer or different brand, at least 6 months after 2nd dose of Pfizer				✓
	<ul style="list-style-type: none"> • Long-term care facility resident • Underlying medical condition or increased risk of social inequities • Any self-determined risk of exposure, including work or residence 			✓	
Moderna	Primary 2 doses (28 days apart)			✓	✓
	Additional (3rd) dose for immunocompromised at least 28 days after 2nd Moderna dose			✓	✓
	Booster dose of Moderna (half-dose) or different brand, at least 6 months after 2nd dose of Moderna				✓
	<ul style="list-style-type: none"> • Long-term care facility resident • Underlying medical condition or increased risk of social inequities • Any self-determined risk of exposure, including work or residence 			✓	
Johnson & Johnson	Primary 1 dose			✓	✓
	Booster dose of J&J or different brand, at least 2 months after primary J&J dose			✓	✓

View Related Guidance and Requirements. (Eligibility is subject to change as guidance is updated.)

California COVID-19 Vaccination Program

IMM-1396 (11/12/21)

Provider Readiness Checklist

Does our site:

- ☐ Have additional vaccine supply on-hand for all vaccine events?
- ☐ Provide night and weekend hours?
- ☐ Accommodate walk-ins?
- ☐ Update vaccine appointment availability?
- ☐ Share pop-up and school-located events with CDPH?
- ☐ Actively promote availability of pediatric doses?

[Joint Statement](#) from California Health and Human Services Agency Secretary Dr. Mark Ghaly and CDPH Director and State Public Health Officer Dr. Tomás Aragón

Expanding Vaccination Capacity

California COVID-19 Vaccination Program



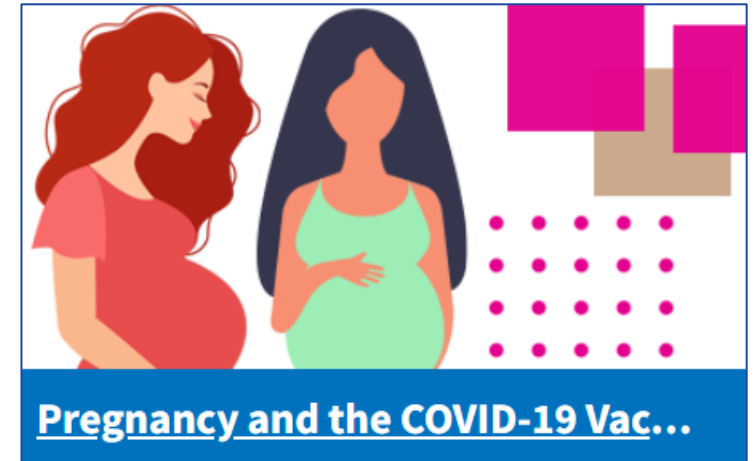
All enrolled providers should prepare now for the [potential demand for COVID-19 booster doses](#), expanded [eligibility for children ages 5 to 11](#) and the possible expanded eligibility of children under 5 years of age.

Provider Readiness Checklist

- ☐ Outreach to all [eligible patients](#). Consider:
 - o patients who have not yet been vaccinated against COVID-19
 - o patients who haven't received their 2nd dose in a 2-dose primary series (Pfizer & Moderna)
 - o [booster doses for those 18 years old and up](#)
 - o [an additional dose for immunocompromised patients](#)
- ☐ Consider ways to increase your vaccination capacity; use lessons learned from vaccination to date
- ☐ Review current protocols and workflow and develop enhancements to promote vaccination:
 - o Plan to vaccinate at every opportunity—and schedule next appointments before patients leave the clinic
 - o Ensure providers strongly recommend immunization against COVID-19, flu and other diseases
 - o Instruct staff that [coadministration has been authorized](#) for COVID-19 vaccine [with influenza](#) vaccine and other routine immunizations ([including TB testing](#)). Review [coadministration tips](#) with vaccinators; post coadministration signage ([provider](#) | [patient](#)) where appropriate
 - o Establish a policy to immunize other family members, including siblings present during visits
- ☐ Identify *physical barriers* (e.g., inconvenient hours, long waits at clinics, transportation issues) or *psychological barriers* (e.g., fear and misinformation about vaccines & vaccine safety) for your patients
 - o Expand vaccination clinic hours as needed (e.g., extended clinic hours, weekend clinics, special vaccination events, and vaccine-only visits)
 - o Establish clinic workflow to accommodate walk-ins
 - o Prepare staff to have proactive conversations with your patients about the merits of COVID-19 vaccines and help them make appointments (see [free training videos and slides](#) & [toolkit](#))
 - o Utilize [patient resources](#) to address patient questions and concerns
 - o Consider implementing standing orders to improve vaccination rates in children and adults (see [Pfizer Pediatric \(5-11 Years\)](#) | [Pfizer 12+ Years](#) | [Moderna](#) | [Janssen](#))
- ☐ Review your administration data to estimate the number of eligible patients; adjust vaccine ordering and appointment scheduling accordingly
 - o [Order vaccine](#) (including Small Order requests) as needed based on actual demand (see [ordering cadence job aid](#) to prepare for shipments) while using up existing inventory
- ☐ Ensure reminder-recall systems are configured to notify eligible patients when vaccinations are due
- ☐ Implement reminders for providers (e.g., computer-generated list of patients past due, stamp or notes on patient charts, electronic reminder when provider accesses electronic health record)

For more ideas, refer to CDC's Pink Book "[Immunization Strategies for Healthcare Practices and Providers](#)."

CDPH Communication Tools



COVID-19 Vaccine Animated Videos

Five animated videos educate Californians about these topics:

- [Vaccines are Safe, Effective, Free](#)
- [What about Vaccines for Youth?](#)
- [How Do I Get Vaccinated?](#)
- [What are the Facts about COVID-19 Vaccines?](#)
- [How Can You Help as an Ambassador?](#)

Videos are vetted for cultural relevancy. Languages are organized in individual playlists:

- [Chinese](#)
- [Spanish](#)
- [English](#)
- [Tagalog](#)
- [Hmong](#)
- [Vietnamese](#)
- [Russian](#)



30 Conversations in 30 Days Webinars

Talking about COVID-19 Vaccination and Fertility & Pregnancy (archived from November 18)

Speakers: Dr. LaTanya Hines and Dr. Michael Policar, OB-GYNs

[Slides](#) and [archived recording](#)

How to Have Effective Conversations with Parents about COVID-19 Vaccines for School-Aged Children (archived from November 10)

Speaker: Dr. Eric Ball

[Slides](#) and [archived recording](#)



Stay informed!

Provider Resources on eziz.org/covid

Frequent Content Updates:

- Alerts
- Program Enrollment
- My Turn Onboarding
- Reporting Requirements
- Patient Resources
- Archived Communications
- Education & Support Materials
- More to explore!

**Vaccinate
ALL 58**

California COVID-19 Vaccination Program

ENHANCED BY Google

Program Updates

Program Enrollment

My Turn Onboarding

Vaccine Management

Vaccine Administration

Reporting Requirements

Archived Communications

Patient Resources

Provider Support

COVID Call Center

Email: [For Program Info](#)
Phone: (833) 502-1245
Hours: Mon-Fri, 8AM-6PM

myCAvax Help Desk

Email: [For Technical Support](#)
Phone: (833) 502-1245, option 2

Vaccines

[Manufacturer Contacts](#)

My Turn

Email: [For Onboarding, Technical Support](#)
Help Desk: (833) 502-1245, option 4
Mon-Fri: 7AM-7PM
Sat-Sun: 8AM-1PM

Clinic Translation Line: (833) 980-3933
Mon-Fri: 8AM-8PM
Sun-Sat: 8AM-5PM

Program Updates

If you need assistance with accessing documents on this website, email covidcallcenter@cdph.ca.gov or call (833) 502-1245 Mon-Fri 8 AM-6 PM.

Program Support and Education

- [COVID-19 Vaccination Program FAQs](#) Updated 11/10
- [Connect with Vaccine Experts – Provider Office Hours Every Friday](#)
- [myCAvax Training](#)
- [Weekly Webinars and Training Calendar](#)

Alerts:

Limited Vaccine Delivery for Week of Thanksgiving

- [Holiday Ordering and Delivery Cadence Calendar](#)

COVID-19 Vaccination of 5 to 11-Year-Olds:

- [CDPH Clinical Summary for Pfizer Vaccine in Children 5-11 Years](#)
- [Upcoming Pfizer Vaccine Training](#)
- [View Recent Town Hall with Dr. Erica Pan: Archived Webinar | Slides](#)

Tools to Avoid Vaccine Mix-Ups:

- [Comparison Guide of COVID-19 Vaccine Products](#)
- [COVID-19 Vaccine Eligibility Chart | Summary of Related Guidance and Requirements](#)
- [Vaccine Administration Checklist](#)
- [Preventing Administration Errors](#)
- [Coadministration Tips](#)

Boosters


- [State's Expectations for Administering COVID-19 Vaccine Boosters and Patient Eligibility](#)
- [Clinical Considerations for People Who Received COVID-19 Vaccine Outside the US](#)
- [Expanding Vaccination Capacity](#) (Provider Readiness Checklist)

Now Enrolling Providers of Pediatric Services


- [Benefits for Primary Care Providers](#)
- [Find Information on How to Enroll](#)
- [Apply for Grants Up to \\$55,000 for Support of Small Practices. Ends Dec. 17!](#)

COVID-19 Vaccine Provider FAQs


- Answers to Provider questions
- Updated weekly: Last updated 11.18.2021
- Currently in its 46th iteration!

 **Q: Should COVID-19 vaccine Providers consider a child's weight and height when determining which Pfizer formulation to administer to a child?**

A: No. COVID-19 vaccine Providers should select the appropriate Pfizer formulation based on the child's age at date of vaccination. For further information, please visit [Clinical Considerations for COVID-19 Vaccination in Children](#).

 **Q: For Pfizer pediatric (5-11 years) vaccine administration, can one vial of diluent be used to dilute multiple vials of vaccine?**

A: No. One vial of diluent can only be used to dilute one vial of vaccine. The remaining diluent in the vial should be discarded. For further information, please visit [Pfizer Pediatric \(5-11 Years\) Vaccine EUA](#).

 **Q: How long can the Pfizer pediatric (5-11 years) vaccine be stored at room temperature?**

A: The Pfizer pediatric (5-11 years) vaccine can be stored for 12 hours at room temperature prior to puncturing the vial and 12 hours after puncturing the vial. CDC does not recommend using the full 24 hours and recommends using the vaccine within the working day. For further information, please visit [Pfizer Pediatric \(5-11 Years\) Vaccine EUA](#).

California COVID-19 Vaccination Program Provider FAQs

For Prospective, Newly Enrolled, and Current California COVID-19 Vaccine Providers. Providers may also visit [California COVID-19 Vaccination Program](#) for information and updates.

Directions: [Click on a category to be directed to related FAQs.](#)

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COVID-19 Vaccination Program Webinars and Training for Providers

Week of November 22, 2021

Note: Calendar subject to change

	Monday 11/22	Tuesday 11/23	Wednesday 11/24	Thursday 11/25	Friday 11/26
myCAvax	myCAvax Vaccine Order Request with Q&A 10:00 am – 10:30 am PW: myCAvax2021!			Holiday	
My Turn					
Combined Office Hours and Events	My Turn and myCAvax Office Hours 12 pm – 1 pm PW: Immunize2020!		Onboarding (My Turn & myCAvax) Office Hours 1:00 pm – 2:00 pm		
View On Demand	<ul style="list-style-type: none">Intro to My Turn Onboarding (v. 10/29/21)Provider Office Hours and MCE Office Hours Archived Sessions	<ul style="list-style-type: none">Provider 101 Account Enrollment: Section A: Organization Application (v. 10/21/21)Provider 101 Account Enrollment: Section B: Location Application (v. 10/21/21)Vaccine Marketplace (v. 8/26/21)	<ul style="list-style-type: none">What's New in myCAvax (v. 10/12/21)What's New in myCAvax for Reactivated Providers (v. 9/8/21)My Turn Flu Functionality Review (v. 10/26/21)	<ul style="list-style-type: none">Clinic Manager Training (v. 10/22/21)Vaccine Administrator / VA Assistant Training (v. 10/22/21)	

Help

Website: www.eziz.org/covid, [FAQs](#)
General email: covidcallcenter@cdph.ca.gov
CDPH Provider Call Center: 1-833-502-1245, 8am-6pm

My Turn email: myturnonboarding@cdph.ca.gov
myCAvax Help Desk Email: myCAvax.HD@accenture.com
Phone: (833) 502-1245

Plan Ahead: Upcoming Holidays

NOVEMBER 2021

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4	5	6
7	8	9	10	11 Holiday	12	13
14	15	16	17	18	19	20
21	22	23	24	25 Holiday	26 No Provider Office Hours	27
28	29	30				

DECEMBER 2021

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24 No Provider Office Hours	25
26	27	28	29	30	31 No Provider Office Hours	

Vaccine Administration

Amy Pine, CDPH

Doses Administered to Date (11/17/21)

56,326,416 doses administered!

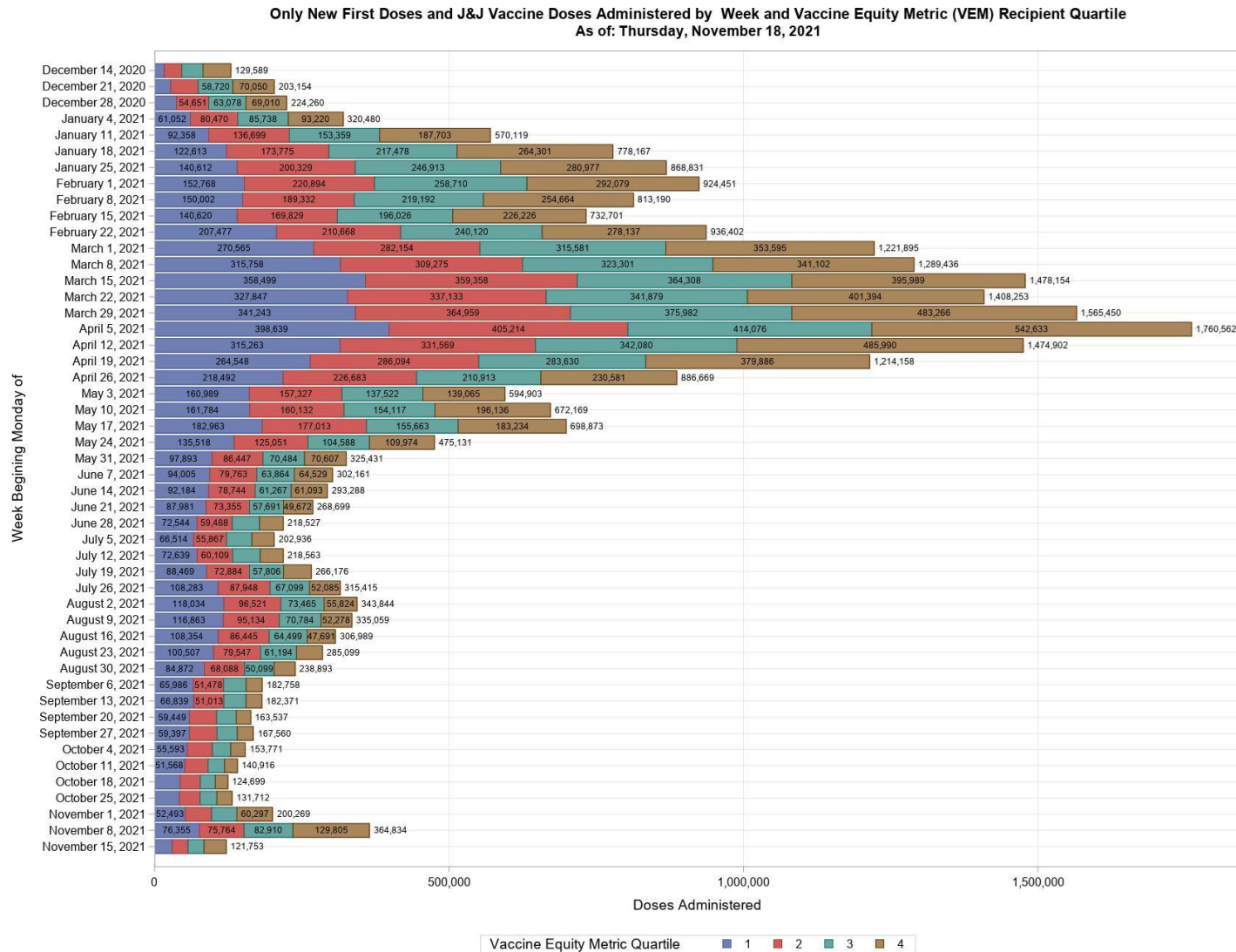
- **74.97%** of 5+ population has received at least one dose and 66.9% are fully vaccinated

Age Group	Fully Vaccinated	Total with at Least One Dose	Still Unvaccinated
5-11 years		9.3%	90.6%
12-17 years	60.8%	68.5%	31.5%
18-49 years	72%	80.1%	19.9%
50-64 years	79.5%	86.7%	13.2%
65+ years	77.7%	85.6%	14.4%



4,544,575 Booster recipients – Boosters represented about 59% of administered doses last week.

Vaccine Equity Metric



68.21% of VEM **Quartile 1** has received at least one dose.

85.24% of VEM **Quartile 4** has received at least one dose.

Goal to have the difference between these quartiles at less than 10% by Jan 1.



Unvaccinated and Vaccinated Data



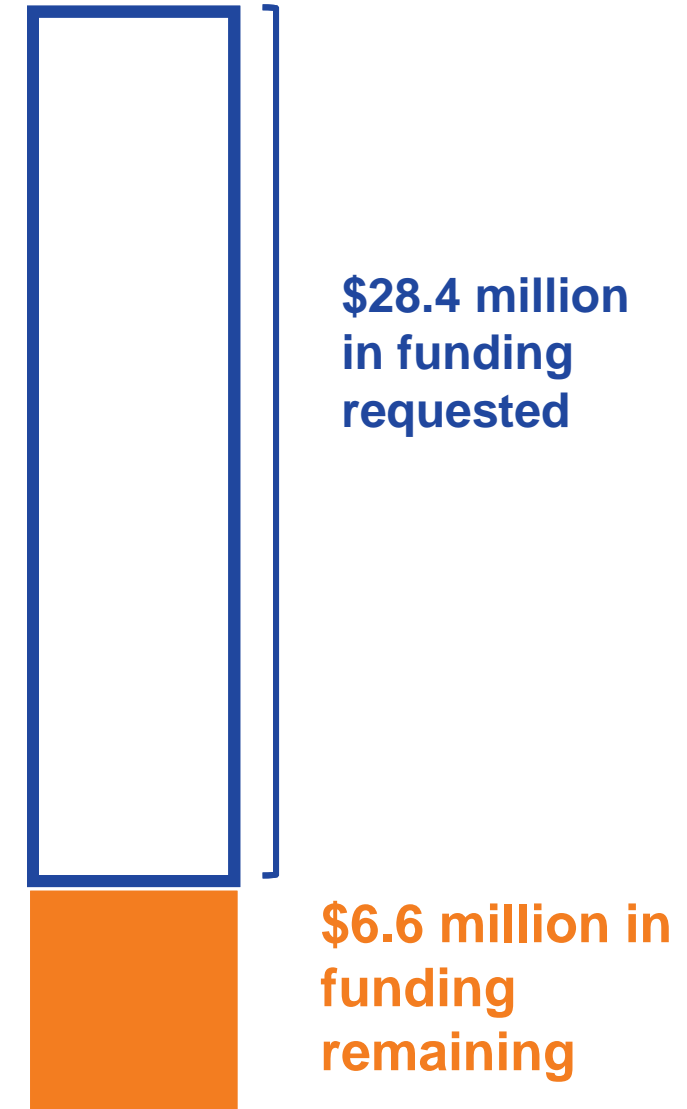
- **CASES** – From October 31, 2021 to November 6, 2021, unvaccinated people were **6.9 times more likely** to get COVID-19 than fully vaccinated people.
- **HOSPITALIZATIONS** – From October 24, 2021 to October 30, 2021, unvaccinated people were **11.9 times more likely** to be hospitalized with COVID-19 than fully vaccinated people.
- **DEATHS** – From October 17, 2021 to October 23, 2021, unvaccinated people were **16.5 times more likely** to die from COVID-19 than fully vaccinated people.

CalVaxGrant Update

Nisha Gandhi, CDPH

Latest CalVaxGrant Status

- Application deadline EXTENDED to December 17th or until funding is spent. **First come, first served!**
- Visit [PHC website](#) for list of eligible provider types.
- 1,873 applications approved.
- Webinars to provide information on grant process and answer provider questions.
 - [December 7 at 5-6 PM](#)
 - [Recorded Application Tutorial Webinar](#)



Clinical Updates

Caterina Liu, MD, CDPH

FDA Expands Eligibility for COVID-19 Vaccine Boosters

- FDA amends EUA for Moderna and Pfizer-BioNTech COVID-19 vaccines.
- Authorizes use of single booster dose for all individuals 18 and older at least 6 months after completion of primary vaccination series.
- ACIP meeting today, 11/19/21, from 9AM-12PM PST to discuss clinical recommendations.
 - [ACIP Webcast Link](#)

Dosage and Formulation for Pediatric Product

- Children should receive dosage and vaccine formulation based on their age on the *day of vaccination*
 - Regardless of size or weight
 - Vaccine dosages for COVID-19 and other routine vaccines are based on *age*.
- For children 5-11 years old:
 - Administer 10µg (0.2mL) Pfizer-BioNTech COVID-19 Vaccine (orange cap) formulation.
- If a child turns 12 years old between their 1st and 2nd dose:
 - Administer 30µg (0.3mL) Pfizer-BioNTech/Comirnaty COVID-19 vaccine (purple cap) formulation for the 2nd dose.

However...

- FDA authorization allows children who will turn 12 years between the 1st and 2nd dose to receive, for either dose:
 - 10µg (0.2mL) Pfizer-BioNTech COVID-19 vaccine (orange cap) formulation, **OR**
 - 30µg (0.3mL) Pfizer-BioNTech/COMIRNATY COVID-19 vaccine (purple cap) formulation
- For any combination of dosing, the child is considered fully vaccinated.
- No repeat doses are required.
- This is not considered an error and VAERS reporting is not indicated.

Needle Length for Vaccinating 5-to-11-year-olds

- CDC is not shipping 5/8" needles with the ancillary kits.
- ACIP recommends using a 22-25-gauge 1" needle when administering a vaccine by intramuscular (IM) injection to children 1 year of age and older.
 - [Vaccine Administration: Needle Gauge and Length \(cdc.gov\)](https://www.cdc.gov/vaccines/imz/downloads/2015-05-14-needle-gauge-and-length.pdf)
- For IM injections, the needle must be long enough to reach the muscle mass to prevent vaccine from seeping into the subcutaneous tissue.
 - The common technique when administering IM injection is grabbing the muscle and bunching the subcutaneous and muscle tissue, which requires a 1" needle or larger.
 - Use of longer needles is associated with less redness or swelling because of injection into deeper muscle mass, preventing irritation of subcutaneous tissue.



Vaccine Administration: No Aspiration Recommended

- Aspiration before injection of vaccines (pulling back on the syringe plunger after needle insertion but before injection) is not necessary.
 - No large blood vessels are present at the recommended injection sites.
- A process that includes aspiration may be more painful.

Medical Assistant Scope of Practice

- Under DCA waiver, medical assistants may administer COVID-19 vaccine to persons aged 16 and older without a written order if certain criteria are met.
- For children 5-15 years, medical assistants may administer COVID-19 vaccines under a written order and if the licensed supervising physician, physician assistant, nurse practitioner, or certified nurse midwife is onsite



Vaccine Administration Checklist

Checklist helps to ensure patients receive sufficient protection after vaccination and minimize revaccination efforts due to administration errors.

Guidance includes:

- Pfizer pediatric (5-11 years) formulation
- Moderna for primary series and booster doses
- Clinical implications of administration errors

Under Alerts & Vaccine Administration (EZIZ)

Vaccine Administration Checklist

California COVID-19 Vaccination Program



Use this guidance to help ensure your patients receive sufficient protection after vaccination and to minimize revaccination efforts due to administration errors. Ensure check-in staff and vaccinators are properly trained on [COVID-19 vaccine eligibility](#); ensure vaccinators are properly [trained to prepare vaccine products](#) your site will administer—paying extra attention to dilution of Pfizer COVID-19 vaccine products.

0	Screen recipients carefully and schedule appointments based on eligibility and age at date of vaccination.	Check-In Staff
	<ul style="list-style-type: none"> COVID-19 vaccine dosages are based on age—not size or weight. (See COVID-19 Vaccine Eligibility Chart.) Pfizer/BioNTech dosing interval is 21 days (for both 5-11 years and 12+ formulations); Moderna dosing interval is 28 days. Don't administer 2nd dose before its recommended interval. (A 4-day grace period prior to the recommended date is permitted). For 2nd doses: Check My Turn, CAIR, or your EHR to confirm the vaccine product your patient previously received AND timing of the next dose; administration at an incorrect interval may require revaccination. Pfizer pediatric (5-11 years): If a child turns 12 years in between 1st and 2nd doses and receives pediatric vaccine for their 2nd dose, they do not need to repeat the dose; this is not considered an error per the EUA. 	
1	Carefully check the vaccine vial label against the prescribed vaccine in My Turn or your EHR.	Vaccinators
	<p>Administering the wrong formulation may result in a lower-than-authorized dosage and insufficient protection.</p> <p>Pfizer Details:</p> <ul style="list-style-type: none"> Pfizer pediatric (5-11 years, orange cap & bordered label) formulation is labeled "Age 5y to < 12y." Pfizer 12+ years (purple cap & bordered label) is not labeled with age range. 	
2	Always check expiration date before preparation and administration.	Vaccinators
	<p>Administration of expired vaccine may require revaccination.</p> <ul style="list-style-type: none"> See COVID-19 Vaccine Product Guide for locations of expiration date by product. Your vaccine coordinator may have written updated expiration dates on product or outer cartons. <p>Pfizer Details:</p> <ul style="list-style-type: none"> Pfizer pediatric (5-11 years): Label displays manufacture date; vaccines should not be used after 6 months from date printed on vials and cartons (e.g., if vial date is August 2021, expiration date is January 31, 2022). Pfizer 12+ years: Label displays expiration date. Vials with an expiration date of July 2021 through February 2022 printed on the label may remain in use for three months beyond printed date. 	

Preventing Administration Errors

Once an error has occurred, use [these tips](#) to prevent the error from occurring again:

- Guidance is sorted by error type for easy reference.
- Refer to [Interim Clinical Considerations \(Appendix A\)](#) to determine if action should be taken.

Under [Alerts](#) & [Vaccine Administration](#) (EZIZ)

Preventing Administration Errors

California COVID-19 Vaccination Program



Once an error or deviation has occurred, use this guidance to prevent the administration error from occurring again. Refer to [Interim Clinical Considerations \(Appendix A\)](#) to determine if action should be taken.

An administration error is any preventable event that may cause or lead to improper use of vaccine or patient harm. To reduce errors, complete [COVID-19 vaccine product training](#) and demonstrate competency for products your site will administer. Report errors to [VAERS](#) and [ISMP](#) to help prevent future errors.

Error Type	Guidance to Prevent Administration Errors
Wrong Site or Route	<p>Administer COVID-19 vaccines in deltoid muscle (or anterolateral thigh) using IM injection.</p> <ul style="list-style-type: none"> • If multiple vaccines are administered at a single visit, administer each injection in a different injection site. Post this anatomical illustration to help identify recommended injection sites. • For people ≥11 years, the deltoid muscle can be used for more than one intramuscular injection administered at different sites in the muscle. • For children (5–10 years), if more than two vaccines are injected in a single limb, the vastus lateralis muscle of the anterolateral thigh is the preferred site because of greater muscle mass. • An IM injection given with too short a needle is functionally a subcutaneous injection; post this reference guide and use clinical judgment to adjust needle length for patient weight and gender. • If coadministering COVID-19 vaccine with routine vaccines, prepare and organize syringes to ensure products are administered in correct site and route. • Ask patient to completely expose their shoulder when administering in the deltoid muscle. Ensure vaccinators can locate upper/lower borders of a safe IM injection zone. Incorrect administration into shoulder joint instead of deltoid muscle can trigger inflammation and injury.*
Wrong Age	<p>Do not administer vaccine to an unauthorized age group.</p> <ul style="list-style-type: none"> • Select the correct vaccine product based on patient eligibility and age at date of vaccination.
Wrong Formulation	<p>Select correct Pfizer vaccine formulation based on patient age at date of vaccination.</p> <ul style="list-style-type: none"> • COVID-19 vaccine dosages are based on patient age—not size or weight; administering the wrong formulation may result in a lower-than-authorized dosage and insufficient protection. • Double check vial label; always verify patient birthdate. • Pfizer pediatric (5–11 years, orange cap & bordered label) formulation is labeled "Age 5y to < 12y." Pfizer 12+ years (purple cap & bordered label) formulation is not labeled with age range.
Overdosage	<p>Do not administer a higher-than-authorized vaccine injection volume for primary series and additional or booster doses.</p> <ul style="list-style-type: none"> • If too much vaccine is administered, dose may invoke stronger adverse effects; double check injection volume for product & dose before administration. (Report adverse events to VAERS.) • Common errors may include overdosing with 0.50 mL instead of 0.25 mL for a Moderna booster. • Moderna: Syringes in ancillary kits may require estimating between lines; private stock with appropriate markings may be used instead.

California COVID-19 Vaccination Program

IMM-1410 (11/17/21)

Report All Administration Errors

Follow [Appendix A](#) for all vaccine administration errors:

- Inform the recipient of the vaccine administration error
- Report the error to the [Vaccine Adverse Event Reporting System \(VAERS\)](#) unless otherwise indicated in Appendix A
- Contact the COVID Call Center if you're unsure how the dose should be entered into CAIR (as an administered dose and to account for inventory)
- Report the error to the [Institute for Safe Medical Practices \(ISMP\)](#) to help prevent future errors or patient harm

Coadministration Tips

Job aid updated for children ages 5-11 years.

COVID-19 vaccines may be coadministered with other vaccines on the same day. For vaccine administration:

- Administer each injection in a different injection site.
- Separate injection sites by 1-inch or more.
- For children 11 years and older, the deltoid muscle may be used.
- For children 5-10 years, if more than two vaccines are injected in a single limb, the vastus lateralis muscle of the anterolateral thigh is the preferred site because of greater muscle mass.

COVID-19 Vaccine Coadministration Tips

Other vaccines may be administered on the same day as COVID-19 vaccines—Or within 14 days of any COVID-19 vaccine dose.

Considerations—What are the risks of:

- Missing recommended vaccines and catching COVID-19 or other vaccine-preventable diseases before the next appointment?
- Reactions from each vaccine?

Organize syringes:

- Label each syringe with vaccine name, dosage, lot number, initials of the preparer, and the exact beyond-use time.
- Place syringes on a clean tray, grouping vaccines by administration site.

Patient Care:

- When possible, administer the COVID-19 vaccine in a different arm from vaccines more likely to cause a local reaction (e.g., tetanus-toxoid-containing vaccines).
- Give the most painful injections last (e.g., HPV).
- If patient is anxious, try using these tips to ease anxiety during vaccination.
- After administration, observe patient for 15 minutes (30 minutes if has history of allergic reactions or contraindications). Report any adverse events to VAERS.

Examples for preteens and kids:



Separate injection sites by 1 inch or more, if possible.

Age: 11+ years

- **Site: Deltoid muscle**, about 3 fingers below the acromion, above the level of the armpit
- Needle: 1 inch, 23-25 gauge (1 1/2 inches for larger patients)
- Bunch up the muscle and insert entire needle at a 90° angle

Refer to CDC product info for administration steps by product.



Age: 5-10 years
(for more than two vaccines in a limb)

- **Site: Vastus lateralis muscle**, in the anterolateral thigh (outside of the leg in the mid- to upper-thigh)
- Needle: 1 inch, 23-25 gauge
- Bunch up the muscle and insert entire needle at a 90° angle

Pfizer Vaccine Administration Resources

Pfizer-BioNTech pediatric (5-11 years)
vaccine resources focusing on administration:

- [COVID-19 Vaccine Dosage Chart \(cdc.gov\)](https://www.cdc.gov/vaccines/imz/downloads/pdf/covid19-pediatric-dosing-chart.pdf)
- [Standing Orders for Administering Vaccine \(cdc.gov\)](https://www.cdc.gov/vaccines/imz/downloads/pdf/covid19-standing-orders.pdf)
- [Preparation and Administration Summary \(cdc.gov\)](https://www.cdc.gov/vaccines/imz/downloads/pdf/covid19-preparation-administration-summary.pdf)

FORMULATIONS: 5 Years of Age and Older

Pfizer-BioNTech COVID-19 Vaccine

Vaccine Dosage Chart

The table below summarizes dosage information based on age, dose and medical indications for Pfizer-BioNTech COVID-19 Vaccine formulations. Use this table in conjunction with the [FDA Fact Sheet for Healthcare Professionals](#) and CDC clinical materials.

- Use the correct formulation for the age of the recipient. Formulations are NOT interchangeable. Check the vial label to ensure you are preparing and administering the correct formulation based on the age of the recipient.
 - 5 through 11 years of age: Orange cap and orange bordered label
 - 12 years of age and older: Purple cap and purple bordered label
- Vaccine must be mixed BEFORE administering. Use 0.9% preservative-free normal saline diluent supplied in the ancillary supplies kit. Diluent is not packaged with the vaccine.
- All Pfizer-BioNTech vaccines are administered by intramuscular (IM) injection. The injection site depends on recipient's age:
 - 5 through 11 years of age: Deltoid muscle (preferred)
 - 12 years of age and older: Deltoid muscle
 - Vastus lateralis muscle in the anterolateral thigh may be used.

PRIMARY SERIES DOSES

Primary Series (People 5 years of age and older)				
If administering	Recipient's age	Use	Mix vaccine using	Administer
Primary series: Dose 1 or 2 (Separate by at least 21 days)	5 through 11 years of age	5 through 11 years of age formulation (orange cap)	1.3 mL of diluent*	0.2 mL
	12 years of age and older	12 years of age and older formulation (purple cap)	1.8 mL of diluent*	0.3 mL

Additional Primary Dose for Moderately and Severely Immunocompromised Persons

If administering	Recipient's age	Use	Mix Vaccine Using	Administer
Any dose in the series (include the primary 2-dose series and an additional dose given at least 28 days after the primary series)	5 through 11 years of age	An additional dose for moderately and severely immunocompromised children in this age group has NOT been authorized by FDA or recommended by CDC.		
	12 years of age and older	12 years of age and older formulation (purple cap)	1.8 mL of diluent*	0.3 mL

BOOSTER DOSES

Booster Doses				
If administering	Recipient's age	Use	Mix vaccine using	Administer
Booster dose (at least 6 months after completing the primary series [†])	5 through 17 years of age	A booster dose in this age group has NOT been authorized by FDA or recommended by CDC.		
	18 years of age and older ^{††}	12 years of age and older formulation (purple cap)	1.8 mL of diluent*	0.3 mL

*0.9% normal saline (preservative-free)

[†]Including the additional primary series dose for moderately and severely immunocompromised persons.

^{††}The Advisory Committee on Immunization Practices booster dose recommendations including eligible persons can be found at www.cdc.gov/vaccines/covid-19/clinical-considerations/covid-19-vaccines-us.html#considerations-covid-19-vax-booster

11/04/2021 CS215704 1

Boosters for People Fully Vaccinated Outside the U.S.

- Under *Emergency Use Indication* (EUI), people who were fully vaccinated with certain COVID-19 vaccines not authorized or approved by FDA are eligible for:
 - Pfizer-BioNTech as an additional dose
 - if moderately and severely immunocompromised (≥ 12 years)
 - 28 days after previous vaccine dose
 - Pfizer-BioNTech as a booster dose
 - If ≥ 18 years
 - 6 months after primary series
- Recommendation only applies to Pfizer-BioNTech because EUI only applies to FDA-approved products.

COVID-19 Vaccines Listed for Emergency Use by the World Health Organization (WHO)

- **Pfizer-BioNTech** COVID-19 Vaccine (e.g., BNT162b2, COMIRNATY, Tozinameran)
- **Moderna** COVID-19 Vaccine (e.g., mRNA 1273, Takeda, Spikevax)
- **Janssen (Johnson & Johnson)** COVID-19 Vaccine (e.g., Ad26.COV2.S)
- **AstraZeneca-Oxford** COVID-19 Vaccines (e.g., [ChAdOx1-S (recombinant)], AZD1222, Covishield, Vaxzevria)
- **Sinopharm-BIBP** COVID-19 Vaccine
- **Sinovac-CoronaVac** COVID-19 Vaccine
- **Bharat Biotech International** COVID-19 Vaccines (e.g., BBV152, COVAXIN)



Emergency Use Instruction Fact Sheets

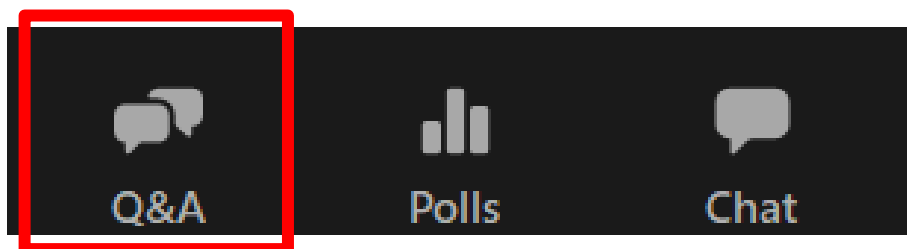
- November 17, 2021: CDC issued Emergency Use Instructions (EUI) on use of Pfizer-BioNTech COVID-19 vaccine (Comirnaty), an FDA-approved vaccine.
- See CDC's [COVID-19 Vaccine EUI resource page](#)
 - EUI fact sheets for [healthcare providers](#) and [recipients/caregivers](#)
 - Comirnaty [package insert](#) and EUA [prescribing information](#)

Emergency Use Instructions (EUIs)

EUIs provide information about emergency use of FDA-approved medical products that may not be in or differ from the information provided in the FDA-approved labeling (package insert).

Provider Office Hours Q&A

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



Please do not put questions in Chat.

Storage & Handling Update

Alan Hendrickson, CDPH

Pfizer Pediatric (5-11 Years) Storage & Handling

How long can Pfizer pediatric vaccine be stored at room temperature?

- EUA authorizes 12-hours at room temperature prior to puncture, then 12-hours after puncture.
 - Equals up to 24-hours total.
- CDC does not recommend using the full 24-hours and recommends using the vaccine within the working day.

How long does Pfizer pediatric vaccine last in the pre-drawn syringe?

- Not in the EUA
- CDC has stated the vaccine can stay in the syringe for up to 12-hours (same as punctured vial time) if necessary.
- In general, do not recommend doing this and recommend using the vaccine within a few hours.

Pfizer Pediatric (5-11 Years) Doses per Vial

What is the maximum number of doses you can pull from the Pfizer pediatric vial?

- Currently, CDC recommends pulling 10 doses max from a vial.
- Conflicting answers from CDC and FDA. They are in discussions with each other.
- We will update you when we hear if CDC begins recommending 11 doses.

What if we are only pulling 9-doses from the vials?

- The most common causes are incorrect dilution, technique when drawing up, or the use of non-low-dead volume needles/syringes.

Pfizer Pediatric (5-11 Years) Dilution

Can we use one vial of diluent to dilute multiple vials of vaccine?

- No, this poses a risk for contamination.
- Discard the remainder of the diluent in the vial after using it to dilute one vial of vaccine.

Can we dilute with the 5mL syringes?

- If you have syringes with smaller graduations, you are welcome to use them.
- CDC: "Pfizer recommends the use of a syringe with appropriate graduations to dilute with the directed 1.3mL of saline. The impact to the final dose with a 1.2 or 1.4mL dilution volume would be within 4% of the target dose. This suggests that using a syringe with 0.2mL graduations and estimating the 1.3mL volume will not significantly impact the intended dose."
- Pfizer: The dose would still round to 10µg (10.4µg to 9.6µg)

NEW

Pfizer Vaccine Storage & Handling Resources

Pfizer-BioNTech pediatric (5-11 years) vaccine resources focusing on storage & handling:

- [Storage and Handling Summary \(cdc.gov\)](#)
- [Vaccine Storage & Handling Label - PRINT ONLY \(cdc.gov\)](#)
- [Beyond Use Date/Time \(BUD\) Tracking Labels for Vaccine During Freezer or Refrigerator Storage \(cdc.gov\)](#)

FORMULATION: 5 Through 11 Years of Age
Pfizer-BioNTech COVID-19 Vaccine
Storage and Handling Summary

Basics

- Store vaccine in an ultra-cold freezer or refrigerator. See guidance below for each storage unit.
- Do **NOT** store in:
 - The thermal shipping container*
 - A freezer
- Check and record storage unit temperatures each workday. See guidance below for each type of storage unit. Save storage records for 3 years, unless your jurisdiction requires a longer time period.

Deliveries

Vaccine

- The vaccine will arrive in a thermal shipping container at ultra-cold temperatures between -90°C and -60°C (-130°F and -76°F) with dry ice or between -25°C and -15°C (-13°F and 5°F). The vial for children 5 through 11 years of age has an orange cap and orange border on the label.
- Follow the manufacturer's guidance for unpacking the vaccine. (www.cvdvaccine-us.com/product-storage-and-dry-ice).
- Remove the temperature monitoring device from the shipping container and return using the included pre-labeled foldable return box.
- Dispose of the single-use thermal shipping container. Do NOT use the thermal shipping container for storage.*

Ancillary Supply Kit

An ancillary supply kit will be delivered separately from the vaccine and includes:

- Mixing supplies:** Diluent, needles, syringes, and sterile alcohol prep pads
 - Mixing supplies are packaged separately with a green identification label.
 - Do NOT use mixing supplies to administer vaccine.
- Administration supplies:** Needles, syringes, sterile alcohol prep pads, vaccination record cards, and some PPE.
- Ancillary supply kits have been reconfigured to support the number of doses ordered.

*Thermal shipping containers delivered to Alaska, Hawaii, and the US-affiliated Pacific Islands may be used as temporary storage. Refer to the manufacturer for more detailed guidance on using the thermal shipping container for storage: <https://www.cvdvaccine-us.com/product-storage-and-dry-ice>

Ultra-Cold Freezer

Before mixing, the vaccine may be stored in an ultra-cold freezer between -90°C and -60°C (-130°F and -76°F).

- Store vaccine vials upright in the tray or box.
- Protect from light.
- Vaccine may be stored until the expiration date. Vaccine expires 6 months after the manufacture date.
 - The manufacture date is printed on the vial (orange cap)
 - Count out 6 months, using the month printed on the vial as month 1.
- The vaccine expires on the last day of the 6th month
- Expired vaccine should NEVER be administered. To prevent this, use CDC's COVID-19 Vaccine Expiration Date Tracking Tool
- As the expiration date approaches, contact the manufacturer to determine if it has been extended. Do not discard vaccine without ensuring the expiration date has passed.

Month 1:
August 2021
(Printed on vial)

Month 2:
September 2021

Month 3:
October 2021

Month 4:
November 2021

Month 5:
December 2021

Month 6:
January 2022
Expires
January 31, 2022

11/04/2021 CS321670-X

Comirnaty 12+ Release

- Rumors abound about the actual release date.
- This is our rumor (straight from the CDC):
 - Comirnaty 12+ will be phased in beginning in the December/January timeframe.
 - Pfizer 12+ will be retired over the same timeframe.
 - The goal is to keep the Pfizer 12+ supply stable by making both vaccines available through the Comirnaty 12+ introduction.

Comirnaty 12+ Storage and Handling

- Minimum Order: 300 doses/6 doses per vial/50 vials/gray cap
- Shipped at ULT. The shipper is one-time use.
- Storage considerations:
 - ULT (-90°C to -60°C): 6 months
 - Refrigerated (2°C to 8°C): 10 weeks
 - Normal Room Temperature (8°C to 25°C): 12 hours
 - Normal frozen (-25°C to -15°C): None / Don't / "How about, 'No!'"
- No refrigerated shipping restrictions
- No dilution required

Digital Vaccine Record

Jen Womack, CDPH

Email and Phone Numbers!

- We've seen a drop in phone and emails.
- Please remind parents to submit email and cellphone!
- This will enable your patients to access their DVR.
- Link to the [Health Order](#)



Digital COVID-19 Vaccine Record

Please fill out the required fields to receive a link to a QR code and digital copy of your COVID-19 vaccination record:

Required fields marked with *

First name *

Last name *

Date of birth *



Provide a mobile phone or email that may be associated with your vaccine record. If you fail to get a match using your mobile phone, try again using your email address.

☒ Mobile Phone ☐ Email

Mobile Phone *

Create a 4-digit PIN. You'll receive a link to enter the PIN and access your digital vaccine record. *

— — — —

Note: Your PIN is needed to securely access your digital record.

☐ By checking this box, you are declaring under penalty of perjury under the laws of the State of California that you are the Patient or Parent/Guardian of the Patient and are therefore authorized to access the Patient's immunization record.

Submit

Reporting Reminders Inventory and Wastage

- Need to report inventory to Vaccine Finder!
- Orders will be delayed if you have not reported inventory in a timely manner.
- Don't forget to report all wastage (expired, spoiled, and wasted) in myCAVax.

Vaccine Management

Eric Norton, My Turn, and Claudia Aguiluz, CDPH

Table of Contents

- What's New in My Turn – Key Priorities
- Reporting Moderna Booster Doses in CAIR
- Products Currently Available for Ordering
- Pfizer Pediatric (5-11 years) Vaccine Routine Ordering
- Thanksgiving Order and Delivery
- Live Support Holiday Schedule
- School Vaccination Event Quick Sheet
- Appendix
 - What's New in My Turn– Release 20
 - [myCAvax Trainings](#)
 - My Turn and myCAvax [Feedback Form](#)

What's New in My Turn: Release 20 (11/17)

My Turn Public Enhancements



- ✓ Filter clinics by proximity to search radius
- ✓ Activation toggle to flag clinic setup issues before posting on the Public site
- ✓ Updated eligibility requirements to meet booster qualifications

Experience Updates

- ✓ Updated text to sentence case so everything is in sentence format
- ✓ Removed workforce number/employee ID field from insurance section
- ✓ Removed the eligibility group questions from screening page and patient information page
- ✓ Updated logic since patients aged 5-17 cannot receive booster doses

My Turn Clinic



Enhancements

- ✓ Templated messaging that is editable
- ✓ Super User role added that has more system access
- ✓ IIS tracking & reporting changes so Clinic Managers can see their changes
- ✓ IIS status column on contacts list view
- ✓ Dashboard Updates - AD, Booster, Flu
- ✓ Updated Dose Number label on Vaccine Supply
- ✓ Walk-in-Appointment - added Immunocompromised question

School Vaccination Event Quick Sheet for Parents

How to schedule an appointment on My Turn



Please follow the instructions below to schedule an appointment for your student at a School Located Vaccination Event.

If you are unable to accompany your student, you must fill out the provided [minor consent form](#).

Step 1 Go to My Turn



Navigate to myturn.ca.gov on your computer or mobile device.

Step 2 Choose appointment preferences



Select "COVID-19" under **Select Appointment Type** and click **Make an Appointment**.

Step 3 Enter vaccination information



Follow the prompts to complete the required vaccination information.

Step 4 Enter School Name Access Code 1245

When prompted to enter **Access code**, please use the code provided by the school, then click **Continue**.



How to schedule an appointment on My Turn



Step 5 Locate your school's Vaccination Event

Enter your zip code or select "Use your current location" link, then click the **Continue** button.



Step 6 Schedule appointment at your school's Event

The School Vaccination Event Window will display, select the **Schedule Appointment** button.



Note: If you are unable to locate your school using "your current location", enter the zip code of the school address.

How to schedule an appointment on My Turn



Step 7 Choose appointment date and time

When prompted, select an available date and time slot for the appointment.



Step 8 Enter student details



Click **Continue** and complete the required patient information.

Step 9 Complete screening questions



Next, complete the COVID screening questions as the final step.

Step 10 Complete appointment



After answering all questions, click **Complete appointment**.



Important: If you are unable to accompany your student at the school located vaccination event, you must fill out the provided minor consent form (next page).

School Vaccination Event Quick Sheet for Parents

How to schedule an appointment on My Turn



Minor Consent Forms

If you are unable to accompany your student at the school located vaccination event; **please review and fill out the minor consent document provided below (please select hyperlinked consent form):**

English:

[Pfizer-BioNTech COVID-19 Vaccine Consent Form Sample for Minors \(ca.gov\)](#)











Spanish:

[Pfizer-BioNTech COVID-19 Vaccine Consent Form Sample for Minors \(ca.gov\)](#)

How to schedule an appointment on My Turn



Post this document in a visible area to remind you of your appointment details!

Appointment Date/Time:	Access code::	
		
1. Go to myturn.ca.gov to schedule an appointment.	2. Select "COVID-19" under Select Appointment Type and click Make an Appointment .	3. Follow the prompts to enter the required patient details.
		
4. Enter the Access code provided by the school in an email, then click Continue .	5. Enter your zip code or select "Use your current location", then click the Continue button (See Note).	6. The School Vaccination Event Window will display, click the Schedule Appointment button.
		
7. Pick an available date and time slot for the appointment.	8. Click Continue and complete the required patient information.	9. Complete the COVID screening questions.
		
10. After answering all questions, click Complete appointment .		

5

Reporting Moderna Booster Doses in CAIR



There is currently some confusion regarding reporting **Moderna booster doses to the California Immunization Registry (CAIR)** because both the full dose and half dose use the same NDC and CVX codes.



If inventory lot is set up with 0.5mL doses and booster is administered from that lot, it should be given as a **half dose** to remove only 0.25mL from the lot.



If inventory lot is set up with 0.25mL doses and a booster is administered from that lot, it should be given as a **full dose** to remove 0.25mL from the lot.

COVID-19 Vaccine Products Available for Ordering

Product Name	Manufacturer	Description	Eligible for Standard Order	Eligible for Small Order	Eligible for TPR
Janssen (18 years - 100+ years) - 100/box	Janssen (18 years - 100+ years)	COV-19 (Janssen); MDV5; 10-pack	✓	✓	✗
Moderna (18 years - 100+ years) - 100/box	Moderna (18 years - 100+ years)	COV-19 (Moderna); MDV10; 10-pack	✓	✗	✗
Moderna (18 years - 100+ years) - 140/box	Moderna (18 years - 100+ years)	COV-19 (Moderna); MDV14; 10-pack	✗	✓	✗
Pfizer (12 years - 100+ years) - 1170/box	Pfizer (12 years - 100+ years)	COV-19 (Pfizer); MDV6; 195-pack	✓	✓	✓
Pfizer Pediatric (5 years - 11 years) - 100/box	Pfizer (5 years - 11 years)	COV-19 (Pfizer); (PED 5-11) MDV10; 10-pk	✓	✓	✓



New Vaccine Order Request

Primary Information

* Account

* Vaccine



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



Janssen (18 years - 100+ years) - 100/box COVID-19 Vaccine



Pfizer (12 years - 100+ years) - 1170/box - COVID-19 Vaccine



Moderna (18 years - 100+ years) - 100/box - COVID-19 Vaccine

* Doses Requested

* Doses Administered ⓘ

* How many doses in this order will be used for additional dose/booster? ⓘ

Pfizer Pediatric (5-11 years) Vaccine Routine Ordering



Small orders may continue to be submitted for **quantities less than 90 doses**. (Minimum quantity varies by jurisdiction.)



Standard Orders in myCAvax require a **minimum quantity of 100 doses**. These orders follow the typical myCAvax ordering cadence. These **doses can last 10 weeks in the refrigerator**.



Vial **displays manufacture date—not expiration date**—for this EUA product. Product expires in six months including month of manufacture. For example, if the vial date is August 2021, the expiry date is January 31, 2022.

Thanksgiving Order and Delivery Cadence

NO ORDERS WILL BE DELIVERED by Pfizer & McKesson on NOVEMBER 24 – 26!

TPR will not deliver orders 25-26!

Deliveries resume Monday, November 29.



	Wed 11/24	Thu 11/25	Fri 11/26
Pfizer	No deliveries	No deliveries	No deliveries
McKesson	No deliveries	No deliveries	No deliveries
TPR (AB)	Will deliver	No deliveries	No deliveries

Please plan to have ordered by **COB Monday, November 15, to receive vaccine deliveries prior to the holiday week.**
Please remember to update your hours if clinic(s) will be closed!

Holiday Ordering & Delivery Cadence

Monday	Tuesday	Wednesday	Thursday	Friday
November 15	16	17	18	19
Order by 5pm to receive before Thanksgiving (including Pfizer Pediatric)	LHD/MCE Approve Pfizer pediatric by 5pm	Submit Catch-Up Orders by 5pm to receive before Thanksgiving	LHD/MCE Approval by 12pm (Routine + additional Moderna) Last order approval for delivery before Thanksgiving	Moderna/J&J Delivery
		LHD/MCE Approval by 12pm (5pm for additional Moderna)		TPR–Pfizer Delivery
				LHD/MCE Approval by 12pm
22	23	24	25	26
Order by 5pm for delivery Nov 29- Dec 3 (including Pfizer Pediatric)	TPR–Pfizer Delivery		No TPR deliveries Nov 25-28, Thanksgiving weekend	
Pfizer Delivery		No Standard Order deliveries Nov 24-28, Thanksgiving weekend		
Moderna/J&J Delivery		LHD/MCE Approval by 12pm		
29	30	Dec 1	2	3
Order by 5pm, resume regular schedule (including Pfizer Pediatric)	TPR–Pfizer Deliveries (Nov 22 orders)	Submit Catch-Up Orders by 5pm		LHD/MCE Approval by 12pm
		LHD/MCE Approval by 12pm		TPR–Pfizer (Start Delivery for Nov 29 orders)
Pfizer Standard Delivery (Nov 22 orders)				
Moderna/J&J Standard Delivery (Nov 22 orders)				(Start Delivery for Nov 29 orders)

Live Support Holiday Schedule – Thanksgiving

**My Turn Clinic and
myCAvax Help Desk**



Paused Operation

- November 25th
- November 26th

Resume Operation

- November 27th,
8AM-1PM

**COVID-19 Provider
Call Center**



Paused Operation

- November 25th
- November 26th

Resume Operation

- November 29th,
8AM-6PM

APPENDIX

What's New on My Turn: Release 20 (11/17)

My Turn Public

General Enhancements

- ✓ Activation toggle to flag clinic setup issues
- ✓ Filter clinics by proximity to search radius
- ✓ Experience Updates:
 - Updated text to sentence case
- ✓ Removed Workforce number field from insurance questions
- ✓ Removed the eligibility group questions from screening page and patient information page
- ✓ Updated logic since patients aged 5-17 cannot receive booster doses

My Turn Clinic

Enhancements

- ✓ Templated Messaging
- ✓ Super Users
- ✓ IIS tracking & reporting changes
- ✓ IIS status column on contacts list view
- ✓ Dashboard Updates- AD, Booster, Flu
- ✓ Update Dose Number label on Vaccine Supply
- ✓ Walk-in-Adding Immunocompromised question

Moved from R19

- ✓ Bulk Upload – flu, AD, Booster
- ✓ Opt In/Opt Out record sharing indicator on walk-in
- ✓ IIS for flu - update/delete records
- ✓ Capturing “Internal Clinic Name”

Wrap-Up

Leslie Amani, CDPH

Where can I go for additional help?

Type of Support

Description

Updated 10.28.21



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.

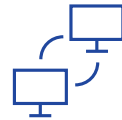
- Email: covidcallcenter@cdph.ca.gov
- Phone: (833) 502-1245, Monday through Friday from 8AM–6PM



Enrollment Support

For Provider enrollment support, please contact myCAvax Clinic Operations at

- Email: myCAvaxinfo@cdph.ca.gov

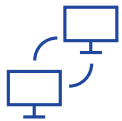


myCAvax Help Desk

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 7AM–7PM, Saturday and Sunday 8AM-1PM

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 7AM–7PM, Saturday and Sunday 8AM–1PM.

For job aids and demo and training opportunities: Flu: <https://eziz.org/covid/myturn/flu/> COVID: <https://eziz.org/covid/myturn/>



CalVaxGrant Program Support

For questions and support around [CalVaxGrant](#), contact the program's administrator, Physicians for a Healthy California.

- Email: calvaxgrant@phcdocs.org
- Phone: (916) 551-2565

Hear it? Clear It.

If you see or hear of any vaccine-related rumors within the communities you serve, share them with our Trust and Safety team via the CDPH Rumors Inbox.



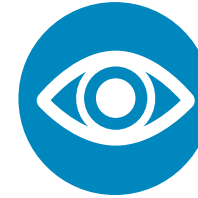
Trust and Safety Team

Our shared mission is to reduce COVID-19 vaccine hesitancy and increase vaccination across the State of California.



How You Can Help

You are critical in our effort to provide Californians accurate and timely information around COVID-19 vaccination.



Monitor What You See and Hear

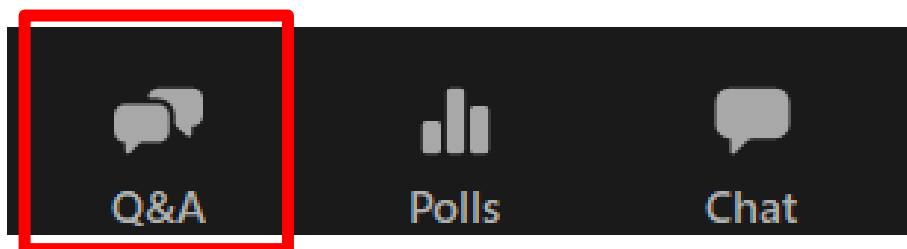
Monitor online media and what you hear in your local communities for potential rumors and inaccurate information.

If found, **report** it to **rumors@cdph.ca.gov**

[Contact](#)

Provider Office Hours Q&A

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



Please do not put questions in Chat.

Thank you!



Monday:

My Turn & myCAvax Office Hours link

Monday, November 15, at 12:00 PM

Audio Conference: 415-655-0001
Access Code: 145 995 8782
Session Number: 145 995 8782
Session Password: Immunize2020!

Friday:

Provider Office Hours link

Friday, November 26 - **Cancelled**

Next session: Friday, December 3
at 9:00 AM

Audio Conference: Register to access
Session Password: Immunize!