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

My Turn and myCAvax Office Hours

Monday, February 6, 2023 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.





Resource links will be dropped into the "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





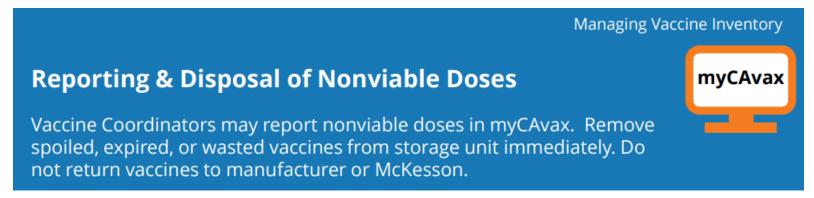
In observance of Presidents' Day on Monday, February 20, 2023, please note the following:

- My Turn and myCAvax Office Hours are canceled.
- The COVID-19 Provider Call Center will be closed.



Reminder: Record Vaccine Waste in myCAvax

- A large amount of COVID-19 vaccine is expiring right now.
- Remember to report all expired, wasted, and spoiled vaccine to myCAvax.
- Properly dispose of any expired vaccine so that it is not accidentally administered to patients.



COVID-19 Provider Operations Manual (eziz.org)



Pfizer COVID-19 Vaccine On-Demand Trainings

Pfizer Medical COVID-19 Vaccine Immunization Site Training webinars for all healthcare providers have **transitioned from live events to ON DEMAND content**.

LIVE sessions will still occur from time to time to inform providers of potential new vaccine information. Visit the website frequently for the latest schedule: **Pfizer Medical Information**

The **ON DEMAND** content is available at the link above, via the QR code or you can click on the links below to view product training videos and the interactive PDF.

Gray Caps, 12 years of age and older (DO NOT DILUTE): <u>Click here</u>	13:20 min Video
Orange Caps, 5 through 11 years of age (DILUTE BEFORE USE): <u>Click here</u>	11:48 min Video
Maroon Caps, 6 months through 4 years of age (DILUTE BEFORE USE): <u>Click here</u>	18:21 min Video
Storage and Handling: <u>Click here</u>	11:10 min Video
Pfizer and BioNTech's COVID-19 Vaccine Product Information Overview: <u>Click here</u> (once PfizerPro Medical site opens, click <u>Learn more</u> to launch iPDF)	Interactive PDF







Dates & Times (2023)

February 8 at 9:00AM

February 15 at 9:00AM

February 22 at 9:00AM

All Times Pacific Standard Time

Providers may choose to register for and attend one, or more, of the Novavax Office Hours sessions listed.

Novavax Office Hours Zoom Registration



My Turn and myCAvax Updates

Josh Pocus, My Turn Hannah Shows, My Turn Daniel Conway, myCAvax Jamie Fuega, myCAvax



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Public My Turn

What's New in My Turn? - Release 36 **Clinic Managers and Vaccine Administrators**

New updates for My Turn Public and Clinic will launch on February 15, 2023.

Release Highlights

- \checkmark Patients will no longer be able to schedule a vaccine appointment using the group scheduling option.
- \checkmark Patients will be able to view the 'Date of Birth' question as the first question on the screening page while scheduling vaccine appointments.

My Turn Clinic

Release Highlights

- Clinic Managers will be able to:
 - Add / remove clinic tags on existing clinics when they check / uncheck the checkboxes that generate the relevant tags on the Clinic Setup process and vice versa.
 - View the updated screening question, 'Have you recently been diagnosed with mpox?' while scheduling a vaccine appointment or resubmitting an IIS record.
- Clinic Managers and Vaccine Administrators will be able to:
 - View 'Vaccinia (monkeypox)' relabeled to 'Vaccinia (mpox)' while filtering appointments on the homepage dashboards and under the 'Vaccine Type' field in the Clinic Creation, IIS, Walk-in, Bulk Walk-in and VA flow.
 - Backdate the 'Date and Time of Vaccination' filed under the 'Vaccination Details' page for up to three years from the current date while scheduling Walk-in or Bulk Walk-in appointments or editing an IIS record.
 - View the correct value, 'Prefer not to say' instead of 'Prefer Not to Say' under the 'Please select your ethnicity' picklist in the Clinic Creation, IIS, Walk-in, Bulk Walk-in and VA flow.
 - View the 'Third Dose (Bivalent)' option for the question 'Which dose is this?' while scheduling vaccine appointments for patients 5 years old.







Coming Soon: Vaccinating Children Transitioning from a Younger to Older Age Group



Clinic Managers and Vaccine Administrators

Special Situations for COVID-19 Vaccination of Children and Adolescents Age Transitions and Interchangeability Pfizer-BioNTech COVID-19 Vaccine for Children who Transition from Age 4 Years to Age 5 Years FDA emergency use authorization (EUA) requires children who will turn from age 4 years to 5 years during the primary series to complete the series they start, either: The 3-dose primary series recommended for children ages 6 months-4 years or The 2-dose primary series recommended for children ages 5 years-11 years Because no other dosing options are authorized for this age transition, CDC's standard guidance to administer the age-appropriate vaccine product and dosage based on age on the day of vaccination does NOT apply. Children who turn from age 4 to age 5 years Authorized: Children who turn from age 4 years to 5 years between any doses in the primary series should receive either: A 3-dose primary series using the Monovalent Pfizer-BioNTech COVID-19 Vaccine product authorized for children ages 6 months-4 years (maroon cap and label border) for doses 1 and 2 and o Bivalent Pfizer-BioNTech COVID-19 Vaccine product authorized for children ages 6 months-4 years (maroon cap and label border) for dose 3 8 weeks Dose 1: 3-8 weeks Dose 2: Dose 3: 0.20 mL (3 mcg) 0.20 mL (3 mcg) 0.20 mL (3 mcg) of the monovalent of the monovalent of the bivalent product authorized product authorized product authorized for children ages for children ages for children ages 6 months-4 years 6 months-4 years 6 months-4 years

В (maroon cap and (maroon cap and (maroon cap and label border label border) label border Or A 2-dose primary series using the monovalent Pfizer-BioNTech COVID-19 Vaccine product authorized for children ages 5-11 years (orange cap and label border) Dose 1: 3-8 weeks Dose 2: 0.20 mL (10 mcg) 0.20 mL (10 mcg) of the monovalent of the monovalent product authorized product authorized for children ages for children ages 5–11 years 5–11 years (orange cap and (orange cap and label border label border

Note: Vial icons with an "M" indicate monovalent vaccine and those with a "B" indicate bivalent vaccine

12/08/2022 CS321629-8

The CDC has issued guidelines regarding the administration of the Pfizer Infant / Toddler vaccine to children who transition to a different age group before completing their primary series. Previously, you could not document this in My Turn.

With Release 36, Clinic Managers and Vaccine Administrators may now document the completion of the primary series that was started in My Turn through the walk-in flow.

For more information, please see the <u>Special Situations for COVID-19</u> <u>Vaccination of Children and Adolescents</u> job aid in the My Turn Knowledge Center.



On **Saturday, February 11, 2023**, My Turn Clinic and myCAvax will be unavailable from 8:00 AM to 10:00 AM PT for a scheduled system upgrade.

Please be sure to complete any necessary tasks before the scheduled upgrade time.



My Turn Demo





myCAvax R35 and State Flu Go Live Announcement LHDs / MCEs and Providers

myCAvax Release 35 will go live on **Thursday, February 9, 2023**. This release includes important data clean up and system fixes that will improve overall user experience.

State Flu is targeted to go-live in myCAvax early March 2023. Attend future webinars for updates!









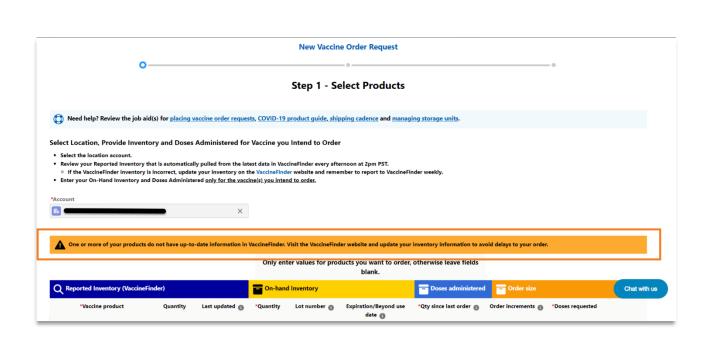
The Friday, February 10, 2023, myCAvax LHJ Council call has been cancelled. Please be sure to accept the meeting cancellation or remove this call from your calendar.

The next LHJ Council Call will take place on Friday, March 10, 2023.



Vaccine Finder Data Update Delay LHDs / MCEs and Providers

Due to a Vaccine Finder data transmission issue to myCAvax, the CDC Vaccine Finder data has not been available to myCAvax since last week. For Providers, this extended Vaccine Finder data delay may generate an order warning message when entering your orders. Please continue to report to VF and submit your order as planned. A resolution is anticipated by end of day Monday, February 6, 2023. If the CDC resolves this as planned, the Vaccine Finder data will automatically be updated on your myCAvax orders by Tuesday morning.





Limited COVID-19 Bivalent Infant / Toddler Vaccine LHDs / MCEs and Providers



Supply of the Pfizer Bivalent Infant / Toddler (6 months – 4 years) vaccine and the Moderna Bivalent Infant / Toddler (6 months – 5 years) vaccine remains limited. Administration rates for the primary series with Monovalent products remain low, so there are a limited number of infants / toddlers that are eligible for a Bivalent Booster. In addition, there is significant inventory already ordered on-hand throughout the state. The state is not expecting additional inventory from CDC at this time.

Providers may still submit orders for this product as needed. LHDs / MCEs should submit requests for inventory by emailing the COVID-19 Provider Call Center at <u>covidcallcenter@cdph.ca.gov</u> or tagging the Ordering Leads Chatter group (@Ordering Leads). Please provide a rationale behind the need and confirmation that the Provider's on-hand inventory and administration data have been reviewed in the request.



Recommendations to Reduce COVID-19 Bivalent Infant / Toddler Wastage LHDs / MCEs and Providers





To reduce waste, LHDs / MCEs should advise providers to:

- Place small orders and re-order as inventory is used up, even if this means placing more frequent orders. CDPH will continue to respond to requests as needed.
- Utilize the <u>Vaccine Marketplace</u> to share and obtain excess vaccines with neighboring Providers.
- If possible, schedule infants / toddlers on the same day to maximize vaccination opportunities.



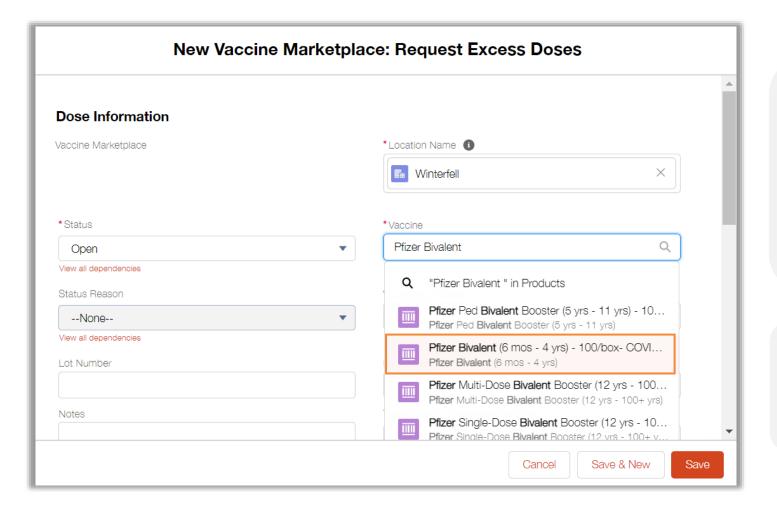
Be sure to report wasted vaccine in myCAvax so CDPH has an accurate view of vaccine supply.

Check out <u>Wastage and Missed Vaccination Opportunities</u> in the Provider Operations Manual for more information.



Placing Requests / Reports on the Vaccine Marketplace Providers





To reduce wastage and maximize existing vaccine product, Providers can report and request excess doses of the Pfizer and Moderna Bivalent Infant / Toddler vaccines on the Vaccine Marketplace.

Find the latest <u>Vaccine Marketplace</u> tips in the Provider Operations Manual.



myCAvax Demo







APPENDIX



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





	Best Practice	How To
1.	Set clinic duration for three months to avoid having defunct clinics listed on the public site.	• 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.
2.	Create one clinic per location that supports multiple vaccines and brands to simplify management and updates.	 If you have multiple clinics at the same location offering different vaccine products, combine all clinics into one. You can combine clinics by: Ending all existing clinics and use the 'Clinic Set Up Wizard' to create a new clinic with all vaccine brands. Adding the appropriate Vaccine Inventory and Supply to an existing clinic and ending all other clinics. Export Sexual Orientation and Gender Identity (SOGI) data within 4 weeks. Visit the My Turn Known Issues for workarounds creating clinics with multiple vaccines.



My Turn – Known Issues - Updated 02/02

≻_[™] Known Issues

Outdated Job Aid Links

 \checkmark Some of the job aids links are out of date

Incorrect Home Page for new VA and CM

 Newly created Clinic Managers and Vaccine Administrators from the Salesforce side are directed to the myCAvax home page.

Creating Clinics with Multiple Vaccines

 If you attempt to create a clinic using the 'Clinic Setup Wizard' with all the vaccine products, you'll receive an error preventing clinic creation.

- Workaround/Next Steps

- Estimated Fix: TBD
- Workaround:
 - Please access the Knowledge Center for the most up to date job aids
- Estimated Fix: 2/15
- ✓ Workaround:
 - Please reach out to the My Turn Help Desk at <u>MyTurn.Clinic.HD@cdph.ca.gov</u>
- ✓ Estimated Fix: 2/15
- Workaround:
 - Use the 'Clinic Setup Wizard' to create a clinic with two or fewer vaccine products (e.g. Pfizer and flu).
 - After clinic creation, add Vaccine Inventory and Vaccine Supply for additional vaccine products.



myCAvax – Known Issues - Updated 02/06

≻_[™] Known Issues

Small Order Local Fulfillment of Novavax Issues

- ✓ LHJ users might be having problems processing their Small Orders for Novavax.
- Note: Novavax is currently not eligible for Standard Orders or for TPR fulfillment. Novavax will still appear on the multiline order form for providers whose LHJs are offering to fulfill small orders of Novavax locally. For LHJs that are no longer offering local fulfillment, turn off eligible for local distribution on your small order product settings for the Novavax product.

- Workaround/Next Steps

- ✓ Workaround: CDPH will turn Novavax back on for Standard Orders, but the product will remain on blackout. This will allow LHJs to complete the processing of locally fulfilled orders. Please note that Standard Orders are turned on for this product only as a workaround for Small Order processing until a longterm fix is available.
- ✓ LHJ allocations will be zeroed out this week.
- Contact the COVID-19 Provider Call Center with any questions.



My Turn Public Product Roadmap

RECENTLY DEPLOYED January 25th (R35.5)

CURRENT February 15th (R36)

Release 35.5

- 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

Release 36

- Deployment: re-order Eligibility Page so that 'Date of Birth' question is first
- Remove group scheduling
- Update Rite Aid hyperlink in footer of Select a Location

page



Release 37

 Deployment: enhanced user experience on Eligibility Page based off patient's age

★ Received via user feedback



My Turn

My Turn Clinic Product Roadmap

RECENTLY DEPLOYED January 25th (R35.5)

Release 35.5

 Adding the "Prefer not to say" option to the question "Are you of Hispanic, Latino, or Spanish origin?"

✓ Walk-in Flow

✓ Vaccine Administration Flow

🗸 IIS

✓ [CSV / Inline] Bulk Upload

CURRENT February 15th (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
- Remove the WHO-EUL options for 6
 - months 11 years
 - ✓ Walk-in Flow
 - Vaccine Administration flow (Add
 - New Appointment button)



My Turn

Release 37

- Remove the derma filler question on the Covid-19 Vaccine Administration flow and IIS resubmit flow
- ✓ Update the "Sex Assigned at Birth" value
 - ✓ Walk-in flow
 - ✓ Vaccine Administration flow
 - 🗸 IIS
 - Bulk Upload [CSV / Inline]
- Add Validation to Race picklist
 - Walk-in flow
 - ✓ Vaccine Administration flow

★ Received via user feedback

- 🗸 IIS
- Bulk Upload [CSV / Inline]



myCAvax Release Roadmap

RECENTLY DEPLOYED January 16th (R34)

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

IN PROGRESS February 9th (R35)

Release 35

System

- ✓ Data clean-up post-Unified Login Experience
- ✓ Salesforce Spring 2023 upgrade preparation



Release 36

State Flu

- State Flu Products, CDPH
 Virtual Inventory, LHD Virtual
 Inventory
- ✓ Flu Programs loaded for existing COVID-19 Providers
- ✓ Non-COVID-19 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 CDPH allocations
- LHD users will be able to review their flu Providers and update who is eligible for direct ship
- Move existing processes from Account to Program object (e.g., order holds)

myCAvax



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 provi their COVID-19 response, specifically addressing questions about State program requirements, enrol 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	
	Dedicated staff provide up-to-date information and technical support on the myCAvax system.	
myCAvax Help Desk	Email: myCAvax.HD@cdph.ca.gov	
\square	 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): <u>myturnonboarding@cdph.ca.gov</u>	
	For technical support with My Turn Clinic for COVID-19 and flu vaccines: mail to: MyTurn.Clinic.HD@cdg	<u>oh.ca.gov</u>
	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/flu/ and COVID at https://exit.org/covid/myturn/flu/ and https://exit.org/covid/myturn/flu/ and https://exit.org/covid/myturn/flu/ and https://exit.org/covid-myturn/flu/ and https://exit.org/covid-myturn/flu/ and https://exit.org/covid-myturn/flu/ and <a href<="" th=""><th>//eziz.org/covid/myturn/</th>	//eziz.org/covid/myturn/
Archived Communications	For archived communications from the COVID-19 Provider Call Center about the California COVID-19 visit Website: EZIZ Archived Communications 	9 Vaccination Program
*		



California Providers Stay Informed! To be added to CDPH messaging services is as easy as 1-2-3!



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



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

	трох	Newsletter Sign Up	
First Name*			
_ast Name*			
Email*			
Organizatior	/Clinic*		
Role/Title			
Sign up to th	ne following	g newsletters:	
V-xogm	roviders. LH	HJ & Leadership	



Upcoming Opportunities

Monday

My Turn and myCAvax Office Hours

Next session: Monday, March 6, 12PM - 1PM

Friday

Provider Consolidated Webinar

Next session: Friday, February 10, 9AM-10:30AM

90-minutes to include COVID-19 Vaccine and COVID-19 Therapeutics



