

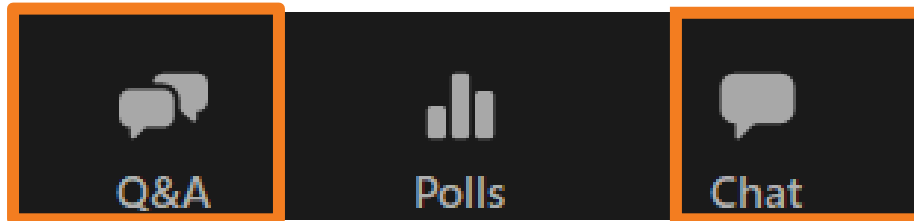
Welcome to the California Department of Public Health California COVID-19 Vaccination Program

My Turn and myCAvax Office Hours

Monday, March 20, 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

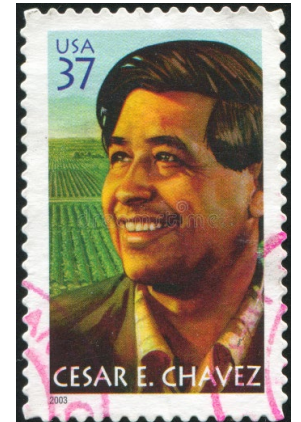
Rachel Jacobs, CDPH



Reminder: César Chávez Holiday

In observance of César Chávez Day, on Friday, March 31, 2023:

- Friday Provider Webinar is cancelled
- COVID-19 Provider Call Center will be closed.





Just Added: Quickinar Series for Providers

Successful Strategies for COVID-19 Vaccine Management

Series Dates and Times*:

- Monday, March 27, 2023, 12PM – 12:30PM
- Monday, April 10, 2023, 12PM – 12:30PM
- Monday, April 24, 2023, 12PM – 12:30PM
- Monday, May 8, 2023, 12PM – 12:30PM
- Monday, May 22, 2023, 12PM – 12:30PM
- Monday, June 5, 2023, 12PM – 12:30PM

[Register Here](#)

*All Times: Pacific Standard Time



My Turn and myCAvax

Dan Conway

Hannah Shows

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What's New in My Turn? - Release 37

Clinic Managers and Vaccine Administrators



New updates for My Turn Public and Clinic launched on March 14, 2023!



Release Highlights



My Turn Public

- ✓ Patients will not be allowed to choose more than one option when they select the 'Prefer not to say' option in the question related to race and nationality.
- ✓ While scheduling vaccine appointments on the screening page, patients will only see the answer options for the questions that they are eligible for.
- ✓ Patients will no longer be able to see the question related to Derma fillers while scheduling vaccine appointments on the 'Patient Information' page.
- ✓ Patients will be able to view the correct translations as per the language selected while scheduling vaccine appointments via the 'Make an Appointment' tab.

Release Highlights



My Turn Clinic

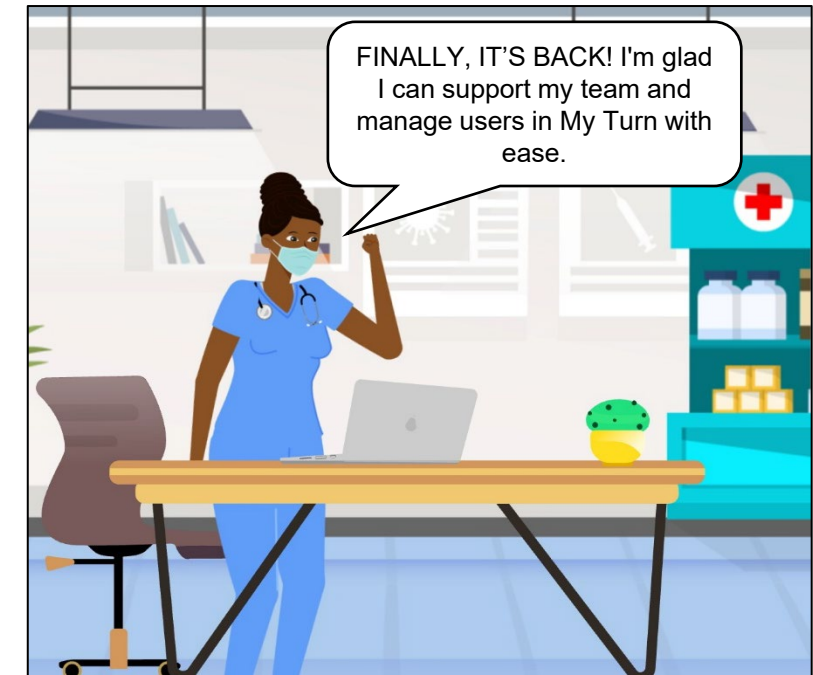
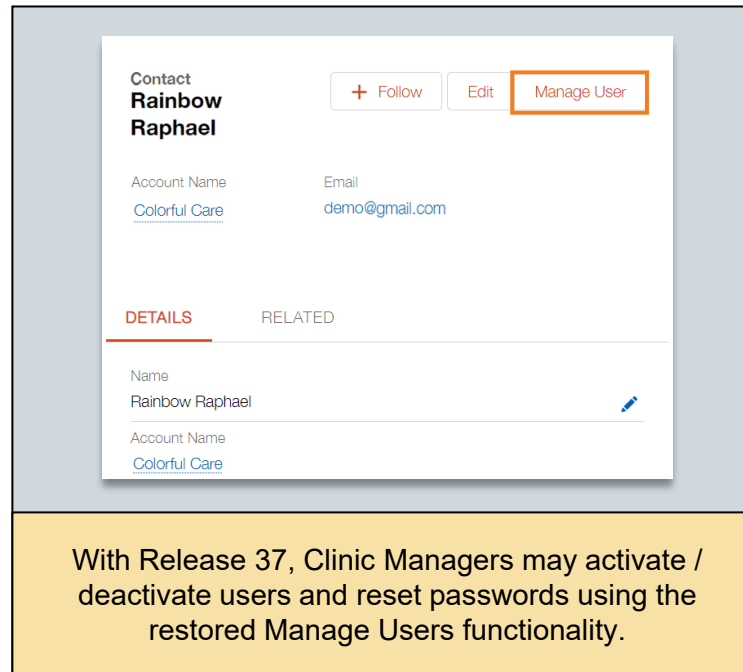
- Clinic Managers will be able to:
 - ✓ Activate / Deactivate users and reset passwords as the 'Manage Users' functionality has been restored for managing My Turn Only users.
- Clinic Managers and Vaccine Administrators will be able to:
 - ✓ View the correct value, 'Prefer not to say' instead of 'Prefer Not to Say' under the 'Sex Assigned at Birth' picklist while editing a patient's contact information in the 'Patient Background' section.
 - ✓ Choose only one option if they select 'Prefer not to say' option in the Race / Nationality picklist in the Walk-in, Vaccine Administration and IIS flow.
 - ✓ View only the 'Pfizer Bivalent (6mo - 4years)' option in the 'Product' field while scheduling Pfizer Bivalent Third Dose vaccine appointments for 5-year-old patients.
 - ✓ Update the usernames of the reactivated users from '.myturn' to '.mycavax' via the 'Manage Users' tab.

'Manage Users' Functionality Restored

Clinic Managers



Clinic Managers can now manage My Turn Only users, including activation / deactivation and password resets.



Pfizer Comirnaty Product Added for Vaccine Administration

Clinic Managers and Vaccine Administrators



Clinic Managers are able to add Pfizer Comirnaty (12+ years) Vaccine Inventory. Vaccine Administrators may vaccinate patients using Pfizer Comirnaty (12+ years), and patients may book appointments.

Clinic - Inventory

CI-1147

DETAILS

RELATED

Clinic - Inventory Name

CI-1147

Owner

Cecilia CMTrainer

Clinic

[ABC Clinic](#)

Asset

[Pfizer Comirnaty - X8909](#)

Product

Pfizer COMIRNATY (12 yrs - 100+ yrs) - 180/box - COVID-19 Vaccine

Lot Number

X5686

Active

☒

Created By

Cecilia CMTrainer, 3/8/2023, 1:20 PM

Last Modified By

Cecilia CMTrainer, 3/8/2023, 1:21 PM

Configure Eligibility Page Based on Patient's Date of Birth

Patients



Patients are only able to view the answer options they are eligible for while scheduling vaccine appointments on the My Turn Public portal.

What is the patient's date of birth?

Please enter the date in the format mm-dd-yyyy

Month Day Year

01 01 2022

Please confirm which vaccine you would like to schedule.

☒ COVID-19

☐ Flu

☐ Mpox

Changing Appointment Vaccine Products After a Public Booking

Clinic Managers and Vaccine Administrators



To change the Vaccine Brand after a patient books an appointment using My Turn Public, find the appointment on the Appointments tab, click the Caret on the far right, and click 'Edit Appointment'.

	Date	Time	DOB	Patient Name	Appointme...	Clinic	Status	Type	Brand	Dose	Vaccine Ad...	
<input checked="" type="checkbox"/>	Mar 16, 2023	3:00:00 PM	Oct 10, 2004	Rose Marie	b58j9pz8w7.1	ABC Clinic	Pending Vaccin...	COVID-19	Pfizer	2		<div>Cancel Appointment </div> <div>Edit Appointment </div> <div>Rebook Appointment</div>

Edit Appointment

Patient Name:
Rose Marie

* Start of Appointment ⓘ

Date: Mar 16, 2023 Time: 3:00 PM

* Internal Clinic Name
ABC Clinic

* Vaccine Brand
Pfizer
Moderna
Novavax
Pfizer

Upcoming Holiday Help Desk Closure (3/31)



In observation of César Chávez Day, the My Turn and myCAvax Help Desk will be closed on **Friday, March 31, 2023.**

My Turn Demo



Q&A

What's Next in myCAvax? - Release 37

LHDs / MCEs and Providers



New updates for LHDs / MCEs and Providers will launch on Thursday, March 30, 2023.



Release Highlights



LHDs / MCEs will:

Site Visits

- ✓ Be able to view and edit the Sub-status field on a Site Visit record
- ✓ Be able to view new options added to the Sub-question picklist on a Follow Up for a Site Visit
- ✓ Be able to modify a Site Visit record even if it does not fall under their jurisdiction
- ✓ Be able to view only contact information of the Primary and Backup Vaccine Coordinators, CEO, and CMO in the contacts section of a Site Visit record

Vaccine Order Review

- ✓ No longer see an out-of-date flag on the Vaccine Order Review page if the VaccineFinder inventory is 0

LHDs / MCEs

Release Highlights



Providers will:

- ✓ View a concatenated Program Name, combining the Account Name and Program
 - ✓ *Example:* Broadway Medical - COVID-19

Providers

César Chávez Holiday Ordering Cadence

LHDs / MCEs and Providers



There will only be one order submission and processing cycle the week of the **Monday March 27, 2023**.

Please order by **Monday March 27, 2023**, and approve by Wednesday **March 29, 2023**. There will be no catch-up order submission or deliveries **Friday, March 31, 2023**.

March Holiday Ordering & Delivery Cadence (LHDs/MCEs)

Monday	Tuesday	Wednesday	Thursday	Friday
March 20	21	22	23	24
Provider Order (submit by 5pm)		Limited Catch-Up Orders*(Submit by 5pm)		Moderna/Novavax deliveries
		LHD/MCE Approval by 12pm		LHD/MCE Approval by 12pm
27	28	29	30	31
Provider Order (submit by 5pm)		LHD/MCE Approval by 12pm		Cesar Chavez Day Holiday – No deliveries
Moderna/Novavax deliveries and catch-up deliveries from 3/24				
Pfizer deliveries and catch-up deliveries from 3/24 ***				
TPR deliveries and catch-up deliveries from 3/24				
April 3	4	5	6	7
Provider Order (submit by 5pm)		Limited Catch-Up Orders*(Submit by 5pm)		Moderna/Novavax deliveries
Moderna/Novavax deliveries***				TPR deliveries
Pfizer deliveries and final catch-up deliveries ***				LHD/MCE Approval by 12pm
TPR deliveries				

- ***Holiday adjusted delivery windows
- Delivery windows are dependent on provider's days/hours of operation. Update hours in myCAvax for any holiday closures. Once submitted, orders cannot be cancelled.
- Watch for emails regarding order confirmations, advance shipment notices of vaccine and ancillary kits, and temperature monitoring alerts.

2

March Holiday Ordering & Delivery Cadence

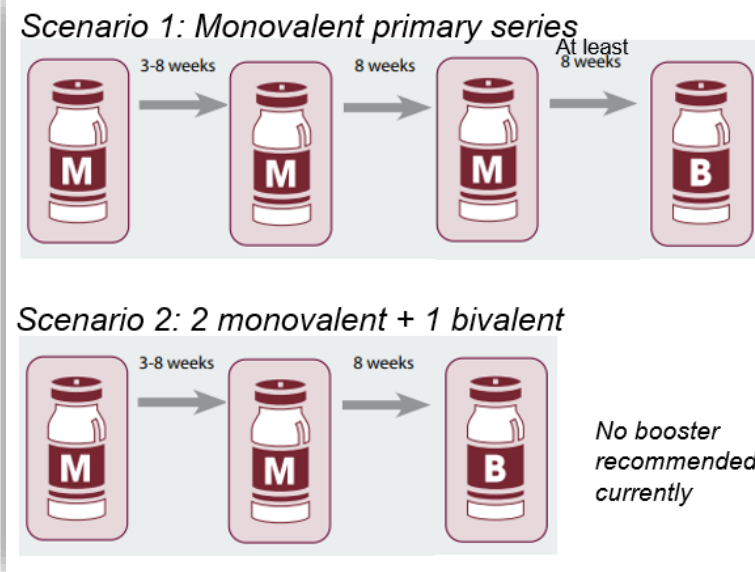
Pfizer Infant / Toddler Bivalent Booster Update

LHDs / MCEs and Providers



The FDA authorized and the CDC recommends that children ages 6 months – 4 years who previously completed a third dose Monovalent Pfizer COVID-19 vaccine primary series can receive one Bivalent Pfizer COVID-19 Booster dose at least 2 months after completion of the monovalent primary series.

Children ages 6 months – 4 years who completed their primary series with two Monovalent Pfizer COVID-19 vaccines and one Bivalent Pfizer COVID-19 vaccine are not eligible for a booster dose of a bivalent vaccine at this time.



Zero Out Inventory in VaccineFinder

LHDs / MCEs and Providers



As vaccines expire, remember to zero out VaccineFinder Inventory to keep the database up-to-date and ensure timely review and approval of vaccine orders in myCAvax.




myCAvax Demo



Q&A

APPENDIX

Slide Icon Key

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

My Turn Clinic Best Practices: Creating Multi-Vaccine Clinics



Best Practice	How To
1. Set clinic duration for four to six months to avoid having defunct clinics listed on the public site.	<ul style="list-style-type: none">Clinic Managers (CMs) 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.	<ul style="list-style-type: none">CMs may create clinics that offer all available vaccine product using the <i>Clinic Setup Wizard</i>. CMs should ensure that their vaccine supply is accurate for each vaccine, as that will determine appointment availability.If a CM would like to offer different vaccine product at different times of day (e.g., offer MPX appointments only in the morning and COVID-19 vaccines only in the afternoon), create separate clinics for each vaccine product.Export Sexual Orientation and Gender Identity (SOGI) data within 4 weeks.

My Turn – Known Issues - *Updated 03/16*

Known Issues

Error Message When Deleting Vaccine Supply Record

- ✓ Combo Clinic Managers are receiving an error when trying to delete a vaccine supply record.

Issue Cancelling Some Appointments Booked Prior to 2/15/2023

- ✓ We are investigating an issue where a Public appointment booked with group scheduling will get stuck in 'Pending Cancellation' if attempting to cancel
- ✓ Completing the appointment works as expected

Creating Third Party Clinics With Walk-ins

- ✓ When creating a Third Party clinic that offers walk-ins, it will not appear on the walk-in page on My Turn Public unless it has availability set in the clinic.



Workaround / Next Steps

- ✓ Estimated Fix: TBD
 - ✓ Workaround: Set the 'Current Stock' to 0 OR Contact the Vaccine Management Help Desk to have them remove it
- ✓ Estimated Fix: TBD
- ✓ Estimated Fix: TBD
 - ✓ Workaround: Navigate to the 'Clinic Availability' tab for the Third Party clinic and add availability to the clinic for it to show on the Walk-in page only if the clinic offers walk-ins welcome.

myCAvax – Known Issues - *Updated 03/09*

Known Issues

Location Application Approval Delays

- ✓ We are currently working on an issue that has been delaying some Location application approvals. In the meantime, the Enrollment Team has a workaround to help with getting the applications processed in a timely manner.



Workaround/Next Steps

- ✓ Fixed: 3/8/2023

myCAvax Release Roadmap



myCAvax

RECENTLY DEPLOYED

March 8th (R36)

IN PROGRESS

March 30th (R37)

UPCOMING

April 27th (R38)

Release 36

State Flu

- ✓ State Flu Products, CDPH Virtual Inventory, LHD Virtual Inventory
- ✓ 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
- ✓ Move existing processes from Account to Program object (e.g., order holds)
- ✓ Program is added to records for ease of reporting

Release 37

Site Visits

- ✓ Add new sub-question options to 'Follow-up' Object
- ✓ Create a Sub-Status field for Site Visits
- ✓ Only display relevant Contact information

Shipment Incidents

- ✓ Call Center will no longer receive shipment incident emails

State Flu

- ✓ General enhancements from feedback
- ✓ Status will remain In Progress for Orgs and Locations until Program Creation and is Active
- ✓ Do not allow duplicate programs
- ✓ Concatenate Location and Program

Helpdesk

- ✓ Help Desk Tier 1 profile will be updated with additional permissions

Release 38

State Flu

- ✓ General enhancements from feedback
- ✓ Add a highlights panel to program records to show relevant information at the top of the page such as myCAvax ID and County.
- ✓ Navigation changes
- ✓ Sharing Architecture begins
- ✓ Program Staff

My Turn Public Product Roadmap



RECENTLY DEPLOYED *March 14th (R37)*

CURRENT *April 13th (R38)*

UPCOMING *May 11th (R39)*

Release 37

- ✓ Deployment: Enhanced user experience on Eligibility Page based off patient's age
- ✓ Add validation on questions with "Prefer not to say" option so that additional answer options cannot be selected
- ✓ Remove dermal filler question

Release 38

- ✓ Testing site automation
- ✓ Allow Moderna primary series mix and match on 'Select a Location' page
- ✓ Add Gender Identity question to all flows
- ✓ Change Hispanic / Latino ethnicity question to multiselect
- ✓ Add yes / no ADA Accommodation question
- ✓ Tentative: Race questions expansion

Release 39

- ✓ Age validation on emancipated minor option for minor consent
- ✓ Convert Hispanic / Latino ethnicity question to multiselect
- ✓ Tentative: Race questions expansion

★ Received via user feedback

My Turn Clinic Product Roadmap



RECENTLY DEPLOYED

March 14th (R37)

Release 37

- ✓ Remove the dermal 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
 - ✓ IIS
 - ✓ Bulk Upload [CSV / Inline]
- ✓ Update the "Has the patient been exposed to monkeypox?"
 - ✓ Walk-in flow
 - ✓ Vaccine Administration flow
 - ✓ IIS
- ✓ Enable the 'Manage User' button and update the duplicate check validation
 - ✓ Clinics tab
 - ✓ Manage Users tab
 - ✓ Account Icon flow

CURRENT

April 13th (R38)

Release 38

- ✓ Add the Gender Identity for the COVID-19 and flu flow
 - ✓ Walk-in flow
 - ✓ Vaccine Administration flow
 - ✓ IIS status
 - ✓ [CSV / Inline] Bulk Upload
- ✓ Update the question "Please select your ethnicity" to be a multi-select picklist
 - ✓ Walk-in flow
 - ✓ Vaccine Administration flow
 - ✓ IIS status
 - ✓ [Inline] Bulk Upload
- ✓ Update the Role column to pull from the Roles field on the Contact subtab
 - ✓ Clinics tab
 - ✓ Manage User tab
- ✓ Remove the current validations from the COVID-19 flow for any Moderna (6 years - 100+ years) to allow mix and match on the primary series
 - ✓ Walk-in flow
 - ✓ Vaccine Administration flow
 - ✓ [Inline] Bulk Upload
- ✓ Update the ADA Accommodation question
 - ✓ Walk-in flow
 - ✓ Vaccine Administration flow
 - ✓ IIS Status
- ✓ Only display active users in the Vaccine Administrator field on the Vaccine Administration flow
- ✓ Repurpose the 'Return Home' button on the Walk-in Confirmation page

UPCOMING

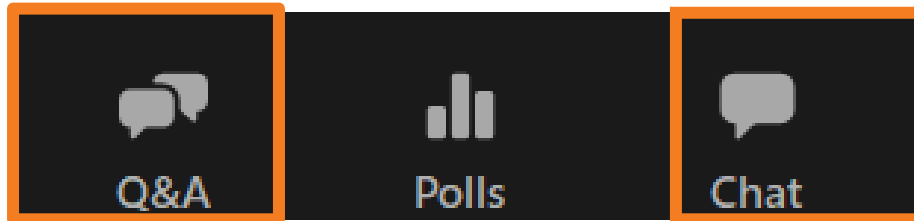
May 11th (R39)

Release 39

- ✓ Tentative: Race questions expansion
- ✓ Testing moving My Turn contacts to the organization level

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

Rachel Jacobs, CDPH

COVID-19 Vaccine Support

Type of Support

Description

Updated 11.15.22



COVID-19 Provider Call Center

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

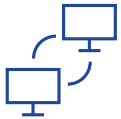
- Email: covidcallcenter@cdph.ca.gov
- Phone: (833) 502-1245, Monday through Friday from 8AM–6PM



Enrollment Support

For Provider enrollment support, please contact myCAVax Clinic Operations at

- Email: myCAvaxinfo@cdph.ca.gov



myCAVax Help Desk

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

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

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

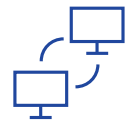


My Turn Clinic Help Desk

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

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

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



Archived Communications

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

- Website: [EZIZ Archived Communications](#)

California Providers Stay Informed!

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

1

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

2

COVID Therapeutics:

COVID Tx Providers Newsletter Sign Up

First Name*

Last Name*

Email*

Organization/Clinic*

Role/Title*

Sign up to the following newsletters:

☒ COVID Tx Providers/LHJs

Submit

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

3

mpox

mpox Newsletter Sign Up

First Name*

Last Name*

Email*

Organization/Clinic*

Role/Title

Sign up to the following newsletters:

☒ mpox-Providers, LHJ & Leadership

Submit

[Mpox Newsletter Sign-up](#)

Upcoming Opportunities



Monday

My Turn and myCAvax Office Hours

Next session: Monday, April 3, 12PM - 1PM

Friday

Provider Consolidated Webinar

Next session: Friday, March 24, 9AM-10:30AM

90-minutes to include

COVID-19 Vaccine and COVID-19 Therapeutics

