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

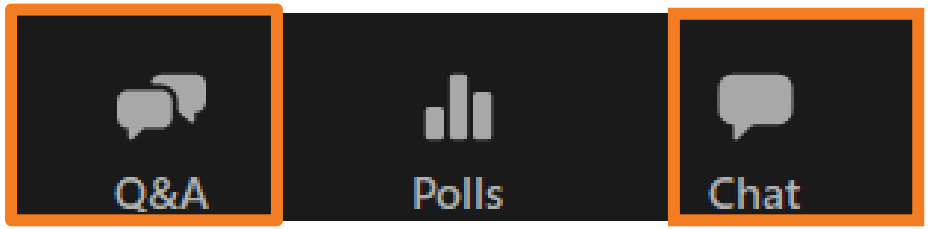
My Turn and myCAvax Office Hours

Monday, April 17, 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

My Turn and myCAvax

Josh Pocus, My Turn

Hannah Shows, My Turn and myCAvax

Dan Conway, myCAvax

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What's Next in My Turn? – Release 38

Clinic Managers and Vaccine Administrators

New updates for My Turn Public and Clinic will launch on **Thursday, April 20, 2023**!

My Turn Public

Release Highlights

When scheduling vaccine appointments, patients will be able to view:

- ✓ Gender identity and sexual orientation related questions on the 'Patient Information' page.
- ✓ A multi-select picklist if they select 'Yes' for the Hispanic / Latino question in the 'Patient Information' page.
- ✓ An error message if they select a race / nationality and the 'Prefer not to say' option at the same time in the race / nationality multi-select picklist on the 'Patient Information' page.
- ✓ The ADA requirement picklist only if they select 'Yes' to the new ADA accommodation question, 'Does the patient require ADA accommodations?'
- ✓ The 'Please confirm which vaccine you would like to schedule' question only after they enter a valid DOB.

My Turn Clinic

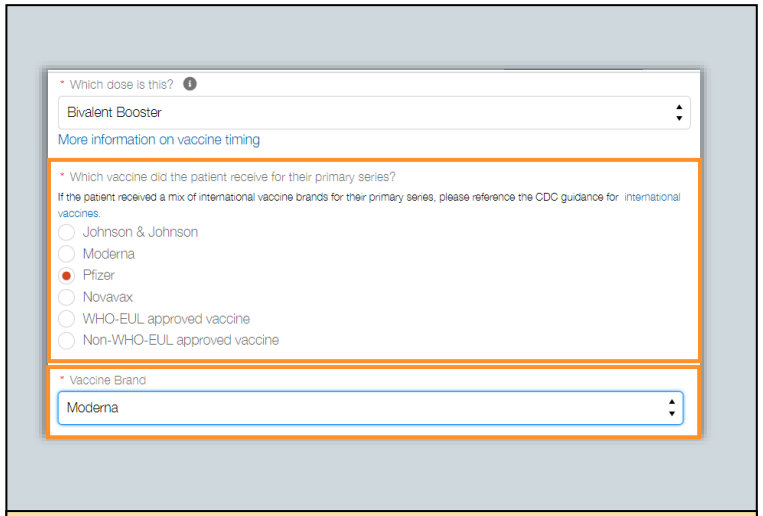
Release Highlights

Clinic Managers and Vaccine Administrators will be able to:

- ✓ View the updated language regarding activating / deactivating a myCAvax user in the Manage Users functionality.
- ✓ View a deleted clinic as the first option in the 'Internal Clinic Name' dropdown field while editing a vaccine appointment.
- ✓ View the updated multi-select picklist for the 'Ethnicity' question and new Gender Identity-related question in the IIS, Vaccine Administration, Walk-in and Bulk Walk-in flow.
- ✓ Create and / or mix and match any Moderna 6 years - 100+ year-old appointments without any hard stops in the Walk-in, Vaccine Administration and Bulk Walk-in flow.
- ✓ View validations to the Gender identity / sexual orientation related questions while scheduling / editing vaccine appointments via the Walk-in, Vaccine Administration and Bulk Walk-in flow.
- ✓ View the ADA requirement question, 'Does the patient require ADA accommodations?' in the IIS, Walk-in and Vaccine Administration flow.

Updated Vaccine Rules: Mix and Match Allowed

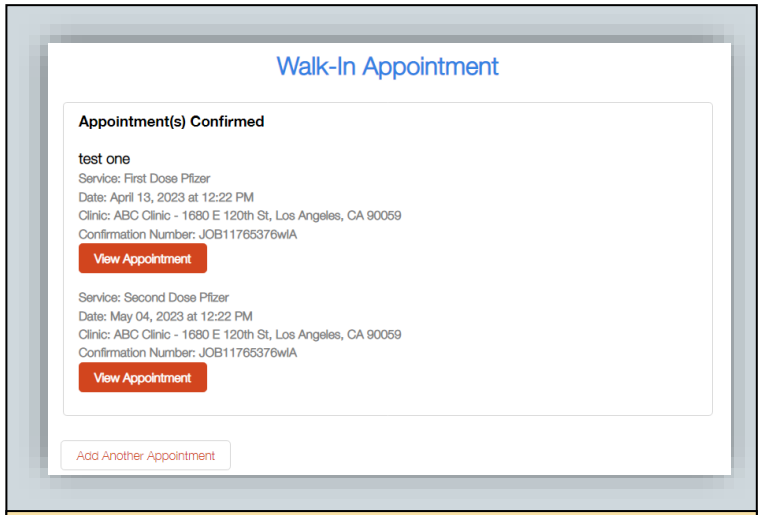
Clinic Managers and Vaccine Administrators



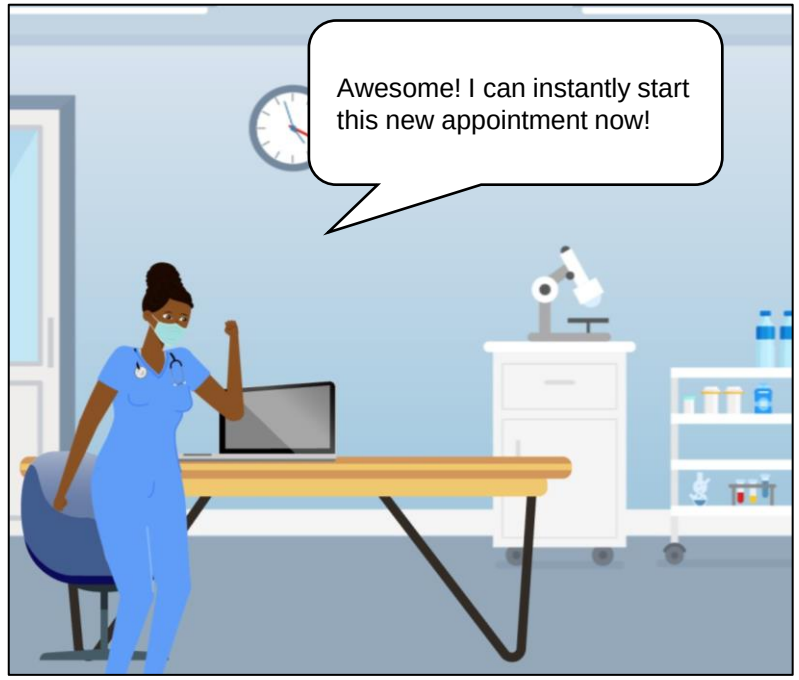
With Release 38, Mary will be able to mix and match vaccine types regardless of the previous vaccine received by the patient.

View Appointments Button Updated on the Walk-in Flow

Clinic Managers and Vaccine Administrators

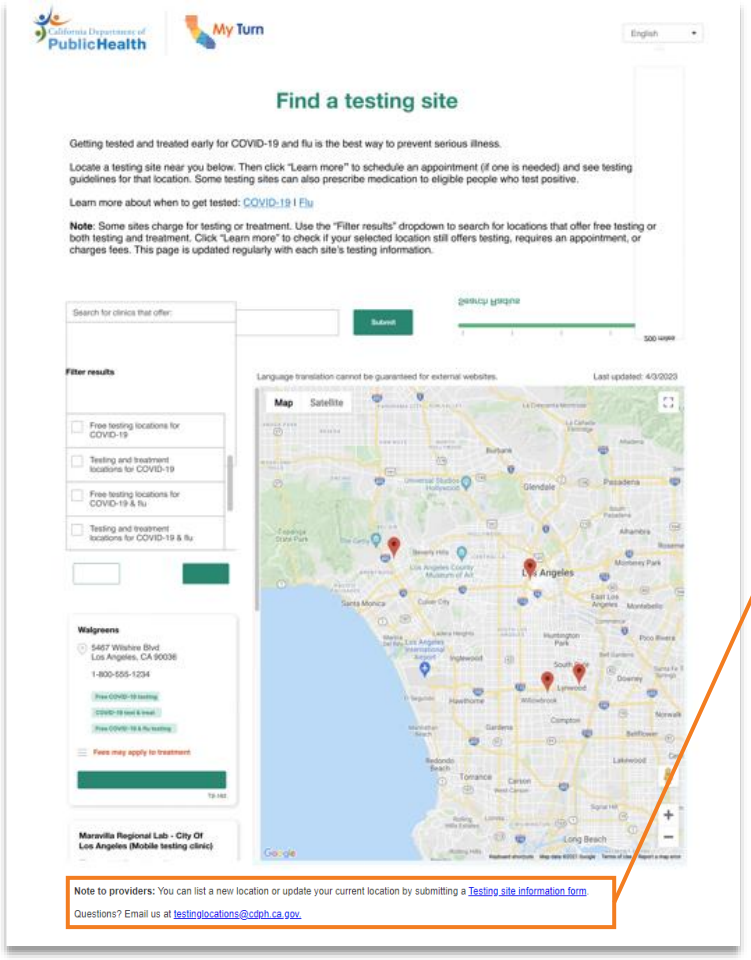


With Release 38, Mary will now see the 'View appointments' button on the walk-in confirmation page which will take her directly to the Vaccine Administration flow uninterrupted.



Testing Site Update Form and Process: Public Form

Testing Sites



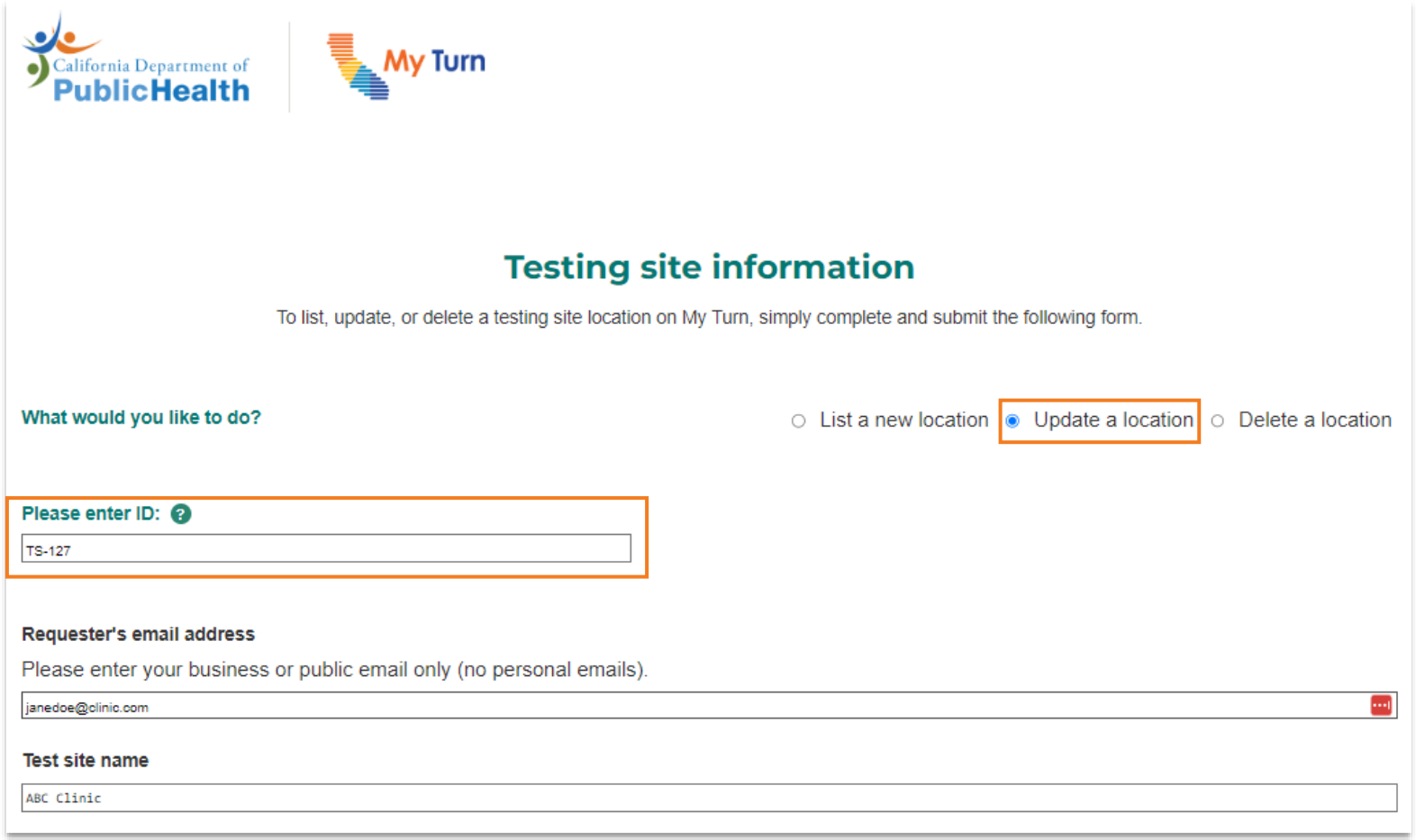
On the *Find a Testing Site* page on My Turn Public, Providers may create, update, or delete testing sites they manage using the new hyperlink at the bottom of the page.

Note to providers: You can list a new location or update your current location by submitting a Testing site information form.

Questions? Email us at testinglocations@cdph.ca.gov.

Testing Site Update Form and Process: Updating Site Information Using a TS Number

Testing Sites

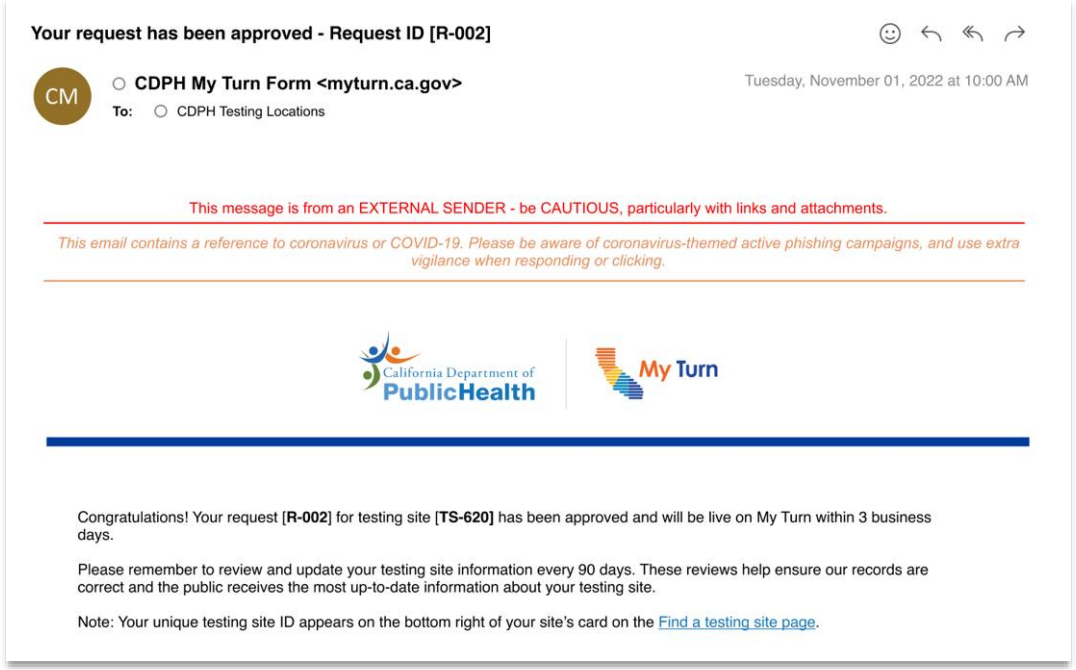


To update or delete a testing site location, input the location's Testing Site ID (TS-ID).

Testing Site Update Form and Process: Final Confirmation

Testing Sites

After CDPH reviews your testing site creation / update request, you'll receive an email approving or denying the request. If denied, the email will provide a reason and link to resubmit.



Your request has been approved - Request ID [R-002]

CM

CDPH My Turn Form <myturn.ca.gov>

To: CDPH Testing Locations

Tuesday, November 01, 2022 at 10:00 AM

This message is from an EXTERNAL SENDER - be CAUTIOUS, particularly with links and attachments.

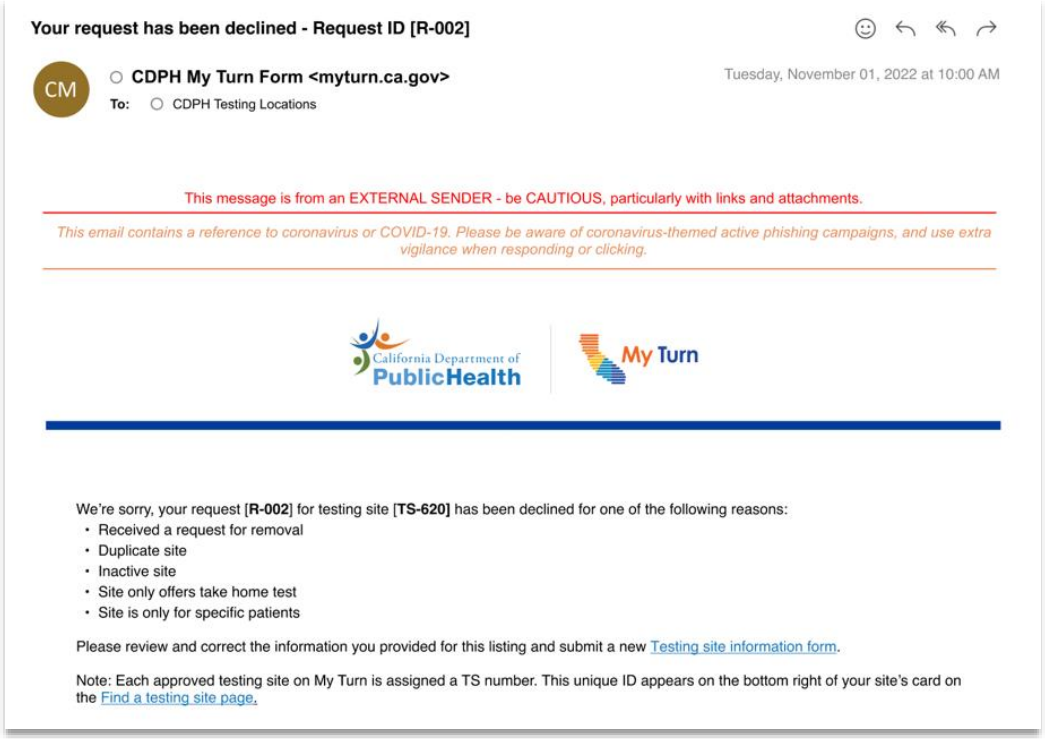
This email contains a reference to coronavirus or COVID-19. Please be aware of coronavirus-themed active phishing campaigns, and use extra vigilance when responding or clicking.

California Department of PublicHealth | My Turn

Congratulations! Your request **[R-002]** for testing site **[TS-620]** has been approved and will be live on My Turn within 3 business days.

Please remember to review and update your testing site information every 90 days. These reviews help ensure our records are correct and the public receives the most up-to-date information about your testing site.

Note: Your unique testing site ID appears on the bottom right of your site's card on the Find a testing site page.



Your request has been declined - Request ID [R-002]

CM

CDPH My Turn Form <myturn.ca.gov>

To: CDPH Testing Locations

Tuesday, November 01, 2022 at 10:00 AM

This message is from an EXTERNAL SENDER - be CAUTIOUS, particularly with links and attachments.

This email contains a reference to coronavirus or COVID-19. Please be aware of coronavirus-themed active phishing campaigns, and use extra vigilance when responding or clicking.

California Department of PublicHealth | My Turn

We're sorry, your request **[R-002]** for testing site **[TS-620]** has been declined for one of the following reasons:

- Received a request for removal
- Duplicate site
- Inactive site
- Site only offers take home test
- Site is only for specific patients

Please review and correct the information you provided for this listing and submit a new Testing site information form.

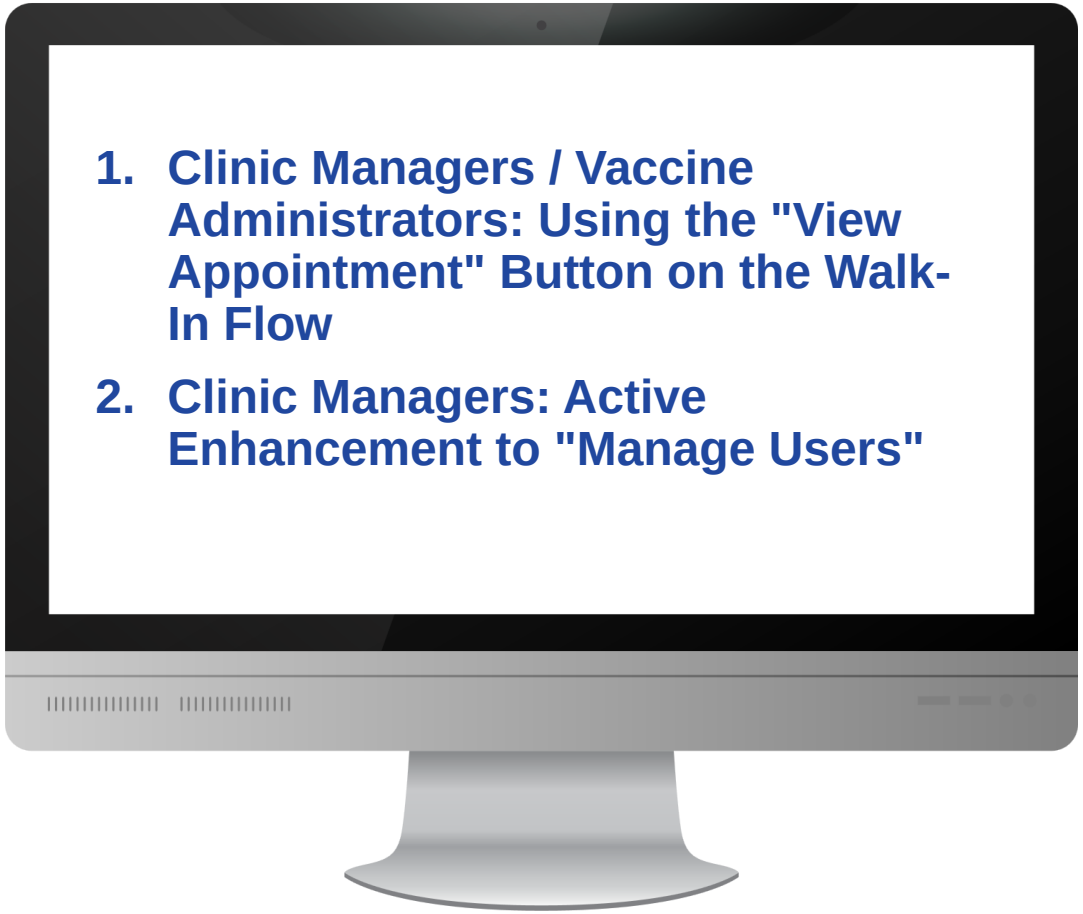
Note: Each approved testing site on My Turn is assigned a TS number. This unique ID appears on the bottom right of your site's card on the Find a testing site page.

My Turn Monovalent Deauthorization Update

Clinic Managers and Vaccine Administrators

CDPH is planning a 38.x release to add functionality for the monovalent deauthorization by end of next week.

My Turn Demo



Q&A

What's Next in myCAvax? – Release 38

LHDs / MCEs and Providers

New updates for LHDs / MCEs and Providers will launch on **Thursday, April 27, 2023**!

LHDs / MCEs

Release Highlights

LHDs / MCEs will:

Disenrollment

- ✓ See the program participation reasons 'Pending Disenrollment' and 'Disenrolled' when the program participation values are 'Order Hold' and 'Inactive' respectively

Program Staff

- ✓ See a program staff related list on program locations, location accounts, and contacts
- ✓ See the account field automatically populated on a program staff record when the program field is created / modified
- ✓ See 'User' and 'User Active?' fields on program staff records

Providers

Release Highlights

Providers will:

Disenrollment

- ✓ See an updated page layout on the Disenrollment page
- ✓ See program locations instead of location accounts on step 4 of the Disenrollment process

Program Staff

- ✓ See program staff records created for Organization, Primary and Backup Vaccine Coordinators, and Medical Staff at the time of enrollment

Site Visits

- ✓ See a new visit status 'Follow-Up Actions Sent' on a site visit record

Explanation of Program Staff

LHDs / MCEs and Providers

Staff may now be associated with each program available in myCAvax. For example, if your location has different staff members responsible for COVID-19 and Outbreak vaccines, you may now designate staff to the appropriate Program.

As additional programs are added to myCAvax, it's important to keep staff contact information for each program up-to-date.

Monovalent Pfizer and Moderna Sunsetting

LHDs / MCEs and Providers

In anticipation of FDA authorization approving the exclusive use of bivalent mRNA vaccines for COVID-19 immunization, CDPH expects that use of monovalent mRNA vaccines will be deauthorized this week. To prevent delivery of deauthorized products, all monovalent Pfizer and Moderna orders approved and submitted last week have been rejected.

Deauthorization Recommendations for LHJs and Providers

LHDs / MCEs and Providers

- Once deauthorization is announced, please dispose of all inventory and report wastage in myCAvax, denoting type of waste as ‘Other.’
- Deauthorized monovalent products should be removed from VaccineFinder, zeroing out any on-hand inventory.
- Please attend webinars and review communications for updated guidance.

myCAvax Product Changes

LHDs / MCEs and Providers

- Pfizer and Moderna monovalent products have been placed on blackout.
- Standard and Small Orders have been turned off in the system.
- Allocations for these products have been removed from each LHJ and MCE allocations.
- Transfers, waste reporting, and storage and handling incidents can still be reported.

Bivalent Supply

LHDs / MCEs and Providers

- While the Infant / Toddler Bivalent (6 months – 5 years) vaccine supply continues to be limited, CDPH anticipates sufficient supply to accommodate increasing demand for primary series.
- Supply for Bivalent products for all other age groups continues to be sufficient as well.
- Please continue to place small, frequent orders for all products as needed.

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.	• 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.	• CMs may create clinics that offer all available vaccine product using the *Clinic Setup Wizard*. 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 & myCAvax Help Desk Transition

My Turn and myCAvax Help Desk is in the process of transitioning from current vendor staff to CDPH support staff. CDPH does not anticipate any disruption of Help Desk services and support during this transition.

The Help Desk will operate as usual and there will be no change to the contact emails or phone number.

My Turn – Known Issues - *Updated 04/06*

Known Issues

Error Message When Deleting Vaccine Supply Record

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

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: 4/20/23
  - ✓ Workaround: Set the ‘Current Stock’ to 0 **OR** have a user with ‘Partner Clinic Manager’ profile remove it.
- ✓ 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 04/07*

Known Issues

Transfer's 'Vaccine Receiver' Loading Slowly

- ✓ We are currently working on an issue in which the 'Vaccine Receiver' search field is loading slowly. It may appear to be frozen, however, it is just loading very slowly. Please be patient with the form for the time being.

Workaround / Next Steps

- ✓ Planned Fixed: 4/27/2023

My Turn Public Product Roadmap

My Turn

My Turn Public

RECENTLY DEPLOYED *March 14th (R37)*	CURRENT *April 20th (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

My Turn Clinic

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 20th (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

★ Received via user feedback

myCAvax Release Roadmap

myCAvax

myCAvax Roadmap

RECENTLY DEPLOYED
March 30th (R37)

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

IN PROGRESS
April 27th (R38)

Release 38

State Flu

- ✓ Update disenrollment to align with program shift
- ✓ Add a new reason of 'Follow-up Actions Sent' for Site Visits

Program Staff

- ✓ Add to tie contacts to their specific programs
- ✓ Create during enrollment
- ✓ Add Account look-up to show Program Staff at Account level

Community Messaging

- ✓ Allow CDPH to create a message to display on Provider Homepage

UPCOMING
May 25th (R39)

Release 39

State Flu

- ✓ State Flu Provider Sharing Rules
- ✓ CDPH Allocation Process for State Flu
- ✓ Product Pricing
- ✓ General Enhancements from State Flu Feedback

Internal Enhancements

- ✓ Program Location record view highlights panel update
- ✓ Program Location tabs for related records
- ✓ Program Participation Validations

Provider Inventory

- ✓ Provider Inventory to function per Program and utilize Program Product

Resources

Leslie Amani, CDPH

COVID-19 Vaccine Support

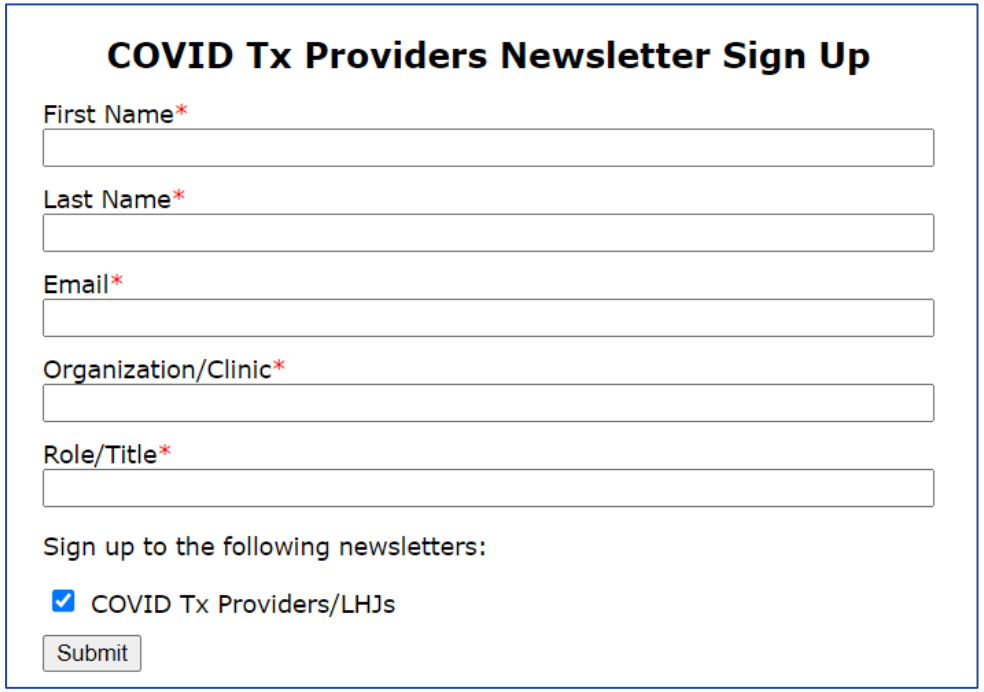
Type of Support	Description	Updated 11.15.22
COVID-19 Provider Call Center	The COVID-19 Call Center for Providers and Local Health Departments is dedicated to medical providers in California and their COVID-19 response, specifically addressing questions about State program requirements, enrollment, and vaccine distribution, including the Vaccine Marketplace. • Email: covidcallcenter@cdph.ca.gov • Phone: (833) 502-1245, Monday through Friday from 8AM–6PM
Enrollment Support	For Provider enrollment support, please contact myCAvax Clinic Operations at • Email: myCAvaxinfo@cdph.ca.gov
myCAvax Help Desk	Dedicated staff provide up-to-date information and technical support on the myCAvax system. • Email: myCAvax.HD@cdph.ca.gov • Phone: (833)-502-1245, option 3, Monday through Friday 8AM–6PM For training opportunities: https://eziz.org/covid/education/
My Turn Clinic Help Desk	For **onboarding support** (those in the process of onboarding): myturnonboarding@cdph.ca.gov For **technical support** with My Turn Clinic for COVID-19 and flu vaccines: mail to: MyTurn.Clinic.HD@cdph.ca.gov or (833) 502-1245, option 4: Monday through Friday 8AM–6PM For job aids, demos, and training opportunities: flu at https://eziz.org/covid/myturn/flu/ and COVID at https://eziz.org/covid/myturn/
Archived Communications	For archived communications from the COVID-19 Provider Call Center about the California COVID-19 Vaccination Program visit • Website: EZIZ Archived Communications

California Providers Stay Informed!

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

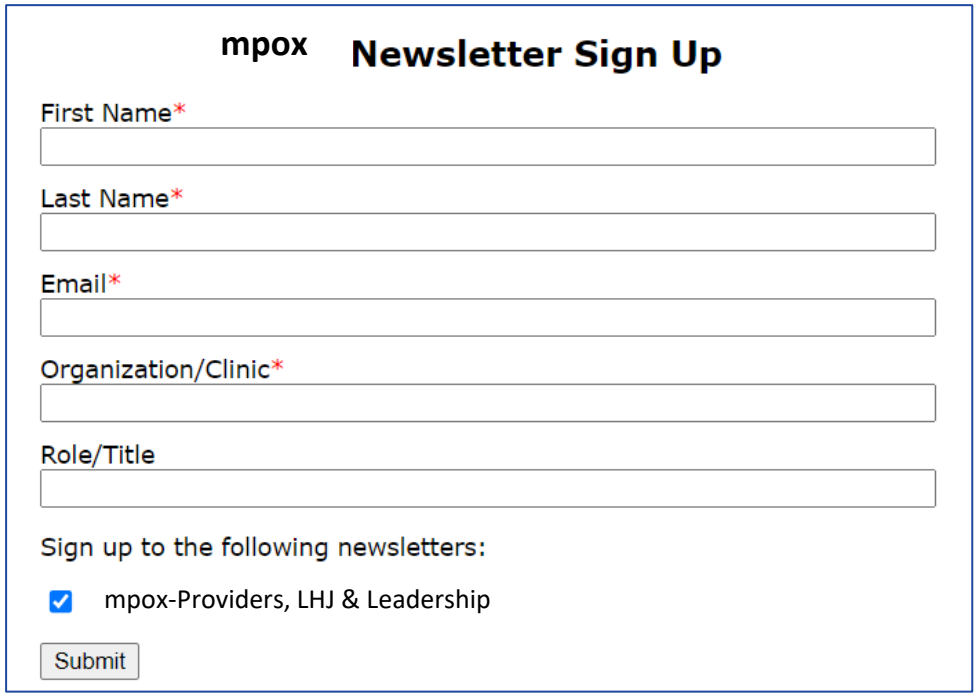
1 **COVID-19 Vaccine** Provider Listserv Emails: Please email blanca.corona@cdph.ca.gov

2 **COVID Therapeutics:**



COVID-19 Therapeutics Newsletter Sign-up

3 **mpox**



Mpox Newsletter Sign-up

Upcoming Opportunities

Monday

My Turn and myCAvax Office Hours

Next session: Monday, May 1, 12PM - 1PM

Friday

Provider Consolidated Webinar

Next session: Friday, April 21, 9AM-10:30AM

90 minutes to include

COVID-19 Vaccine and COVID-19 Therapeutics