

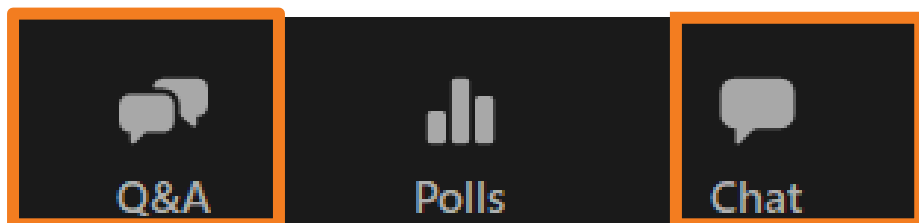
Welcome to the California Department of Public Health California COVID-19 Vaccination Program

My Turn and myCAvax Office Hours

Monday, April 3, 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



COVID-19 Successful Strategies Panel

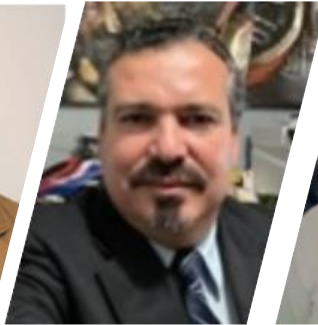
Administrators and Clinicians



Colleen Mallen,
Section Chief



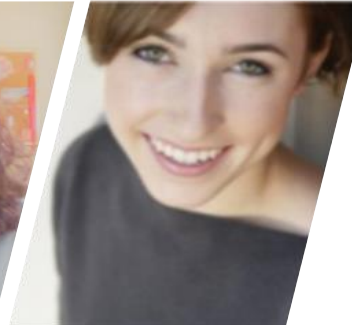
Eugene Beronilla,
Supervisor



Francisco Borboa,
QA Coordinator



Kelley Leung,
RN



Kelsey Florio,
RN

Next Session: Monday, April 10
Time: 12PM – 12:30PM

Join CDPH for an interactive Provider-led Successful Strategies for COVID-19 Vaccine Management session. The CDPH Successful Strategies Panelists will be available to answer COVID-19 Vaccine Management-related questions and will participate in a discussion with attendees.



My Turn and myCAvax

Josh Pocus, My Turn

Dan Conway, myCAvax

Jamie Fueva, My Turn / myCAvax

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What's Next in My Turn? – Release 37.2

Clinic Managers and Vaccine Administrators



New updates for My Turn Public and Clinic launched on
March 29, 2023!



Release Highlights



- When scheduling vaccine appointments parents / guardians of patients ages 6 months – 4 years will be able to view:
 - ✓ 'Bivalent Booster' as an appointment scheduling option
 - ✓ A new attestation question to validate eligibility for Pfizer (6 months – 4 years) Bivalent Booster dose

My Turn Public

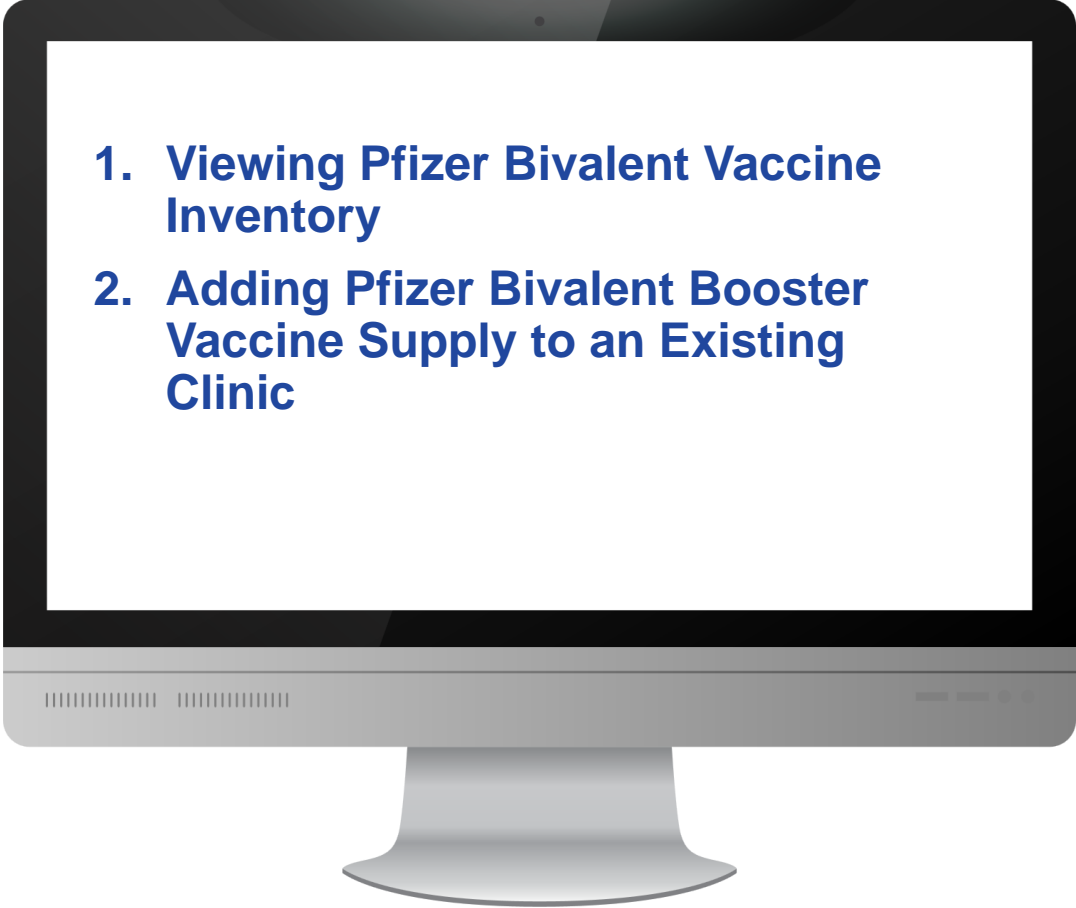
Release Highlights



- Clinic Managers and Vaccine Administrators will be able to view:
 - ✓ 'Bivalent Booster' as an appointment scheduling option on the Walk-in and Bulk Upload flow.
 - ✓ A new attestation question to validate eligibility for Pfizer (6 months – 4 years) Bivalent Booster dose
 - ✓ '6mo-4yr Pfizer Bivalent Booster' as filter and edit options on IIS and Appointments tabs
 - ✓ Updated reports and dashboards that account for new vaccine eligibility

My Turn Clinic

My Turn Demo

- 
1. **Viewing Pfizer Bivalent Vaccine Inventory**
 2. **Adding Pfizer Bivalent Booster Vaccine Supply to an Existing Clinic**



Q&A

What's Next in myCAvax? – Release 37

LHDs / MCEs and Providers



New updates for LHDs / MCEs and Providers launched on **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

Modifying Site Visit Record for Account Outside Jurisdiction

LHDs / MCEs



LHDs / MCEs can modify a site visit record for a Location Account even if the account is outside their jurisdiction. LHDs / MCEs will need to enable proper sharing permissions.

The screenshot displays the 'Site Visit' record for SV-000495. At the top, it shows the owner 'Sacramento County LHD' and various metadata including 'Record Type: CDC COVID-19 Program Site Visit', 'Provider Location: Winterfell', 'Enrolled in VFC?', and 'COVID PIN: 112313'. A progress bar indicates the status is 'Contacted', with other stages like 'Scheduled', 'Rescheduling', 'Conducted', 'Closed', and 'Cancelled' shown as inactive buttons.

The 'Details' tab is active, showing fields for 'Site Visit Name' (SV-000495), 'Site Visit Type' (COVID-19 Only), 'Site Visit Method' (Virtual), and 'Visit Status' (Scheduled). The 'Sub-Status' is set to '--None--'. The 'Visit Scheduled Date' is 3/24/2023 at 12:00 PM. The 'Provider Location' is Winterfell. There are search fields for 'Site Visit Reviewer' and 'Site Visit Nurse Consultant'. At the bottom of the details section are 'Cancel' and 'Save' buttons.

The 'Activity' tab is also visible, showing filters for 'All time', 'All activities', and 'All types'. It indicates 'No activities to show' and provides instructions to 'Get started by sending an email, scheduling a task, and more.' Below this, it states 'No past activity. Past meetings and tasks marked as done show up here.'

The 'Contacts (3+)' section lists contact information for 'Pylos Bradley' (Email: mycavaxxx+42@gmail.com, Phone: (111) 112-2222, Role: CEO/CMO) and 'Maester Pylos'.

New Sub-question Option to Follow-up Object

LHDs / MCEs





LHDs / MCEs will be able to see new sub-questions added to a follow-up action on a Site Visit Record.

New Follow Up Actions: Follow Up Actions


Information

Follow Up Action Name


* Site Visit Record  SV-000554 

Due Date


Date

3/23/2023 


Time

12:00 PM 


Policy Submitted

--None-- 


Sub-question

--None-- 


Status

Incomplete 

Materials Submitted

--None-- 

Training Submitted

--None-- 

Cancel

Save & New

Save

2.1a - d - Administration Billing

2.1e - Staff Trained on Billing

2.1f - Donations

2.2a - Record Retention

2.3a - Review Healthcare Provider EU...

2.3b - Up-to-date EUA/EUI

2.3c - Provide EUA/EUI to Patients

2.3d - Vaccination Record Cards Com...

6.1e - Reporting Ancillary Kit Deficiencies

6.1f - Familiarity with Ancillary Kit Supplies

Updated Program Name When Program is Created

LHDs / MCEs and Providers

LHDs / MCEs and Providers will be able to view an updated program name that combines the Location Account's name and master program.

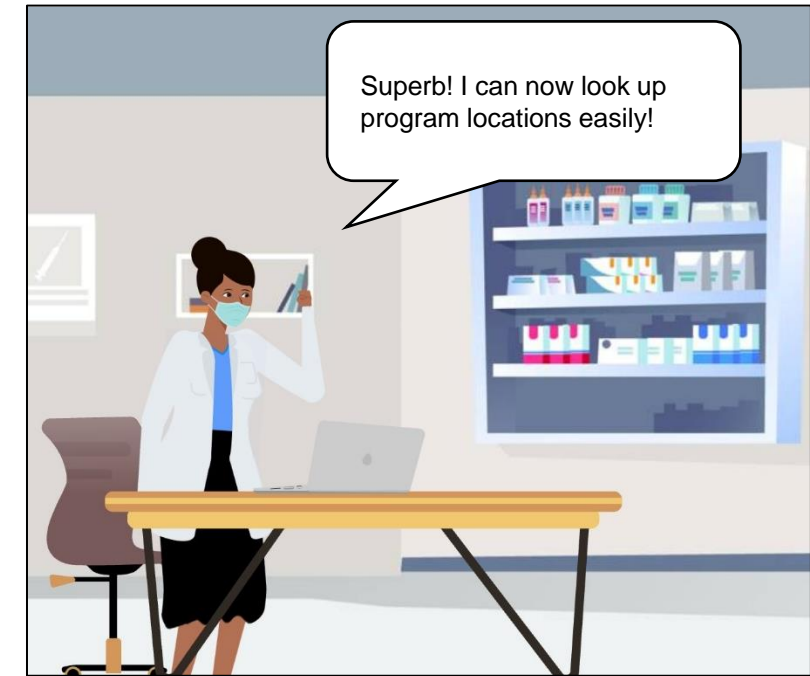


Accounts > Comic Bookstore
Program Locations
3 items • Updated a few seconds ago

Program Location	Program Participation	Program Participation Reason	Reason For On-Hold
1 Comic Bookstore - COVID-19	Active		Provider Account Changes
2 Comic Bookstore - Outbreak	Active		Provider Account Changes
3 Comic Bookstore - State General Funds	Active		

With Release 37, Maya can see updated program location names that combine location account names and the master program.

The screenshot shows a software interface for 'Program Locations'. It features a table with four columns: 'Program Location', 'Program Participation', 'Program Participation Reason', and 'Reason For On-Hold'. There are three rows of data, each starting with a number followed by a location name (e.g., 'Comic Bookstore - COVID-19'). Below the table, a yellow box contains text explaining that with Release 37, users can see updated program location names that combine location account names and the master program.



Pfizer & Moderna Infant / Toddler Bivalent COVID-19 Vaccines-Allocations Update

LHDs / MCEs



Additional allocations of Pfizer (6 months – 4 years) and Moderna (6 months – 5 years) Infant / Toddler Bivalent products will be available for LHDs / MCEs by the end of this week.

CDPH anticipates adding a 2-3-week supply for Pfizer (6 months – 4 years) Bivalent vaccine based on the average orders approved over the past few weeks. There will be more allocations made for Moderna (6 months – 5 years) Bivalent vaccine due to more doses being available.

Note: Supply limitations are still in place, and these 2 products neither have allocation threshold increases nor updates from CDC.

Novavax is Temporarily Unavailable for Ordering

LHDs / MCEs and Providers



The current supply of Novavax COVID-19 vaccine 10-dose vial is set to expire on **Sunday, April 30, 2023**, therefore the CDC has shut off ordering. Novavax is temporarily unavailable for Standard Ordering but remains available for Small Ordering.

CDPH estimates that Novavax Standard Orders may become available toward the end of this week, in a new 5-dose vial presentation that expires on **Tuesday, October 31, 2023**. Additional information will be provided as it becomes available.



Recommendations for Novavax Ordering

LHDs / MCEs and Providers



LHJs with excess inventory close to 2 weeks of expiration should utilize the Vaccine Marketplace to reduce product wastage.

At the end of April, Providers should add the Novavax 5-dose vial and zero out the Novavax 10-dose vial in Vaccine Finder.

For more information on how to report vaccine inventory visit the

[Reporting Inventory to Vaccine Finder](#) Job Aid.








1. Viewing Updated Program
Location Names in the Provider
Community and Sys Admin Portal



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 & 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.

myCAvax – Known Issues - *Updated 04/02*



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 – Known Issues - *Updated 03/23*



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: 4/13/23
 - ✓ Workaround: Set the 'Current Stock' to 0 **OR** have a user with 'Partner Clinic Manager' profile remove it **OR** contact the My Turn Clinic Help Desk to remove it.
- ✓ Estimated Fix: 3/29/23
- ✓ 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.

My Turn Public Product Roadmap



RECENTLY DEPLOYED

March 14th (R37)

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

CURRENT

April 20th (R38)

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

UPCOMING

May 11th (R39)

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 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

myCAvax Release Roadmap

RECENTLY DEPLOYED

March 8th (R36)

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

IN PROGRESS

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

UPCOMING

April 27th (R38)

Release 38

State Flu

- ✓ General enhancements from feedback
- ✓ Program Staff will be added to tie contacts to their specific programs
- ✓ Community Messaging will be introduced – this will allow CDPH to create a message for Providers
- ✓ Updating disenrollment to align with program shift
- ✓ Add a new reason of 'Follow-up Actions Sent' for Site Visits

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](#)



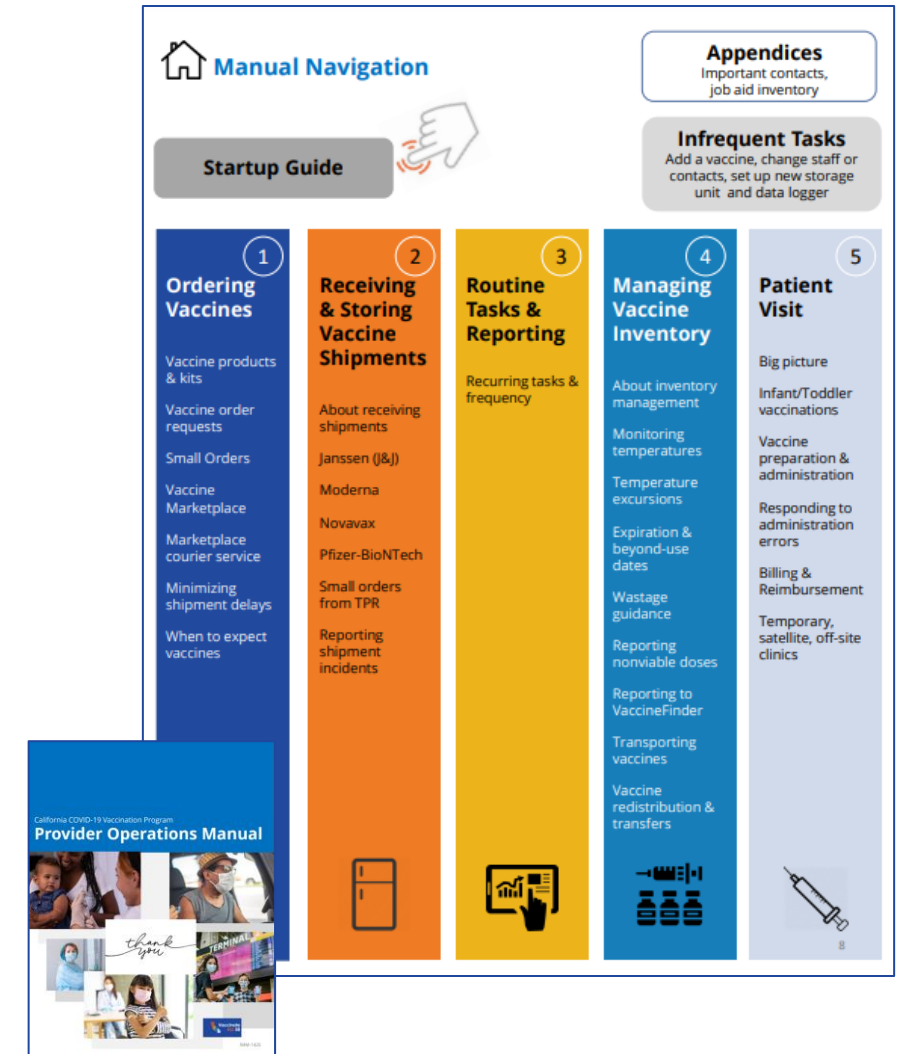
COVID-19 Provider Operations Manual (POM)

Please bookmark this comprehensive resource!

- Includes key programmatic and clinical job aids!
- One-stop shop for all things COVID-19!
- Quick link to the POM Start-up Guide

Q: Where can new COVID-19 vaccine Provider staff find a startup guide with all key requirements, setup considerations, and documentation of all key tasks?

A: New COVID-19 vaccine Provider staff can access a startup guide at [California COVID-19 Vaccination Program Provider Operations Manual](#) and a [startup worksheet](#).



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
Vaccine Management
Vaccine Administration
Reporting Requirements
Archived Communications
Patient Resources

Updates for Providers

Alerts:

- Vaccine Expiration and Transitions**
 - EUA-Labeled Pfizer Monovalent (12+ Years, Gray Cap) Transition to Pfizer Cominarty Monovalent (12+ Years, Gray Cap) 3/9
 - Moderna Adolescent/Adult (12+ Years, Red Cap) and Moderna Pediatric (6-11 Years, Dark Blue Cap) Monovalent Products Sunset 3/3
 - Monovalent Moderna (6 Months-5 Years) Expiry Extension 2/13
- Clinical Job Aids**
 - COVID-19 Vaccine Products Guide, Updated 3/17
 - COVID-19 Vaccination Schedule (Timing Guide), Updated 3/17
 - Spanish version: Calendario de la Vacuna COVID-19 (Guía de Tiempo) Updated 3/17
 - Interim Clinical Considerations for Use of COVID-19 Vaccines (CDC)
- Provider Operations**
 - COVID-19 Provider Operations Manual (POM) - Updated for bivalents
 - Provider Startup Worksheet
- Now Enrolling Providers of Pediatric Services**
 - Find Information on How to Enroll
 - Dispelling Provider Myths About Joining the California COVID-19 Vaccination Program
 - Welcome VFC Providers | Flyer | VFC vs. COVID Programs

Featured Resources

- Bivalent Boosters**
 - Infant/Toddler Bivalent Vaccines, 12/9
 - "I got my updated COVID-19 booster" stickers
 - Promotional Resources for COVID-19 Vaccine Boosters
 - Thinking about Getting a COVID-19 Vaccine Booster Dose (CDC website)
 - Healthcare Worker Booster Poster (CDPH)
 - Older Adult Booster Poster (CDPH)
- Pediatric Resources**
 - Pediatric COVID-19 Checklist: Best Practice Strategies from California VFC High-Performing Clinics
 - Summary of Vaccines: Updated Bivalent COVID-19 Vaccines for 6 months - 17 years, Pfizer 6 months-17 years, Moderna 6 Months-17 years (CDPH)
 - Children who transition from a younger to an older age group CDC
 - Preparing for Infant/Toddler Vaccinations Job Aid
 - Recommending COVID-19 Vaccination: Clinical Talking Points 6/17/22
- Tools to Avoid Vaccine Mix-Ups:**
 - Vaccine Administration Checklist 9/7/22
 - Preventing Administration Errors 9/7/22
 - Coadministration Tips | Preteens

Provider Support
COVID-19 Provider Call Center
Email: Program Info
Phone: (833) 502-1245
Hours: Mon-Fri, 8AM-6PM
Contact us for questions about the program or help with accessing documents.

myCAVax and My Turn
Email: myCAVax Technical Support
MyTurn Onboarding, MyTurn Technical Support
Phone: (833) 502-1245
Mon-Fri, 8AM-6PM
My Turn Clinic Translation Line: (833) 980-3933
Mon-Fri: 8AM-8PM
Sun-Sat: 8AM-5PM

Vaccines
Manufacturer Contacts

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



Thank you for joining CDPH for today's
COVID-19 Provider Webinar!

Monday

My Turn and myCAvax Office Hours

Next session: Monday, April 17, 12PM-1PM

Friday

Provider Consolidated Webinar

Next session: Friday, April 7, 9AM-10:30AM

Note: Session to include
COVID-19 Vaccine and COVID-19 Therapeutics

