

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

My Turn and myCAvax Office Hours

Monday, May 1, 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

My Turn and myCAvax

Josh Pocus, My Turn

Hannah Shows, My Turn and myCAvax

Dan Conway, myCAvax

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What's New in My Turn? – Release 38.1

Clinic Managers and Vaccine Administrators



New updates for My Turn Public and Clinic launched on
Wednesday, April 26, 2023!



Release Highlights



When scheduling vaccine appointments, patients will be able to:

- ✓ View information about the Bivalent Primary Series vaccines replacing the Monovalent Primary Series vaccines
- ✓ View a second Bivalent Booster available for patients of age 65+ years
- ✓ View Clinics that offer the new Bivalent Primary Series vaccine supply while scheduling a vaccine appointment
- ✓ No longer view the note 'Patients who already received a bivalent booster dose are not eligible' to the question 'Has it been at least 2 months since the patient's last dose?'
- ✓ No longer view the term 'Bivalent' for booster doses on the 'Select a location' page

My Turn Public

Release Highlights



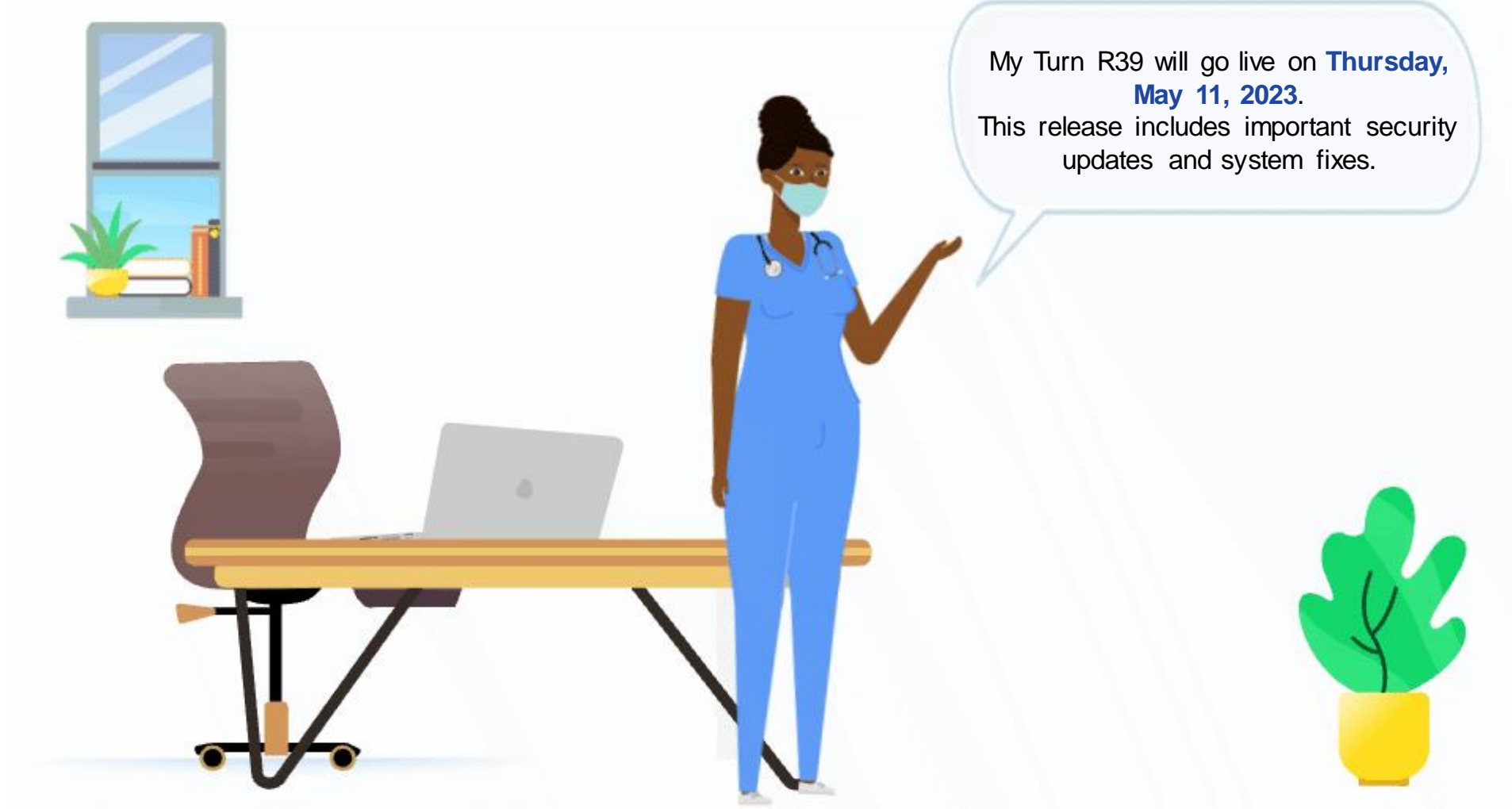
Clinic Managers and Vaccine Administrators will be able to:

- ✓ Create Bivalent Primary Series appointments through the Walk-in, Vaccine Administration, and Bulk Upload flows
- ✓ Filter Bivalent Primary Series appointments on the IIS and Appointments tabs
- ✓ Edit Bivalent Primary Series appointments on the Bulk Update and Single Edit functionalities
- ✓ View Bivalent Primary Series appointments on the COVID-19 dashboard on the home page
- ✓ Create Bivalent Primary Series Vaccine Supply for patients
- ✓ Create clinics that host Bivalent Primary Series appointments
- ✓ No longer view the term 'Bivalent' for booster doses while creating new vaccine supply

My Turn Clinic

What's Next in My Turn? – Release 39

Clinic Managers and Vaccine Administrators



My Turn R39 will go live on **Thursday, May 11, 2023**.
This release includes important security updates and system fixes.

Upcoming Salesforce System Maintenance (5/6)

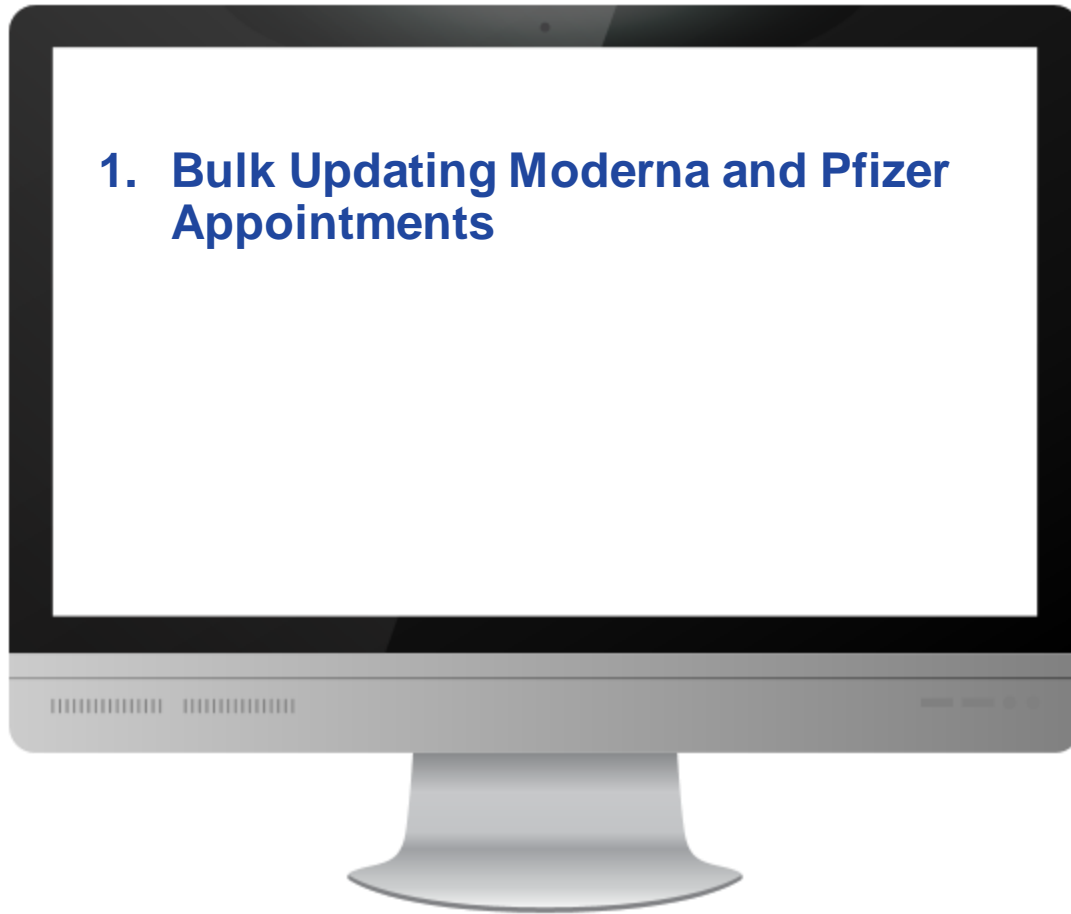
Clinic Managers, Vaccine Administrators, LHDs / MCEs and Providers



My Turn and myCAvax systems will be unavailable for scheduled system maintenance on **Saturday, May 6, 2023**, from 7:00 PM, PT to 7:30 PM, PT.

LHDs / MCEs and Providers: Please be sure to complete all necessary tasks before system maintenance hours.

My Turn Demo



Q&A

What's New in myCAvax? – Release 38

LHDs / MCEs and Providers



New updates for LHDs / MCEs and Providers launched on
Thursday, April 27, 2023!



Release Highlights



LHDs / MCEs will:

Disenrollment

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

Program Staff

- ✓ View the program staff list and roles associated with program location
- ✓ View the Account, User, and User Active? fields on the program staff record.

LHDs / MCEs

Release Highlights



Providers will:

Community Broadcast Messages

- ✓ View messages from CDPH on the landing page

Program Staff

- ✓ View program staff records staff list and roles associated with program location

Site Visits

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

Disenrollment

- ✓ View an updated page layout including program staff on the Disenrollment page

Providers

Viewing Program Staff

LHDs / MCEs and Providers



LHDs / MCEs and Providers will be able to see program staff records and roles associated with the program location.

Account: Mildliner Medical
Account Owner: San Francisco County LHD
Status: Active
Account Record Type: Provider Location
Type: Type

Details: **Programs** | Vaccine Requests | Storage And Handling | Site Management | Vaccine Inventories | Related Contacts | MyTurn

Program Locations (1)
1 item • Updated a few seconds ago

Program Location	Program Participation	Program Partic...	Reason For On...
1 Mildliner Medical - COVID-19	Active		

[View All](#)

Program Staff (4)
4 items • Updated a few seconds ago

Program Staff Name	Contact	Program	Roles
1 Lime Organization Coordinator COVID-19	Lime Organization Coordinator	Mildliner Medical - COVID-19	Organization Vaccine Coordinator
2 Stamp Primary Coordinator COVID-19	Stamp Primary Coordinator	Mildliner Medical - COVID-19	Primary Vaccine Coordinator
3 Basil Backup Coordinator COVID-19	Basil Backup Coordinator	Mildliner Medical - COVID-19	Backup Vaccine Coordinator
4 Tooth Fairy COVID-19	Tooth Fairy	Mildliner Medical - COVID-19	Medical Staff

[View All](#)

Account: Mildliner Medical
Account Owner: San Francisco County LHD
Status: Active
Account Record Type: Provider Location
Type: Type

DETAILS: **RELATED**

Program Locations (1)
1 item • Updated a few seconds ago

Program Location	Program Participation
Mildliner Medical - COVID-19	Active

[View All](#)

Program Staff (4)
4 items • Updated a few seconds ago

Program Staff Name	Contact	Program	Roles
Lime Organization Coordina...	Lime Organization Coordinator	Mildliner Medical - COVID-19	Organization Vaccine Coordin...
Stamp Primary Coordinat...	Stamp Primary Coordinator	Mildliner Medical - COVID-19	Primary Vaccine Coordinator
Basil Backup Coordinator C...	Basil Backup Coordinator	Mildliner Medical - COVID-19	Backup Vaccine Coordinator
Tooth Fairy COVID-19	Tooth Fairy	Mildliner Medical - COVID-19	Medical Staff

[View All](#)

Populate Account and User Information

LHDs / MCEs



LHDs / MCEs will be able to see the Account, User, and User Active? fields on the program staff record.

Related	Details
Program Staff Name	Sheldon Cooper COVID-19
Contact	Sheldon Cooper
Program	Comic Bookstore - COVID-19
Roles	Backup Vaccine Coordinator
Account	Comic Bookstore
User Active?	<input type="checkbox"/>
User	Sheldon Cooper

Owner [Santa Clara County LHD](#)

Community Broadcast Message

Providers



Community Broadcast Messages

- All monovalent products have been deauthorized - [CDC Deauthorization Announcement](#)
- No vaccine deliveries on Memorial Day - [Ordering & Distribution Cadence Calendar](#)
- Please register for the weekly California COVID-19 Vaccination Program Friday Provider Webinar here: [Friday Provider Webinar Zoom Registration Link](#)
- Masks Up and Get boosted

With Release 38, Maya can see quick updates from CDPH under the 'Community Broadcast Messages' section on the landing page.



New 'Follow-Up Actions Sent' Visit Status on Site Visit Object

LHDs / MCEs and Providers



LHDs / MCEs and Providers will see the new visit status option 'Follow-Up Actions Sent' on the Site Visit object.

Site Visit SV-000554

Owner: Santa Clara County LHD | Record Type: CDC COVID-19 Program Site Visit | Provider Location: Comic Bookstore | Enrolled in VFC? | COVID PIN: 1231243

Progress: [✓] [✓] [✓] [✓] [Follow-Up Actions Sent]

Details | FollowUp | Documents | Notes | History

Site Visit Name	SV-000554	Site Visit Type	COVID-19 Only
Visit Status	Follow-Up Actions Sent	Site Visit Method	In Person
Sub-Status		Provider Location	Comic Bookstore
Visit Scheduled Date	3/20/2023, 12:15 PM	Site Visit Reviewer	Santa Clara County LHD
Follow Up Complete Date		Site Visit Nurse Consultant	
Site Visit Refused?	<input type="checkbox"/>	No Response After 3 Scheduling Attempts?	<input type="checkbox"/>
Rescheduling		Opt In Reminder	<input checked="" type="checkbox"/>

Site Visit SV-000554

Owner: User16101770373577623072 | Record Type: CDC COVID-19 Program Site Visit | Provider Location: Comic Bookstore

DETAILS | RELATED

Site Visit Name	SV-000554	Site Visit Type	COVID-19 Only
Visit Status	Follow-Up Actions Sent	Site Visit Method	In Person
Sub-Status		Provider Location	Comic Bookstore

Monovalent Pfizer and Moderna Sunsetting

LHDs / MCEs and Providers



Monovalent Pfizer and Moderna vaccines are no longer authorized by FDA or recommended by CDC for use in the United States!

The FDA authorized, and CDC recommended:

- The use of Moderna and Pfizer Bivalent COVID-19 vaccines for primary series use for individuals 6 months and older.
- Additional doses of these vaccines for certain populations.

The use of the monovalent Novavax vaccine is still permitted and authorized for use in individuals 12 years of age and older. Use of the monovalent Janssen (J&J) vaccine also remains authorized for individuals 18 years of age and older, until it expires on **Saturday, May 6, 2023**.

Recommendations for LHJs and Providers

LHDs / MCEs and Providers



Please review and follow these vaccine management recommendations:

- Check all vaccine storage units and remove monovalent Moderna and Pfizer vaccines.
- Dispose of all monovalent vaccine 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.



Additional [Wastage and Disposal Information](#) can be found in the [COVID-19 Provider Operations Manual](#)

Novavax VaccineFinder Clean-up Reminder

LHDs / MCEs and Providers



The previous supply of Novavax COVID-19 vaccine 10-dose vial expired on **Sunday, April 30, 2023.**

Small Orders of the Novavax 5-dose vials have been enabled for local and Third-party Redistributor fulfillment. The minimum order quantity is 10 doses, and the maximum order quantity is 95 doses.

Providers should add the Novavax 5-dose vial to Vaccine Finder as soon as you receive inventory. Zero out the Novavax 10-dose vial in Vaccine Finder now and report wastage.

myCAvax Product Changes



Given recent authorization changes, Providers will now see updated Pfizer and Moderna vaccine product names in myCAvax when ordering vaccine. 'Primary' and 'Booster' have been removed from vaccine product names and cap colors have been updated.

Only enter values for products you want to order, otherwise leave fields blank.

Reported Inventory (VaccineFinder)		On-hand Inventory			Doses administered		Order size	
*Vaccine product	Quantity	Last updated	*Quantity	Lot number	Expiration/Beyond use date	*Qty since last order	Order increments	*Doses requested
Pfizer Bivalent (6 mos - 4 yrs)	---	---	<input type="text"/>	<input type="text"/>	<input type="text"/> + <input type="text"/>	<input type="text"/>	30 dose min 10 (under 100) 100 (over 100)	<input type="text" value="0"/> <input type="button" value="Clear Row"/>
Pfizer Ped Bivalent (5 yrs - 11 yrs)	---	---	<input type="text"/>	<input type="text"/>	<input type="text"/> + <input type="text"/>	<input type="text"/>	30 dose min 10 (under 100) 100 (over 100)	<input type="text" value="0"/> <input type="button" value="Clear Row"/>
Pfizer Multi-Dose Bivalent (12 yrs - 100+ yrs)	---	---	<input type="text"/>	<input type="text"/>	<input type="text"/> + <input type="text"/>	<input type="text"/>	30 dose min 6 (under 180) 180 (over 180)	<input type="text" value="0"/> <input type="button" value="Clear Row"/>
	Pfizer Single-Dose Bivalent (12 yrs - 100+ yrs)	---	<input type="text"/>	<input type="text"/>	<input type="text"/> + <input type="text"/>	<input type="text"/>	3 dose min 1 (under 50) 50 (over 50)	<input type="text" value="0"/> <input type="button" value="Clear Row"/>
Moderna Bivalent Pink Cap (6 mos - 5 yrs)	---	---	<input type="text"/>	<input type="text"/>	<input type="text"/> + <input type="text"/>	<input type="text"/>	10 dose min 2 (under 100) 100 (over 100)	<input type="text" value="0"/> <input type="button" value="Clear Row"/>
Moderna Bivalent Blue Cap (6 mos - 100+ yrs)	---	---	<input type="text"/>	<input type="text"/>	<input type="text"/> + <input type="text"/>	<input type="text"/>	25 dose min 5 (under 100) 100 (over 100)	<input type="text" value="0"/> <input type="button" value="Clear Row"/>
Novavax 5-Dose MDV (12 yrs - 100+ yrs)	---	---	<input type="text"/>	<input type="text"/>	<input type="text"/> + <input type="text"/>	<input type="text"/>	10 dose min 5 (under 100) 100 (over 100)	<input type="text" value="0"/> <input type="button" value="Clear Row"/>


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 & 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 04/28*

Known Issues

'Ethnicity' on Inline and CSV bulk-upload

- ✓ Uploading an appointment where 'Hispanic, Latino or Spanish origin' or 'Mexican, Mexican American, Chicano' is selected through CSV and inline will throw an error
- ✓ Other values for Ethnicity (Argentinian, Cuban, Honduran, etc) are unaffected

Moderna Product (Blue Cap) not available

- ✓ Moderna product authorized for patients 6mo-100yrs (Blue Cap) is not available in the system for patients 6mo-5yrs yet. It is only available for patients 6yrs+

Creating Third Party Clinics With Walk-ins

- ✓ When creating a Third-Party clinic that offers walk-ins, the clinic 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: 5/11
 - ✓ Workaround: If you need to select one of these two values for Ethnicity, select 'Prefer not to say'
- ✓ Estimated Fix: 5/2
 - ✓ Keep vaccinations offline until fix is in place.
- ✓ 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 04/28*



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: TBD

myCAvax Release Roadmap



RECENTLY DEPLOYED

April 27th (R38)

Release 38

State Flu (State General Funds)

- ✓ 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

CURRENT

May 25th (R39)

Release 39

State Flu (State General Funds)

- ✓ Program Location Application changes to support Flu Enrollment

Program Location

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

Program Staff

- ✓ History tracking
- ✓ Updating Program Staff name to auto-number
- ✓ Create CEO / CMO / Organization Coordinators for COVID-19 Programs

Site Visit

- ✓ Refactor fields on Site Visit to pull from Program

Orders

- ✓ Orders in a draft status for 7 days will be deleted
- ✓ In Review and Submitted orders will expire after 21 days of the Order Submission date

UPCOMING

June 22nd (R40)

Release 40

LHD Flu Enrollment

- ✓ LHDs will be able to enroll their Provider in the State Flu (State General Funds) Program
- ✓ CDPH Users will be able to review applications and review for data accuracy
- ✓ State Flu (State General Funds) Programs will automatically be created when a flu application is approved

Vaccine Order Review

- ✓ LHDs will be able to see a new tab on the vaccine order review page for flu orders

★ Received via user feedback

My Turn Public Product Roadmap



RECENTLY DEPLOYED

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

CURRENT

April 26th (R38.1)

Release 38.1

- ✓ Allow scheduling for Additional Bivalent Booster Dose
- ✓ Update Primary Series scheduling for bivalent products

UPCOMING

May 11th (R39)

Release 39

- ✓ Mandatory security updates

My Turn Clinic Product Roadmap



RECENTLY DEPLOYED

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 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

CURRENT

April 26th (R38.1)

Release 38.1

- ✓ Bivalent Primary Series and Additional Bivalent Booster Dose
 - ✓ Walk-in flow
 - ✓ Vaccine Administration flow
 - ✓ IIS status
 - ✓ [CSV / Inline] Bulk Upload
 - ✓ Dashboards
 - ✓ Clinic Creation Flow
 - ✓ Appointments tab / IIS Filters

UPCOMING

May 11th (R39)

Release 39

- ✓ Repurpose the Archive toggle to an Active checkbox
- ✓ Bulk Delete Vaccine Supply

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.

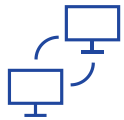
- Email: covidcallcenter@cdph.ca.gov
- Phone: (833) 502-1245, Monday through Friday from 8AM–6PM



Enrollment Support

For Provider enrollment support, please contact myCAvax Clinic Operations at

- Email: myCAvaxinfo@cdph.ca.gov

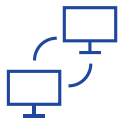


myCAvax Help Desk

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/>

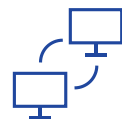


My Turn Clinic Help Desk

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 Tx Providers Newsletter Sign Up

First Name*

Last Name*

Email*

Organization/Clinic*

Role/Title*

Sign up to the following newsletters:

COVID Tx Providers/LHJs

[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

[Mpox Newsletter Sign-up](#)

Upcoming Opportunities



Thank you for joining today's webinar!

Monday

My Turn and myCAvax Office Hours

Next session: Monday, May 15, 12PM-1PM

Friday

Provider Consolidated Webinar

Next session: Friday, May 5, 9AM-10:30AM

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

