

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

My Turn and myCAvax Office Hours

Monday, May 15, 2023

12:00PM – 1:00PM



My Turn myCAvax Questions

During today's webinar, please use the Q&A panel to ask your questions so subject matter experts can respond directly.



Resource links will be dropped into, "Chat"

Announcements

Leslie Amani, CDPH



Reminder: May Holiday

In observance of Memorial Day, on Monday, May 29 2023, please note the following:

- CDPH COVID-19 My Turn myCAvax Monday Office Hours is cancelled.
- COVID-19 Provider Call Center will be closed.



My Turn and myCAvax

Josh Pocus, My Turn Updates

Hannah Shows, My Turn and myCAvax Demos

Daniel Conway, myCAvax Updates

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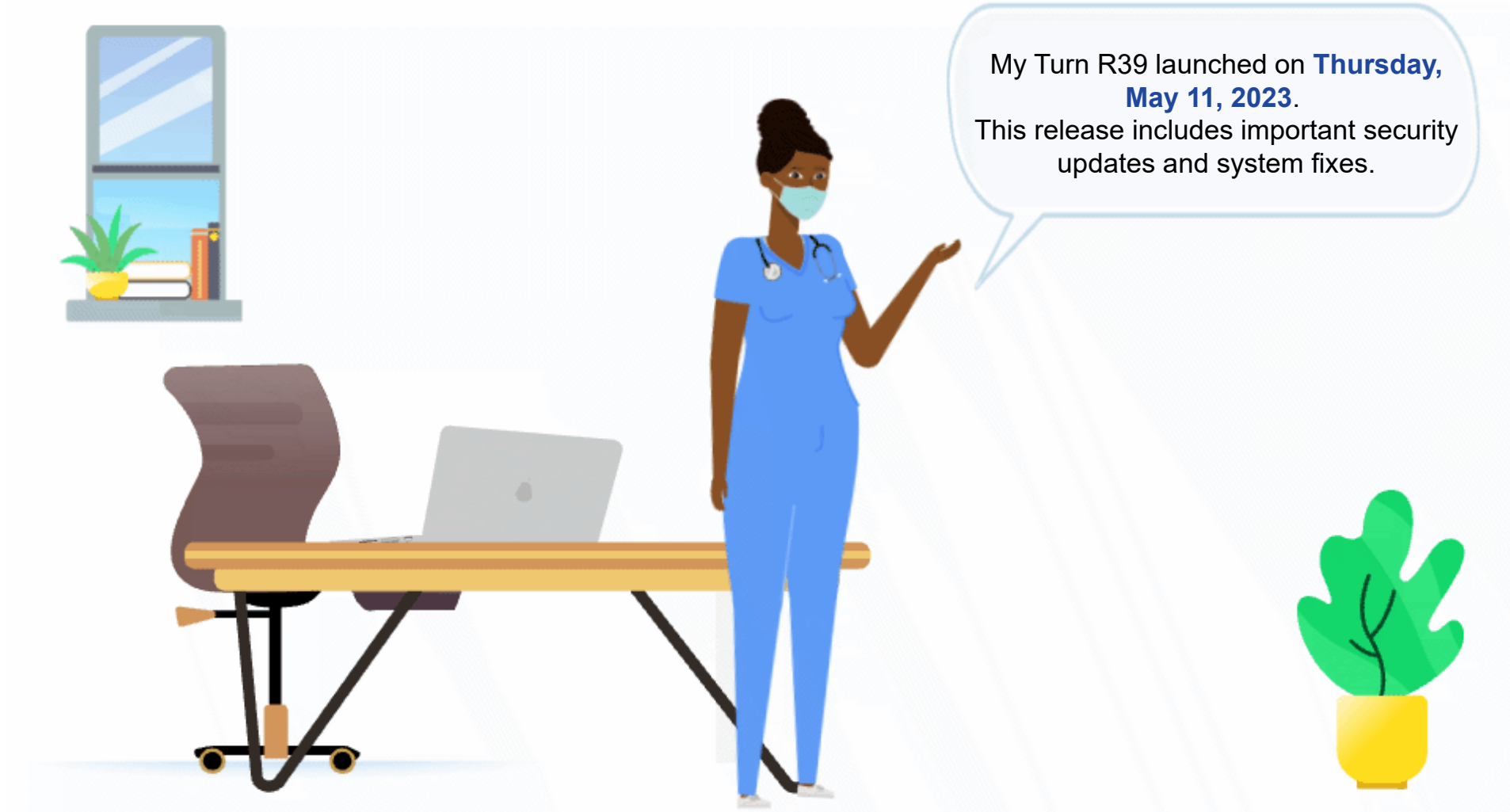
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What's New in My Turn? – Release 39

Clinic Managers and Vaccine Administrators



New 'Is Active' Checkbox

Clinic Managers and Vaccine Administrators



Clinic Managers can filter for only active or inactive clinics by toggling the new 'Active?' checkbox.

The screenshot shows the myCAVax interface with the following elements:

- Navigation bar: Home, Clinics (selected), Vaccine Inventory, Appointments, IIS Status, Add Walk-In Appointment, More
- Search, notification, and user icons on the right.
- Section header: Clinics
- Buttons: Clinic Setup Wizard
- Filters: Account (LA County Vaccine), Clinic Name (Enter Clinic Name), Address (Enter Street, City, and/or Zip), Vaccine Type (Select Vaccine Type), Start Date, Close Date, **Active?** (checked), Search, Reset
- Table: 221 Clinics Found (1 of 15)

Clinic Name	Address	Vaccine Type	Available Date	Start Date	Closing Date	Active
1/20 Clinic	415 Mission Street, San Francisco, CA 94105, ...	COVID-19	Jan 20, 2023	Jan 20, 2023	Jan 16, 2029	✓
123 covid	988 goright in st, Los Angeles, ca 90001, USA	COVID-19	Mar 10, 2022	Mar 24, 2022	Apr 9, 2025	✓
123 flu clinic	987 abc st los angeles ca 90001	Flu	Oct 12, 2021	Oct 12, 2021	Nov 23, 2023	✓

Bulk Delete Vaccine Supply

Clinic Managers and Vaccine Administrators



Clinic Managers can view an option to select multiple vaccine supply records and delete them all at once via the 'Bulk Delete' button while viewing vaccine records on the 'Vaccine Supply' tab.

The screenshot shows a web interface for managing vaccine supplies. At the top, there is a 'Book Appointments' button and an 'Activate Location' toggle. Below this is a navigation menu with tabs: Details, Vaccine Inventory, **Vaccine Supply**, Availability, SMS Requests, Tags, Reporting, Contacts, and Clinic Links. A help message states: 'Need Help? Please see the Vaccine Management job aid.' An orange notification banner reads: 'Moderna 18+ vaccine is now approved for ages 12 and up. You do not need to change your 18+ vaccine supply. When you create new vaccine supply for Moderna, you will see the new 12+ age range automatically.' The main section is titled 'Vaccine Supplies (7)' and includes a 'Bulk Delete' button and a 'New' button. Below the title, it says 'Refreshed at 11:18:20 AM'. A table lists the vaccine supplies:

	<input type="checkbox"/>	Name ↑	Vaccine Brand & Dose	Presentation	Date of Stock Count
1	<input checked="" type="checkbox"/>	SUP-02875	Pfizer - Additional Dose (12+)		May 26, 2021
2	<input checked="" type="checkbox"/>	SUP-02876	Pfizer - Additional Dose (12+)		May 26, 2021
3	<input type="checkbox"/>	SUP-02903	Pfizer - Additional Dose (12+)		May 26, 2021

At the bottom right of the table area, there is a 'Chat with us' button.



'Ethnicity' on Inline and CSV bulk-upload

- ✓ Uploading an appointment where 'Hispanic, Latino or Spanish origin' or 'Mexican, Mexican American, Chicano' is selected via CSV and inline flow resulted in an error.
- ✓ Other values for Ethnicity (Argentinian, Cuban, Honduran, etc.) remain unaffected.

My Turn Demo

1. **Filtering Clinics Using the 'Is Active' Checkbox**
2. **Bulk Deleting Vaccine Supply**
3. **My Turn Knowledge Center Review**



Q&A

What's Next in myCAvax? – Release 39

LHDs / MCEs and Providers



New updates for LHDs / MCEs and Providers will launch on
Thursday, May 25, 2023!



Release Highlights



LHDs / MCEs will:

Program

- ✓ See the 'Vaccine Requests,' 'Storage and Handling,' and 'Site Management' tabs and the 'Program Staff' tile under the 'Related' tab on a program location record

Program Staff

- ✓ See a program staff number instead of a program staff name
- ✓ See the program staff number, contact, and role while searching for a contact

LHDs / MCEs

Release Highlights



Providers will:

Vaccine Ordering

- ✓ Have their draft orders deleted after 7 days from the order creation date. They will also receive a confirmation email for the same
- ✓ Receive a reminder email for an expiring draft order after 4 days from the order creation date

Program

- ✓ See a highlights panel on a program location displaying the account owner, myCAvax ID, IIS Identifier, and temporary closure information

Site Visits

- ✓ See additional fields under the 'Provider Information' section
- ✓ See the field 'COVID Pin' relabeled as 'Pin'

Program Staff

- ✓ See program staff history on chatter

Location Application

- ✓ See 'location applications' relabeled to 'program location applications.' The program name will be added at the end of the application name.
- ✓ See the program location application field on a program location instead of an account
- ✓ See the program location applications list under the 'Site Management' tab on an account

Providers

Program Location Fields on Site Visit Record

LHDs / MCEs and Providers



LHDs / MCEs and Providers will view fields from the program location under the 'Provider Information' section on a site visit record.

Site Visit SV-000554	
Reason	Email
Opt In Confirmation Email <input checked="" type="checkbox"/>	LHD Contact 2
LHD Contact 1	LHD Contact 4
LHD Contact 3	
Program	Comic Bookstore - COVID-19
Provider Information	
COVID-19 Vaccination Parent Organization	Big Bang Clinic
COVID-19 Vaccination Provider Location	Comic Bookstore
VFC	<input type="checkbox"/>
Site Visit Provider Category	Provider
Depot Category	
Receives Redistribution	<input type="checkbox"/>
PIN	1231243
VFC PIN	
IIS Identifier	IRPH
VTrckS ID	NotAssigned
Enrolled in VFC?	
COVID-19 Vaccination Provider Type	Hospital

Added Reference to Location Application on Programs

LHDs / MCEs and Providers



LHDs / MCEs and Providers will view the program location application field added to program locations.

Program Location
Comic Bookstore - COVID-19

Details Related

Information

Program Location	Comic Bookstore - COVID-19		Account Name	Comic Bookstore	
Master Program	COVID-19		Program Participation	Active	
Program Location Application			Program Participation Reason		
Other Location ordering Vaccine			Receives redistribution	<input type="checkbox"/>	
COVID-19 Vaccination Provider Type	Hospital		Repositions COVID Vaccine	<input type="checkbox"/>	
PIN	1231243		Local Ship Eligible	<input type="checkbox"/>	
Exclude from VtrckS	<input type="checkbox"/>				

Draft Order Deletion and Reminder Email

Providers



Providers will have their draft orders deleted after 7 days from the order creation date. They will also receive a reminder email for an expiring draft order after 4 days from the order creation date and confirmation email after deletion of the draft order.



Dear Hotfix,

Reminder! You have a draft order in progress. Please complete by 5/7/2023 or your order will be automatically deleted.

[Access my Draft Orders](#)

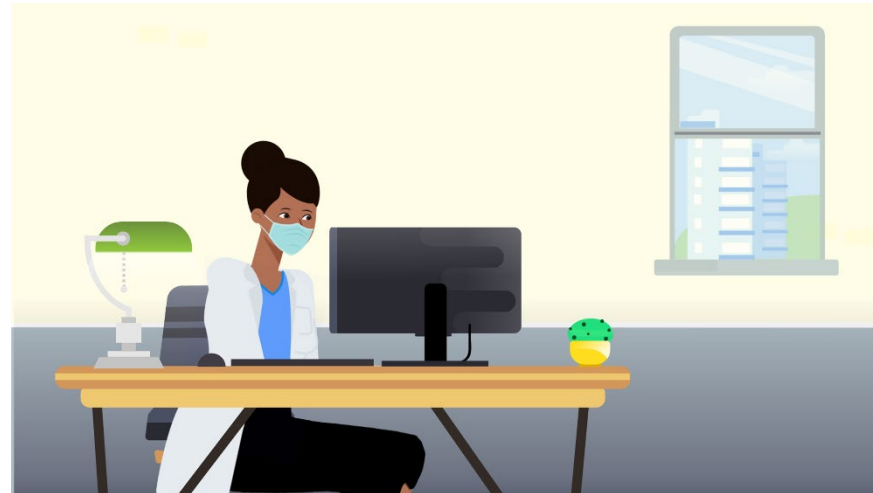


Dear Hotfix,

Your draft order(s) created on 4/27/2023 has(have) been automatically deleted. Please create a new vaccine order request to continue.



Janssen (Johnson & Johnson) has expired and is no longer available for ordering on myCAvax. Please dispose of the remaining Janssen doses immediately.



Please see the [Reporting and Disposal of Nonviable Doses](#) job aid for more information on proper disposal and waste reporting.

Future myCAvax Demo Topics



1. Are you a Provider or an LHD?

- Provider
- LHD
- N/A

2. What myCAvax functionality would you like to learn more about? (select all that apply)

- Viewing Reports
- Recording Transfers in myCAvax
- Using Chatter
- Other (Write In Below)

3. If you selected 'Other' in question #2 or if you would like to provide additional information about myCAvax demo topics, please provide details here _____.




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 would 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 05/12*

Known Issues

'Appointment Creation Unsuccessful' when creating walk-in appointment

- ✓ We are currently investigating an error some users are reporting when creating a walk-in appointment for a patient whose information is already in My Turn i.e., if the patient information is prefilled

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: TBD
 - ✓ Workaround: Please upload appointments through bulk walk-in upload

- ✓ 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 05/09*

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.

Providers Unable to View Vaccine Marketplace Posts for Other Locations

- ✓ We are currently working on an issue in which community users are unable to view vaccine marketplace posts for locations other than their own for either a request excess post or report excess post. You should still be able to create vaccine marketplace posts.



Workaround / Next Steps

- ✓ Planned Fixed: TBD
- ✓ Workaround: For slightly quicker load times, you can paste the myCAvax ID or Account Name exactly into the 'Receiving Provider' search

- ✓ Fixed: 5/9/2023

myCAvax Release Roadmap



myCAvax

RECENTLY DEPLOYED

April 27th (R38)

CURRENT

May 25th (R39)

UPCOMING

June 22nd (R40)

myCAvax Roadmap

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

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

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

May 11th (R39)

Release 39

- ✓ Mandatory security updates
- ✓ Remove Johnson & Johnson from scheduling flow
- ✓ Add age validation to 'Emancipated minor' on minor consent

CURRENT

June 7th (R40)

Release 40

- ✓ Phase 1: updated scheduling experience

UPCOMING

July 5th (R41)

Release 41

- ✓ Phase 1: updated scheduling experience

My Turn Public

★ Received via user feedback

My Turn Clinic Product Roadmap



RECENTLY DEPLOYED

May 11th (R39)

Release 39

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

CURRENT

June 7th (R40)

Release 40

- ✓ Move My Turn contacts to the Organization level
- ✓ Add an Active checkbox to display a different list view and filter out myCAvax contacts
 - ✓ Manage Users tab
 - ✓ Clinic tab
- ✓ Create a Dose (minor) field on the Product

UPCOMING

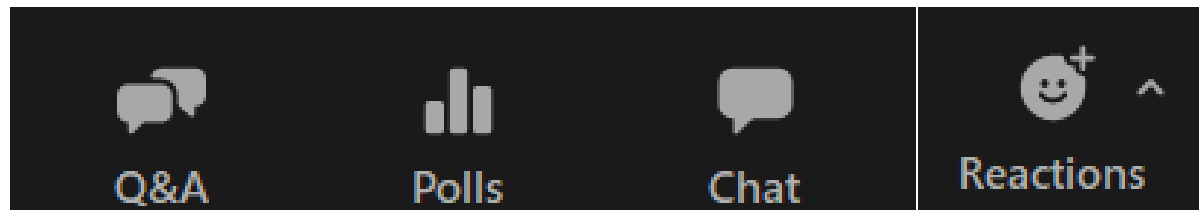
July 5th (R41)

Release 41

- ✓ [Experience Refresh] Updates
 - ✓ Walk-in flow
 - ✓ Vaccine Administration flow
 - ✓ IIS status
 - ✓ [CSV / Inline] Bulk Upload
 - ✓ Dashboards
 - ✓ Clinic Creation Flow
 - ✓ Appointments tab / IIS Filters
 - ✓ Vaccine Supply
 - ✓ Single / Bulk Edit

My Turn myCAvax Questions

During today's webinar, please use the Q&A panel to ask your questions so subject matter experts can respond directly.



Resource links will be dropped into, “Chat”

Resources

Leslie Amani, CDPH

CDPH Provider Webinars and Trainings



Week of May 15, 2023


	Monday 5/15	Tuesday 5/16	Wednesday 5/17	Thursday 5/18	Friday 5/19
Live Webinars and Training	My Turn and myCAvax Office Hours 12:00 pm – 1:00 pm	Pfizer BioNTech COVID-19 Vaccine Training & Medical Updates 12:00 pm – 1:00 pm		Pfizer BioNTech COVID-19 Vaccine Training & Medical Updates 9:00 am – 10:00 am	COVID-19 Weekly Provider Webinar Series 9:00 am – 10:30 am

View On Demand	<ul style="list-style-type: none"> Intro to My Turn Onboarding (v. 1/4/22) Latest Features in My Turn (Requires My Turn Login) CDPH Weekly Provider Webinars Archived Recordings and Slides 	<ul style="list-style-type: none"> Latest Features in myCAvax for Providers (Requires myCAvax Login) myCAvax Release Notes for LHJs and CDPH Users (Requires myCAvax Login) COVID-19 Crucial Conversations Archived Webinars and Slides 	<ul style="list-style-type: none"> Moderna COVID-19 Vaccine Resources for Providers CDC COVID-19 Vaccine Webinar Series Pfizer/BioNTech Product Training Videos: Grey Caps, Orange Caps, Maroon Caps, Storage and Handling California Immunization Coalition COVID Conversation Series
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Help	<p>GENERAL</p> <p>myCAvax Help Desk Email: mycavax.hd@cdph.ca.gov</p> <p>My Turn Help Desk Email: myturn.clinic.hd@cdph.ca.gov</p> <p>My Turn Onboarding Email: myturnonboarding@cdph.ca.gov</p>	<p>COVID-19</p> <p>CDPH Provider Call Center: 1-833-502-1245, 8am-6pm, Mon-Fri</p> <p>Email: covidcallcenter@cdph.ca.gov</p> <p>Vaccines: COVID-19 Vaccines Therapeutics: COVID-19 Therapeutics</p>	<p>Mpox</p> <p>Email: MPXInfo@cdph.ca.gov</p> <p>General Website: Mpox Website</p> <p>Vaccines: Mpox Vaccines Website</p>
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COVID-19 Vaccine Provider FAQs

- Answers to provider questions
- Updated weekly: last updated 5/11/2023
- Currently in its 119th iteration!

 **Updated** *Q: For children aged 6 months – 5 years receiving Moderna bivalent vaccine doses, when should Providers administer the Blue Cap/Grey Label vaccine vs. the Pink Cap/Yellow label vaccine?*

A: The Moderna blue cap/grey label product is now authorized down to 6 months of age. Depending on their history, children 6 months to 5 years are now typically eligible for Moderna doses from blue cap rather than the pink cap vials, as summarized in this **new job aid**: [Moderna Vaccine 6 Months - 5 Years](#). For further information, see the [Moderna Bivalent Vaccine Fact Sheet](#), [Moderna DHCP Letter](#), and [CDC Interim Clinical Considerations for COVID-19 Vaccines](#).

 **Updated** *Q: Where can Providers find updated CDPH COVID-19 Vaccine Timing Guides?*

A: CDPH updated the [COVID-19 Vaccine Timing Guide](#) to align with recent FDA authorizations and CDC recommendations, **including for immunocompromised persons**. The Spanish version is available here: [Calendario de la Vacuna COVID-19](#).

California COVID-19 Vaccination Program Provider FAQs

For Prospective, Newly Enrolled, and Current California COVID-19 Vaccine Providers. Providers may also visit [California COVID-19 Vaccination Program](#) for information and updates.

Directions: [Click on a category to be directed to related FAQs.](#)

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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.

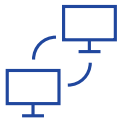
- Email: covidcallcenter@cdph.ca.gov
- Phone: (833) 502-1245, Monday through Friday from 8AM–6PM



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/>

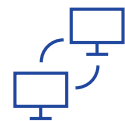


My Turn Clinic Help Desk

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](#)

Upcoming Opportunities



Monday

My Turn and myCAvax Office Hours

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

Friday

Provider Consolidated Webinar

Next session: Friday, May 19, 9AM-10:30AM

Note: Session of 90 minutes to include COVID-19 Vaccine and Therapeutics updates

