

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

My Turn & myCAvax Monday Office Hours

Monday, June 13, 2022

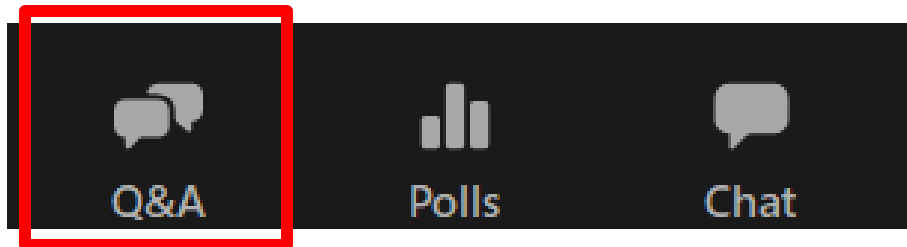


Vaccinate ALL 58

Together we can end the pandemic.

My Turn myCAvax Office Hours Q&A

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



Housekeeping

Reminder to Panelists:



Please mute yourself when not speaking.

Please monitor the Q&A panel for questions you may be able to answer.

NEW

Reminder to Attendees:

Today's session is being recorded. Access today's slides and archived presentations at:
<https://eziz.org/covid/education/>

If you have post-webinar questions, please email leslie.amani@cdph.ca.gov

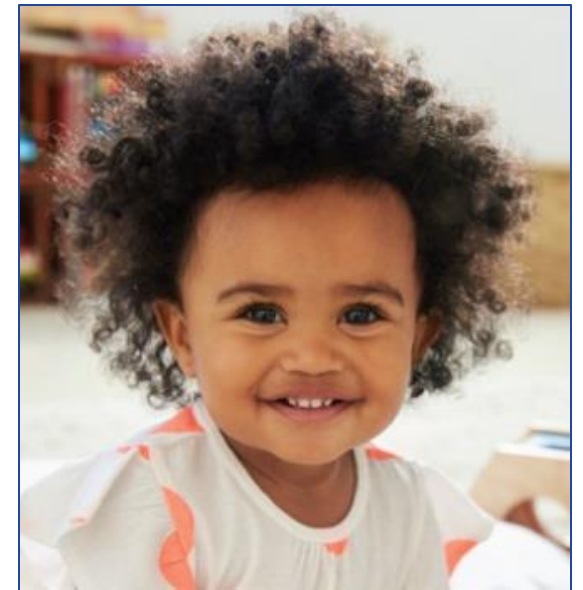
Planning for Infant/Toddler COVID-19 Vaccinations

Please join Dr. Erica Pan, Deputy Director, Center for Infectious Diseases, and CDPH Subject Matter Experts for a "Planning for Infant/Toddler COVID-19 Vaccinations". Topics will include clinical, storage and handling, ordering, resources, and more.

When: **Friday, June 17, 2022**

Time: **2:00PM – 3:00PM**

[Register here](#)



My Turn and myCAvax

Eric Norton, My Turn

Izabella Samuel, My Turn

Maria Volk, CDPH

Hannah Shows, myCAvax

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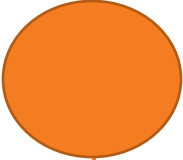
- Infant/Toddler Pfizer and Moderna My Turn Reminders for Clinic Managers and Vaccine Administrators
- 4 Hour Grace Period Update – Release 27 for Clinic Managers and Vaccine Administrators
- My Turn Demo
 - Adding Clinic Managers for Clinic Managers
 - Activating and Deactivating Users for Clinic Managers
 - Resetting your My Turn Password for Clinic Managers and Vaccine Administrators
- Small Orders for Infant/Toddler Pfizer (6mo – 4 yrs.) and Moderna (6mo-5 yrs.) for LHDs
- What's Next in myCAvax? Release 27 for LHDs/MCEs and Providers
- Moving a Small Order to a Standard Order for LHDs
- Doses Requested on the Standard Order Review Screen for LHDs and MCEs
- Cancellation Status Reasons for Small Orders for LHDs
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Appendix:

- What's Next in myCAvax? Release 27
- myCAvax – Known Issues & Workarounds
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Infant/Toddler Pfizer & Moderna Reminders

Clinic Managers and Vaccine Administrators



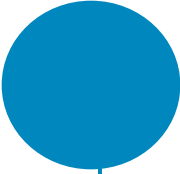
For the forecasted My Turn release, the **VRBPAC meeting is scheduled for June 14th and 15th** followed by the **ACIP meetings scheduled for June 17th, 18th and 22nd, 23rd** and the **WSSSRWG will meet shortly after**. The first delivery date for the Infant/Toddler vaccine is scheduled for June 20th.

The interim workaround for My Turn Clinic will be to input Infant/Toddler Pfizer and Moderna via inline and bulk upload functionality in case of early approval.

By June 21st, My Turn Public and Clinic will deploy Infant/Toddler Pfizer (3 doses) and Infant/Toddler Moderna (2 doses) through scheduling, walk-ins, and inline/bulk upload.*

4 Hour Grace Period Update – Release 27

Clinic Managers and Vaccine Administrators



CMs and VAs are unable to proceed past the initial enrollment questionnaire for the completed appointments uploaded through bulk upload that were not locked and sent to IIS due to a bug in the system. An error message will display on the screen stating that the patient must be checked-in first.

This will be corrected in the next release. In the interim, we recommend waiting for the record to be locked. You will know the record is locked by the notification, **"This record is locked and sent to IIS"** above the name. You will then be able to proceed to the next page.

My Turn Demo

- 1. Adding Clinic Managers for Clinic Managers**
- 2. Activating and De-activating Users for Clinic Managers**
- 3. Resetting your My Turn Password for Clinic Managers and Vaccine Administrators**

Q&A

Small Orders for Pfizer (6mo-4yr) & Moderna (6mo-5yr)

LHDs

Infant/Toddler Pfizer (6mo-4yr) and Infant/Toddler Moderna (6mo-5yr) are now available in myCAvax for LHDs to update their small order preferences for local fulfillment type. LHDs should enable these products when they want to start collecting orders from providers. These orders cannot be fulfilled and delivered until your LHD has received product.

Small Orders for TPR fulfillment will become available for Infant/Toddler Pfizer (5mo-4yr), once the first wave of deliveries is complete.

What's Next in myCAvax? - Release 27

LHDs/MCEs and Providers

New updates for Providers, LHDs, and MCEs will launch June 16th.



LHDs/MCEs

Orders

- ✓ Allow LHDs to Move Small Orders to Standard Orders
- ✓ Addition of new cancelation 'Status Reason' options for orders.
- ✓ 'Doses Requested' will be added to the Standard Order Review Screen.
- ✓ Updated and Reorganized Vaccine Orders Details page will be available.

Providers

Account

- ✓ DocuSign will be stored at the Location Application level.

Reports

- ✓ Providers will be able to create their own report types when creating a report.
- ✓ Account Name for Providers will be added to CDPH reports.

Moving a Small Order to a Standard Order

LHDs

After [Release 27](#), you will be able to easily change a Small Order to a Standard Order!

1. Navigate to the [Vaccine Order Review](#) page.
2. Pick a vaccine order on the [Small Orders \(Redistributors\)](#) tab and update the [Fulfillment Method](#) to [CDC](#).
3. Enter the [Doses Approved](#) (only in multiples of package size).
4. Click [Save Qty/Method](#).

The order will move to the [Standard Orders \(CDC\)](#) tab.

The screenshot shows the myCAVax interface. At the top, the 'Vaccine Order Review' tab is selected and highlighted with a red box and a blue circle '1'. Below the navigation bar, there are four vaccine order cards: Pfizer (5 years - 11 years) (Local), Moderna (18 years - 100+ years) (Local), Pfizer Tris-sucrose (12 years - 100+ years) (Local), and Pfizer (12 years - 100+ years) (Local). The Pfizer (12 years - 100+ years) (Local) card is highlighted with a red box and a blue circle '4'. Below the cards, the 'Small Order (Redistributor)' tab is active. A table lists two orders. The second order, for Central Perk Primary Clinic, has its 'Doses Approved' field set to 100 (highlighted with a red box and blue circle '3') and its 'Fulfillment Method' set to CDC (highlighted with a red box and blue circle '2'). The 'Save Qty / Method' button is highlighted with a red box and blue circle '4'. Below the table, the 'Standard Orders (CDC)' tab is active, showing the same order in the CDC tab.

SI No.	Account Name	COVID ID	Ship Zip Code	Order No	Preferred Vaccine Temperature	Vaccine	Date Needed By	Ancillary Kits	Comments	Doses Requested	Doses Approved	Fulfillment Method	Status
5	location284	CA5308024B10001	94063	00052205	Refrigerated (2...	Janssen (18 yea...		Opt-in		80		Local	Submitted
6	Central Perk Primary Clinic	CA5136531B10001	94080	00052115	Refrigerated (2...	Janssen (18 yea...	6/26/2022	Opt-in		80	100	CDC	Submitted

SI No.	Account Name	COVID ID	Order No	Vaccine	Created Date	On-hand Inventory	Reported Inventory (VF)	Most Recent Inventory Update	Doses Admin	Comments	Doses Requested	Doses Approved	Fulfillment Method	Status
1	Central Perk Primary Clinic	CA5136531B10001	00052115	Janssen (18 years ...	6/1/2022, 01:59 AM	0			4		80	100	CDC	Submitted

Doses Requested Added on Standard Orders Screen

LHDs/MCEs

The screenshot shows the myCAvax interface for reviewing vaccine orders. The main heading is "Standard Orders (CDC)" with a sub-tab for "Small Order (Redistributor)". A help link is provided: "Need Help? View the job aid for reviewing and approving a vaccine order request." The "Vaccine Order Review" section displays four product tiles:

- Janssen (18 years - 100+ years)-100**: Doses Requested : 0, Available : 4400, Allocated : 0, Remaining : 4400.
- Pfizer (5 years - 11 years)-100**: Doses Requested : 300, Available : 400, Allocated : 0, Remaining : 400.
- Pfizer (6 Months - 4 years)-100**: Doses Requested : 0, Available : 9500, Allocated : 0, Remaining : 9500.
- Pfizer Tris-sucrose (12 years - 100+ years)-300**: Doses Requested : 0, Available : 0.

On the right side, there are controls for "Number of Records In Each Page" (set to 50) and "Select TPA / LHD / MCE" (set to AHMC).

As of **Release 27**, LHD users will now be able to see **Doses Requested** in the vaccine product tiles on the **Standard Orders (CDC)** tab.

The Doses Requested will be displayed above the *Available* row and are calculated by adding up requested doses for *Submitted*, *Pending*, and *In-Review* orders.

New Status Reasons for Cancelled Small Orders

LHDs

The screenshot displays the myCAvax interface for a vaccine order. The order ID is 00038480. The account name is 'New Location Account', the order record type is 'Provider Location Order', and the vaccine is 'Pfizer (12 years)'. The status is 'Cancelled', with 72 doses requested and 78 approvals. A dropdown menu is open, showing the following options: '--None--', 'Cancelled per LHD request', 'Cancelled per Provider request', 'Fulfilled by other method', 'Other', 'Shipment Incident - Replaceme...', 'Vaccine Unavailable', and 'Vaccine Unavailable'. The 'Cancelled per LHD request', 'Cancelled per Provider request', and 'Fulfilled by other method' options are highlighted with orange boxes. The interface also shows a 'Details' tab with fields for Account Name, Provider PIN, Vaccine, and NDC Code, and an 'Activity' section with a 'New Task' button and a 'Log a Call' button.

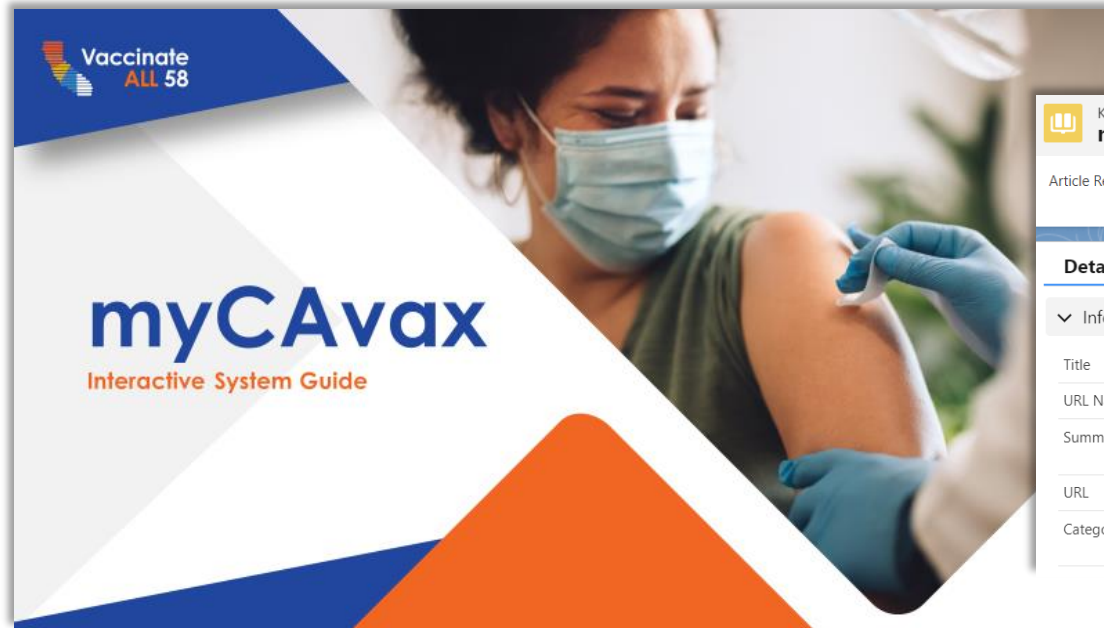
LHD users can now select three new status reasons for cancelled small orders: *Cancelled per LHD request*, *Cancelled per Provider request*, or *Fulfilled by other method*.

myCAvax Interactive Guide Publication

LHDs/MCEs

The myCAvax Interactive Guide has been published to the Knowledge Center! This is a great end-to-end resource incorporating Program and myCAvax system knowledge.

[Use this link to access!](#)



Knowledge myCAvax Interactive Guide				
Article Record Type	Article Number	Publication Status	Last Modified Date	Version Number
	000001281	Published	6/6/2022, 1:44 PM	1
Details Related Versions				
Information				
Title	myCAvax Interactive Guide		Visible In Internal App	<input checked="" type="checkbox"/>
URL Name	myCAvax-Interactive-Guide		Visible to Customer	<input type="checkbox"/>
Summary ⓘ	A comprehensive myCAvax guide combining programmatic and system guidance.		Visible to Partner	<input type="checkbox"/>
URL			Visible In Public Knowledge Base	<input type="checkbox"/>
Category	Enrollment & Account Management; Enrollment & Account Management - LHD			

myCAvax Demo

- 1. Moving a Small Order to a Standard Order for LHDs**
- 2. Updating Small Order Products**
- 3. The Interactive Guide for LHDs/MCEs**

Q&A

APPENDIX

What's Next on myCAvax: Release 27 (06/16)

Orders

- ✓ myCAvax will allow LHDs to Move Small Orders to Standard Orders.
- ✓ New cancelation 'Status Reason' options will be added for orders.
- ✓ 'Doses Requested' will be added to the Standard Order Review Screen.

Account

- ✓ DocuSign will be stored at the Location Application level.
- ✓ Account name will be added to Order Reports.

Reports

- ✓ Providers will be able to create their own report types when creating a report.

myCAvax – Known Issues - *Updated 6/10*

Known Issues

Inventory Summary Records for CDC Shipments Missing?

- ✓ We will correct an issue where CDC Shipments are not incrementing 'Provider Inventory' at the Account level.

Workaround/Next Steps

- ✓ Fix: 6/16
- ✓ Once we correct this issue, all previously missed records will be corrected

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.

myCAvax Release Roadmap

RECENTLY DEPLOYED

May 19th (R26.0)

Orders

- ✓ Product Colors on Multi-line Order screen
- ✓ Allow LHDs to Move Standards Orders to Small Orders
- ✓ Mass Update Order Flows to Include or Exclude Orders
- ✓ Dynamically Filter Preferred Vaccine Temperature on Vaccine Order Review Page

Account

- ✓ Easily identify active contacts
- ✓ Modify Account Compact Layout for LHD Account Record Type

Community

- ✓ Training Page for Product and CDC Training
- ✓ Update Links for on Product Training page for Pfizer
- ✓ Address Validation Language Enhancements

Site Visits

- ✓ Email Automation for Site Visits
- ✓ Addition of VFC Information on Site Visits
- ✓ Update Status of Site Visit based on Scheduled Date

Other

- ✓ Enable Quick Text in myCAvax
- ✓ Exclude Waste Events with a High '# of Doses Wasted' from VTrckS
- ✓ Changes to 'Community - CalVax Welcome Email Template' email template

IN PROGRESS

June 16th (R27.0)

Orders

- ✓ Allow LHDs to Move Small Orders to Standard Orders
- ✓ Order Page Layout Changes
- ✓ Addition of new cancelation 'Status Reason' options for orders
- ✓ Update Audit History for Order/Transfers
- ✓ Add 'Doses Requested' to Standard Order Screen

Account

- ✓ Storing DocuSign at the Location Application

Community

- ✓ Add Knowledge Center article to account page
- ✓ Change Flow Title for Multiple Flows

Other

- ✓ Auto-Deactivate Licenses
- ✓ Allow CDPH Super Users to edit distributor proxies
- ✓ Default tab display on opening of records
- ✓ Remaining email templates to Lightning

UPCOMING

July 14th (R28.0)

Orders

- ✓ Order Fulfillment Updates to allow multiple lots, edit information, general UI enhancements
- ✓ Allow CDPH to change Vaccine/Qty on Shipment Records

Account

- ✓ Vacation Holds for Location Accounts
- ✓ Add VFC Regions to Accounts

Community

- ✓ Update Thermometer Type options and
- ✓ Add Data Logger as Shipment Incident Type

Site Visits

- ✓ Provider Category
- ✓ VFC Assigned Pin

Other

- ✓ New registration emails
- ✓ Sharing enhancements

My Turn Public Product Roadmap

RECENTLY DEPLOYED

June 7th (R27)

Release 27

- ✓ Update post appointment communications to check administration date and time
- ✓ [Analysis] Update error messaging for better user experience and accessibility
- ✓ [Continued] Failure Point Notification – setting up monitoring tools throughout My Turn System to flag (potential) issues
- ✓ Continued Analysis – Consider Walk-in and bulk upload appointments for clinic's Public Portal capacity and availability

CURRENT

June 20th (R28)

Release 28

- ✓ Infant/Toddler Pfizer rollout for 3 dose primary series for children 6mo-4yrs old
- ✓ Infant/Toddler Moderna rollout for 2 dose primary series for children 6mo-5yrs old
- ✓ Removing flu – zero out flu vaccine supplies to remove nasal spray and flu shot tags
- ✓ [Testing] Update error messaging for better user experience and accessibility
- ✓ [Continued] Failure Point Notification – setting up monitoring tools throughout My Turn system to flag (potential) issues
- ✓ Continued Analysis – Consider Walk-in and bulk upload appointments for clinic's Public Portal capacity and availability

UPCOMING

July 27th (R29)

Release 29

- ✓ [Testing] Custom flows for vaccine type
- ✓ [Delivery] Update error messaging for better user experience and accessibility
- ✓ [Continued] Failure Point Notification – setting up monitoring tools throughout My Turn system to flag (potential) issues
- ✓ [Testing] Consider Walk-in and bulk upload appointments for clinic's Public Portal capacity and availability

TBD (as approved):

- ✓ 6-11 y/o Moderna

My Turn Clinic Product Roadmap

RECENTLY DEPLOYED

June 7th (R27)

Release 27

- ✓ [Clinic Specific Links] Extending Expiration Date
- ✓ [Bulk Walk-In Upload] Add "Other" as an option to the State field
- ✓ [Reports] Create a New report for Appointments that Automatically Change to 'Vaccinated' status
- ✓ Data fix for 5-11 additional doses to booster
- ✓ [IIS - Inline Bulk Upload]-UPDATE: Adding 4hr grace period validations
- ✓ Investigation
 - ✓ Incorrect lot numbers being entered
 - ✓ Turn off SMS Confirmation for In-Home Vaccinations
 - ✓ Add grace period between Bulk Uploads & Contact records before sent to IIS

CURRENT

June 20th (R28)

Release 28

- ✓ Moderna Infant/Toddler 6 months-5-years two dose series
- ✓ Pfizer Infant/Toddler 6 months-4-years three-dose vaccine rollout
 - ✓ VA Flow Updates & EUA Links
 - ✓ Update to Dose Fields
 - ✓ Add Vaccine Supply & Inventory
 - ✓ Bulk Walk-In Upload
 - ✓ Clinic Creation Setup
 - ✓ Walk-in flow Update
 - ✓ Vaccine Administrator Flow Update
 - ✓ Single/Bulk Update
 - ✓ Appointment/IIS Tab Filter Update
 - ✓ Dashboard Homepage Update

UPCOMING

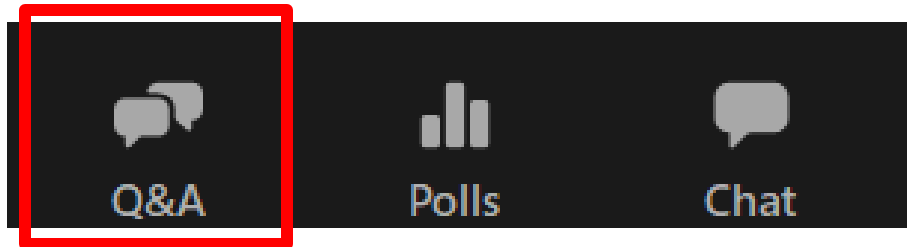
July 27th (R29)

Release 29

- ✓ [SMS/Email] Opt-out on the Walk-In flow
 - ✓ [Vaccine Inventory] UPDATE: Entering Lot Numbers correctly
- TBD (as approved):**
- ✓ Moderna 6 year-11-year two dose series
 - ✓ Moderna 12 year-17-year two dose series

My Turn & myCAvax Office Hours Q&A

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



Additional Support

Type of Support

Description

Updated 12.29.21



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.

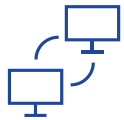
- Email: covidcallcenter@cdph.ca.gov
- Phone: (833) 502-1245, Monday through Friday from 8AM–6PM



Enrollment Support

For Provider enrollment support, please contact myCAvax Clinic Operations at

- Email: myCAvaxinfo@cdph.ca.gov

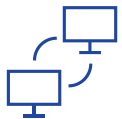


myCAvax Help Desk

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

- Email: myCAvax.HD@Accenture.com
- Phone: (833)-502-1245, option 3, Monday through Friday 7AM–7PM, Saturday and Sunday 8AM-1PM

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

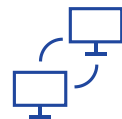


My Turn Clinic Help Desk

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: MyTurn.Clinic.HD@Accenture.com or (833) 502-1245, option 4: Monday through Friday 7AM–7PM, Saturday and Sunday 8AM–1PM.

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](#)

Thank you!

Upcoming Webinars and Office Hours:

- LHJs COVID-19 Vaccine Coordination Webinars:

Tuesdays at 1 PM

Register [here](#)

- Provider Office Hours:

Fridays at 9 AM

Register [here](#)

