

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

## My Turn & myCAvax Monday Office Hours

Monday, June 20, 2022

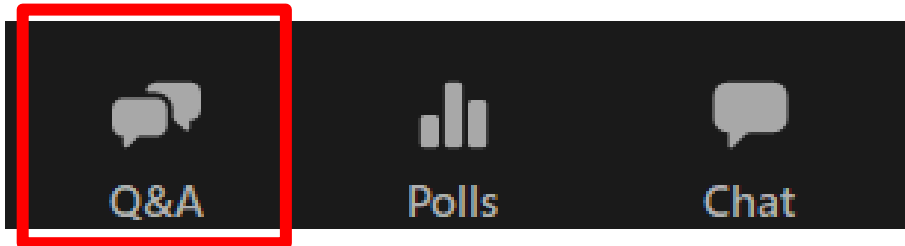


**Vaccinate ALL 58**

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.

## 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](mailto:leslie.amani@cdph.ca.gov)

# Archived!

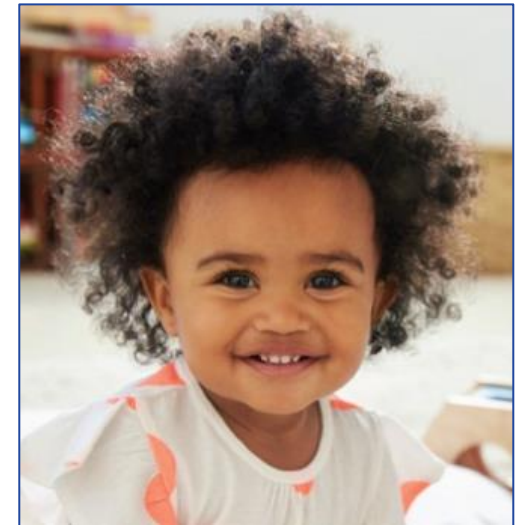
## Planning for Infant/Toddler COVID-19 Vaccinations

Dr. Erica Pan, Deputy Director, Center for Infectious Diseases, and CDPH Subject Matter Experts shared information on "Planning for Infant/Toddler COVID-19 Vaccinations".

Topics included clinical, storage and handling, ordering, resources, and more.

[Archived Slides](#)

[Archived Recording](#)



# Upcoming: CIC COVID Conversations

CDPH invites you to join the California Immunization Coalition (CIC) for an upcoming COVID Conversations #11 featuring Dr. Yvonne A. Maldonado, MD, FAAP, FPIDS, FIDSA, Stanford University School of Medicine and Dr. Robert Schechter, MD, MSC, Chief Immunization Branch, CDPH.

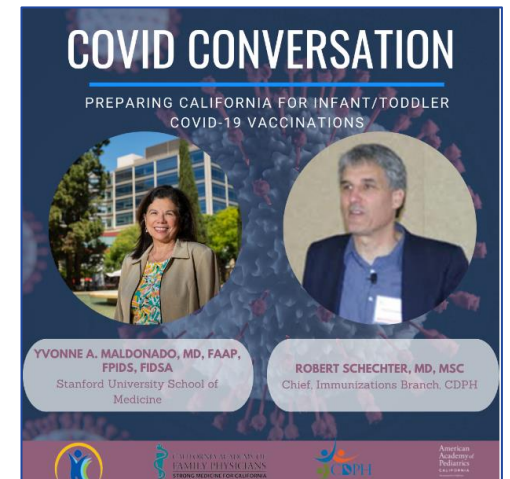
Topic: Preparing California for Infant/Toddler COVID-19 Vaccinations

When: Wednesday, June 22, 2022

Time: 6:00PM – 7:00PM P.S.T.

To register and send questions in advance use the

[COVID Conversations Webinar Link](#)



# My Turn and myCAvax

Eric Norton, My Turn

Izabella Samuel, My Turn

Daniel Conway, myCAvax

Hannah Shows, myCAvax

# Table of Contents

- Infant/Toddler My Turn Workaround for Clinic Managers and Vaccine Administrators
- Help Desk Chat Virtual Assistant – Now Available! For LHDs/MCEs and Providers
- What’s Next In My Turn? Release 28 for Clinic Managers and Vaccine Administrators
- My Turn Sessions This Week for Clinic Managers and Vaccine Administrators
- Infant/Toddler Release 28 Updates for Clinic Managers and Vaccine Administrators
- My Turn Demo
  - Release 28 Functionality
- Attend the What’s New in myCAvax? Training Session for Providers
- Moderna Ages 6-17 Ordering in myCAvax and My Turn Updates for Providers and LHDs/MCEs
- Infant/Toddler Deliveries This Week! For Providers and LHDs/MCEs
- Small Ordering for Infant/Toddler for Providers and LHDs/MCEs
- Ordering Cadence for Infant/Toddler Products for Providers and LHDs/MCEs
- myCAvax Demo
  - Local Fulfillment for Small Orders Using Infant/Toddler Products for LHDs

## **Appendix:**

- What’s Next in My Turn? Release 28
- myCAvax – Known Issues & Workarounds
- Slide Icon Key
- Release Roadmaps
- [Link to myCAvax Trainings](#)
- [Link to the My Turn and myCAvax Feedback Form](#)

# Infant/Toddler My Turn Workaround

## Clinic Managers and Vaccine Administrators

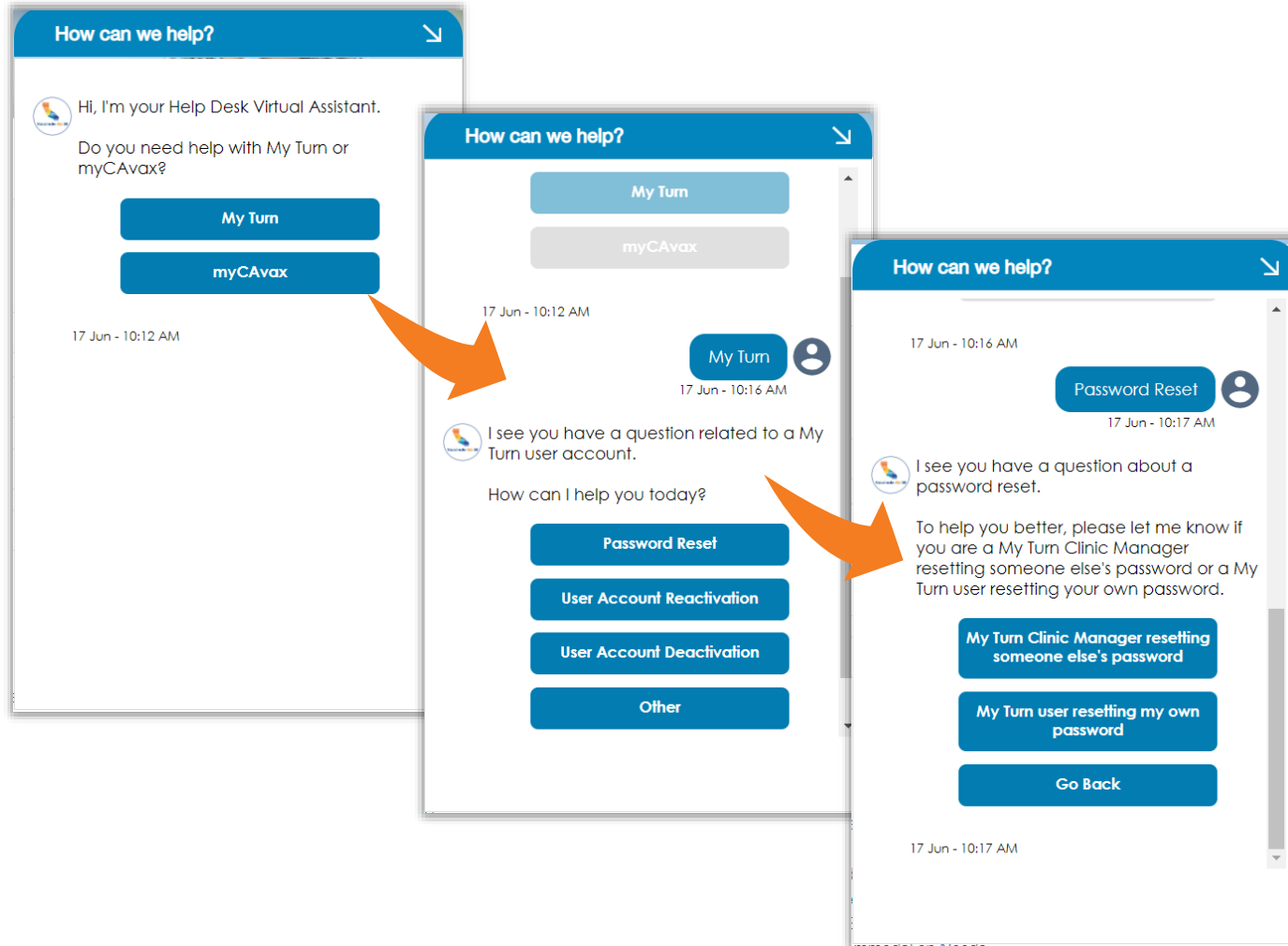


- For the forecasted My Turn release, the **FDA** amended the **EUA** to include **both Infant/Toddler products**. The **CDC** and **WSSSRWG** both **recommended the Infant/Toddler products**. The first delivery date for the pediatric vaccine is **today, June 20<sup>th</sup>**.
- The interim workaround for My Turn Clinic is to input Infant/Toddler Pfizer and Moderna via the **inline and bulk upload functionality**. Please use the inline functionality or the template linked [here on EZIZ](#) to be uploaded following Release 28.
- By June 21<sup>st</sup>, My Turn Public and Clinic will deploy Infant/Toddler Pfizer (3 doses) and Infant/Toddler Moderna (2 doses) through scheduling, walk-ins, and bulk upload.



# Help Desk Chat Virtual Assistant—Launched June 17<sup>th</sup>!

## LHDs/MCEs and Providers



The Help Desk Chat launched a Virtual Assistant for My Turn Clinic and Public as well as myCAvax on **June 17<sup>th</sup>**.

Get help with tasks directly in the chat by clicking on the item.

**My Turn Clinic and myCAvax** users can use Virtual Assistant for the following:

- Password Reset
- User Account Reactivation
- User Account Deactivation

# Get Ready for My Turn Release 28!

## Clinic Managers and Vaccine Administrators



New updates for My Turn Public and Clinic will launch tonight 6/20.



My Turn Public

### Release Highlights

- ✓ The Pfizer Infant/Toddler 3 dose primary series for children 6mo-4yrs old will be deployed.
- ✓ The Moderna Infant/Toddler 2 dose primary series for children 6mo-5yrs old will be deployed.

My Turn Clinic

### Release Highlights

- ✓ The Moderna Infant/Toddler 6 months-5-years two dose series will be enabled.
- ✓ The Pfizer Infant/Toddler 6 months-4-years three-dose vaccine series will be enabled.
  - ✓ 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

# My Turn Sessions This Week

## Clinic Managers and Vaccine Administrators



Attend the What's New in My Turn Session this afternoon, on Monday, June 20<sup>th</sup> from 4-5 PM PT.

[Use this link to register!](#)



LHJs - attend My Turn Clinic Council this Thursday from 4-5 PM PT.  
Email [MyTurnInfo@cdph.ca.gov](mailto:MyTurnInfo@cdph.ca.gov) to request the invitation if you don't have it already!

[Use this link to join the meeting!](#)

# Release 28 - Infant/Toddler Updates

## Clinic Managers and Vaccine Administrators



In the upcoming Release 28, **Pfizer Infant/Toddler** (3 doses) and **Moderna Infant/Toddler** (2 doses) will be deployed through scheduling, walk-ins, and inline and CSV bulk-upload on **My Turn Public and Clinic**.

Clinic Managers and Vaccine Administrators will now be able to create and update appointments for Infants/Toddlers ages 6 months – 5 years and schedule all doses in the series.

# My Turn Demo

**1. Release 28  
Functionality for  
Clinic Managers  
and Vaccine  
Administrators**



**Q&A**



# Attend What's New in myCAvax Tomorrow!

## Providers



**Attend the What's New in myCAvax  
Session tomorrow, Tuesday, June  
21<sup>st</sup> from 12:30-1:00 PM PT.**

**[Use this link to register!](#)**

# Moderna Ages 6-17 Ordering and My Turn Update

## Providers



**The FDA amended the Emergency Use Authorization (EUA) to include the Moderna 6-11 and 12-17 age groups.**

ACIP will be meeting soon to discuss recommendations. Once the recommendations are finalized, My Turn Clinic and Public will be updated. myCAvax will also provide additional information about ordering information as we receive it from CDC.

# Infant/Toddler Deliveries This Week!



## Providers



Deliveries for Wave 1 and Wave 2 of the Infant/Toddler Pfizer (6 months-4 years, **Maroon Cap**) and Infant/Toddler Moderna (6 months-5 years, **Blue Cap**) are occurring this week!

Monday	Tuesday	Wednesday	Thursday	Friday
June 20	21	22	23	24
Previously Scheduled Wave 1 Deliveries	Previously Scheduled Wave 2 Deliveries			
27	28	29	30	1



Monday	Tuesday	Wednesday	Thursday	Friday
June 20	21	22	23	24
Expected Wave 1 Deliveries			Expected Wave 2 Deliveries	
27	28	29	30	1
Expected Wave 2 Deliveries				



# Small Orders for Infant/Toddler Vaccine

## Providers and LHDs/MCEs



If LHDs would like to begin collecting Small Orders for the new products for distribution once vaccine arrives, they now have the option to configure Small Orders for their jurisdiction.



You can place Small Orders for the **Infant/Toddler Pfizer** (6 months - 4 years, **Maroon Cap**) through **AmerisourceBergen** (TPR) starting **June 20<sup>th</sup>** (Minimum 30 doses, Maximum 90 doses).



# Infant/Toddler Ordering Cadence

## Providers and LHDs/MCEs



**Routine Ordering:** orders submitted and approved after the pre-order waves were **submitted to CDC on Friday, June 17<sup>th</sup>** and will continue to follow the [Order and Distribution Cadence Calendar](#).



The next allocation refresh for LHDs and MCEs for **Infant/Toddler Pfizer** (6 months-4years, **Maroon Cap**) and **Moderna** (6 months - 5 years, **Blue Cap**) can be expected during the week of **June 27<sup>th</sup>**.

# myCAvax Demo

**1. Local Fulfillment for  
Small Orders using  
Infant/Toddler  
Products for LHDs**



**Q&A**

# APPENDIX

# What's Next on My Turn: Release 28 (06/20)

## My Turn Public

### General Enhancements

- ✓ Baby Pfizer rollout for 3 dose primary series for children 6mo-4yrs old
- ✓ Baby Moderna rollout for 2 dose primary series for children 6mo-5yrs old
- ✓ [Testing] Update error messaging for better user experience and accessibility

## My Turn Clinic

### General Enhancements

- ✓ Moderna 6 months-5-years two dose series
- ✓ Pfizer 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

# myCAvax – Known Issues - *Updated 6/20*



## Known Issues

### Inventory On-Hand Records Not Updating upon Second Save




- ✓ We are currently investigating an issue in which saving orders as 'Draft' through multi-line ordering and then changing the on-hand inventory data, upon order submission, is not saving the changes made to the on-hand inventory data.



## Workaround/Next Steps

- ✓ Fix: TBD
- ✓ No Workaround for the Time Being

# 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

June 16<sup>th</sup> (R27.0)

### Orders

- ✓ LHDs to Move Small Orders to Standard Orders
- ✓ Order Page Layout Changes
- ✓ New order cancelation 'Status Reason' options
- ✓ Update Audit History for Orders/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
- ✓ Default tab display on opening of records
- ✓ Remaining email templates to Lightning

## IN PROGRESS

July 14<sup>th</sup> (R28.0)

### Orders

- ✓ Order Fulfillment Updates to allow multiple lots and general UI enhancements
- ✓ Allow CDPH and LHD users to update additional details on the Shipment Records such as quantity, product, expiration date, etc.
- ✓ Validate Shipping Hours
- ✓ Set Flags for Temporary Closure on Vaccine Order Review page

### Account

- ✓ Temporary Closure for Location Accounts
- ✓ Add VFC Regions to Accounts
- ✓ Add Calibration Expiration date to Storage Unit List

### Community

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

### Site Visits

- ✓ Provider Category
- ✓ VFC Assigned Pin

### Other

- ✓ Put LHD Dashboard on LHD Homepage

## UPCOMING

August 11<sup>th</sup> (R29.0)

### Orders

- ✓ Draft Order Enhancements

### Account

- ✓ Provider initiated Disenrollment
- ✓ Disenrollment due to inactivity

### Other

- ✓ Start of Contact enhancements to remove duplicate contacts
- ✓ Sharing Rule enhancements for accounts, storage units, etc.



# My Turn Public Product Roadmap

## RECENTLY DEPLOYED

June 7<sup>th</sup> (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 20<sup>th</sup> (R28)

### Release 28

- ✓ Baby Pfizer rollout for 3 dose primary series for children 6mo-4yrs old
- ✓ Baby Moderna rollout for 2 dose primary series for children 6mo-5yrs old
- ✓ [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 27<sup>th</sup> (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
- ✓ Removing flu – zero out flu vaccine supplies to remove nasal spray and flu shot tags

### TBD (as approved):

- ✓ 6-11 y/o Moderna

# My Turn Clinic Product Roadmap

## RECENTLY DEPLOYED

June 7<sup>th</sup> (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 20<sup>th</sup> (R28)

### Release 28

- ✓ Moderna 6 months-5-years two dose series
- ✓ Pfizer 6 months-4-years three-dose vaccine rollout
  - ✓ VA Flow Updates & EUA Links
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## UPCOMING

July 27<sup>th</sup> (R29)

### Release 29

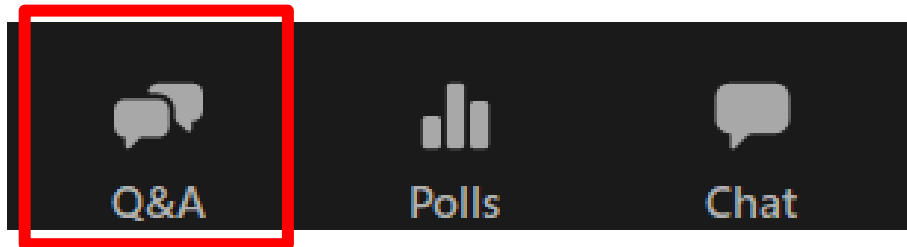
- ✓ [SMS/Email] Opt-out on the Walk-In flow
- ✓ [Vaccine Inventory] UPDATE: Entering Lot Numbers correctly
- ✓ Removing flu – zero out flu vaccine supplies

### 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](mailto: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](mailto: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](mailto: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](mailto:myturnonboarding@cdph.ca.gov)

For **technical support** with My Turn Clinic for COVID-19 and flu vaccines: [MyTurn.Clinic.HD@Accenture.com](mailto: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](#)

