

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

My Turn & myCAvax Monday Office Hours

Monday, June 27, 2022

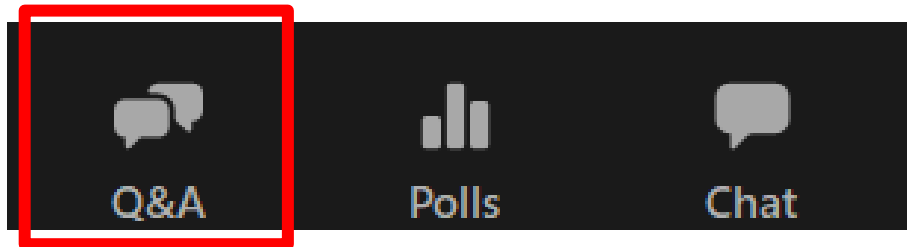


Vaccinate ALL 58

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 LHJs:



For slides, webinar recordings, and other postings, see the Local Health Jurisdiction SharePoint Site: <https://cdph.sharepoint.com/sites/covid-19response/LHJ/SitePages/COVID-19-Vaccine.aspx>

For assistance with access to LHJ SharePoint site, please email jeocuser54@cdph.ca.gov

My Turn and myCAvax

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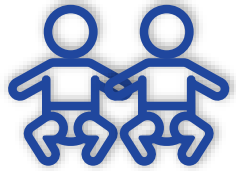
- Infant/Toddler Standard Reports – Coming Live on June 29th for Clinic Managers and Vaccine Administrators
- Moderna 6-17 My Turn Workaround for Clinic Managers and Vaccine Administrators
- Release 28.4 – Coming July 7th for Clinic Managers and Vaccine Administrators
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Clinic Managers and Vaccine Administrators



Two new standard reports: **Infant/Toddler Appointments by Dose & Brand** and **Infant/Toddler Appointments by Patient** will be going live in Release 28.3 on June 29th.

The current Standard Reports will have the following changes:

- The Dose field will be updated to pick up Infant/Toddler Pfizer & Moderna records.
- The existing “Dose” filter will have the ability to filter for Infant/Toddler Pfizer & Moderna records.

Moderna 6 Years -17 Years: My Turn Workaround

Clinic Managers and Vaccine Administrators



Prior to Release 28.4 on July 7th, but following approvals:



Please use the Bulk Walk-In Upload functionality!



In My Turn, you will be able to input vaccination appointments for Moderna in the 6 years -17 years age group using the Inline Bulk Upload functionality, as well as using the CSV file on the Bulk Walk-In Upload tab in My Turn.

Release 28.4 – Coming July 7th

Clinic Managers and Vaccine Administrators



As a part of Release 28.4 on July 7th:

-  Moderna **6 Years-17 Years Scheduling** will be enabled in My Turn.
-  A “Back” button will be added to the ineligible registration page. This will ensure that the users don’t have to start over while scheduling appointments if they enter incorrect information.

Live Support Schedule – July 4th

LHDs/MCEs and Providers



My Turn and
myCAvax Help Desk



Closed Operation

- July 4th

COVID-19 Provider
Call Center



Closed Operation

- July 4th

Support will resume on Tuesday, July 5th.

My Turn Demo

**1. Updating Clinic
Availability for Clinic
Managers**



Q&A

myCAvax Delivery Cadence for the Week of July 4th

Providers



Providers should submit vaccine orders on or *before* the regular order deadline of Monday, July 4th at 5 PM. The deadline will not change due to the holiday.



McKesson shipments will **not** be delivered Monday, July 4th through Tuesday, July 5th.

**Deliveries will resume
Wednesday, July 6th.**

Pfizer shipments will **not** be delivered Monday, July 4th.

**Deliveries will resume
Tuesday, July 5th.**

Providers



On Thursday, June 23rd the ACIP recommended the FDA's EUA amendment to include Moderna's 6 Years-17 Years products.

The 12–17-year-old group will receive the same product as the 18 and older populations. This product is currently available for ordering in myCAvax. The product has been renamed in myCAvax to include the full age group.

The Moderna formulation for the 6 Years-11 Years group was added in myCAvax on June 24th. Ordering begins today, June 27th.



Allocations will be refreshed this week for Pfizer and Moderna Infant/Toddler products.



If you run out, follow our typical channels to mitigate and receive assistance.



Utilize the Vaccine Marketplace to have Providers request extra doses and please let us know if you're running low!

myCAvax – Known Issues - *Updated 6/27*

LHDs/MCEs



Known Issues

Unable to Approve Orders Using Your Usual Methods.

- ✓ For LHD Users, who are used to approving order from the 'Vaccine Order Review' page by entering the 'Approved Quantity' and clicking 'Update Order Status', you may have found that your order is not actually updating to 'Approved' status. We plan on having a swift correction, however, in the meantime, please use one of our other methods of approval (see workaround).



Workaround/Next Steps

- ✓ Fix: 6/28/2022
- ✓ When approving orders from the 'Vaccine Order Review' page, enter the 'Approved Quantity' and **select 'Approved' from the Status dropdown**, then select click 'Update Order Status'.
- ✓ You may also approve orders from the 'Vaccine Order' > 'Details', by entering in the 'Approved Quantity' and select 'Approved' from the Status dropdown, then clicking 'Save'.

myCAvax Demo




1. **Exploring the Accounts Page in myCAvax for Providers**
2. **Updating myCAvax Hours of Availability for Providers**
3. **The Order Form for Providers**



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.

myCAvax Release Roadmap

RECENTLY DEPLOYED

June 16th (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 14th (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 11th (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 20th (R27)

Release 28

- ✓ Pfizer Infant/Toddler rollout for 3 dose primary series for children 6 months-4-years old
- ✓ Moderna Infant/Toddler rollout for 2 dose primary series for children 6 months-5-years old
- ✓ [Testing] Update error messaging for better user experience and accessibility
- ✓ [Continued] Failure Point Notification – setting up monitoring tools throughout system to flag (potential) issues
- ✓ Continued Analysis – Consider Walk-in and bulk upload appointments for clinic's Public Portal capacity and availability

CURRENT

July 7th (R28.4)

Release 28.4

- ✓ Moderna 6Y-11Y and 12Y-17Y rollout
- ✓ [Testing] Update error messaging for better user experience and accessibility
- ✓ [Continued] Failure Point Notification – setting up monitoring tools throughout 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

- ✓ Removing flu – zero out flu vaccine supplies to remove nasal spray and flu shot tags
- ✓ In-home vaccination and transportation page updates to reflect guidance for under 5 patients
- ✓ [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 system to flag (potential) issues
- ✓ [Testing] Consider Walk-in and bulk upload appointments for clinic's Public Portal capacity and availability

My Turn Clinic Product Roadmap

RECENTLY DEPLOYED

June 20th (R28)

Release 28

- ✓ Moderna Infant/Toddler 6 months-5-years two dose series
- ✓ Pfizer Infant/Toddler 6 months-4-years three dose series
 - ✓ Dose Fields Update
 - ✓ 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

CURRENT

July 7th (R28.4)

Release 28.4

- ✓ Moderna 6-years-11-years two dose series
- ✓ Moderna 12-years-17-years two dose series
 - ✓ 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

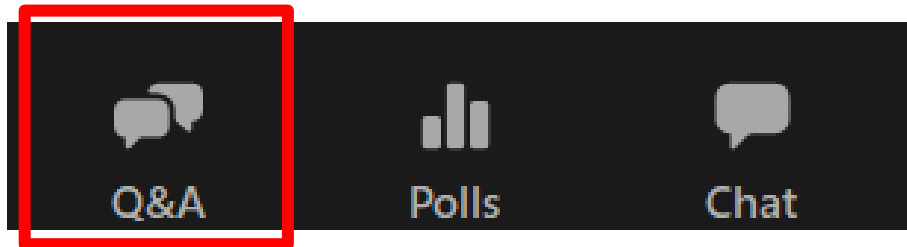
July 27th (R29)

Release 29

- ✓ [SMS/Email] Opt-out on the Walk-In flow
- ✓ [Vaccine Inventory] Entering Lot Numbers correctly
- ✓ [CAIR2] Concatenate "Cross Street 1" and "Cross Street 2"

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 6.6.22



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@Accenture.com
- 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: MyTurn.Clinic.HD@Accenture.com 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](#)

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](#)

