Welcome to the
California Department of Public Health
California COVID-19 Vaccination Program
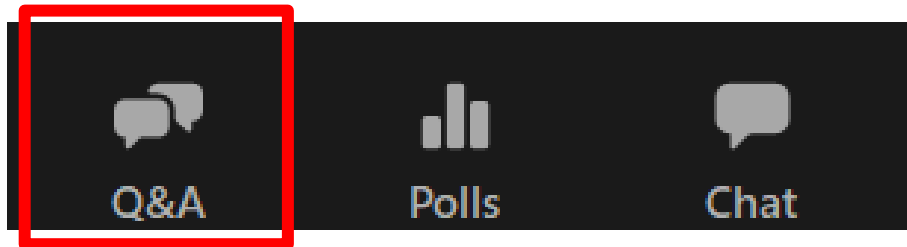
My Turn & myCAvax
Monday Office Hours

Monday, June 6, 2022

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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.

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

My Turn and myCAvax

Eric Norton, My Turn

Izabella Samuel, My Turn

Daniel Conway, myCAvax

Hannah Shows, myCAvax

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Pfizer Pediatric (6 months-4 years, Maroon Cap) & Moderna Pediatric (6 months-5 years) Updates

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 meeting scheduled for June 22nd and 23rd. The WSSSRWG will meet shortly after.** The first delivery date for the pediatric vaccine is scheduled for June 20th.

- By June 15th, My Turn Clinic will have the ability to input Pfizer pediatric (6 months-4 years, **maroon cap**) (baby Pfizer) and Moderna pediatric (6 months-5 years) (baby Moderna) via inline and bulk upload functionality in case of early approval.

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

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Banners will go live on My Turn Public to inform patients when to expect scheduling.

Get Ready for My Turn Release 27!
Clinic Managers and Vaccine Administrators

New updates for My Turn Public and Clinic will launch 6/7.

Release Highlights

My Turn Public

✓ Test to Treat information will be updated and Q&A will be added.

Release Highlights

My Turn Clinic

✓ Expiration Date will be automatically set to 6 months after the clinic close date for Clinic Specific Links.
✓ "Other" will be added as an option to the State field for bulk uploads.
✓ A New report will be created for Appointments that Automatically Change to 'Vaccinated' status.
✓ Data fix for 5-11 additional doses will be processed.
✓ A 4 hour grace period for bulk uploads will be added before records are sent to the IIS registry.

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Attend What's New in My Turn Tomorrow!
Clinic Managers and Vaccine Administrators

Attend the What's New in My Turn Session on Tuesday – June 7th from 4-5 PM PT.

Use this link to register!

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My Turn Clinic Link – Release 27 Update
Clinic Managers and Vaccine Administrators

Expiration date for a clinic specific link will automatically set to 6 months after the Clinic closing date!

This way, if you choose to extend your clinic beyond the initial close date the clinic link will still work!

Pfizer Pediatric (5-11, Orange Cap) Booster Data Fix
Clinic Managers and Vaccine Administrators

The My Turn system data fix will be processed on June 7th as a part of Release 27 to convert Booster doses administered to this age group during the workaround period to 'Booster' doses.

Any true 'Additional Dose' appointments from the workaround period will need to be changed back to 'Additional Dose' following the data fix. Starting Wednesday, June 8th Clinic Managers will need to utilize the Edit IIS functionality to update these doses, so keep track of Patient Name and Date of Appointment or any preferred identification information from the workaround period.

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My Turn Demo

1. **Release 26.5 Functionality for Clinic Managers and Vaccine Administrators**

?

Q&A

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Pediatric COVID-19 Vaccine Pre-Orders
LHDs/MCEs and Providers

Pfizer pediatric (6 months – 4 years, maroon cap) and Moderna pediatric (6 months – 5 years)

Pre-Ordering for both Pfizer and Moderna products is in progress for LHDs/MCEs and Providers. The minimum order amount is 100 doses for both products.

Wave 1:
- Pre-Orders were opened in myCAvax on Friday, June 3rd.
- Any Orders submitted **after 5 PM today** will be included in Wave 2.
- Only Pre-Order if your Provider **location will be open to receive vaccines on Monday, June 20th (Federal Juneteenth Holiday observed)**.

Wave 2:
- Pre-Orders will be open in myCAvax tomorrow Tuesday, June 7th to Friday, June 10th at 5 PM.
- Vaccine will be delivered June 21st through June 24th.

- Routine ordering for the new products and small orders timeline (Pfizer only through TPR) will be shared once we receive more information.
- Regular order cadence will continue for existing approved COVID-19 vaccine products.

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Pediatric COVID-19 Vaccine Pre-Orders
LHDs/MCEs and Providers

Monday	Tuesday	Wednesday	Thursday	Friday
May 30	**31**	**June 1**	**2**	**3** **Wave 1** **Pre-Orders Opens on myCAvax** (Delivery on 6/20)†
6 **Wave 1** **Order by 5pm** (Delivery on 6/20)†	**7** **LHD Approval by 12pm** **CDPH submits orders–Wave 1** **Wave 2 Order Period** (Delivery on 6/21-6/24)	**8**	**9**	**10** **Wave 2** **Order by 5pm** (Delivery on 6/21-6/24)
13 **LHD Approval by 12pm** **CDPH submits orders–Wave 2**	**14** FDA VRBPAC	**15** FDA VRBPAC (anticipated approval^)	**16** ACIP Western States (anticipated approval^)	**17**
20 Juneteenth Holiday **Wave 1 Deliveries** (contingent upon approval^)	**21** **Wave 2 Deliveries** (contingent upon approval^)	**22**	**23**	**24**

† Only order during Wave 1 if you can receive vaccines on Monday, June 20th, otherwise order during Wave 2.

** Pre-orders submitted after 6/6 at 5pm will be included in Wave 2.

^ Delivery is contingent upon FDA, ACIP, and Western States approval

Product Groupings – Now Live!
Providers

The Product Groupings went live in myCAvax on the evening of Friday, June 3rd. These will be helpful when determining the age group for your desired products!

Pediatric Allocations for LHDs/MCEs

LHDs/MCEs

The allocation cadence will be determined once orders are consistent – we expect it to be similar to the current cadence.

Allocations were updated in myCAvax on June 2nd. You can view them on the **LHD/MCE Virtual Inventory** in myCAvax.

Allocations from **Wave 1** will carry over to **Wave 2.**
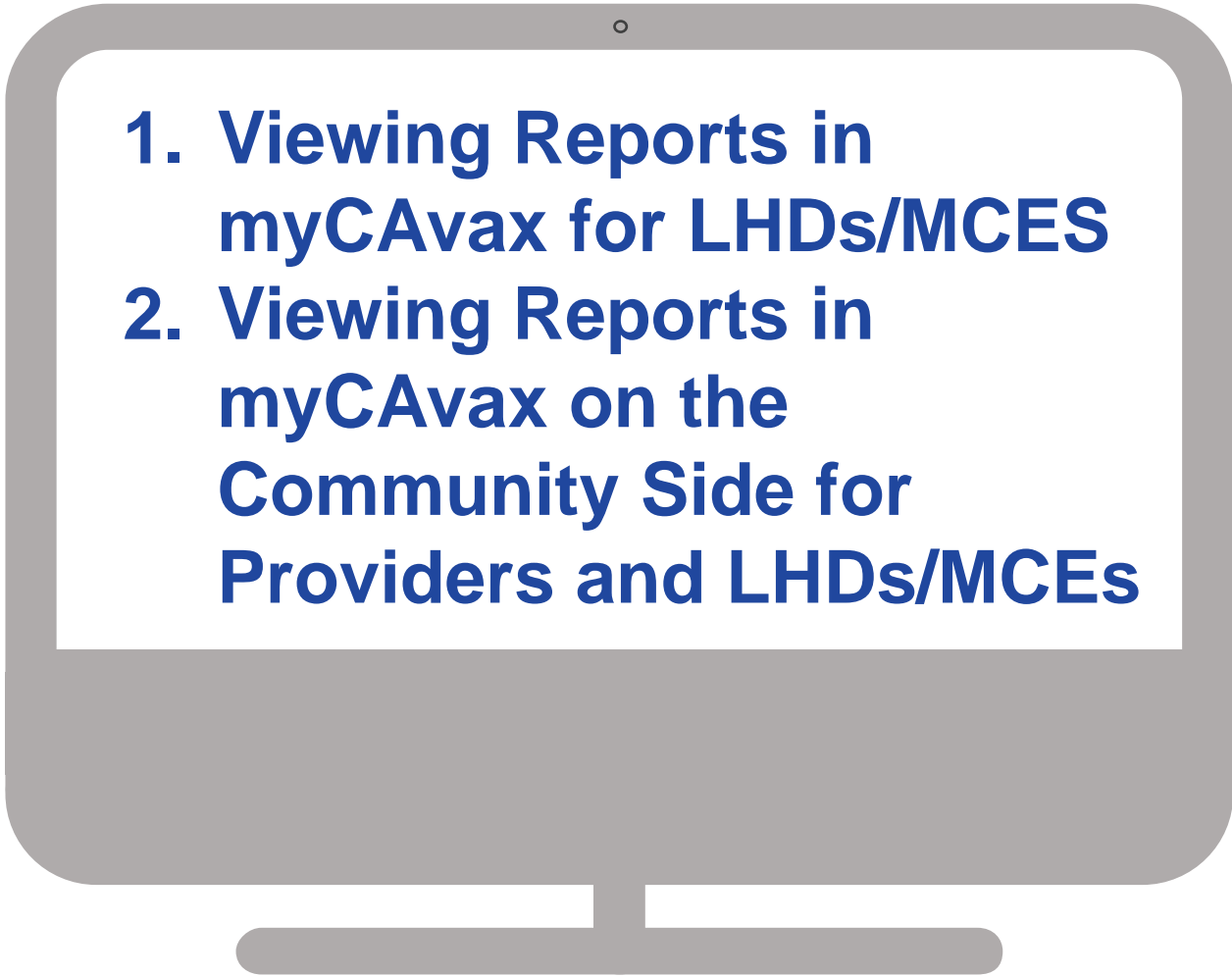
Reports in myCAvax
LHDs/MCEs

To navigate to the COVID-19 Reports Folder:

1. Expand the **More** dropdown and select **Reports**.

2. Select **All Folders** and then **COVID-19 Reports** to view the folder.

3. Open any sub-folder to view the reports within.

myCAvax Demo

1. **Viewing Reports in myCAvax for LHDs/MCES**
2. **Viewing Reports in myCAvax on the Community Side for Providers and LHDs/MCEs**

?

Q&A

APPENDIX

What's Next on My Turn: Release 27 (06/01)

My Turn Public

General Enhancements

- ✓ Update post appointment communications to check administration date and time.
- ✓ FHIR Integration to redirect residents from vaccines.gov to My Turn – Phase 2.
- ✓ [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.
- ✓ Test to Treat information will be updated and Q&A will be added.

My Turn Clinic

General Enhancements

- ✓ [Clinic Specific Links] Make Expiration Date Optional
- ✓ [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
- ✓ 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

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myCAvax – Known Issues - *Updated 6/03*

Known Issues

'Qualified Frozen Vaccine Transport Container' Missing in the Community multi-line form?

- ✓ We are working on correcting an issue where the option to select 'Qualified Frozen Vaccine Transport Container' is missing in the Community multi-line ordering form

Workaround/Next Steps

- ✓ Fix: TBD
- ✓ Workaround: If you would like to select this option, you can make note in the 'Comments' field

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Reports in myCAvax - Vaccine Transfers Report
LHDs/MCEs

The **Transfer Report** is a summary of vaccine transfers grouped by the vaccine product.

Here, you can find details of the **vaccine sender**, **vaccine receiver**, the **order number**, **transfer type**, the **number of doses**, and the **status of the transfer**.

Reports in myCAvax – Orders processed for Distribution
LHDs/MCEs

The Orders processed for Distribution report is a summary of approved doses and shipped doses from your LHD/MCE to all the Provider Locations you approve orders for.

Here, you can find details of the Provider Accounts, approved doses, the order number, doses requested, and the fulfillment method. Use the filter function on a copy of the report to filter for fulfillment method, date, product and more!

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.

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Release Roadmap

RECENTLY DEPLOYED
May 19th (R26.0)

IN PROGRESS
June 16th (R27.0)

UPCOMING
July 14 (R28.0)

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 14 (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

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My Turn Public Product Roadmap

RECENTLY DEPLOYED
May 25th (R26.5)

CURRENT
June 7th (R27)

UPCOMING
June 29th (R28)

My Turn Public

Release 26.5
- ✓ 5-11 Pfizer first booster rollout for individual and group flows
- ✓ Remove flu vaccine from Public Portal
- ✓ Limit stock count on vaccine supply to maximum of 10,000,000 to improve syncing and overall system performance

Release 27
- ✓ Update post appointment communications to check administration date and time
- ✓ FHIR Integration to redirect residents from vaccines.gov to My Turn – Phase 2
- ✓ [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
- ✓ Test to Treat information will be updated and Q&A will be added.

Release 28
- ✓ 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

TBD (as approved):
- ✓ Baby Pfizer
- ✓ Baby Moderna
- ✓ 6-11 y/o Moderna

My Turn Clinic Product Roadmap

RECENTLY DEPLOYED
May 25th (R26.5)

CURRENT
June 7th (R27)

UPCOMING
June 29th (R28)

My Turn Public

Release 26.5
- ✓ Flu Warning Message
  - ✓ Walk-in flow
  - ✓ Clinic Setup flow
  - ✓ Bulk Appointment Upload
  - ✓ VA flow
  - ✓ Flu-related location tags from Clinic Creation/Clinic Details page
- ✓ [Grace Period] Add grace period on the VA flow
- ✓ [Walk-In Flow] Add "Other" as an option to the State field
- ✓ Pfizer 5-11 Booster
  - ✓ Walk-In flow
  - ✓ VA flow
  - ✓ Appointments tab filters
  - ✓ Single/Bulk Edit
  - ✓ Clinic Setup/Vaccine supply +Trigger
  - ✓ Bulk Walk-In Upload

Release 27
- ✓ [Clinic Specific Links] Make Expiration Date Optional
- ✓ [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
- ✓ 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

Release 28
- ✓ [SMS/Email] Opt-out on the Walk-In flow
- ✓ [Vaccine Inventory] UPDATE: Entering Lot Numbers correctly

TBD (as approved):
- ✓ Pfizer 6 months-4-years three-dose vaccine rollout
  - ✓ VA Flow Updates & EUA Links
  - ✓ Update to Dose Fields
  - ✓ Add Vaccine Supply & Inventory
  - ✓ Bulk Upload Appointment Template Update
  - ✓ Clinic Setup
  - ✓ Walk-in flow Update
  - ✓ Single/Bulk Update
- ✓ Moderna 6 months-5-years two dose series
- ✓ Moderna 6 year-11-year two dose series
- ✓ Moderna 12 year-17-year two dose series

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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.
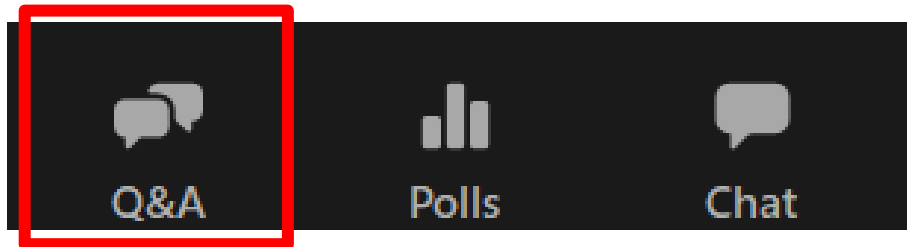
Additional Support

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	

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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**