

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

My Turn and myCAvax Office Hours

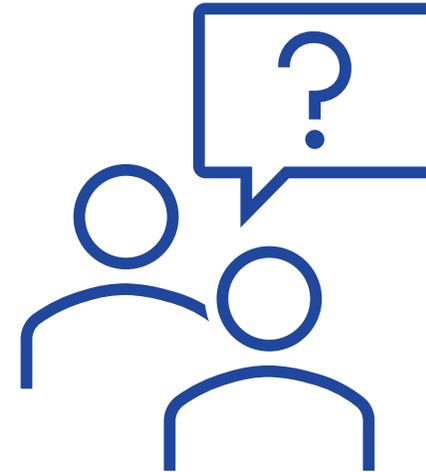
Monday, July 10, 2023

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”

My Turn and myCAvax

Josh Pocus, My Turn Updates

Hannah Shows, My Turn and myCAvax Demos

Daniel Conway, myCAvax Updates

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What's New in My Turn? – Release 41 (1 of 2)

Clinic Managers and Vaccine Administrators



New updates for My Turn Public and Clinic launched on
Thursday, July 6, 2023!



Release Highlights



When scheduling vaccine appointments, patients **will be able to view:**

- ✓ Updated 'Chat bot' icon on the 'SMS' and scheduling pages on the My Turn Public portal
- ✓ Updated Q&A order on the 'Home' page and on the 'Q&A' page
- ✓ Updated Clinic vaccine supplies to use brand and age
- ✓ Updated screening questions on the 'Final Steps' page while creating vaccine appointments
- ✓ Minor enhancements to the 'Testing Site Request Form' on the My Turn Public portal
- ✓ The question 'Is the patient immunocompromised?' on the 'Patient Background' section instead of the 'Appointment Details' section
- ✓ Updated information on the mpox module after the conclusion of Pride month

When scheduling vaccine appointments, patients will **no longer be able to view:**

- ✓ The 'Search by Dose' option while creating vaccine appointments on the 'Walk-in' page

What's New in My Turn? – Release 41 (2 of 2)

Clinic Managers and Vaccine Administrators



New updates for My Turn Public and Clinic launched on
Thursday, July 6, 2023!



Release Highlights



Clinic Managers and Vaccine Administrators **will be able to view:**

- ✓ An updated 'Vaccine Supply' list focused on brand and age
- ✓ New medical screening questions that mirror the CDC screening on the Vaccine Administration flow
- ✓ New immunocompromised question / attestation in the 'Patient Background' section
- ✓ Updated descriptions / tool-tips on the 'Dose,' 'Has the patient been exposed to mpox,' 'Sexual Orientation,' and for Parents / Guardian address and contact fields while creating Bulk Walk-in appointments via the CSV and Inline Bulk Upload flow
- ✓ An error message if they try to create a vaccine inventory using a lot number that already exists in the system
- ✓ An error message if they select an appointment date past three years from the current date while single / bulk editing vaccine appointments
- ✓ 'Vaccine Type' as the first field while creating Bulk Walk-In appointments
- ✓ The 'Internal Clinic Name' field that will only populate clinics with the same 'Vaccine Type,' 'Vaccine Supply,' and the 'DOB' as of the appointments they are editing
- ✓ The updated EUA factsheets on the 'Resource' accordion in the 'Appointments' section

Clinic Managers and Vaccine Administrators will **no longer be able to view:**

- ✓ The 'Which dose is this?' and 'Do you want to create a single appointment only?' fields in the 'Appointment Details' section on the Walk-in flow
- ✓ The question 'What type of appointment will your clinic host?' while creating a new clinic via the Clinic Setup flow
- ✓ Pending Pfizer, Moderna, and Booster appointments tiles on the 'Home' page dashboard
- ✓ The 'Dose' filter in the 'Appointments' and 'IIS Status' tabs and on the 'Home' page dashboard

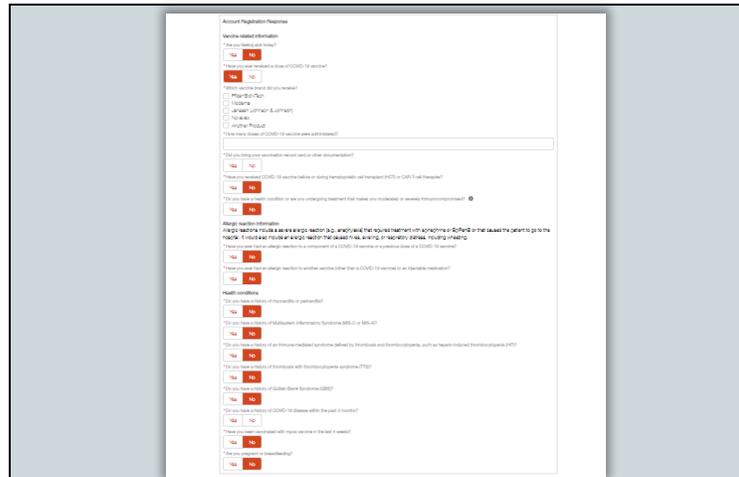
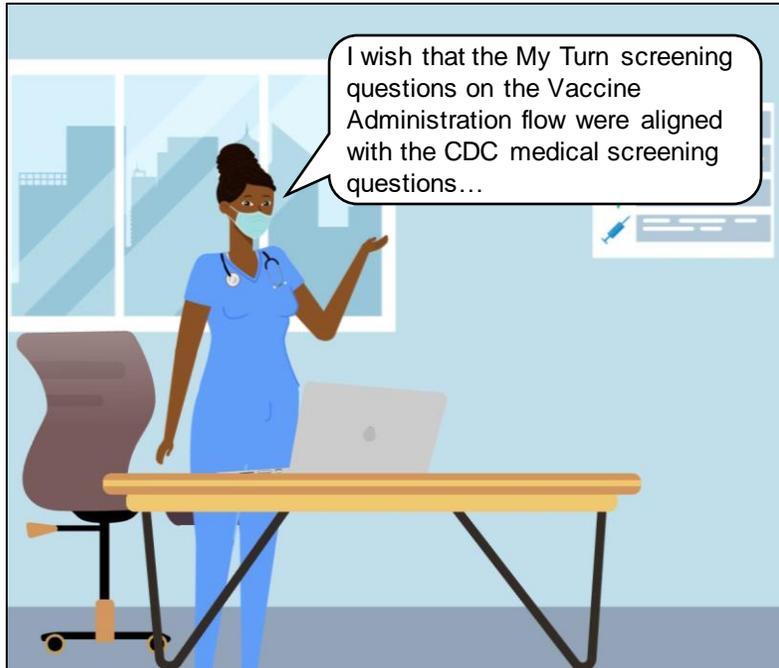
Updated List of Vaccine Supply



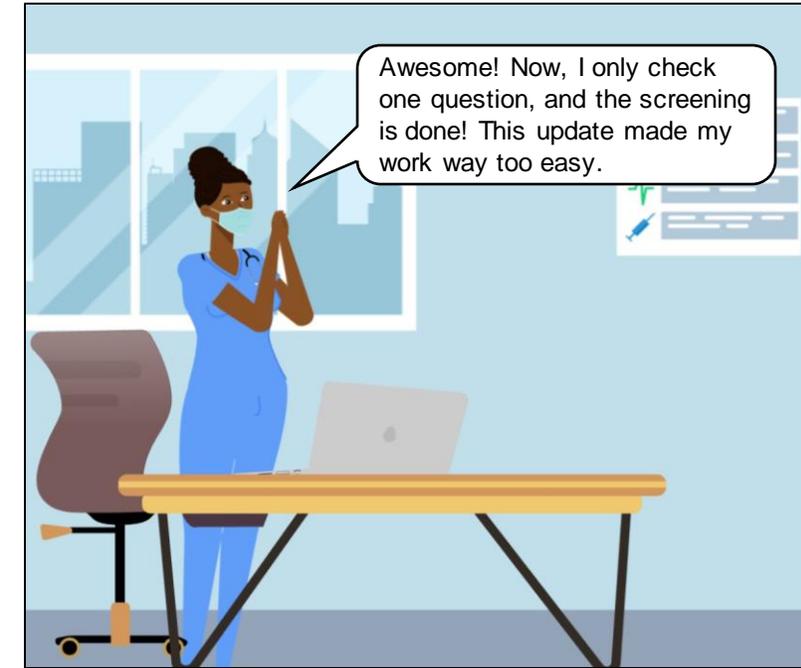
With Release 41, Mary will be able to easily identify their vaccine product in the 'Vaccine Supply' list that is focused on brand and age.



Medical Screening Questions Aligned with CDC on the Public Site



With Release 41, the medical screening questions on the Vaccine Administration flow will now match with the CDC on the Public Site. Mary will now only have to check one question 'Are you sick today?' and review other questions as needed.



New Vaccine Inventory Checkbox and Duplicate Lot Check

Clinic Managers



Clinic Managers can now add a new Vaccine Inventory even if a duplicate lot number exists by selecting the new 'Allow duplicate lot numbers' checkbox under the 'Lot' field.

New Vaccine Inventory: New Vaccine

<input type="text"/>	--None--
*Vaccine Type --None-- <small>View all dependencies</small>	*Account Search Accounts... <input type="text"/>
Brand --None-- <small>View all dependencies</small>	*Lot <input type="text"/>
Presentation --None-- <small>View all dependencies</small>	<input type="checkbox"/> Allow duplicate lot numbers
*Product Search Products... <input type="text"/>	*Expiration Date Date <input type="text"/> Time <input type="text"/>

Cancel Save & New Save

New Field Tooltips on Inline and Bulk Upload

Clinic Managers and Vaccine Administrators



When creating Bulk Walk-in appointments via the CSV and Inline Bulk Upload flow, Clinic Managers and Vaccine Administrators can now view updated descriptions / tool-tips on the following fields:

- 'Dose'
- 'Has the patient been exposed to mpox?'
- 'Sexual Orientation'
- Parents / Guardian address and contact fields

To submit a current or future appointment, please select dose 1. To submit a past appointment, please select the dose that was recorded.

Medical Record No or Policy No MBI ⓘ *Dose ⓘ

 1 ▼

Required if the Vaccine Type is Vaccinia (mpox)

Has the patient been exposed to mpox? ⓘ *Gender Identity ⓘ Gender Identity Not Listed ⓘ

▼ ▼

Required if the Vaccine Type is Vaccinia (mpox)

Sexual Orientation ⓘ Sexual Orientation Not Listed ⓘ *Hispanic, Latino, or Spanish origin? ⓘ

▼ ▼

This field is required by CAIR for patients of all ages. If the patient is an emancipated minor, they will enter their own information into the Parent and guardian information section.

*Parent or Guardian's First Name ⓘ Parent/Guardian's First Name ⓘ Parent/Guardian's Last Name ⓘ

Reorganized / Updated Dashboards

Clinic Managers and Vaccine Administrators



Clinic Managers and Vaccine Administrators can now view an updated dashboard that will no longer show Dose, but is reorganized by 'Appointment by status', 'Completed appointments by vaccine,' and 'Completed pediatric app (<18 yrs).'

Welcome to My Turn Clinic

Dashboard [Calendar](#)

Need Help? Please see the Dashboards and Reports job aid and My Turn Interactive Guide.

Appointments by status	Completed appointments by vaccine	Completed pediatric app (<18 yrs)
Pending Vaccination - 0	Pfizer (6mos-4yrs) - 0	Pfizer (6mos-4yrs) - 0
Cancelled - 0	Pfizer (5-11) - 0	Pfizer (5-11) - 0
Checked-in - 0	Pfizer (12+) - 0	Pfizer (12-17) - 0
Pending Complete - 0	Moderna (6mos-100yrs) - 0	Moderna (6mos-17yrs) - 0
Vaccinated - 0	Novavax (12+) - 0	
Appts with Accommodations - 0		

COVID-19

Jun 29, 2023

Select Account

Select Clinic

Load Dashboard

Chat with us

Editing Backdated Appointments – Three Years

Clinic Managers and Vaccine Administrators



Clinic Managers and Vaccine Administrators can now single or bulk edit appointments that are up to three years old.

Edit Appointment

Patient Name:
Ariel Waters

* Start of Appointment ⓘ

Date: Jun 1, 2020 📅 Time: 1:00 PM 🕒

Date not valid: Appointment date must fall within the past three years.

* Internal Clinic Name
Rewards Health Clinic ✕

* Vaccine Brand
Pfizer ▾

The patient has reviewed the [COVID-19 vaccine timing by age chart](#) and confirm that they are eligible to receive a dose of the COVID-19 vaccine

Discard Edit Appointment

Single Appointment Edit – View Clinics

Clinic Managers and Vaccine Administrators



Clinic Managers and Vaccine Administrators can now only view clinics with the same vaccine type when editing a single appointment.

Edit Appointment

Patient Name:
Kenny Testery

* Start of Appointment ⓘ

Date: May 10, 2023 Time: 10:51 AM

* Internal Clinic Name

Search Clinics...

* Vaccine Brand

Pfizer

The patient has reviewed the [COVID-19 vaccine timing by age chart](#) and confirm that they are eligible to receive a dose of the COVID-19 vaccine

Discard Edit Appointment

Edit Appointment

Patient Name:
Kenny Testery

* Start of Appointment ⓘ

Date: May 10, 2023 Time: 10:51 AM

* Internal Clinic Name

test

- 6/29 CC Test
- Sophia Test Clinic
- Baby Pfizer Booster Space Test - Added After
- Baby Pfizer Booster Space Test
- r38.x test

My Turn – Known Issues – *Updated 07/06*

Known Issues

Missing Access to 'My Turn Clinics' Reports Folder?

- ✓ We are investigating an issue where some hybrid/non-hybrid clinic managers are missing access to the 'My Turn Clinics' reports folder

Missing 'Manage Clinics' Button on Hybrid User Home page

- ✓ We are investigating an issue where the 'Manage Clinics' button is missing on the Home page for hybrid users.
- ✓ Hybrid users can still navigate to their clinics under the 'My Turn' dropdown.



Workaround / Next Steps

✓ Fixed: 7/6

✓ Fixed: 7/6

My Turn Demo



Q&A

What's Next in myCAvax? – Release 41 (1 of 2)

LHDs / MCEs and Providers



New updates for LHDs / MCEs and Providers will launch on
Thursday, July 20, 2023!



Release Highlights



LHDs / MCEs will:

Vaccine Order Review

- ✓ See updated job aid links under the 'Small Order (Redistributor)' subtab on the 'Vaccine Order Review' page

LHDs will:

State General Fund Enrollment

- ✓ See the 'Enroll Provider in State General Fund' button on the LHD home page
- ✓ Be able to enroll a new or existing locations and organizations in the SGF program and capture/upload:
 - Add new or existing Primary and Backup Vaccine Coordinators
 - Add hours of availability for their SGF program
 - Add storage capacity information
 - Add new or existing contacts as the 'Provider of Record' and upload a signed copy of the 'Provider Agreement'
 - Upload multiple supplemental documents

- ✓ Be able to view the 'Summary' page with all the provider enrollment information
- ✓ Be able to complete draft applications in the 'In Progress' status by clicking the 'Complete Application' button
- ✓ Receive an email when the SGF program location application gets approved or rejected

Vaccine Order Review

- ✓ See the 'Direct Ship' and 'Local Ship' subtabs under the 'State General Fund' tab on the 'Vaccine Order Review' page
- ✓ Be able to create local ship orders of flu vaccines on behalf of Providers from the 'Vaccine Order Review' page

LHDs / MCEs

What's Next in myCAvax? – Release 41 (2 of 2)

LHDs / MCEs and Providers



New updates for LHDs / MCEs and Providers will launch on
Thursday, July 20, 2023!



Release Highlights

Providers will:



Location Application

- ✓ No longer see the 'Provider Organization' field on program location applications

State General Fund Enrollment

- ✓ Have their State General Fund data imported as program location applications into myCAvax by LHDs

Providers

7/21 Special Session: State General Fund Enrollment

LHDs



Please join us for a walkthrough of the myCAvax LHD-driven Provider enrollment process for State General Fund on **Friday, July 21, 2023**, from **12:00 – 1:00 PM PT**.

To attend, register [here](#). Please cascade to appropriate staff as needed.

Inventory Reporting Reminder

Providers



Reminder to Providers to report inventory by the second Wednesday of the month, **July 12, 2023**.

Updated Vaccine Management Feedback Form Link



The [Vaccine Management Feedback Form](#) link has now been updated. Please feel free to bookmark the new link and share with your team as needed.

myCAvax – Known Issues – *Updated 07/03*

Known Issues

Excursion Event Temperatures Do Not Allow Any Decimals?

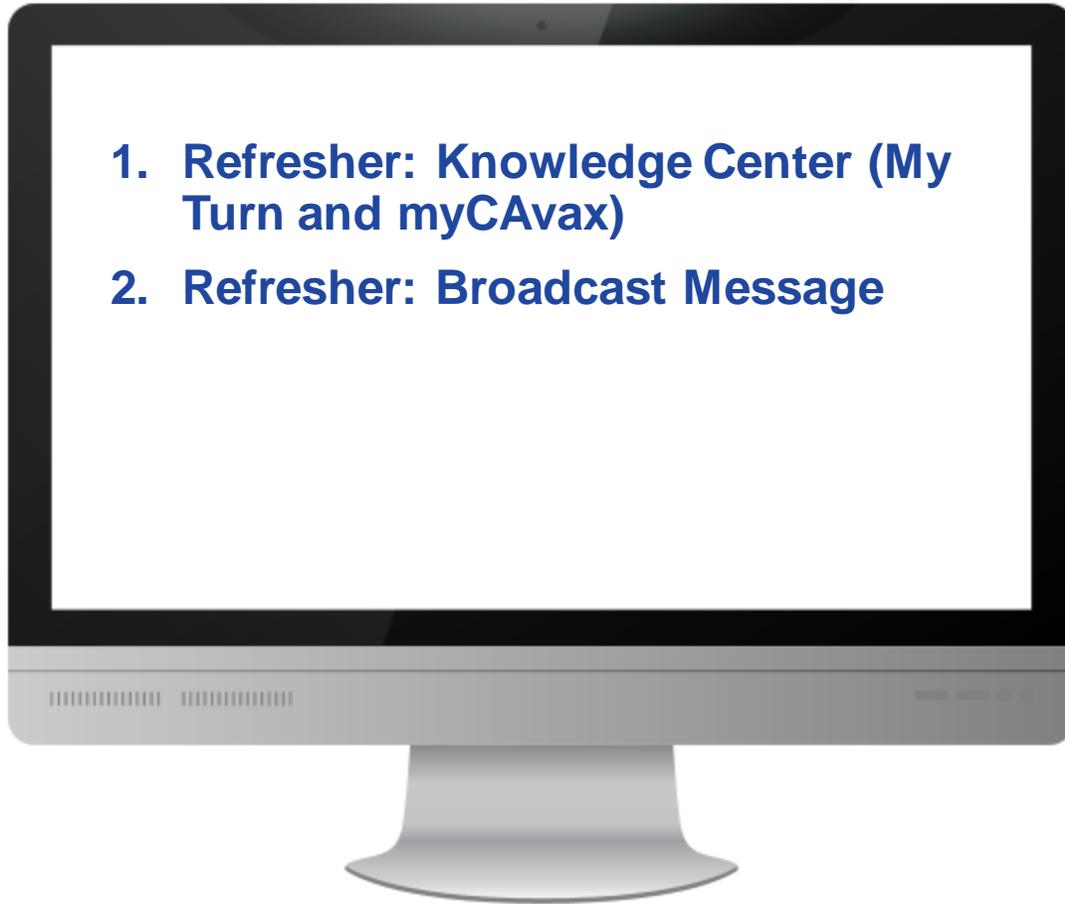
- ✓ Currently, if a user enters a decimal point for a temperature when logging an excursion event, the temperature will round to the nearest whole number. As this is not the most accurate representation of a temperature excursion, we will be correcting it so that one decimal point can be entered when logging temperatures. If you had entered decimal points in the past, you would see them on your historic excursion events when the fix is deployed to production.



Workaround / Next Steps

- ✓ Estimated Fix: 7/20

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.

myCAvax Release Roadmap



myCAvax

RECENTLY DEPLOYED

June 22nd (R40)

CURRENT

July 20th (R41)

UPCOMING

August 17th (R42)

myCAvax Roadmap

Release 40

Season Allocation

- ✓ Enabled CDPH users to distribute season allocation to Providers

Vaccine Order Review

- ✓ Displayed a new tab for LHDs on the 'Vaccine Order Review' page for flu orders which displays seasonal allocation

Community Multi-line Ordering

- ✓ Removed the 'VaccineFinder information out-of-date' message on the 'Multi-line Ordering' page

CDPH Help Desk Transition

- ✓ Enabled CDPH super users to update the 'myCAvax Id' and 'Status' fields on Program Location Applications, DocuSign-related fields, and Shipment-related fields

Release 41

LHD Flu Enrollment

- ✓ Load LHDs' Provider Data into myCAvax Program Location Application
- ✓ Enable LHDs to complete and enroll their Provider in the State General Funds (State Flu) program
- ✓ Enable CDPH users to review and approve applications for data accuracy

Vaccine Order Review

- ✓ Create orders for SGF program

Release 42

Community Site

- ✓ Enable access for SGF Providers to myCAvax
- ✓ Display a new landing page and update the navigation for users participating in multiple programs throughout the site
- ✓ Make SGF ordering available on the community site

CDPH Order Processing

- ✓ Start SGF order processing in myCAvax

★ Received via user feedback

My Turn Public Release Roadmap



RECENTLY DEPLOYED

June 7th (R40)

Release 41

- ✓ Phase 2: updated scheduling experience
 - ✓ Remove some timing and eligibility questions on screening page and replace with new timing and eligibility attestation
- ✓ Store immunocompromised information on patient account
- ✓ Update CDC screening questions on Final Steps page

CURRENT

August 2nd (R42)

Release 42

- ✓ Display full clinic closing date on clinic card on Select a Location page
- ✓ Backend cleanup and optimization

UPCOMING

August 30th (R43)

Release 43

- ✓ TBD

My Turn Clinic Release Roadmap



RECENTLY DEPLOYED

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

CURRENT

July 6th (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

UPCOMING

August 2nd (R42)

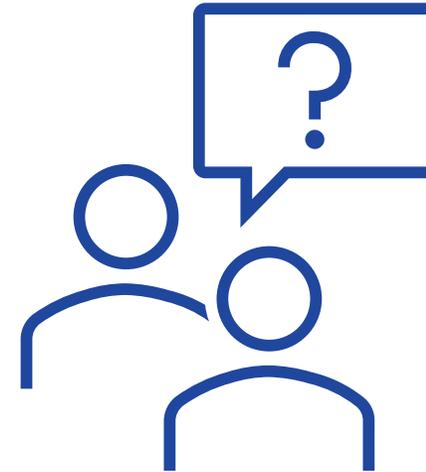
Release 42

- ✓ Digital Enrollment will allow Providers enrolled and not enrolled in myCAvax to register as My Turn locations so their clinics are visible on the My Turn website.

★ Received via user feedback

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

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.

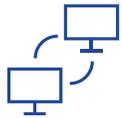
- Email: covidcallcenter@cdph.ca.gov
- Phone: (833) 502-1245, Monday through Friday from 8AM–6PM



Enrollment Support

For Provider enrollment support, please contact myCAvax Clinic Operations at

- Email: myCAvaxinfo@cdph.ca.gov

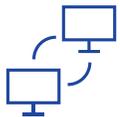


myCAvax Help Desk

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/>

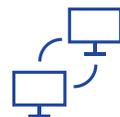


My Turn Clinic Help Desk

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, July 24, 12PM-1PM

Friday

Provider Consolidated Webinar

Next session: Friday, July 14, 9AM-10:30AM

