

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

My Turn & myCAvax
Bi-weekly Monday Office Hours



Vaccinate ALL 58
Together we can end the pandemic.

Monday, July 25, 2022

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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Monkeypox Vaccine & the My Turn Outbreaks Approach

LHDs/MCEs



With increased interest in expanding My Turn beyond COVID and Flu to create a solution for disease outbreaks happening across CA, and especially with Monkeypox being a recent driver for this expansion, we are evaluating the development of an outbreak approach.

Initial Monkeypox functionality will launch in My Turn on August 15th.

Novavax Update

Clinic Managers and Vaccine Administrators



The My Turn team is prioritizing the launch of My Turn Outbreaks and will switch focus to adding Novavax to the system after the Monkeypox functionality is released.

We expect Novavax to be available in My Turn starting in late August.

Get Ready for My Turn Release 29!

Clinic Managers and Vaccine Administrators



New updates for My Turn Public Clinic will launch July 27th.



Public

- ✓ 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
- ✓ [Delivery] Update error messaging for better user experience and accessibility
- ✓ [Continued] Failure Point Notification – setting up monitoring tools throughout system to flag (potential) issues

Clinic

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

COVID-19 Interactive Eligibility Chart

Clinic Managers & Vaccine Administrators



Everyone aged 6 months and older is eligible for the primary series of a COVID-19 vaccine.

Booster and Additional doses are available to eligible patients who have completed a primary series of COVID-19 vaccine. Specific COVID-19 vaccine brands and doses have different timing requirements.

My Turn Public is launching an Interactive Eligibility Chart so that patients can see a quick view of their options.

COVID-19 vaccine eligibility

Enter your age years

	Pfizer	Moderna	Johnson & Johnson
Primary	Yes 3 dose series	Yes 2 dose series	No
Additional For immunocompromised	Yes After 28 days	No	No

NOTE: Booster and Additional doses are available to eligible patients who have completed a primary series of a COVID-19 vaccine. For Pfizer and Moderna, the primary series is two doses, and for Johnson & Johnson it's a single dose. Some patients benefit from receiving a 2nd dose 8 weeks after the 1st dose, however, all patients must wait at least 20 days (Pfizer) or 27 days (Moderna).

Other factors may impact eligibility, please talk to your provider.

Vaccine Inventory Tooltip Update: Entering Lot Numbers

Clinic Managers



When editing or creating a new vaccine inventory record, only enter **up to 10 alphanumeric characters including dashes** in the **Lot** field on the New Vaccine Inventory screen. *Space is not considered a valid character.*



myCAvax
California Vaccine Management System

Home Clinics Vaccine Inventory Appointments Add Walk-In Appointment Bulk Walk-In Upload More

Need Help? Please see the Clinic Manager

Vaccine Inventory Recently Viewed

6 Items • Updated 18 hours ago

	Asset Name	Brand
1	Moderna (6-11) - B1234	Moderna
2	Moderna (6-11) - A1234	Moderna
3	Infant/Toddler Moderna - C1...	Moderna
4	Infant/Toddler Moderna - B1...	Moderna
5	Infant Toddler Moderna	Moderna
6	Moderna - A1234	Moderna

New Vaccine Inventory: New Vaccine

Asset Information

*Asset Name Status

*Vaccine Type *Account

View all dependencies

*Brand *Lot

View all dependencies

Presentation *Expiration Date

Cancel Save & New Save

Enter up to 10 characters, including dashes, (0-9, - 12489)

My Turn Demo



Q&A

Novavax Ordering

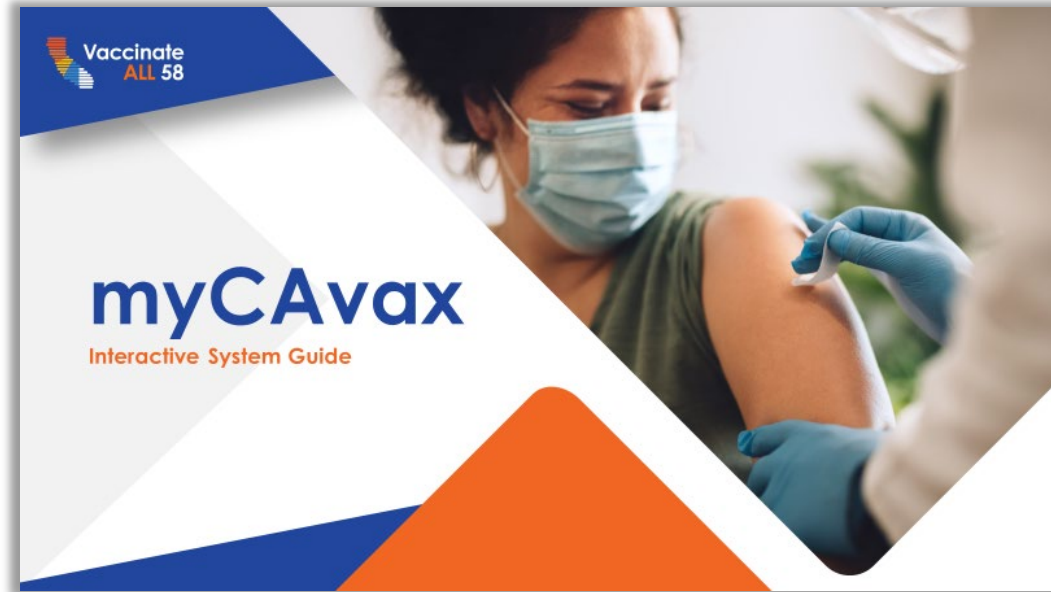
LHJs



LHJs will be able to order and distribute Novavax in myCAvax as early as this week!

Feedback Requested – myCAvax Interactive Guide

LHDs/MCEs



We want to hear from you!



The [myCAvax Interactive Guide](#) is a comprehensive end-to-end resource incorporating programmatic and system knowledge.

Please email any feedback to myCAvaxInfo@cdph.ca.gov.

New Login Process FAQ

LHDs, MCEs, and CDPH



Q

Will this impact all users?

A

No, only LHJs and CDPH. Providers will continue to log in as they currently do.

Q

How often will I need to authenticate?

A

You will have to authenticate every time you login.

Q

What do I do if I need to change my email address before this change?

A

Please contact the COVID-19 Provider Call Center.



myCAvax Demo

1. **Video: How to Setup New Login Process for LHDs/MCEs**
2. **Walkthrough: myCAvax Interactive Guide**



Q&A

myCAvax Feedback Survey



If you have any additional thoughts or comments, please drop them in the Q&A!

- 1. How helpful do you find the Interactive Guide?**
 - a. Very helpful
 - b. Somewhat helpful
 - c. Not very helpful

- 2. How often do you refer to the Interactive Guide?**
 - a. At least once a week
 - b. A couple times a month
 - c. Never

- 3. Do you have any comments or feedback about the Guide?**
Open Response

APPENDIX

myCAvax – Known Issues - *Updated 7/22*

Known Issues




Small Order Fulfillment Method Blank?

- ✓ We are working to correct an issue where the 'Fulfillment Method' is not correctly defaulting based on a product's small order/TPR availability and the LHD's small order product settings
 - ✓ If the product is eligible for TPR orders but your LHD is not offering fulfillment locally, the 'Fulfillment Method' for the small order should default to 'Redistributor'
 - ✓ If the product is NOT eligible for TPR orders but your LHD is offering fulfillment locally, the 'Fulfillment Method' for the small order should default to 'Local'
 - ✓ If the product is eligible for TPR orders and your LHD is offering fulfillment locally, the 'Fulfillment Method' for the small order should default to 'Local'

Workaround/Next Steps

- ✓ Fix: 8/11/2022
- ✓ No Workaround. Your LHD will handle the fulfillment method at the time of the order's review

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.

Release Roadmap

RECENTLY DEPLOYED

July 14th (R28.0)

Orders

- ✓ Order Fulfillment Updates to allow multiple lots and general UI enhancements
- ✓ Allow LHD users update additional details on the Shipment Records (i.e., 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 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

IN PROGRESS

August 11th (R29.0)

Orders

- ✓ Monkeypox ordering

Account

- ✓ Provider initiated Disenrollment
- ✓ Disenrollment due to inactivity

Site Visits

- ✓ Update Users who are Recipients in Site Visit Confirmation Email Notifications

Other

- ✓ Add 'Shipment Incident' as a new status reason for Order Holds on an account

UPCOMING

September 8th (R30.0)

Account

- ✓ Smarty Street Enhancements: Address validation on existing accounts

Community

- ✓ Unified Login Experience

Site Visits

- ✓ Follow Up Actions

My Turn Public Product Roadmap

RECENTLY DEPLOYED

July 7th (R28.4)

Release 28.4

- ✓ Moderna Pediatric 6-years-11-years two-dose series
- ✓ Moderna Adolescent 12-years-17-years two-dose series
- ✓ In-home vaccination and transportation page updates to reflect guidance for under 5 patients
- ✓ [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 27th (R29)

Release 29

- ✓ Moderna Pediatric/Adolescent (6 years –17 years) Additional Dose rollout
- ✓ Translations refresh
- ✓ Update eligibility chart to CDC link
- ✓ Display number of locations on Select a Location page
- ✓ Pfizer Infant/toddler (6 months - 4 years) second dose reminder communications
- ✓ [Testing] Custom flows for vaccine type
- ✓ [Delivery] 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

UPCOMING

August 24th (R30)

Release 30

- ✓ SMS opt in
- ✓ [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

July 7th (R28)

Release 28.4

- ✓ Moderna Pediatric 6-years-11-years two-dose series
- ✓ Moderna Adolescent 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

CURRENT

July 27th (R29)

Release 29

- ✓ [Walk-In] Adding tool tips to the Homeless questions
- ✓ [Vaccine Inventory] Entering Lot Numbers correctly
- ✓ [CAIR2] Concatenate "Cross Street 1" and "Cross Street 2"
- ✓ [Clinic Creation] Infant/toddler Pfizer (6m-4yrs) checkbox visible
- ✓ [IIS Tab] Update filters to mimic the Appointment tab Filters
- ✓ Moderna 6m-17years Additional Dose
 - ✓ Walk-In flow
 - ✓ Vaccine Administration flow
 - ✓ Single/Bulk Edit update
 - ✓ Clinic Creation Setup
 - ✓ Vaccine Supply & Inventory
 - ✓ Bulk Walk-In Upload
 - ✓ Appointment/IIS Tab Filters

UPCOMING

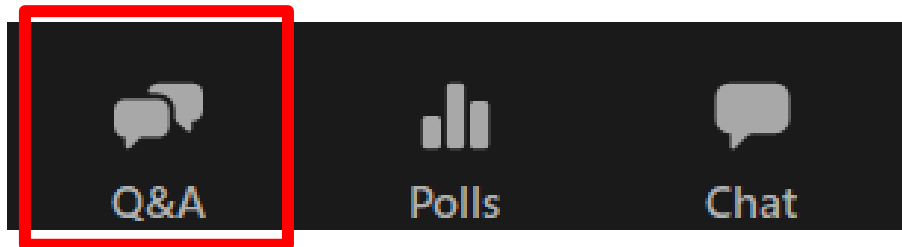
August 24th (R30)

Release 30

- ★ ✓ [SMS/Email] Opt-out on the Walk-In flow
- ✓ [Walk-In Flow] Make the second Homelessness question optional
- ✓ Monkey Pox Flow
 - ✓ Clinic Creation Setup
 - ✓ Walk-In flow
 - ✓ Vaccine Supply & Inventory
 - ✓ Appointment/IIS tab filters
 - ✓ Vaccine Administration flow
 - ✓ Single Edit

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

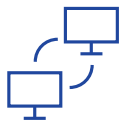


myCAvax Help Desk

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

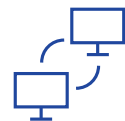
For training opportunities: <https://eziz.org/covid/education/>



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 for your commitment to protect the health and well-being of all Californians!



Thank you for joining today's office hours!

Next My Turn myCAvax Office Hours:

Monday, August 8, 2022