

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

My Turn & myCAvax
Bi-weekly Monday Office Hours

Monday, August 22, 2022

My Turn myCAvax Q&A

During today's session, please use the Q&A panel to ask your questions so CDPH subject matter experts can respond directly.



Resource links will be dropped into, “Chat”

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



Quality Assurance (QA) Quickinar Series



Please join the CDPH COVID-19 Quality Assurance team for a series of three “Quickinars” to review COVID-19 vaccine compliance guidance.

Time for all webinars: 12:30PM – 1:00PM

- Wednesday, August 24, 2022: Vaccine Management register [here](#)
- Thursday, August 25, 2022: Clinical register [here](#)

All sessions will be recorded and posted on EZIZ for on-demand viewing.

Archived: Storage and Handling Quickinar slides and recording available [here](#).

Labor Day: Monday, September 5, 2022

CDPH will not hold the My Turn myCAvax Webinar on Monday, September 5 in observance of the Labor Day holiday.

Please watch for updates to ordering, delivery, and other items related to the holiday.



My Turn and myCAvax

Eric Norton, My Turn

Izabella Samuel, My Turn

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Hannah Shows, myCAvax

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My Turn Upcoming Priorities

Clinic Managers and Vaccine Administrators




The My Turn team will focus on releasing **Bivalent COVID-19 Booster Dose functionality** following FDA approval.



Clinics can capture **Novavax vaccination data** offline using a bulk upload CSV file which is available on EZIZ under the [My Turn Offline Resources](#) section. You can use this file to easily upload appointments once Novavax becomes available in My Turn on August 31st with Release 30.

New Monkeypox Quick Sheets Added to the Knowledge Center

Clinic Managers and Vaccine Administrators



New Monkeypox quick sheets are now posted in the Knowledge Center! Clinic Managers and Vaccine Administrators can access the quick sheets containing Monkeypox functionality from the **Knowledge Center** tab.

1. Appointment Management
2. Monkeypox – Vaccine Administrator and Assistant Quick Sheet
3. Monkeypox – Enter Vaccine Administration Data
4. Monkeypox – Vaccine Management
5. Monkeypox – Clinic Manager Quick Sheet
6. Setup a Clinic

My Turn Reporting Updates

Clinic Managers and Vaccine Administrators

The Patient Export Report now contains the Monkeypox appointment information as well as the SOGI (Sexual Orientation and Gender Identity) data. You can find this report under the **Reports** tab in My Turn.

	A	B	C	D	E	F	G	H	I	J	K	L
1												
2		Provider - Patient Export Report										
3		As of 2022-08-17 22:12:27 Pacific Standard Time/PST • Generated by Max CMTrainer										
4												
5		Filtered By										
6		Show: All accounts										
7		Dose Number equals ,1,2,3										
8		Appointment Status contains Pending,Vaccinated										
9		Start Time (PST) not equal to										
10		Location: Clinic Name not equal to										
11		jobs_account not equal to ~										
12		Job Status not equal to Cancelled										
13		Start equals TODAY										
14		Dose contains ,1,2,3,Additional Dose,Booster,Booster 1,Booster 2										
15		Vaccine Inventory: Brand equals ,Johnson & Johnson,Moderna,Pfizer,Afluria Quadrivalent,Fluarix Quadrivalent,FluLaval Quadrivalent,Fluzone Quadrivalent,Flucelvax Quadrivalent,Fluzone High-Dose Quadrivalent,Fluad Quadrivalent,Flublok Quadrivalent,FluMist Qu										
16		Vaccine Type equals ,COVID-19,Flu,Vaccinia										
17												
18												
19		Start	Vaccine Administered Time	Job Name	Account ID	Person Account: First Name	Person Account: Middle Nam	Person Account: Last Nam	Person Account: Birthdate	Age	Sex Assigned at Birth	
47		8/17/2022, 9:25 AM	8/17/2022, 9:26 AM	JOB-11188722	0013500000097BQ Renuka		Test		8/18/1998	23	Female	

Sex Assigned at Birth	Sexual Orientation	Gender Identity
	Heterosexual or straight	Woman/Female



My Turn Demo



R29.1 Functionality



Q&A

myCAvax Bivalent Ordering

Providers, LHDs and MCEs



The new Bivalent COVID-19 Vaccine Booster Dose will be available for pre-order on **Monday, August 22nd**.

Adolescent/Adult	Moderna Bivalent Booster- (18 years - 100+ years)	---	---	<input type="text"/>	<input type="text"/>	<input type="text"/>  + <input type="text"/>	100 dose min 100 (over 100)	<input type="text" value="0"/>	 Clear Row
	Moderna (12 years - 100+ years)	100	7/28/2022	<input type="text"/>	<input type="text"/>	<input type="text"/>  + <input type="text"/>	30 dose min 5 (under 100) 100 (over 100)	<input type="text" value="0"/>	 Clear Row

myCAvax Monkeypox Ordering

LHDs and MCEs

Current State

Currently Monkeypox vaccine distribution is ordered through the SNS and then shipped to LHJs and large health centers by the CDPH warehouse. Orders are coming through the MHOAC process and tracked against LHJ allocations before going to the warehouse for shipping.

Issues

- CDC will be shifting to using a new vaccine ordering system, HPOP, for direct provider orders. HPOP does not support LHJ allocations.
- Shipments are primarily going to LHJs who are then redistributing. We are currently not collecting redistribution or waste information. CDC will be requiring this information be reported on a routine basis.

myCAvax Preparations for Monkeypox Ordering

LHDs and MCEs

Initial Release

- Create a new product 'Record Type' for Monkeypox called Vaccinia
- Create Monkeypox vaccine product record
- Update Order Review Page for new Product Type
- Mass Update Order Status Flow for Outbreak Vaccines
- Order Fulfillment for Outbreak Vaccines
- Checkbox 'Non-Covid Location' on the location accounts
- Exclude from VTrckS on Location Accounts
- Create Outbreak Organization Accounts for each LHD

Future Enhancements

- Mark individual Providers as outbreak eligible so that Monkeypox vaccine can show on their order form for direct ordering.

Reminder: Update Provider Contact Information

Providers



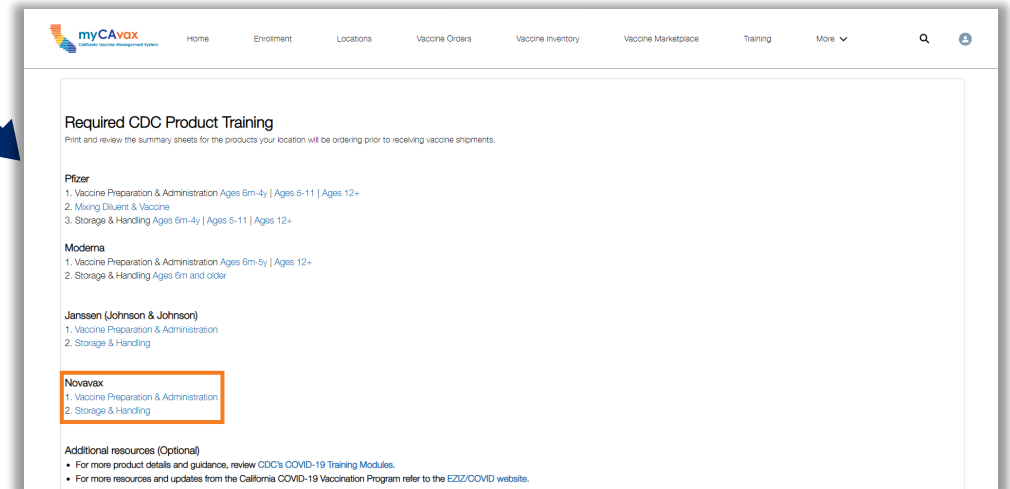
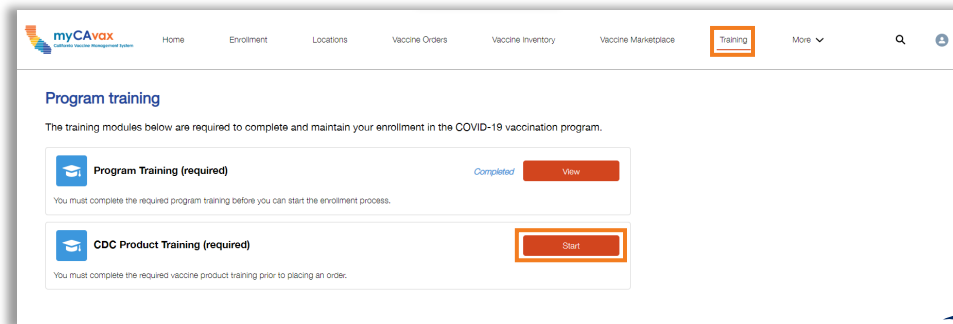
As your staff changes, please notify the **My Turn and myCAvax Help Desk** of any changes to Organization Coordinators, Location Coordinators, and/or CEO/CMO. It's important to have the most up-to-date contact information.

Novavax Training Added to the Training Tab

Providers




Providers can now access the required CDC Novavax product training from the **Training** tab in myCAvax.



Viewing, Copying & Modifying Reports on the LHD Dashboard

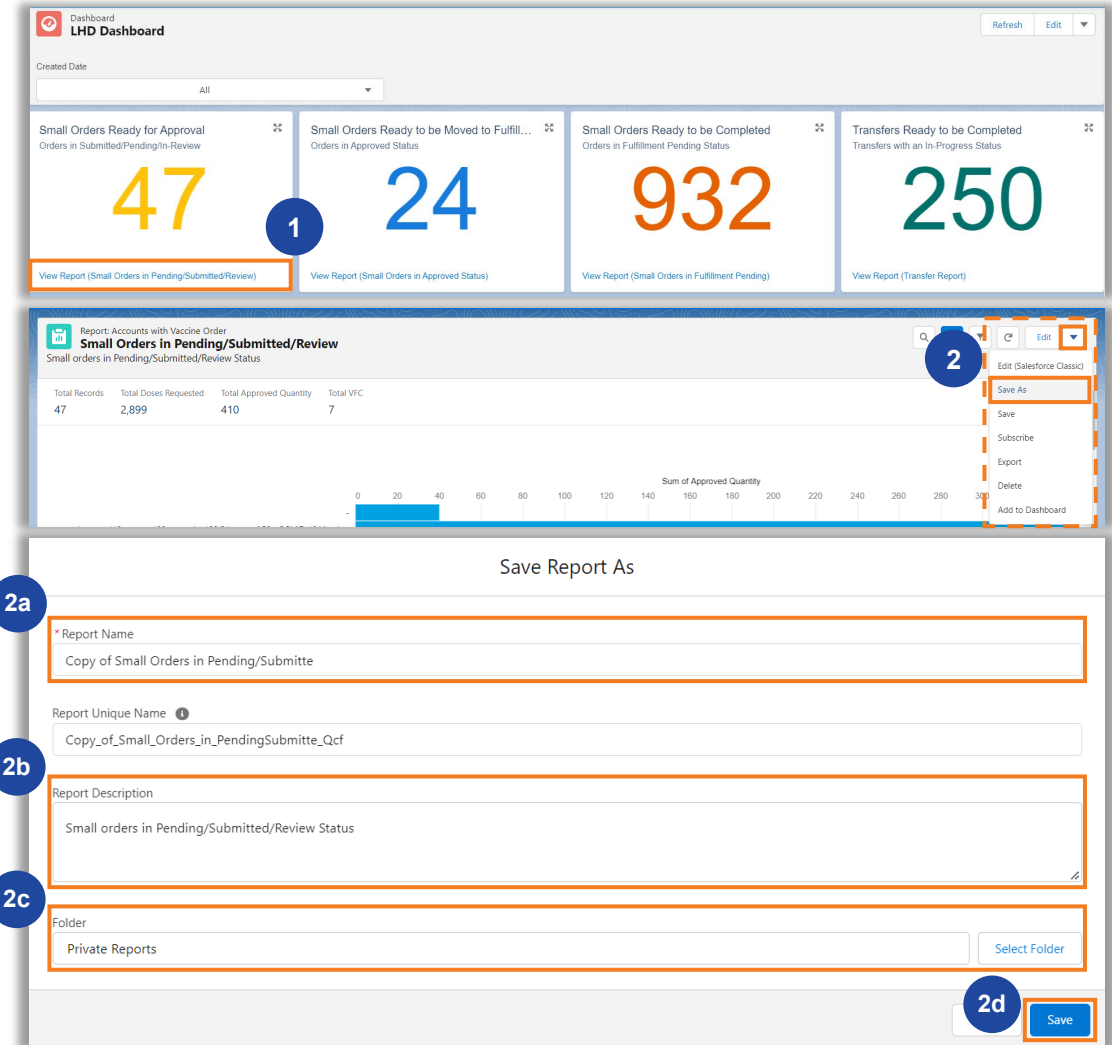
LHDs/MCEs



1. To view a report on the LHD Dashboard, click **View Report** on the desired tile on the LHD Dashboard.
2. To copy a report, click the **Caret**  icon next to **Edit** and select **Save as** from the dropdown menu.
 - a. Change the **Report Name**
 - b. Enter a brief **Report Description** to explain the purpose of the report
 - c. Click **Select Folder** and select any folder that is not **COVID-19 Reports**.
 - d. Click **Save** to save a copy of the report

Notes:

- The **Report Unique Name** field is automatically generated
- LHDs/MCEs MUST save any copied report in their **Private Reports** folder.



The screenshot illustrates the process of copying a report from the LHD Dashboard. The top section shows the dashboard with four report tiles: 'Small Orders Ready for Approval' (47), 'Small Orders Ready to be Moved to Fulfillment' (24), 'Small Orders Ready to be Completed' (932), and 'Transfers Ready to be Completed' (250). A blue circle with the number '1' highlights the 'View Report' link on the first tile. The bottom section shows the 'Save Report As' dialog box. A blue circle with the number '2' highlights the 'Edit' button in the top right corner of the report view. A blue circle with the number '2a' highlights the 'Report Name' field, which contains 'Copy of Small Orders in Pending/Submitted/Review Status'. A blue circle with the number '2b' highlights the 'Report Description' field, which contains 'Small orders in Pending/Submitted/Review Status'. A blue circle with the number '2c' highlights the 'Folder' dropdown menu, which is set to 'Private Reports'. A blue circle with the number '2d' highlights the 'Save' button at the bottom right of the dialog.

Viewing, Copying & Modifying Reports on the LHD Dashboard

LHDs/MCEs



3. To modify the copy, on the report details page, click **Edit**.

Total Records	Total Doses Requested	Total Approved Quantity	Total VFC
47	2,899	410	7

4. Make the desired changes to the report. Click **Save and Run** to save the edits and run the latest version of the report.

Sum of Approved Quantity

Vaccine Product	Sum of Approved Quantity
Janssen (18 years - 100+ years) - 100/2 boxes of 50 - COVID-19 Vaccine	10
Moderna (12 years - 100+ years) - 100/1 box of 10 - COVID-19 Vaccine	100
Moderna (12 years - 100+ years) - 140/1 box of 10 - COVID-19 Vaccine	140
Moderna (6 Months - 5 years) - 100/box - COVID-19 Vaccine	100

myCAvax Demo

**Viewing, Copying &
Modifying Reports on
the LHD Dashboard**



Q&A

APPENDIX

myCAvax – Known Issues - *Updated 8/19*



Known Issues

Unable to see any locations on Disenrollment form?




- ✓ We have corrected an issue where the Disenrollment form was not showing any locations to select. If you previously attempted disenrollment, you should now be able to select your location and continue the process



Workaround/Next Steps

- ✓ Fixed: 8/19/2022

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

August 11th (R29.0)

Orders

- ✓ Monkeypox Ordering

Account

- ✓ Provider initiated Disenrollment
- ✓ Order Hold due to inactivity
- ✓ 'Non-Covid' Location checkbox added to location accounts
- ✓ 'Exclude from VTrckS' added to location accounts and will exclude from providers files
- ✓ Outbreak Organizations will be created for each LHD to house manually created Outbreak Locations

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

IN PROGRESS

Aug 19th (R29.2.0) and Sep 8th (R30.0)

Release 29.2.0

Products

- ✓ Bivalent Boosters

Release 30.0

Orders

- ✓ Monkeypox Enhancements
- ✓ Remove VaccineFinder Flag if Inventory is 0

Account

- ✓ Disenrollment Emails will be sent when disenrollment is submitted and completed

Community

- ✓ Unified Login Experience POC

Site Visits

- ✓ Follow Up Actions

UPCOMING

October 6th (R31.0)

Orders

- ✓ Monkeypox Enhancements
- ✓ Storage Unit Validations

Community

- ✓ Unified Login Experience POC

My Turn Public Product Roadmap

RECENTLY DEPLOYED

July 27th (R29)

Release 29

- ✓ Moderna Infant/Toddler/Pediatric/Adolescent 6 months-17-years Additional Dose
- ✓ Translations refresh
- ✓ Update eligibility chart to CDC link
- ✓ Display number of locations on Select a Location page
- ✓ Infant Pfizer second dose reminder communications
- ✓ [Delivery] Failure Point Notification – setting up monitoring tools throughout system to flag (potential) issues
- ✓ [Testing] Custom flows for vaccine type
- ✓ [Testing] Consider walk-in and bulk upload appointments for clinic's Public Portal capacity and availability

CURRENT

August 15th (R29.1)

Release 29.1

- ✓ Vaccinia (Monkeypox) for 18 years+
- ✓ Update eligibility chart to interactive link that displays what COVID vaccines the patient is eligible for based on age

UPCOMING

August 31st (R30)

Release 30

- ✓ Novavax for 18+ years
- ✓ Translations refresh
- ✓ [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] Custom flows for vaccine type
- ✓ [Testing] Consider walk-in and bulk upload appointments for clinic's Public Portal capacity and availability

My Turn Clinic Product Roadmap

RECENTLY DEPLOYED

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 6 months-4-years checkbox visible
- ✓ [IIS Tab] Update filters to mimic the Appointment tab Filters
- ✓ Moderna Pediatric/Adolescent 6 months-17-years Additional Dose
 - ✓ Add Vaccine Supply & Inventory
 - ✓ Bulk Walk-In Upload
 - ✓ Clinic Creation Setup
 - ✓ Walk-in Flow Update
 - ✓ Vaccine Administrator Flow Update
 - ✓ Single/Bulk Edit Update
 - ✓ Appointment/IIS Tab Filter Update

CURRENT

August 15th (R29.1)

Release 29.1

- ✓ [Walk-In] New Walk-In flow Implementations
- ✓ [Walk-In] Add New Values for the Gender field
- ✓ Vaccinia (Monkeypox) for 18 years+
 - ✓ Add Vaccine Supply & Inventory
 - ✓ Clinic Creation Setup
 - ✓ Walk-In Flow Update
 - ✓ Vaccine Administrator Flow Update
 - ✓ Single Edit Update
 - ✓ Appointment/IIS Tab Filter Update

UPCOMING

August 31st (R30)

Release 30

- ✓ Add New Fields for Sexual Orientation and Gender Identity
 - ✓ Walk-In Flow Update
 - ✓ Vaccine Administration Flow Update
 - ✓ IIS Tab
- ✓ [Bulk Update] For Monkeypox Appointments
- ✓ [CSV/Inline] Monkeypox Bulk Upload
- ✓ Novavax for 18+ years
 - ✓ Add Vaccine Supply & Inventory
 - ✓ Clinic Creation Setup
 - ✓ Walk-In Flow Update
 - ✓ Vaccine Administrator Flow Update
 - ✓ Single/Bulk Edit Update
 - ✓ Appointment/IIS Tab Filter Update
 - ✓ CSV/Inline Bulk Upload
 - ✓ Dashboards

My Turn myCAvax Q&A

During today's session, please use the Q&A panel to ask your questions so CDPH subject matter experts can respond directly.



Resource links will be dropped into, “Chat”

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, September 12, 2022