Welcome to

California COVID-19 Vaccination Program Friday Provider Office Hours



Friday, August 6, 2021

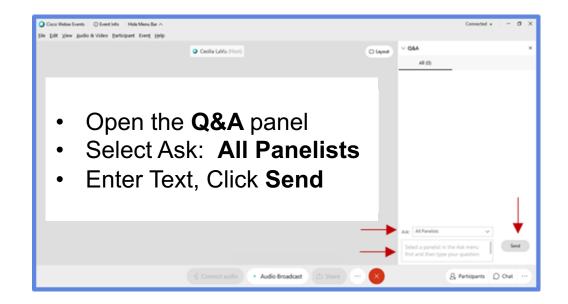
Together we can end the pandemic.



Provider Office Hours Q&A

During the session, please use the Q&A panel to comment or ask a question:

Q&A Panel







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 Participants:

Ple

Please access today's slides and archived presentations at: https://eziz.org/covid/education/

We Appreciate Your Feedback!

We will have a short, 1-question poll at the end of our agenda items.

Please complete our poll!





Agenda: Friday, August 6, 2021

No.	Item	Speaker	Time (AM)
1	Welcome & Announcements	Leslie Amani (Moderator)	9:00 - 9:05
2	Vaccine Administration	Amy Pine (CDPH)	9:05 – 9:10
3	Communications Update	Rachel Jacobs (CDPH)	9:10 – 9:15
4	Enrollment & CalVaxGrant Update	Nisha Gandhi (CDPH)	9:15 – 9:20
5	My Turn & myCAvax	Eric Norton (My Turn) & Claudia Aguiluz (CDPH)	9:20 - 9:30
		Q&A	9:30 - 9:40
6	COVID-19 Provider & Public Call Centers	Ana Ramirez & Darrin Gross (CDPH)	9:40 - 9:45
7	Clinical Update	Louise McNitt, MD (CDPH)	9:45 - 9:50
8	Storage & Handling	Kate McHugh (CDPH)	9:50 - 9:55
9	Wrap-Up & Feedback Poll	Leslie Amani (Moderator)	9:55
		Q&A	9:55– 10:00



Announcements



Stay informed! **Provider Resources on** eziz.org/covid

Frequent Content Updates:

Alerts

/accinate

- Program Enrollment
- My Turn Onboarding
- Reporting Requirements
- Patient Resources
- Archived Communications
- Education & Support **Materials**
- More to explore!



Program Updates

Patient Resources

COVID Call Center

option 2

Vaccines

My Turn

Technical Support

Mon-Fri: 7AM-7PM

Sat-Sun: 8AM-1PM

(833) 980-3933

Mon-Fri: 8AM-8PM Sun-Sat: 8AM-5PM

Clinic Translation Line:

California COVID-19 Vaccination Program

Program Updates Program Enrollment My Turn Onboarding Vaccine Management 8 am-6 pm Vaccine Administration **Reporting Requirements** Archived Communications Alerts: Provider Support Email: For Program Info Phone: (833) 502-1245 Webinar archive Hours: Mon-Fri, 8AM-6PM myCAvax Help Desk Email: For Technical Support Phone: (833) 502-1245, vaccine conversations in 30 days. Manufacturer Contacts Email: For Onboarding, 2021, at 9:00 AM Help Desk: (415) 621-9494

Now Enrolling Providers of Pediatric Services

- How to Enroll in the California COVID-19 Vaccination Program: Enrollment Steps | Begin Enrollment at myCAvax
- · What to Expect After Enrolling: Recorded Webinar (slides)

Third-Party Administrator (TPA) Transition

Providers currently enrolled or in the process of enrolling in the California COVID-19 Vaccination Program can access program-related resources and communications on this website. If you need assistance with accessing documents on this website, email covidcallcenter@cdph.ca.gov or call (833) 502-1245. Call center hours are Mon-Fri

Program Education and Support

- Provider Office Hours and myCAvax Training Sessions
- Weekly Calendar of Provider Webinars and Trainings
- Frequently Asked Questions Updated 8/5
- Guide to Other COVID-19 Vaccine Related Websites

Learn How to Have Crucial Conversations About COVID-19 Vaccines With Your Patients

CDPH Director, Dr. Tomás Aragón, and other health care experts give tips on how to have proactive conversations with your patients about COVID-19 vaccines. This training covers:

- The latest research on vaccine hesitancy
- Key messages addressing common patient concerns about the COVID-19
- Communication tools for effective patient conversations

As part of National Immunization Awareness Month, learn how to have 30

CalVaxGrant for COVID-19 Vaccine Providers

- Grants Up to \$55,000 Available for Support of Small Practices
- · Register for the upcoming webinar to find out more: Monday, August 9,

7

COVID-19 Vaccination Program Webinars and Training for Providers: Week of August 9, 2021

Note: Calendar subject to change

	Monday 8/9	Tuesday 8/10	Wednesday 8/11	Thursday 8/12	Friday 8/13			
myCAvax	<u>myCAvax Vaccine Order</u> <u>Request – with Q&A</u> 10 am – 10:30 am PW: myCAvax2021!	What's New in myCAvax 12:30 – 1:00 pm PW: myCAvax2021!	Provider 101 Enrollment 10 am – 11 am PW: myCAvax2021!					
My Turn			What's new in My Turn Session 4:00 pm – 4:30 pm					
	Introduction to My Turn Onboarding On demand – access at your convenience							
Combined Office Hours and Events	CalVaxGrant Application Webinar 9 am – 10 am <u>My Turn and myCAvax</u> <u>Office Hours</u> 12 pm – 1 pm PW: Immunize2020!		My Turn and myCAvax Onboarding Office Hours 1 pm – 2 pm		Provider Office Hours 9 am – 10 am PW: Immunize2021!			
Help	Website: <u>www.eziz.org/covid</u> , General email: <u>covidcallcenter</u> CDPH Provider Call Center: 1	@cdph.ca.gov	My Turn email: <u>myturnor</u> myCAvax Help Desk Em Phone: (833) 502-1245,	nail: myCAvax.HD@accenture.	.com			



Last updated: 8/5/21

COVID-19 Vaccine Provider FAQs

- Answers to Provider questions
- Updated weekly: Last updated 08.05.2021
- Currently in its 31st iteration!

🏋 Q: What is the 30 Conversations in 30 Days Campaign?

A: The 30 Conversations in 30 Days Campaign by <u>Vaccinate All 58</u>, in collaboration with <u>#ThislsOurShot</u> and <u>#VacunateYa</u>, provides California's trusted medical professionals with tools and techniques to proactively talk with patients about COVID-19 vaccination. To access effective communication resources, including an archived training video and slides from the "How to Have Crucial Conversations about COVID-19 vaccines" webinar, please visit <u>30</u> <u>Conversations in 30 Days</u>.

Q: How can Providers order free patient brochures with frequently asked questions about adult and adolescent COVID-19 vaccination?

A: Providers can order free patient brochures with information about adult and adolescent COVID-19 vaccination in English and Spanish from Vaccinate All 58 <u>here</u>.



^{red} Q: What is the Physicians for a Healthy California CalVaxGrant program?

A: COVID-19 Provider practices may be eligible to receive up to \$55,000 to support vaccination efforts through the new CalVaxGrant program, which is administered through Physicians for a Healthy California, in collaboration with the California Department of Public Health and the California Medical Association. Medical practices and independent pharmacies with 200 or fewer physicians are eligible to participate. The CalVaxGrant application cycle runs July 12 through August 13, 2021. For more information, please visit <u>CalVaxGrant Program</u> and CalVaxGrant Program FAQs.

California COVID-19 Vaccination Program Provider FAQs

For Prospective, Newly Enrolled, and Current California COVID-19 Vaccine Providers. Providers may also visit <u>California COVID-19 Vaccination Program</u> for information and updates.

Directions: Click on a category to be directed to related FAQs.

Contents

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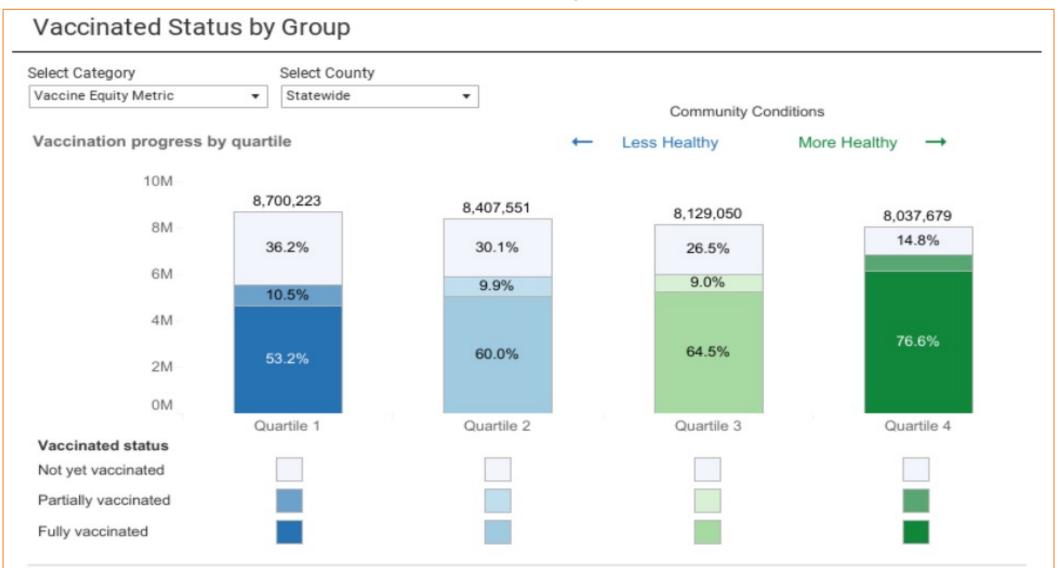
Provider FAQs on EZIZ

Vaccine Administration

Amy Pine, CDPH



Vaccine Equity Metric





About 9,024,000 eligible Californian's still need protection.

Doses Administered to Date (8/5/21)

44,386,538 doses administered!

- 72.9% of 12+ population has received at least one dose and 63.23% is fully protected!
- Last week, Monday July 26- Sunday August 1 California administered
 312,489 new first doses + J&J.
 - This is a **16.0%** increase from the previous week (July 19-July 25) and a **40.6%** increase from July 12-18.



Real Rockers Get Protected ! Lead of Finnish Band Lordi (Eurovision Winner!) gets his vaccine in full costume.



5,090,897 Doses on hand, 71 days of inventory.

Communications Update

Rachel Jacobs, CDPH



Overview of 30 in 30 Campaign

-- Goal --

Equip California's **trusted medical professionals** with tools and techniques to proactively talk with their patients about the merits of the COVID-19 vaccine.



Ask participants to have **30 conversations in 30 days** with their patients to coincide with National Immunization Awareness Month



Who

Targeting rural areas situated in Health Equity Quartiles 1 and 2.

When

First Webinar was August 2. Archived recording and slides: <u>30 Conversations in 30 Days</u> <u>Campaign.</u> Other webinars to soon follow.

Reinforcement

Creating a digital toolkit and printed materials for Provider offices.

Partners

Collaborating with expert physicians from the *This Is Our Shot* initiative. Have full support and backing from the California Medical Association.



Language to Use with Patients and Clients

Do Say	Don't Say
Vaccination	Injection or shot
A safe and effective vaccine	A vaccine developed quickly
Authorized by FDA based on clinical testing	Approved by FDA; Operation Warp Speed; Emergency Use Authorization*
Get the latest information	There are things we still don't know
Keep your family safe; keep those most vulnerable safe	Keep your country safe
Public Health	Government
Health/medical experts and doctors	Scientists
People who have questions	People who are hesitant, skeptical, resistant, or "anti-vaxxers"

* The perceived speed of vaccine development is a current barrier among many audiences. These recommendations are based partly on research conducted by the de Beaumont Foundation





Enrollment & CalVaxGrant Update

Nisha Gandhi, CDPH



myCAvax Enrollment since CalVaxGrant Launch

Beginning July 12th, we applied the onboarding framework to the myCAvax enrollment process where we track application progress from draft to approval—to provide outreach to stalled Providers.



County	Organization	Status	Opened Date	VFC Locations	Sec B Locations*	^
Sacramento	Avala Pediatrics	Approved	7/12/21	2	2	
	Zosima B.Carino-Gateb, M.D., Inc.	In Review	7/28/21	1	1	
Fresno	Bautista Health Care Inc	Approved	7/12/21	1	1	
Los Angeles	CADRIN E. GILL, M.D., INC.	Approved	7/16/21	1	1	
Los Angeles	Centro Medico Inc.	Approved	7/12/21	1	1	
Los Angeles	Clinica Medica La Sagrada Familia	Approved	7/21/21	1	1	
Los Angeles	Dewey D. Pillai MD	Approved	7/21/21	1	1	
Los Angeles	Horacio G Lopez, MD, Inc	Approved	7/19/21	1	1	
Los Angolos	Jamos I. Mu Modical Corporation	In Poviow	7/07/01	1	1	~
Total				21	113	

Total VFC Providers Completed at Organization Level

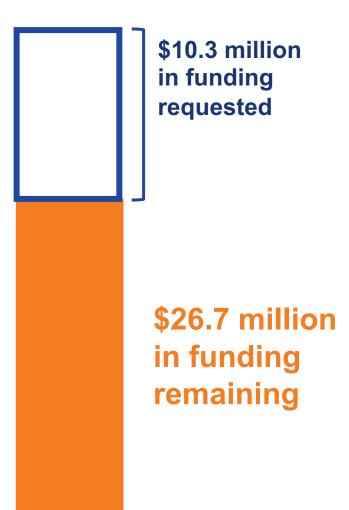
VaccinateNote: (data as of 8/3)ALL 58This dashboard is not tracking CalVaxGrant eligibility

*Section B locations will be 0 for organizations until their location application (Section B) is "In Review" status

CalVaxGrant

- Application period: July 12 through Aug 13
- Expanded eligibility: Independent pharmacies, urgent care, STD clinics (refer to <u>PHC website</u> for full list)
- Latest stats:

Category	# applications
Approved	635
Pending	57
Incomplete	64
Total	760









Have questions about the application or want more information on the grant process?

Register for any of PHC's upcoming one-hour webinars:

- Monday, August 9, 2021, 9AM 10AM Register here
- Please spread the word to Primary Care and VFC providers and Independent Pharmacies.

My Turn & myCAvax

Eric Norton, My Turn and Claudia Aguiluz, CDPH



Table of Contents

- What's Next On My Turn: Key Updates
- "You Call the Shot California" Update
- Now On myCAvax: Key Updates
- Order Process Overview
- Appendix: What's Next On My Turn & now on myCAvax Breakdown



What's Next on My Turn*: Release 15 (8/11)

My Turn Clinic

Facilitated Vaccine Supply Creation

- Replacing the Vaccine Codes for Vaccine Supply with the Brand and Dose Type in intuitive, written out language
- Clinic Managers and Vaccine Administrators can easily understand which vaccine brand and dose type they are selecting



Self-Service

- Clinic Operations tab to include myCAvax users
- Enhanced Tooltip language
- Embedded Job Aids throughout the portal
- Improved search functionality for Clinic Operations tab job aids, videos, & resources

My Turn Public



Spanish Notification Translations

- Full list of communications sent to patients now available in Spanish
- Language of communications sent is determined by user's selection during the My Turn scheduling flow

Google Address Validation

- ✓ Address will be validated with Google
- Address requested when booking an appointment on homebound flow, and parent / guardian address requested for minors



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"You Call the Shot California" Update

You Call The Shot California offers \$50 incentive cards to Californians who began their COVID-19 vaccination series between May 27th, 2021, and July 18th, 2021, once their vaccination series is completed.

Outreach Efforts

Code Metrics*	Value	Reminder Metrics*	Value
Total Eligible Recipients	2,141,292	Total Reminders Sent	1,004,093
Total Codes Reserved	647,476	SMS Reminders	802,736
Codes Distributed	1,493,816	Email Reminders	201,357
Codes Redeemed	430,325	Redemptions From Reminders	100,397
Codes Redecimed	400,020		

*Data as of 7/29



Progress

Now on myCAvax: Release 14 (8/6) – Vaccine Marketplace

Providers



- New "ancillary kits and diluents" attestation on 'Report Excess Doses'
- ✓ Addition of "Close" status field reason
- Error message on expired vaccine \checkmark

Review the errors on this page.	
Sorry, this submission cannot be posted to the expired doses.	the vaccine marketplace due to the expiration date. Please submit a wastage report
Dose Information	
/accine Marketplace	*Location Name
	Clinic Love #1000
*Status	*Vaccine
Open	Janssen - 100/box COVID-19 Vaccine ×
View all dependencies	
Status Reason	*Number of Doses
None	▼ 5
View all dependencies	
Lot Number	Expiry Date
	8/5/2021

LHDs

- Enhancements to all list views
 - Provider / LHD now have drop down menus to view how reporting excess doses posts are currently being stored and preference for receipt

myCAvax	Home Vaccine Market	place 🗸 Ti	raining Accounts	✓ Vaccine Order Review	Orders
Vaccine Marke					
VM-0013	Open	~		Plizer-biointech-tri	/ U/ DOX - V
	View all dependencies				
Status Reason	None	•	* Number of	100	
	View all dependencies		Doses		
Lot Number			Shipping Country	United States This field is calculated upon	save
Shipping Street Address 1	430111 The Woods Drive This field is calculated upon sa	ive	* Expiry Date	8/7/2021	
Shipping State	CA This field is calculated upon sa	ive	Shipping City	San Jose This field is calculated upon	save
Shipping Zip Code	95136 This field is calculated upon sa	ive	* Current Storage Temperature	Refrigerated	



Now on myCAvax: Release 14 (8/6) – Transfer / Redistribution

Providers

- Organization Coordinators can complete Transfers/Redistributions
- "Sending Provider" and "Receiving Provider" fields function as a global search bar (e.g., you can search by COVID ID)

	New Transfer Complete this form to report each vaccine transfer event within 24 hours. If applicable, transfer corresponding amounts of vaccine diluents, and ancillary supplies (needles, syringes, alcohol prep pads, masks, and other personal protective equipment).			
*Transport Type Redistribution transfer Emergency / unplanned transfer				
* Sending Provider Q. Search by Name	* Receiving Provider Q. Search by Name			
* Transfer Date Transfer Time	Vaccine transports have been prepared according to vaccine cold Vaccine transports have been prepared according to vaccine cold guidance Temperature monitoring device included in the transport unit has b High and Low Alarms) to monitor Temperatures			

LHDs

- Transfers a provider initiates, populate under Vaccine Orders
 - Transfers a provider receives, populate under Vaccine Transfers

Provider Locations ((2).			New
Vaccine Orders (6+)				
Order Number	Order Record Type	Status	Order Start Date	
00059112	Provider Location Order	Fulfiliment Pending	8/3/2021	
00039111	Provider Location Order	Fulfillment Pending	8/5/2021	
00039110	Provider Location Order	Complete	8/5/2021	
00039090	Provider Location Order	Complete	8/4/2021	
00039089	Provider Location Order	Complete	8/4/2021	
00039088	Provider Location Order	Complete	8/4/2021	
		View All		
Vaccine Transfer (6+)			New
Order Number	Account Name	Order Record Type	Status	
00030535	Clinic for COVID-19 Relief	Transfer	Accepted	
00030551	Clinic for COVID-19 Relief	Transfer	Accepted	
00030554	Clinic for COVID-19 Relief	Transfer	Accepted	
00030724	Clinic for COVID-19 Relief	Transfer	Accepted	
		Transfer	Accepted	-
00030778	Clinic for COVID-19 Relief	Italisiei	Hecepted	



Order Process Overview

Existing processes that will continue New process available since 7/9

Order Placement		Order Rev	iew		Order Fulfillment	
Provider submits standard order in myCAvax	->	LHD reviews and chooses fulfilment method	New order required Existing inventory available	LHD approves in myCAvax LHD approves order, fulfills with local inventory, and completes the redistribution form	 State places order with CDC post final review Picked up by provider Shipped to provider 	 To enable small batch order functionality in myCAvax, the State needs: 1. Proxy inventory site (only one site can be used, the State is working to add more sites in the future)
Provider submits smaller order other than standard size in myCAvax	->	LHD reviews and chooses fulfilment method	Existing inventory available	LHD <i>approves</i> the order in myCAvax and fulfills via local inventory (CSV file in lieu of redistribution form)	 Picked up by provider Shipped to provider Delivered via Third-Party Redistributor* 	 2. List of sites eligible to place small orders 3. Minimum order size
Provider submits order through existing LHD specific channels	-	LHD reviews and chooses fulfilment method	Existing marketplace inventory available	LHD completes vaccine marketplace match and redistribution form	 Picked up by provider Shipped to provider *in progress 	If LHD uses Vaccine Marketplace to fulfill Small Order, then they can Reject order and send a Chatter



Source: State COVID-19 Vaccine ordering working group

APPENDIX



What's Next on My Turn: Release 15 (8/11)

My Turn Clinic

Priorities

 Vaccine Supply creation replaces "Vax Codes" with the name of the brand

Vaccine Administration Enhancements

- ✓ DOB filter on Appointments tab
- Emergency Use Authorization info sheet
- "Cancel Check-In" UI Update
- Able to schedule minors 4 days before their 12th birthday

SMS Notifications

SMS notifications for appointments

My Turn Public

Priorities

- Google address validation for patient home address
- ✓ Spanish notification translations Phase 1/2
- Landing Page Updates: second dose Q&A
- ✓ Add additional race / nationality option
- Add birthdate and address field to homebound registration page



Now on myCAvax: Release 14 (8/6)

Vaccine Marketplace

- Internal Marketplace Records are now visible / editable for LHD / CDPH
- Provider / LHD now have picklists to view how excess doses are being stored and preference for receipt
- ✓ New "Closed" status reasons for Providers / LHD
- ✓ Helpful text at the top of the Vaccine Marketplace page
- Required ancillary kits and diluent text before submission of excess doses
- Prevent expired vaccine from being posted
- Enhancements to all list views

Waste Events

Enable Chatter on waste events

Account Enrollment

Update picklist values for CAIR Question on Section B

Third Party Redistributor

Configure redistributor minimum doses requirement

Vaccine Transfer / Redistribution

- Transfer notification emails limited to Org Coordinator, primary and backup Location Coordinators
- Receiving location's transfer orders available to be viewed on their account
- Receiving and sending provider fields now function as an internal global search bar
- Org Coordinators able to transfer vaccine on behalf of a location

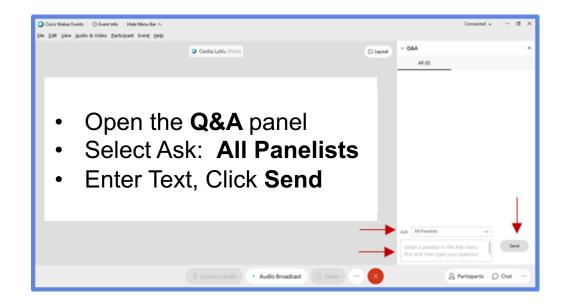
Vaccine Ordering (Standard & Small Order Requests)

- Locally fulfilled Standard Orders added on Small Order Review page
- Standard Orders can now select fulfillment method and will receive an email based on preferred method selected
- "Details" tab on Vaccine Order object is now the default tab on arrival

Provider Office Hours Q&A

Please use the Q&A panel to comment or ask a question:

Q&A Panel





COVID-19 Provider Call Center

Ana Ramirez, CDPH



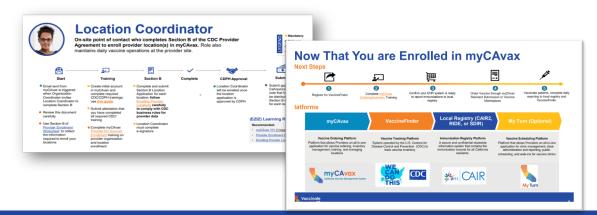
Provider Call Center

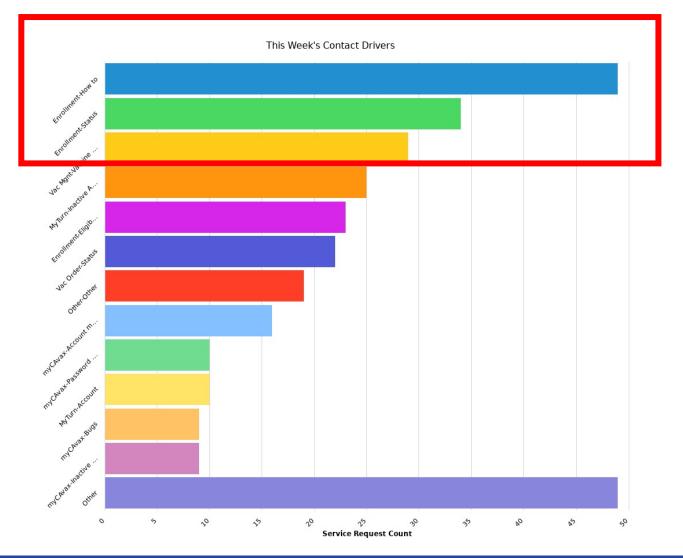
Enrollment Status Questions

- Approval Review 1-2 business days
- VFC Review 1-2 business days
- Follow-up Varies depending on # of issues and provider responsiveness

Enrollment and Onboarding Process Overview

- Enrollment kit
- Welcome kit







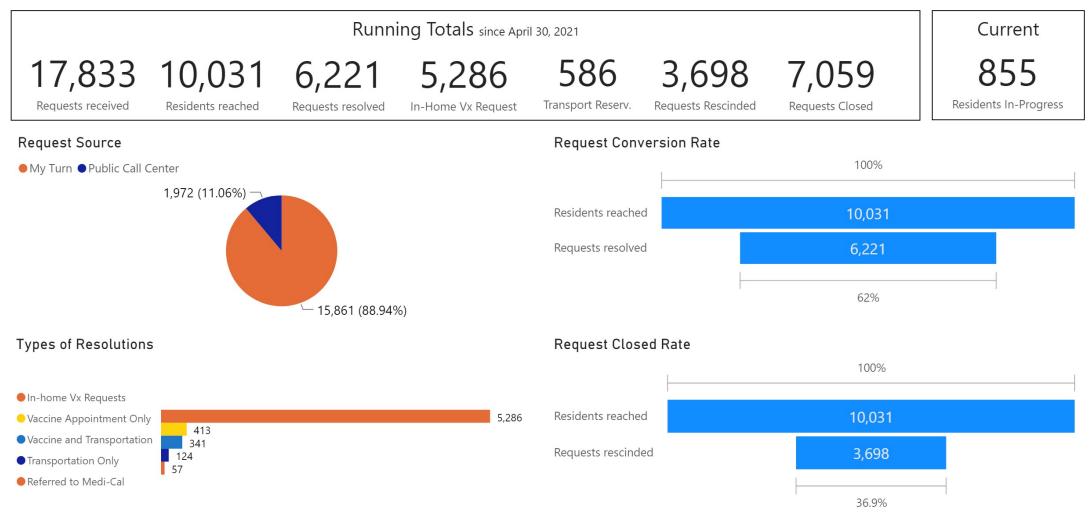
COVID-19 Public Call Center

Darrin Gross, CDPH





In-Home Vx and Transportation Services





Clinical Update

Dr. Louise McNitt, CDPH



Administering Additional Doses to Immunocompromised Patients

- Vaccines currently under EUA (Emergency Use Authorization)
- CDC and FDA exploring multiple options for how to make a third dose possible for immunocompromised patients, if needed.
- COVID-19 vaccine Providers should continue to administer vaccine in accordance with the current EUA provider agreement.



Delta variant more formidable than the original (wildtype) virus

- Delta spreads more than twice as easily than previous variants.
- New data show that people infected with Delta have higher viral loads than with previous variants.
- Fully vaccinated people infected with the Delta variant may be infectious.
- High vaccination coverage will reduce spread of the virus and help prevent new variants from emerging.
- As overall cases increase and proportion of population vaccinated increases, expect to see more breakthrough cases.

- COVID-19 vaccines continue to be effective
- Most breakthrough infections are mild
- COVID-19 vaccine prevents severe illness, hospitalizations, and death from Delta. Vaccines are working as expected.



Storage & Handling

Kate McHugh, CDPH



Temperature Monitoring – Which Probe and Buffer to Use?

 CDC <u>Storage & Handling Toolkit</u> recommends using "detachable probe that best reflects vaccine temperatures (e.g., a probe buffered with glycol, glass beads, sand, or Teflon®)"

 If you are monitoring the temperature of normal frozen vaccine (-50°C to -15°C) or refrigerated vaccine (2°C to 8°C), use these probes with the above buffering material.

- Ultra-cold temperature monitoring has different requirements than normal frozen or refrigerated monitoring equipment.
 - o For accurate ultra-cold temperature monitoring, it is essential to use an air-probe, or a probe designed specifically for ultra-cold temperatures with the DDL.



Managing Expired Vaccine

- Monitor expiration dates weekly and rotate stock to ensure vaccines soon to expire are used first. Use the "first in, first out" strategy to manage inventory.
- Check expiration dates of vaccine prior to removal from the storage unit, and again prior to administration, to avoid inadvertently administering expired vaccine.
- Remove expired vaccine from the storage unit IMMEDIATELY so staff do not inadvertently administer expired vaccine.
- According to CDC vaccine disposal guidance, dispose of the vaccine vial (with any remaining doses) and packaging in a pharmaceutical waste or sharps container according to local and state regulations. There is no return program for COVID-19 vaccines.
- If you had posted available doses in the Marketplace, and these have now expired, please make sure to close your post.
- Properly dispose of vaccine and report nonviable vaccine in myCAvax daily (or as needed) (See <u>Reporting Doses Spoiled, Expired, or Wasted</u> job aid.)



Pfizer Extension

- Pfizer may receive a shelf-life extension later in August.
- Continue to store Pfizer vaccine according to recommendations in the <u>EUA</u> in the meantime. CDPH will notify Providers when more is known.



Wrap-Up

Leslie Amani, CDPH



Hear it? Clear It.

If you see or hear of any vaccine-related rumors within the communities you serve, share them with our Trust and Safety team via the CDPH Rumors Inbox.



Trust and Safety Team

Our shared mission is to reduce COVID-19 vaccine hesitancy and increase vaccination across the State of California.



How You Can Help

You are critical in our effort to provide Californians accurate and timely information around COVID-19 vaccination.



Monitor What You See and Hear

Monitor online media and what you hear in your local communities for potential rumors and inaccurate information.

If found, report it to rumors@cdph.cd.gov





Where can I go for additional help?

Type of Support	Description	Updated 7.30.21
COVID-19 Provider Call Center	 The COVID-19 Call Center for Providers and Local Health Departments is dedicated to medical providers their COVID-19 response, specifically addressing questions about State program requirements, enrollmed distribution, including the Vaccine Marketplace. Email: <u>covidcallcenter@cdph.ca.gov</u> Phone: (833) 502-1245, Monday through Friday from 8AM–6PM 	
California Medical Association	 For Provider enrollment support, please contact the California Medical Association. Email: <u>vaccinenetwork@cmadocs.org</u> Phone: (800) 786-4262 	
┌	 Dedicated staff provide up-to-date information and technical support on the myCAvax system. Email: <u>myCAvax.HD@Accenture.com</u> Phone: (833)-502-1245, option 2, Monday through Friday 7AM–7PM, Saturday and Sunday 8AM-1PM 	1
→ My Turn Clinic Help Desk	For training opportunities: <u>https://eziz.org/covid/education/</u> For onboarding support (those in the process of onboarding): <u>myturnonboarding@cdph.ca.gov</u> For technical support : <u>MyTurn.Clinic.HD@Accenture.com</u> or (833) 502-1245, option 4: Monday through Saturday and Sunday 8AM–1PM.	ו Friday 7AM–7PM,
CalVaxGrant Program Support	 For job aids and demo and training opportunities: <u>https://eziz.org/covid/myturn/</u> For questions and support around <u>CalVaxGrant</u>, contact the program's administrator, Physicians for a H Email: <u>calvaxgrant@phcdocs.org</u> Phone: (916) 551-2565 	lealthy California.



Your Feedback is Important to Us

Poll: How helpful was today's Provider Office Hours to your work?

- A. Very helpful
- B. Helpful
- C. Somewhat helpful
- D. Slightly helpful
- E. Not helpful at all

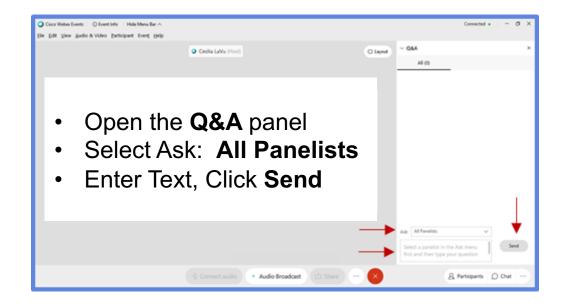




Provider Office Hours Q&A

Please use the Q&A panel to comment or ask a question:

Q&A Panel





Thank you!



Next Monday:

My Turn & myCAvax Office Hours

Monday, August 9, at 12:00 PM

Audio Conference: 415-655-0001 Access Code: 145 995 8782 Session Number: 145 995 8782 Session Password: Immunize2020! **Next Friday:**

Provider Office Hours

Friday, August 13, at 9:00 AM

