

Welcome to California COVID-19 Vaccination Program Friday Provider Office Hours

Friday, September 3, 2021

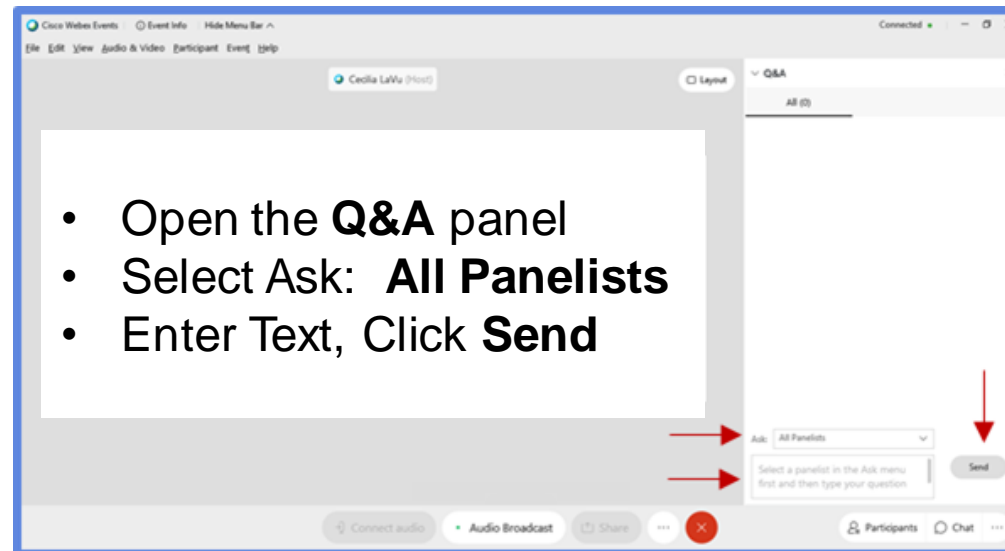


Vaccinate ALL 58
Together we can end the pandemic.

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:



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

Agenda: Friday, September 3, 2021

No.	Item	Speaker	Time (AM)
1	Welcome & Announcements	Leslie Amani (Moderator)	9:00 – 9:05
2	Vaccine Administration	Louise McNitt, M.D. (CDPH)	9:05 – 9:10
3	CalVaxGrant	Nisha Gandhi (CDPH)	9:10 – 9:15
4	Clinical Update	Louise McNitt, M.D. (CDPH)	9:15 – 9:20
5	Storage & Handling	Alan Hendrickson (CDPH)	9:20 – 9:25
Q&A			9:25 – 9:35
6	Vaccine Management	Maria Volk & Claudia Aguiluz (CDPH)	9:35 – 9:45
7	Wrap Up & Resources	Leslie Amani (Moderator)	9:45 – 10:00
Q&A			

Announcements

Reminder: Labor Day Holiday

Labor Day: Monday, September 6, 2021:

- My Turn / myCAvax Office Hours cancelled



CalVaxGrant Webinar

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

- Please attend PHC's free one-hour webinar on Friday, September 3, from 1PM-2PM, PST. [Webinar Registration Link](#)
- The CalVaxGrant application cycle has been extended to September 10, 2021, until 11:59PM, PST to allow CalVaxGrant applicants more time to begin and/or complete the [myCAvax](#) process.

To learn more, visit [PHC's CalVaxGrant Program](#)



Back, by Popular Demand...

"How to Have Crucial Conversations About COVID-19 Vaccines"

Session Two:

Thursday, September 9, 2021, from 12PM – 12:45PM

Gain confidence! Build COVID-19 Vaccine Confidence!

Attendees' Feedback:

"Thank you so much! This was really helpful."

"Thank you everyone!! This is very empowering to know so many great people are involved in this important outreach!!"



Due to popular demand, we are hosting a second webinar on how to effectively communicate with your patients about COVID-19.

WEBINAR:

HOW TO HAVE CRUCIAL CONVERSATIONS ABOUT COVID-19 VACCINES

WHEN:

SEPTEMBER 9, 2021, 12:00-12:45 PM

Join the CDPH Director, Dr. Tomás Aragón, #ThisIsOurShot and #VacunateYa health care experts for a **training on having proactive conversations with your patients about COVID-19 vaccines.**

This training will cover:

- The latest data on COVID-19 vaccination rates.
- Key messages addressing common patient concerns about the COVID-19 vaccine.
- Communication tools for effective patient conversations.

Learn how to have 30 conversations in 30 days.

[Register Here](#)

After registering, you will receive a confirmation email containing information about joining the webinar.

30 Conversations in 30 Days Campaign Materials

- Please visit the [campaign webpage](#) for:
 - Toolkit with effective communication resources
 - FAQ brochures/fliers in English and Spanish
 - Pediatric infographic
- Planning for:
 - How to Have Crucial Conversations about COVID-19 Vaccines in Rural Communities. Further information to come.

TOP 5 REASONS

Your Kids Should Get the COVID-19 Vaccine

With students heading back to in-person instruction, here are some things you need to know about protecting your children with the COVID-19 vaccine.



Unvaccinated children are at risk of getting COVID-19, and can suffer very serious complications, and potential long-term impacts that we are still learning about. The vaccine is safe and effective, and no long-term problems have been seen for any vaccine.



The science behind the vaccine has been under development and studied by The U.S. Department of Health and Human Services for over 20 years.



Getting those who are eligible vaccinated can help keep school communities safe.



Kids have missed critical social and emotional milestones with their school community. Getting them safely back to the classroom and their favorite afterschool activities helps support their mental health and wellness.




Vaccines are safe, effective, and free, regardless of insurance or immigration status.

Get your children back to school safely. Get them vaccinated against COVID-19 today! Learn more at [VaccinateALL58.com](#).

[VaccinateALL58.com](#) 

CA Department of Public Health Patient Resource: Self-isolation Instructions



Self-Isolation Instructions for Individuals Who Have or Likely Have COVID-19



Why self-isolate?


COVID-19 is very contagious. If you have tested positive or have symptoms of COVID-19, you should [self-isolate](#) to prevent spreading the disease to your family, friends, and community.

How long should I self-isolate?

You should self-isolate for at least 10 days after your symptoms start (or 10 days after you were tested if you never have symptoms). After you self-isolate and before you can be around others, your symptoms should also be improving (including not having a fever for at least 24 hours).

How do I self-isolate?

- Stay home except to get medical care
- Do not have any visitors
- Wear a face covering around others
- Cover your coughs and sneezes
- Wash your hands often with soap and water for at least 20 seconds, or if you can't wash your hands, use hand sanitizer with at least 60% alcohol
- Disinfect any surfaces you touch frequently
- Use a separate bathroom or disinfect a shared bathroom after each use



- Stay at least 6 feet away from other people, especially those in high risk groups more likely to get sick, such as people who:
 - Are over age 65
 - Are severely overweight
 - Have a chronic disease (like cancer, diabetes, heart/lung disease)
 - Have a weak immune system
- If you must be in a shared space, open windows when possible



How can I care for myself at home?

While there is no specific treatment for COVID-19, proper home care (like resting and drinking fluids) helps most people get better without the need for hospitalization. You can take over-the-counter medications as directed on the bottle to provide relief from fever and pain.

Contact your medical provider and discuss your symptoms. Be sure to alert your medical provider if you are in a high-risk group.

Call 911 if you start to have emergency warning signs



Difficulty breathing




Pressure or pain in chest



Bluish lips or face



Confused or hard to wake



Other serious symptoms

If you call 911, tell the dispatch personnel that you have COVID-19.



CALIFORNIA
ALL
Your Actions
Save Lives

www.cdph.ca.gov/covid19 Document updated 9/24/2020

Guidance on:

- Why self-isolate?
- How long should I self-isolate?
- How do I self-isolate?
- How can I care for myself at home?

[Link: Self-isolation Instructions PDF](#)

Stay informed!

Provider Resources on eziz.org/covid

Frequent Content Updates:

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

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California COVID-19 Vaccination Program

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Program Updates

Program Enrollment

My Turn Onboarding

Vaccine Management

Vaccine Administration

Reporting Requirements

Archived Communications

Patient Resources

Provider Support

COVID Call Center
Email: [For Program Info](#)
Phone: (833) 502-1245
Hours: Mon-Fri, 8AM-6PM

myCAVax Help Desk
Email: [For Technical Support](#)
Phone: (833) 502-1245, option 2

Vaccines
[Manufacturer Contacts](#)

My Turn
Email: [For Onboarding, Technical Support](#)
Help Desk: (833) 502-1245, option 4
Mon-Fri: 7AM-7PM
Sat-Sun: 8AM-1PM

Clinic Translation Line:
(833) 980-3933
Mon-Fri: 8AM-8PM
Sun-Sat: 8AM-5PM

Program Updates

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 Mon-Fri 8 AM-6 PM.

Program Education and Support

- [Provider Office Hours](#)
- [myCAVax Training](#)
- [Weekly Calendar of Provider Webinars and Trainings](#)
- [Frequently Asked Questions Updated 8/26](#)
- [Guide to Other COVID-19 Vaccine Related Websites](#)

Alerts:

No Vaccine Deliveries on Labor Day Holiday

- Pfizer: No deliveries on Monday, September 6
- Moderna: No deliveries on Monday, September 6 and Tuesday, September 7

Vaccine Updates

- [Pfizer Vaccine Expiration Extension](#)
- [Pfizer-BioNTech FDA Approval, Additional Dose for Immunocompromised](#)

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

Hear 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.

- Upcoming Webinar: September 9, 2021 12PM – 12:45PM [Register Now!](#)
- [View Archived Webinar | 30 Conversations in 30 Days](#)

CalVaxGrant Deadline Extended to September 10, 2021!

- [Apply for Grants Up to \\$55,000 for Support of Small Practices](#)

Now Enrolling Providers of Pediatric Services

- [Benefits for Primary Care Providers](#)
- [How to Enroll in the California COVID-19 Vaccination Program: Enrollment Steps](#) | [Begin Enrollment at myCAVax](#)
- [What to Expect After Enrolling: Recorded Webinar \(slides\)](#)



California COVID-19 Vaccination Program

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Program Updates

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My Turn

Archived Communications

August 2021

- Educational Materials For Your Clinic August 31
- Weekly Wrap Up: Labor Day Orders, How to Have Crucial Conversations Webinar, Additional Dose August 27
- Provider Office Hours Tomorrow, Helping Patients Access COVID-19 Vaccination Records August 26
- Pfizer FDA Approval, Additional Dose for Immunocompromised August 24
- Pfizer COVID-19 Vaccine Expiration Extension August 24
- Weekly Wrap Up: Vaccine Transfers, Product Availability, Beyond Use and Expiration Dates August 20
- Vaccine Product Availability & Fulfillment Update, Provider Office Hours August 19
- myCAVax: Release Notes for Providers (Small Orders, Transfers, Pfizer 1170) August 19
- Weekly Wrap Up: Vaccine Transport, Pfizer Shelf-Life, CalVaxGrant and myCAVax Updates, Clinical Guidance August 13
- Coadministration, Vaccination During Pregnancy, Provider Office Hours August 12
- Weekly Wrap Up: CalVaxGrant Deadline Extended, 30 in 30 Campaign, myCAVax Enhancements August 6
- myCAVax: New Release (Transfers, Marketplace, Order Processing, and more!) August 5
- New Link! Provider Office Hours tomorrow August 5
- Upcoming Vaccine Expiration Dates & Vaccine Management Tips August 4

July 2021

- Weekly Wrap Up: Vaccine Product Availability, Janssen Expiration Extension, CalVaxGrant, Temperature Excursions July 30
- Janssen COVID-19 Vaccine Expiration Extension, Provider Office Hours Reminder July 29
- How to Have Crucial Conversations About COVID-19 Vaccines July 28
- Weekly Wrap Up: Moderna 100 Not Available, TPA Transition, Marketplace Tips and More July 23
- Reminder: Provider Office Hours this Friday July 22
- Transitioning to the Next Phase of the CA COVID-19 Vaccination Program July 21
- Weekly Wrap Up: Courier for Vaccine Marketplace, Reminders for Small Orders, Summer Storage, CalVaxGrant Deadlines July 16
- CDC Statement on GBS, Pfizer 450 Shipper Update, Vaccine Transfer Outside U.S. July 15
- COVID Vaccination Program Focus Groups, Provider Office Hours Tomorrow July 15

Archived Communications

Digital COVID-19 Vaccine Records

Helping Patients Access Digital COVID-19 Vaccine Records

We are reaching out to request your assistance in ensuring that Californians can obtain their [Digital COVID-19 Vaccine Records \(DCVR\)](#) from the State of California. This site was made available on May 18th, allowing Californians to download a digital copy of their COVID-19 vaccine record once they match their name, date of birth, and mobile phone number or email to their record contained in the California Immunization Registry (CAIR).

Although most people visiting the site have been successful in obtaining their digital record, many have not been. The primary reasons are missing contact information, missing records, and inaccurate information submitted to the registry.

To remediate these data gaps, we are requesting that you work with your EHR vendor to evaluate and address these issues as needed. These steps will help your patients access their digital vaccine records, resulting in fewer calls to your office about missing records. High quality data also helps California with accurate COVID-19 vaccination rates.

Incomplete Contact Information (missing email or mobile phone):

Please identify patients for whom you have mobile phone numbers and email addresses but this info was not included in the original submission to your local immunization registry (CAIR2, SDIR, RIDE).


- If there are fewer than 10,000 records that need to be updated, please submit updates directly to your local immunization registry.
- If you have more than 10,000 records that need to be updated, send an email to dcvrremediation.requests@cdph.ca.gov for directions on patch data submissions.

Missing Vaccination Records:


Through the [Virtual Assistant](#) tool used for DCVR remediation, we are finding a significant number of patient records that have not been submitted. The COVID-19 Vaccination Program requires providers to report doses administered within 24 hours of vaccine administration. Please submit records accordingly. If you need assistance, send an email to dcvrremediation.requests@cdph.ca.gov.

COVID-19 Vaccine Provider FAQs

- Answers to Provider questions
- Updated weekly: Last updated 09.02.2021
- Currently in its 35th iteration!

 **Where can Providers find fact sheets for patients on the benefits and risks of each COVID-19 vaccine?**

A: Providers can find COVID-19 vaccine fact sheets at [Which Vaccine is Right for Me](#), [Pfizer Fact Sheet](#), [Moderna Fact Sheet](#), and [Johnson & Johnson Fact Sheet](#).

 **How can COVID-19 vaccine Providers help individuals obtain their digital vaccine records?**

A: COVID-19 vaccine Providers can help individuals obtain their digital vaccine records by updating incomplete contact information to the Immunization Information System (IIS), submitting missing vaccination records, and submitting complete contact information, including mobile phone number and email addresses. For further information, please visit [Helping Patients Access Digital COVID-19 Vaccine Records](#).

California COVID-19 Vaccination Program Provider FAQs

For Prospective, Newly Enrolled, and Current California COVID-19 Vaccine Providers. Providers may also visit [California COVID-19 Vaccination Program](#) for information and updates.

Directions: [Click on a category to be directed to related FAQs.](#)

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COVID-19 Vaccination Program

Webinars and Training for Providers: **Week of September 6, 2021**

Note: Calendar subject to change

	Monday 9/6	Tuesday 9/7	Wednesday 9/8	Thursday 9/9	Friday 9/10
myCAvax	<i>Labor Day - Holiday</i>		Provider 101 Enrollment 10:00 am – 11:00 am PW: myCAvax2021!		
My Turn	<i>Labor Day - Holiday</i>				
Combined Office Hours and Events	<i>Labor Day - Holiday</i>		My Turn and myCAvax Onboarding Office Hours 1:00 pm – 2:00 pm	Webinar: How to Have Crucial Conversations about COVID-19 12:00 pm – 12:45 pm	Provider Office Hours 9:00 am – 10:00 am PW: Immunize2021!
View On Demand	<ul style="list-style-type: none"> • Introduction to My Turn Onboarding (8/27/21) • Provider 101 Account Enrollment (8/11/21) 		<ul style="list-style-type: none"> • Vaccine Marketplace (8/26/21) • What's New in myCAvax (8/24/21) 		

Help

Website: www.eziz.org/covid, [FAQs](#)

General email: covidcallcenter@cdph.ca.gov

CDPH Provider Call Center: 1-833-502-1245, 8am-6pm

My Turn email: myturnonboarding@cdph.ca.gov

myCAvax Help Desk Email: myCAvax.HD@accenture.com

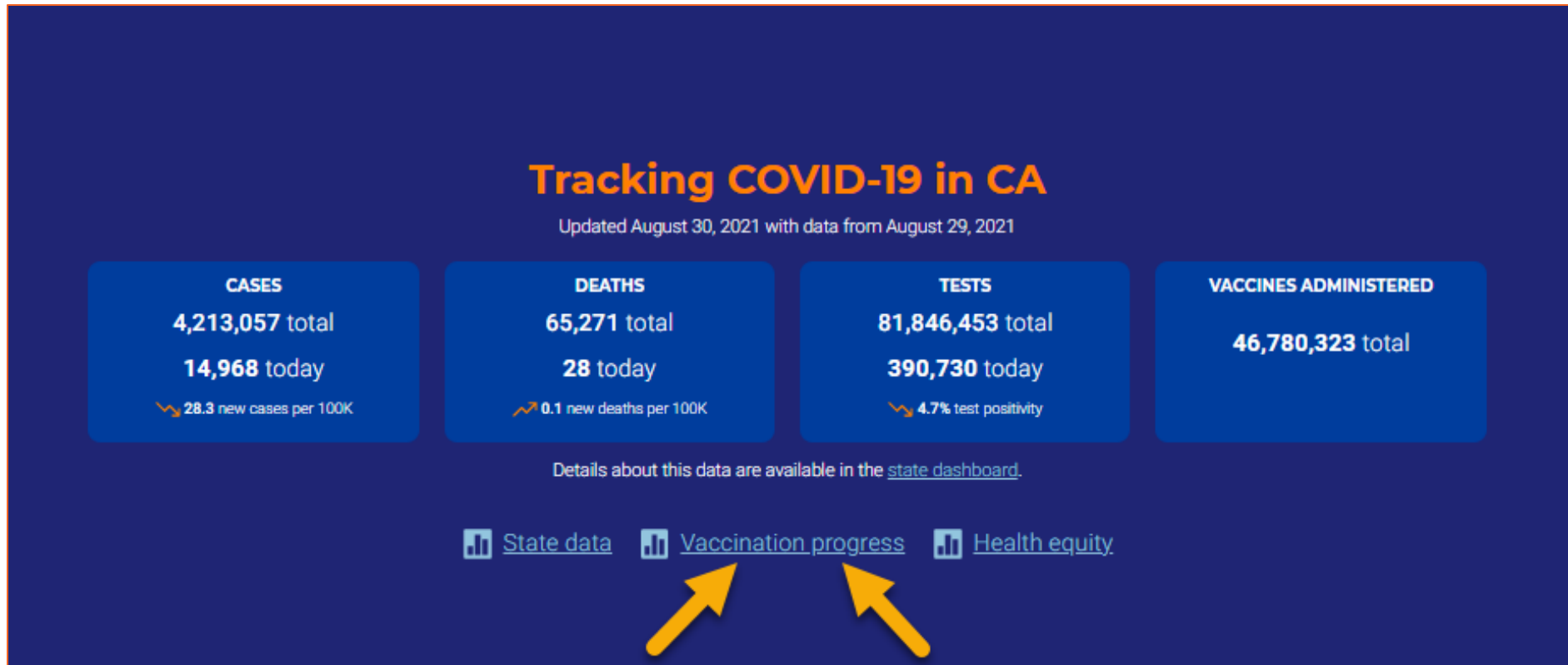
Phone: (833) 502-1245, option 2

Vaccine Administration

Dr. Louise McNitt, CDPH

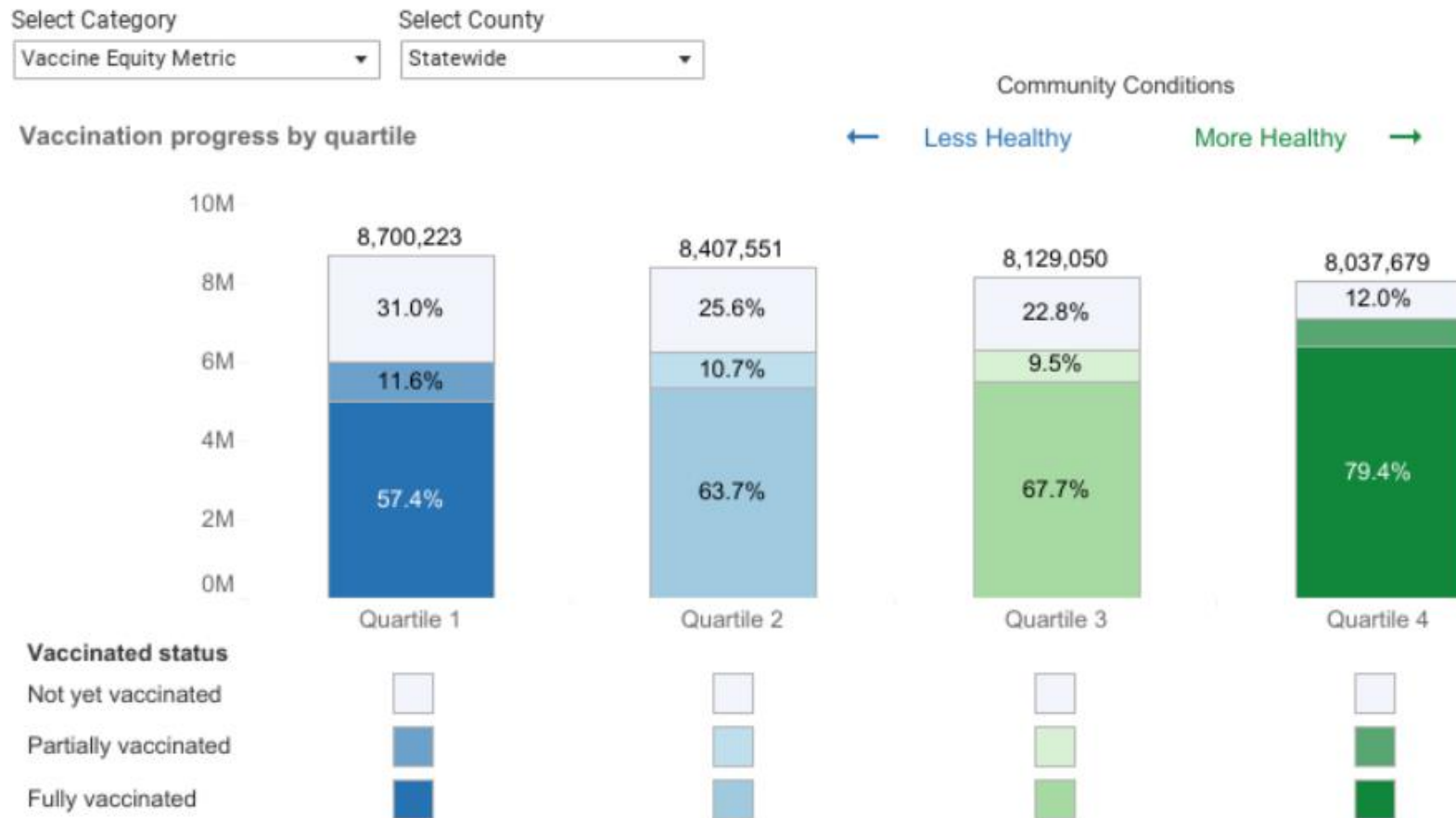
Vaccine Progress Data

- COVID19.CA.GOV -- from home page, scroll down to **Tracking COVID-19 in CA** and click on **Vaccination Progress**



Vaccine Equity Metric

Vaccinated Status by Group

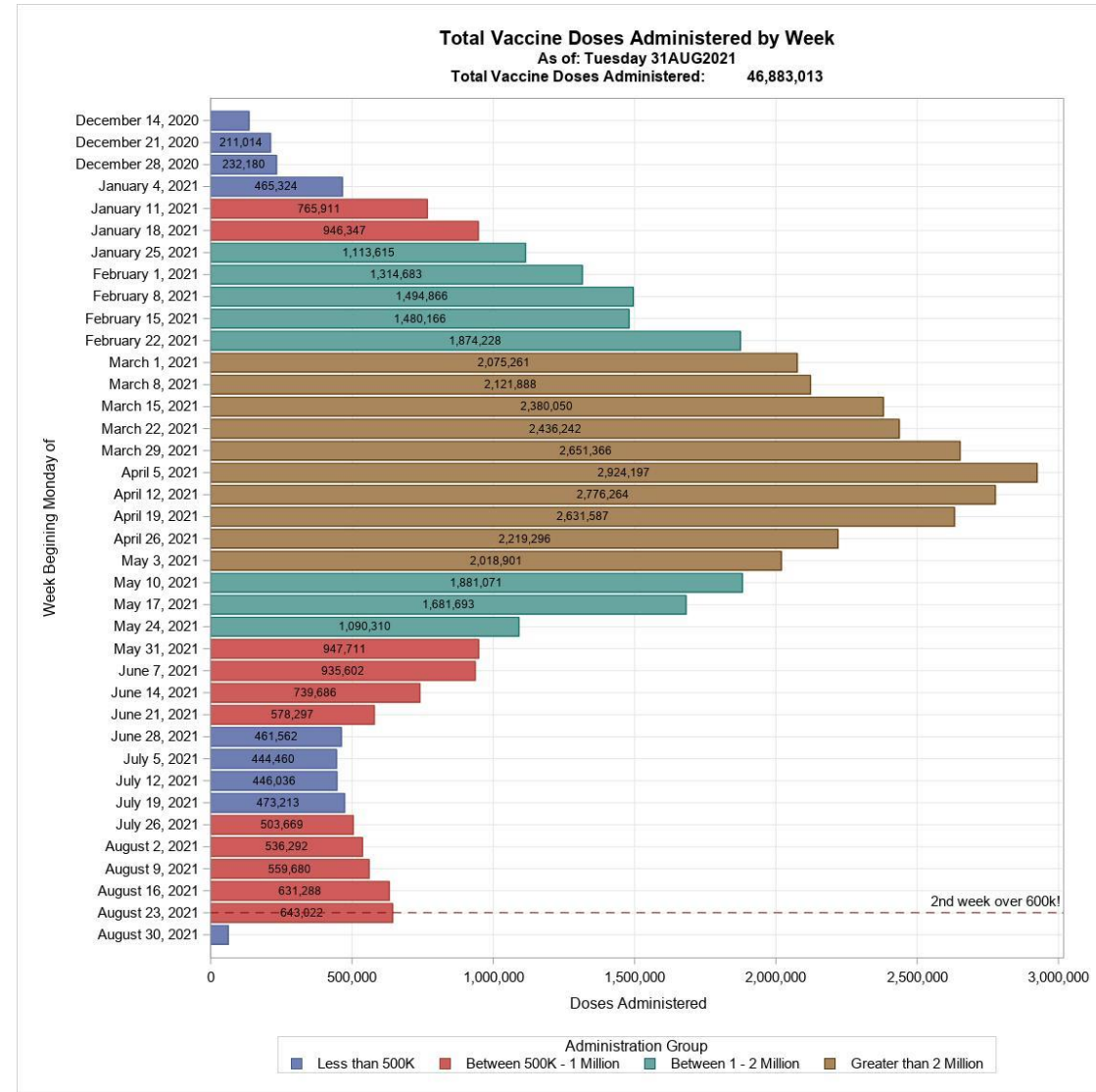


- This is the 8th week in a row we've seen an increase in Vaccine Equity Metric (VEM) Quartile 1!

Doses Administered to Date (9/1/21)

47,083,051 doses administered!

- **77 %** of 12+ population has received at least one dose and 66.8% are fully protected!
- This is the fifth week in a row California has administered over 500K total vaccines!
- This is the 2nd week in a row California has administered over 600K total vaccines!
- Monday August 23- Sunday August 29 CA had 643,022 total doses administered
 - This is an **+1.9 %** increase from the previous week (Aug 16-22) and a **14.9 %** increase from Aug 9-15.



Second Dose Completion Rates

Status	# individuals*	% individuals*
% Completed on Time	20,791, 399	84.84%
% Completed, but not on Time	1,763,980	7.20%
% Not Completed	1,949,845	7.96%
Grand Total	24,505,224	100%

- CDPH began sending nudge SMS messages to those who appear to be >42 days since first dose – copy of message:

The best way to be protected against COVID-19 and emerging variants is to complete your vaccination series. If you still need your second dose, visit [MyTurn.ca.gov](https://myturn.ca.gov) to find a walk-in clinic or appointment. Already fully vaccinated? Your record may need to be updated - please submit some information about your vaccination at <https://chat.myturn.ca.gov/?id=17> Msg.& data rates may apply. Reply STOP to cancel or HELP for more info.

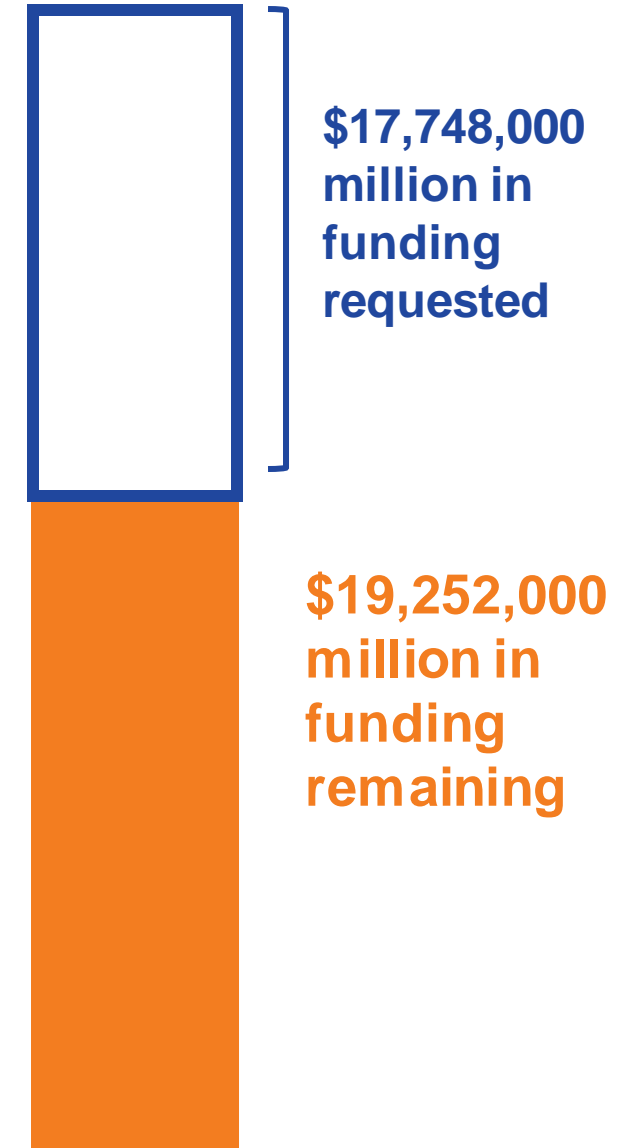
CalVaxGrant Update

Nisha Gandhi, CDPH

CalVaxGrant

- Deadline Extended through September 10
- Expanded eligibility: Schools and school-based health centers now eligible (refer to [PHC website](#) for full list)
- Upcoming support webinars:
 - [Friday, September 3, 2021, at 1:00 PM](#)
- Latest stats:

Category	# applications
Approved	1099
Pending	34
Not eligible	15
Incomplete	113
Total	1261



Clinical Update

Dr. Louise McNitt, CDPH

ACIP Meeting Update

- ACIP recommends use of Pfizer-BioNTech (Comirnaty) in all people age ≥ 16 years old
 - Reminder: 12-17y/o and extra dose for immunocompromised under EUA
- Safety data reviewed
 - Anaphylaxis ~5 cases per 1 million doses administered
 - Risk of myocarditis/pericarditis
 - Highest risk in adolescents and young adults, male > female, good prognosis
 - Studies underway to track long term outcomes
 - Benefits of vaccination continue to outweigh risks of myocarditis/pericarditis
- [ACIP August 30, 2021 Presentation Slides | Immunization Practices | CDC](#)

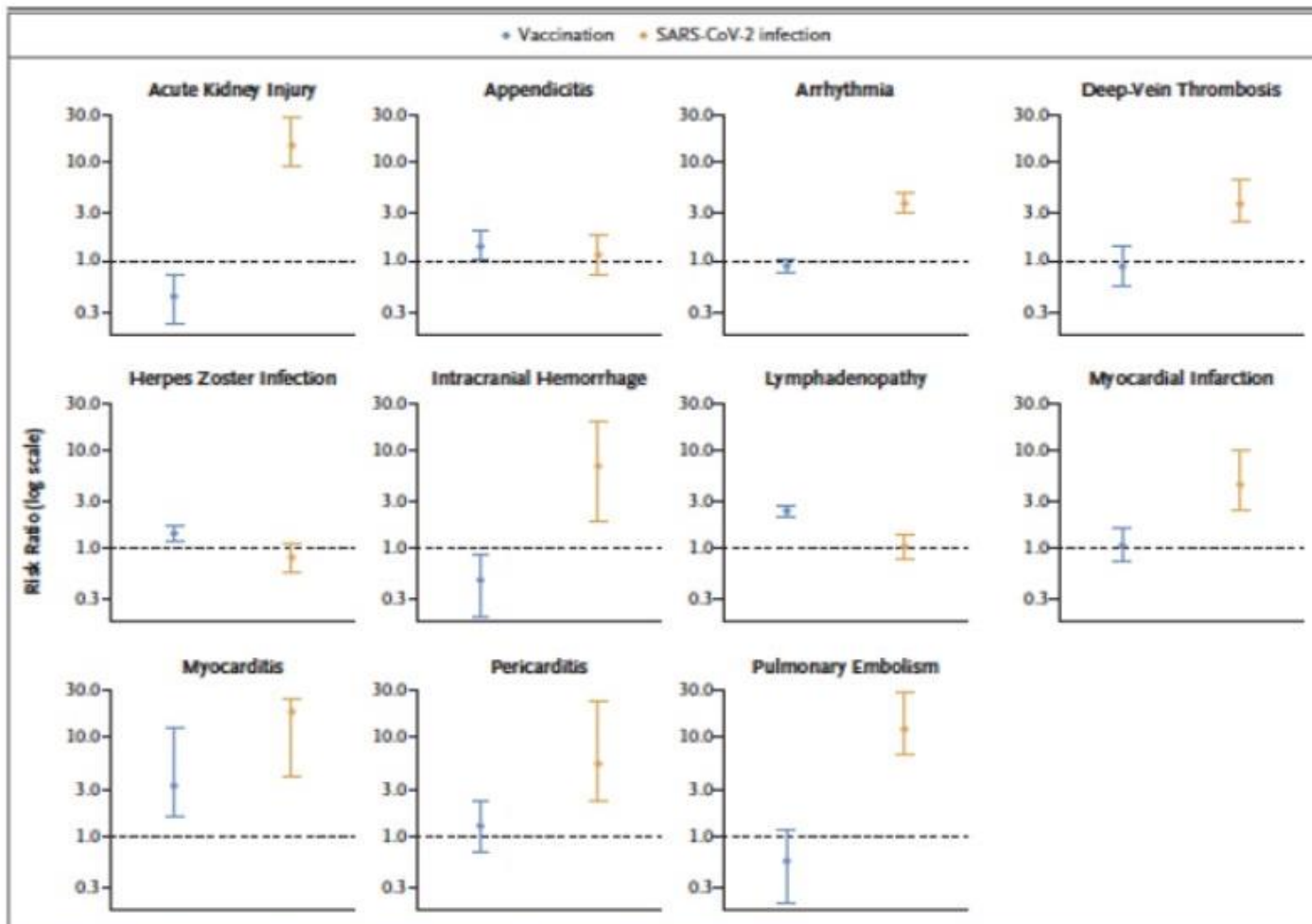


Figure 3. Risk Ratios for Adverse Events after Vaccination or SARS-CoV-2 Infection.

Estimated risk ratios for adverse events after vaccination or SARS-CoV-2 infection are shown. The risk ratio on the y axis is presented on a logarithmic scale to facilitate comparison of both increased and decreased risk. I bars indicate 95% confidence intervals.

- In a 42-day risk window for myocarditis:
 - Risk ratio **3.2** after vaccination **vs. 18.3** after SARS-CoV-2 infection
 - Risk difference of **2.7** per 100,000 persons after vaccination **vs. 11.0** events per 100,000 persons after SARS-CoV-2 infection
- Adverse events substantially increased after infection
- Protective effects of vaccination observed

Barda et al., NEJM 2021

Discussion on Boosters

- Discussed framework for developing recommendations for booster doses of COVID-19 vaccine → **No recommendation yet**
- Continue to administer vaccine per the CDC COVID -19 provider agreement
 - People ≥ 12 y/o, extra dose for immunocompromised
- FDA will have to authorize booster doses before ACIP can make recommendations – ACIP will meet again in mid-September
- **Completing primary series is top priority**

Booster doses of COVID-19 vaccines:

Summary

- COVID-19 vaccines continue to maintain **high protection** against severe disease, hospitalization, and death
- Protection against infection (including asymptomatic or mild infections) appears lower in recent months
 - Difficult to distinguish role of **time** since primary series and **Delta variant**
- Reported data through July; data through August shown at future ACIP meetings
 - Important to monitor **trends** of effectiveness by severity of disease over time
- Policy around booster doses requires **continued evaluation** of effectiveness, monitoring impact of both **time** and **variants**, and ability of booster doses to **improve** protection

Booster doses of COVID-19 vaccines:

Work Group considerations

- At this time, the Work Group discussed a **risk-based approach** for booster dose recommendations
 - Prevent **severe disease** in the most at-risk populations:
 - LTCF residents
 - Older adults (≥ 65 or ≥ 75 years of age)
 - Support **strained healthcare infrastructure**:
 - Healthcare personnel with mild disease cannot work, so prevention of mild disease takes on greater importance as a public health goal in this population
- **Time since vaccination** with primary series also important
 - For many vaccines, a minimum interval beneficial for full 'boosting effect'
 - Ability to benefit from 'boosting effect' extends well beyond the minimum interval

Storage & Handling

Alan Hendrickson, CDPH

Transfer Reporting

- Transfer/Redistribution & Temperature Excursion Reports
- Please remember to report transfers/redistributions of vaccine!
- Also remember to report temperature excursions that happen during the transfer of vaccine
 - The report will ask if the excursion occurred during transport
- Report spoiled vaccines as well!

Third Party Redistributor (TPR)

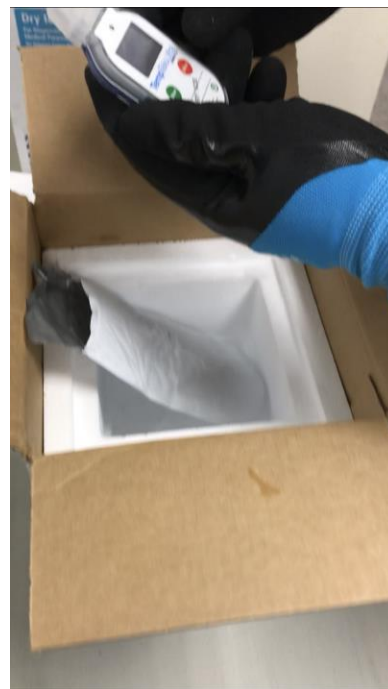
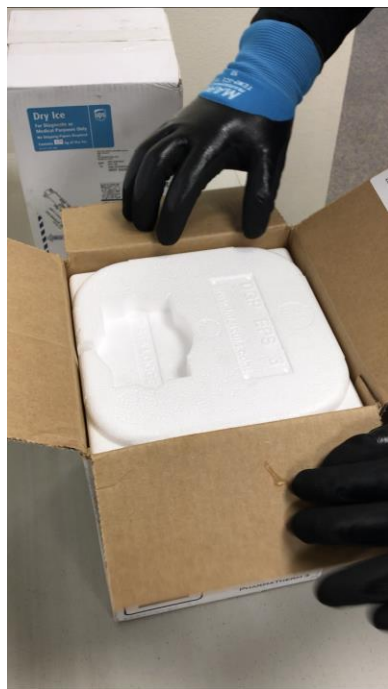
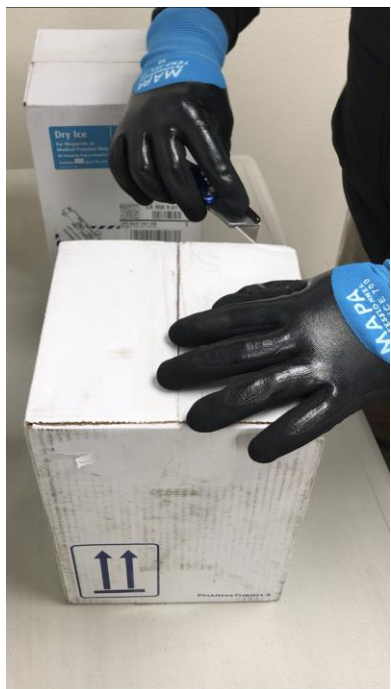
- AmerisourceBergen is our TPR
- Redistribute small orders of Pfizer to include ancillary supplies
- Order size 30 to 450* doses (5 to 75* vials)
- Pfizer shipped from Brooks, KY ultimately transferring operations to Reno, NV
- CDPH will submit two orders per week
- Soft opening this week/expanded opening next week/full opening the week of 13 September

Third Party Redistributor Storage and Handling

- Shipping ULT for normal refrigerated storage (2°C to 8°C)
- AB will provide email notification of shipment
- Shipments will be boxes packed with dry ice pellets
 - Providers will need gloves to unpack the boxes
- Vaccine & data logger in a packing envelope (25 vials max)
- Data logger will be set for -94°C to -15°C
 - There is a delay in the alarm, so providers can remove the logger and turn off the logger without causing an alarm
 - Providers will only need to download the data if there is an alarm
 - Data can be downloaded via USB stick attached to the logger – no special software required

Third Party Redistributor Storage and Handling

- Upon receipt
 - Note condition of shipping container & open
 - Read the shipping materials
 - Remove envelop
 - Remove DDL and press and hold the stop button
 - Place vaccine into normal refrigerated temperature (2°C to 8°C)
 - Report any temperature excursions to AB
- Vaccine ***must*** be stored at 2°C to 8°C upon receipt
- Save lives!



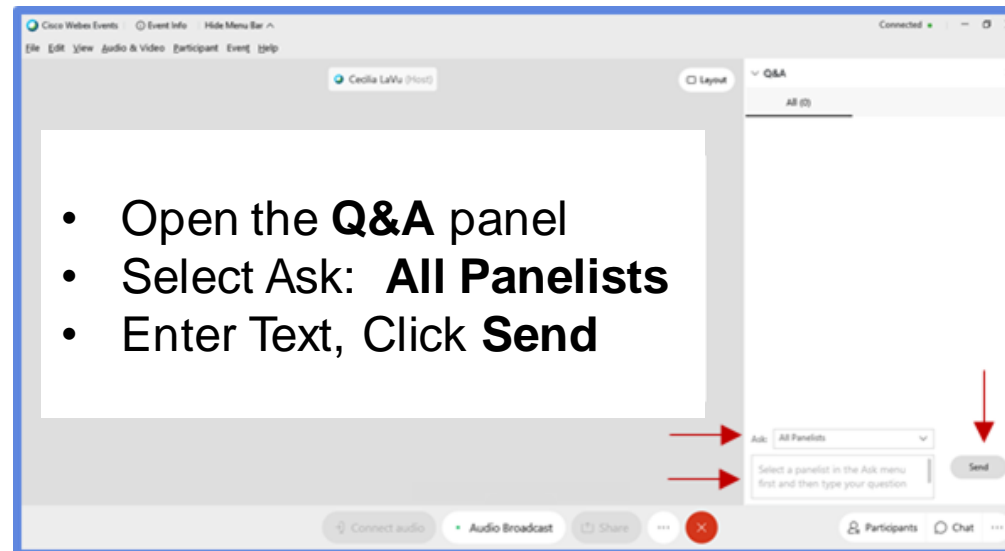
Pfizer Shelf-life Extension

- See [email from COVID Call Center](#) for detailed expiration date list
- FDA approved a 3-month shelf-life extension for Pfizer vaccine
- Extension does apply to vaccine that was moved from ultra-cold, to -25°C to -15°C for 14 days or less, and back to ultra-cold
- Extension does apply to vaccine that was recently moved to refrigeration
 - If the new expiration date is more than 31 days away, you have the full 31 day beyond use date to use the vaccine

Provider Office Hours Q&A

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

Q&A Panel



Vaccine Management

Maria Volk, My Turn and Claudia Aguiluz, CDPH

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- Additional Dose vs. Booster Dose
- myCAvax Release 16 Postponed
- Vaccine Ordering Updates
- Appendix:
 - My Turn and myCAvax Feedback Form
 - Now on My Turn – Breakdown

Now on My Turn: Release 16 (9/1/21)

My Turn Clinic



Clinic Setup Enhancement

- ✓ Users can offer multiple types of doses (First Dose, Second Dose, Additional Dose, or Both Doses) and multiple brands at one clinic through the Setup a Clinic flow



Archive Vaccine Inventory

- ✓ Clinic Managers can select an individual vaccine inventory record and archive the record, creating a new list view "Archived"

My Turn Public



Rescheduling Restrictions

- ✓ Residents can reschedule or cancel their appointment at any point, including after the appointment date has passed



Address Validation

- ✓ When users type in an address in the clinic search bar, Google Maps will now prioritize California search results

Clinic-Specific Link Resolutions:

- If **you prefer to use** the clinic specific link, **separate** the vaccine brands and dose types by clinic
- If **you prefer NOT to use** the clinic-specific link, **set up** multiple vaccine brands and dose types for a single clinic

Additional Dose vs. Booster Dose

The **term "Additional Dose"** should be used for clinics aimed at supporting immunocompromised patients, **NOT** "Booster Dose."

In preparation for the upcoming guidance on booster doses, within My Turn Clinic we are preparing to add booster administration, eligibility, and sub-population functionality.

Details coming soon.

Additional Dose

Launched 8/18/2021

Dose of vaccine given when someone's immune response is potentially not strong enough to protect them after the first two initial doses.

Eligibility: Immunocompromised individuals

Booster Dose*

Anticipated 9/2021

Dose of the COVID vaccine for a sufficient immune system, but the vaccine's efficacy has likely lessened over time.

Eligibility: General public that received their 2nd dose vaccine at least 8 months ago. Will be tiered eligibility based on age, industry, and risk factors.

myCAvax Release 16 Postponed (9/23/21)

In order to create the best user experience and to alleviate additional oversight, we decided to **postpone** the launch of Release 16, originally scheduled for 9/3/21. Upcoming functionality*:

Account Enrollment Enhancements

Organization Coordinator(s):

- ✓ Clear Section A workflow under new 'Enrollment' tab
- ✓ Auto filling of CMO / CEO in Section A if both are the same person
- ✓ Enrollment Resources Quick Start Guide
- ✓ Enhanced storage capacity settings

Location Coordinator(s):

- ✓ Clear Section B workflow under 'Enrollment Overview'
- ✓ Extra CAIR guidance and embedded FAQ sheet
- ✓ Ability to add Location Coordinators (beyond Primary and Backup)
- ✓ Enhanced storage capacity settings

Vaccine Ordering- Labor Day Holiday Week

- Labor Day Holiday Week **Deliveries**
 - No orders will be delivered Labor Day MONDAY, September 6
 - **Pfizer:** No deliveries will occur on Monday, 9/6
 - **Moderna:** No deliveries will occur on Monday, 9/6 or Tuesday, 9/7
 - Most orders submitted by **8/30/2021** to arrive before the holiday (based on open hours)
 - Orders submitted after the deadline will arrive by the end of next week (Wednesday 9/8 to Friday 9/10)

Vaccine Ordering- Labor Day Holiday Week

Modified Ordering and Approval Deadlines for the week of 9/6

- Providers: **Order by COB Tuesday 9/7** to receive shipments for standard orders Monday 9/13–Wednesday 9/15 (based on open hours)
- LHDs: Approve submitted orders by 3 PM Wednesday 9/8

Vaccine Ordering- Tips

- ✓ Use what you have on hand; order what you need; re-orders as needed
 - There is adequate vaccine inventory to support current recommendations and boosters when approved
- ✓ Continue to order doses to administer in accordance to current recommendations
 - ✓ People ≥ 12 y/o, and extra dose for immunocompromised.
 - ✓ No booster recommendation yet
- ✓ Keep an eye on Vaccine supply Updates- Janssen vaccine will be back for ordering sometime next week (orders will be limited)

Additional Doses Are Not Boosters

Providers should ensure that your clinic only administers additional doses of COVID-19 vaccine for immunocompromised patients and not COVID-19 vaccine booster doses at this time.

Additional Dose

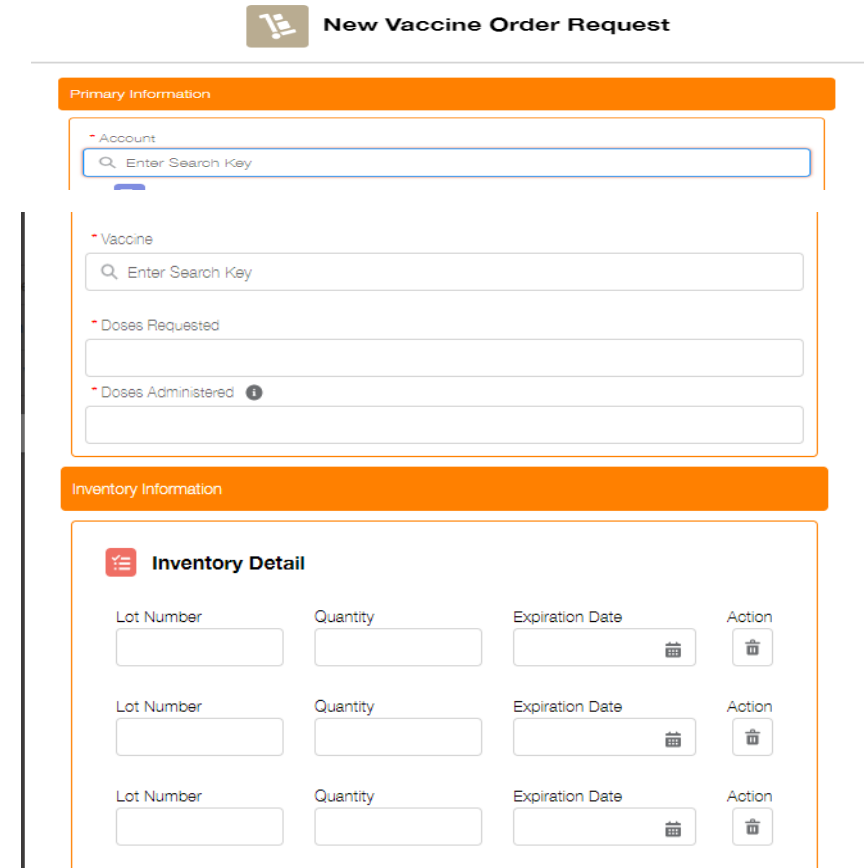
Recommended for Immunocompromised

Booster Dose

Not Yet Authorized or Recommended

Vaccine Reporting Reminders

- Keep COVID-19 vaccine inventory up-to-date
 - Report daily COVID-19 vaccine inventory in VaccineFinder
 - On-hand inventory reported on your myCAvax order reflects daily inventory in VaccineFinder
 - Document transfers in myCAvax & accept them
- Report all doses administered
 - Report to your respective immunization registry
 - Make sure doses administered in your vaccine request is reflective of doses administered
- Report wastage doses in myCAvax



New Vaccine Order Request

Primary Information

* Account
Q Enter Search Key

* Vaccine
Q Enter Search Key

* Doses Requested

* Doses Administered ⓘ

Inventory Information

Inventory Detail

Lot Number	Quantity	Expiration Date	Action
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="🗑"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="🗑"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="🗑"/>

Keep Clinic Open hours up-to-date on myCAvax

- Prevents undeliverable attempts
- Pfizer has expanded delivery window-1-3 days
- Depending on on-hand inventory at your LHD/MCE, your order may be locally filled, or sent to the CA's Third-Party Redistributor, AmerisourceBergen.

APPENDIX

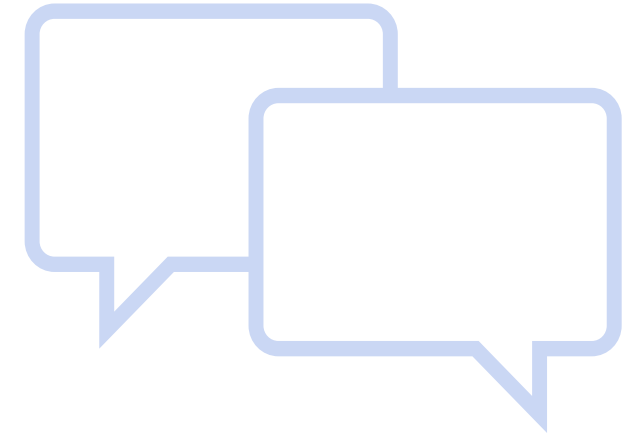
My Turn and myCAvax Feedback Form

The Governance and Continuous Improvement team is looking for feedback and suggestions from our LHDs and Providers.

Purpose

- Direct line of communication for feedback and / or suggestions
- Assist functional team in identifying and prioritizing enhancements
- Help identify additional trainings and / or job aids needed

Please submit feedback [here](#).



Now on My Turn: Release 16 (9/1/21)

My Turn Public

General Enhancements

- ✓ Google Analytics tags for no appointments search results location
- ✓ Prioritize clinic search to California addresses only
- ✓ Remove rescheduling time / date restrictions
- ✓ Stay in same position in clinic results after clicking into a clinic

My Turn Clinic

General Enhancements

- ✓ SMS / Email Notifications
- ✓ Emancipated minor language for the parent / guardian information section
- ✓ IIS resubmission updates
- ✓ IIS user friendly error messages
- ✓ Active / inactive column on user search
- ✓ "Inactive" clinics list view
- ✓ Archiving "inactive" vaccine inventory
- ✓ Update bulk upload instructions
- ✓ Map public site minor consent acknowledgements to Vaccine Admin flow

Additional Dose Enhancements

- ✓ Updating labels
- ✓ Clinic setup enhancement
- ✓ New confirmation number

Wrap-Up & Resources

Leslie Amani, CDPH

Where can I go for additional help?

Type of Support

Description

Updated 9.1.21



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.

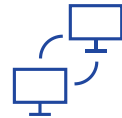
- Email: covidcallcenter@cdph.ca.gov
- Phone: (833) 502-1245, Monday through Friday from 8AM–6PM



Enrollment Support

For Provider enrollment support, please contact myCAvax Clinic Operations at

- Email: myCAvaxinfo@cdph.ca.gov

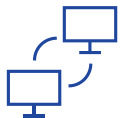


myCAvax Help Desk

Dedicated staff provide up-to-date information and technical support on the myCAvax system.

- Email: myCAvax.HD@Accenture.com
- Phone: (833)-502-1245, option 2, Monday through Friday 7AM–7PM, Saturday and Sunday 8AM–1PM

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**: MyTurn.Clinic.HD@Accenture.com or (833) 502-1245, option 4: Monday through Friday 7AM–7PM, Saturday and Sunday 8AM–1PM.

For job aids and demo and training opportunities: <https://eziz.org/covid/myturn/>



CalVaxGrant Program Support

For questions and support around [CalVaxGrant](#), contact the program's administrator, Physicians for a Healthy California.

- Email: calvaxgrant@phcdocs.org
- Phone: (916) 551-2565

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.ca.gov**

[Contact](#)



COVID-19 Vaccine Brochures

- FAQ brochures
 - English & Spanish
 - Parents & Adults
- Request free brochures using this [order form](#)

HOW DOES THE VACCINE WORK?

Scientists have made the COVID-19 vaccines by using part of the virus's genetic code, either a messenger RNA (mRNA) or DNA, depending on the type of vaccine. Once inside the cell, this piece of the genetic code gives instructions to make a small, harmless piece of the COVID-19 virus called the spike protein. Our body notices the spike protein, and the immune system makes antibodies to destroy the spike proteins. This process teaches your body how to recognize and fight

CONTINUED ON BACK

against the virus. If you are exposed to the virus in the future, even currently circulating variants of the virus, your immune system will quickly recognize the virus and have the antibodies and T-cells ready to fight infection.

Ways To Get Vaccinated

- Here at your visit today!
- Schedule an appointment at [MyTurn.ca.gov](https://myturn.ca.gov) or call the CA COVID-19 Hotline at 1-833-422-4255.
- At your retail pharmacy.

COVID-19 Vaccine TOP 5 FAQs



VaccinateALL58.com

IS THE VACCINE SAFE?

Yes, the vaccines are highly effective at preventing people from getting seriously ill, being hospitalized, or death.

IS COVID-19 STILL A THREAT?

Yes. Viruses constantly change through mutation resulting in variants. As expected, multiple variants of SARS-CoV-2 have been documented in the United States and globally throughout this pandemic. The COVID-19 vaccine is our best tool in stopping the development of new variants and ending the pandemic.

WHAT ABOUT THE RISK OF UNKNOWN LONG-TERM SIDE EFFECTS?

The nation's immunization experts study and analyze all reports of any possible serious side effects following a COVID-19 vaccine. A specialized committee of the CDC meets frequently to examine vaccine safety issues. In their most recent meeting, on July 22, the group maintained its strong encouragement that everyone ages 12 and older get vaccinated against COVID-19, finding that the benefits of vaccination far outweigh any harm.

DOES THE VACCINE IMPACT FERTILITY AND IS IT SAFE FOR PREGNANT PEOPLE?

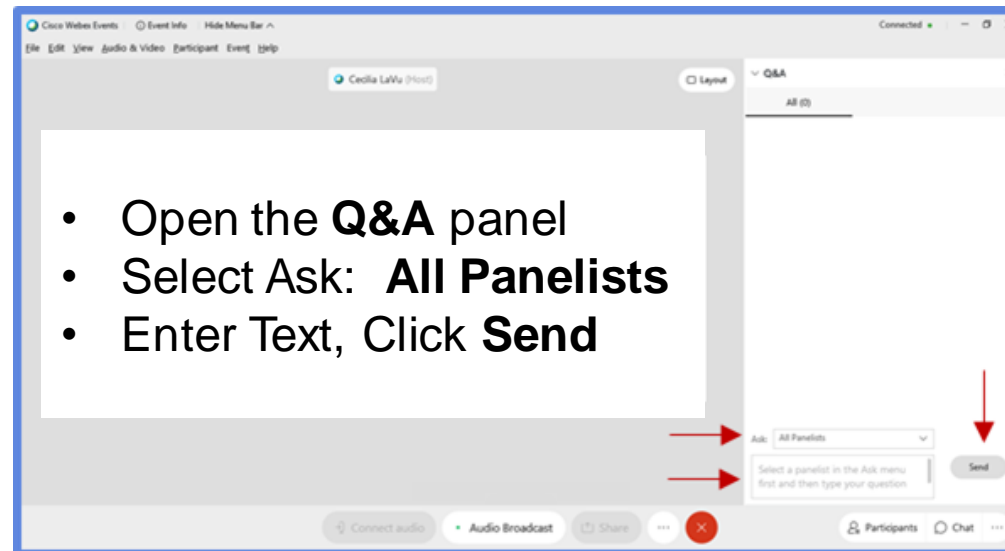
No loss of fertility was reported in the clinical trials or in the millions of women who have since received the vaccines.

Yes, the vaccine is safe for pregnant people. Pregnant people are at higher risk of getting very sick with COVID-19. Pregnant and lactating people may receive any of the authorized COVID-19 vaccines to protect themselves.

Provider Office Hours Q&A

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

Q&A Panel



Thank you!



Monday: (Cancelled 9.6.21)

My Turn & myCAvax Office Hours Link

Monday, September 13, 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 Link

Friday, September 10, at 9:00 AM

Audio Conference: 415-655-0001
Access Code: 145 195 9307
Session Number: 145 195 9307
Session Password: Immunize2021!