

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

My Turn and myCAvax Office Hours

Monday, September 19, 2022
12:00PM – 1:00PM

My Turn and 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 the “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

NEW: Consolidated Provider Webinar

CDPH appreciates the many demands on Providers' time so beginning Friday, September 23 at 9AM, CDPH is planning to consolidate provider webinars, and will include the following topics:

- COVID-19 Vaccine
- COVID-19 Therapeutics
- MPX Vaccine
- MPX Therapeutics

When: Friday, September 23, 2022 (Ongoing, weekly)

Time: 9:00AM – 10:30AM (90-minutes)

Webinar link: [Provider COVID-19 and MPX Webinar](#)



My Turn and myCAvax

Daniel Conway, My Turn and myCAvax

Hannah Shows, My Turn and myCAvax

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What's Next in My Turn? - Release 30.5

Clinic Managers and Vaccine Administrators



New updates for My Turn Public and Clinic launched on September 15th, 2022.



Release Highlights



- ✓ Eligible patients who are 12 years and older can schedule Pfizer Bivalent Booster vaccine appointments.

My Turn Public

Release Highlights



- ✓ Clinic Managers and Vaccine Administrators can create Bivalent Booster (12+) vaccine supply, vaccine inventory, create walk-in appointments and set up Bivalent Booster clinics, filter, and single/bulk edit Booster appointments.

My Turn Clinic

Creating Bivalent Booster Clinics

Clinic Managers



Clinic Managers can now create Bivalent Booster clinics by selecting the Moderna or Pfizer Bivalent Booster Vaccine brand(s) option in the clinic creation flow.

Vaccine Type
Please specify what type and brand of vaccine your clinic will offer. These values can be updated later in your clinic's vaccine inventory tab.

* Vaccine Type

- ☒ COVID-19
- ☐ Flu
- ☐ Vaccinia (Monkeypox)

* What type of appointment will your clinic host? Please select all that apply. ⓘ

- ☐ First Dose Only
- ☐ Second Dose Only
- ☐ Third Dose Only
- ☐ Additional Dose
- ☐ All Doses
- ☐ Booster

Vaccine brand(s)
Select all brands your clinic plans to have in inventory

COVID-19

- ☐ Moderna (12+)
- ☐ Moderna (6-11)
- ☐ Moderna (6m-5yrs)
- ☒ Moderna Bivalent Booster
- ☐ Pfizer (12+)
- ☐ Pfizer (5-11)
- ☐ Pfizer (6m-4yrs)
- ☒ Pfizer Bivalent Booster
- ☐ Johnson and Johnson
- ☐ Novavax (18+)

Adding Bivalent Booster Walk-In Appointments

Vaccine Administrators



Vaccine Administrators can now schedule walk-in appointments for Moderna and Pfizer Bivalent Booster doses.

1. Under the **Add Walk-in Appointment** tab, select **COVID-19** as the Vaccine Type and add the patient's details.
2. Click Next.
3. Enter the **Patient Background** details and **Contact Information**.

The screenshot shows the 'Add Walk-In Appointment' form. At the top, there are tabs: 'Vaccine Inventory', 'Appointments', 'Add Walk-In Appointment' (selected), and 'Bulk Walk-In Upload'. Below the tabs is a link: 'Need Help? Please see the VA/VAA Add a Walk-In Appointment Quick Sheet.' The main heading is 'Walk-In Appointment'. The form is divided into two main sections. The first section, labeled with a blue circle '1', is titled 'Which vaccine would you like to schedule?' and contains fields for 'Vaccine Type' (set to 'COVID-19 Vaccine'), 'First Name' (Rachel), 'Last Name' (Green), and 'Date of Birth' (Sep 1, 1999). A red 'Next' button is at the bottom of this section. The second section, labeled with a blue circle '3', is titled 'Patient Background' and contains fields for 'First Name' (Rachel), 'Middle Name', 'Last Name' (Green), 'Suffix (Example - Jr, Sr, III)', 'Date of Birth' (Sep 1, 1999), 'Parent or Guardian's First Name', 'Sex Assigned At Birth' (--None--), 'Are you of Hispanic, Latino, or Spanish origin?' (--None--), 'Please select your race or nationality' (--None--), 'Are you experiencing homelessness?' (--None--), 'Client Type' (--None--), and 'Contact Information'. The 'Contact Information' section includes fields for 'Email', 'Mobile Number', 'Home Street Address', 'City', 'State' (--None--), 'Zip Code', and 'Country'. A blue arrow points from the 'Next' button in the first section to the 'Patient Background' section.

Adding Bivalent Booster Walk-In Appointments

Vaccine Administrators



Vaccine Administrators can now schedule walk-in appointments for Moderna and Pfizer Bivalent Booster doses.

4. Under the **Appointment Details** section, you can now see the **Bivalent Booster** option added under the **Which dose is this?** dropdown field.
5. Select **Moderna** or **Pfizer** from the **Vaccine Brand** dropdown options.
6. Click **Confirm Appointment**.

The screenshot displays the 'Appointment Details' section with a dropdown menu for 'Which dose is this?' showing options: '--None--', 'First Dose', 'Second Dose', 'Additional Dose (immunocompromised only)', and 'Bivalent Booster' (highlighted in blue). A blue arrow points from this section to the 'Vaccine Brand' section, which shows a dropdown menu with options: 'Pfizer', '--None--', 'Pfizer', and 'Moderna' (highlighted in blue). Below the dropdowns, the date 'Sep 15, 2022' and time '12:34 AM' are displayed. At the bottom, there is a 'Previous' button and a 'Confirm Appointment' button (highlighted in orange). A blue circle with the number '6' is next to the 'Confirm Appointment' button.

Please carefully review information before submitting this page. Corrections to patient's background information will need to be made by going to the appointment's tab and clicking on patient's details.

Searching and Editing Bivalent Booster Appointments

Vaccine Administrators



Vaccine Administrators can now filter, single edit or bulk update Bivalent Pfizer and Moderna Booster appointments.

myCAVax

California Vaccine Management System

HomeClinicsVaccine InventoryAppointmentsAdd Walk-In AppointmentBulk Walk-In UploadMore

Need Help? Please see the VA/VAA Edit or Bulk Update Appointments Quick Sheet, VA/VAA Check-In a Patient Quick Sheet, and VA/VAA Cancel or Bulk Cancel Appointments Quick Sheet.

Appointments

All Appointments

4 items

Search appointments

Search by Appointment Number Only

Date of Birth

Last Name

First Name

Age Min

Age Max

Status

From

To

Vaccine Type

Vaccine Brand

Dose

Clinic

Search

Reset

Bulk UpdateBulk Cancel

FirstPreviousNextLast

1-4 of 4

	Date	Time	DOB	Patient Name	Appointme...	Clinic	Status	Type	Brand	Dose	Vaccine Ad...	
<input checked="" type="checkbox"/>	Sep 15, 2022	12:00:00 AM	Mar 15, 2010	willie booster	JOB11189081...	DosesTestClinic	Pending Vaccin...	COVID-19	Pfizer	Bivalent Booster		<div>Cancel Appointment</div>
<input checked="" type="checkbox"/>	Sep 15, 2022	12:00:00 AM	Sep 13, 2010	BivalentPfizer S...	JOB11291801...	DosesTestClinic	Pending Vaccin...	COVID-19	Pfizer	Bivalent Booster		<div>Edit Appointment</div>
<input checked="" type="checkbox"/>	Sep 15, 2022	12:00:00 AM	Sep 12, 2010	Booster Ptwo	JOB11291805...	DosesTestClinic	Pending Vaccin...	COVID-19	Pfizer	Bivalent Booster		<div>Rebook Appointment</div>
<input checked="" type="checkbox"/>	Sep 15, 2022	12:00:00 AM	Sep 13, 2000	Booster three	JOB11291815...	DosesTestClinic	Pending Vaccin...	COVID-19	Moderna	Bivalent Booster		

My Turn Demo



Q&A

Updates to Friday Provider Office Hour

Providers




Beginning **Friday, September 23**, the **Friday Provider Office Hours** will move to a consolidated webinar for Providers and include COVID-19 Vaccine, COVID-19 Therapeutics, Monkeypox (MPX) Vaccine, and MPX Therapeutics. It will be a **90-minute weekly webinar** from **9:00AM-10:30AM PT**.

Please attend the **My Turn and myCAvax Office Hours** (held bi-weekly on Monday at **12:00PM PT**) for a full discussion of My Turn and myCAvax updates.

Bivalent Booster Updates

Providers



The **Third-Party Redistributor, AmerisourceBergen**, will redistribute small orders of Pfizer Bivalent Boosters, beginning this week. There's a 30 dose minimum and 294 dose maximum; order in multiples of 6 doses/vial.

CDPH anticipates that Providers can begin ordering the **Moderna Bivalent Booster** on **September 29th**, once CDPH receives our allocation from CDC. The CDC vaccine order system will be offline September 30th to October 1st, so orders placed on or after the 29th will be processed on **Monday, October 3rd**. LHD/MCE approval deadline for catch-up orders will still be 12 pm Friday, September 30th according to the regular order cadence.

What's New in myCAvax? - Release 30

LHJs and Providers



New updates for Providers, LHDs, and MCEs launched on September 16th.



LHDs/MCEs

- ✓ You will be able to track follow-up tasks on Site Visit objects including details like Follow-Up Name, Sub-question, Due Date, Comments, etc.
- ✓ You will see new fields "External Order Number" and "External Status" on vaccine orders that contain information on the MPX integration from MuleSoft / NextGen.
- ✓ You will be able to create and edit Storage Units for locations.
- ✓ You will be able to create waste events on the internal Salesforce Admin side for all vaccine types, including MPX.

Providers

- ✓ Account status changes will no longer be tracked in the Chatter feed history for Providers.


Creating Storage Capacities

LHJs



LHDs/MCEs may create and edit storage capacities for Provider locations from the Sys Admin portal.

1. Navigate to the **Storage and Handling** tab on the desired Provider location account.
2. Click the **Caret** to edit an existing storage unit.
3. Click **New** to create a new storage unit.



Storage Capacities (3)										New
3 items • Updated a few seconds ago										
<input type="checkbox"/>	Storage Capacity Name ▾	Storage Type ▾	Unit Priority ▾	Storage Ca... ▾	Storage Unit Brand/Model ▾	Thermometer Model and Serial Number ▾	Calibration Expiration Date ▾			
1	<input type="checkbox"/> SC-11607		No longer in use	70	Frigidaire 101	xxxx	12/31/2021			
2	<input type="checkbox"/> SC-10750		Primary	0	Frigidaire/7890	8900	5/10/205			
3	<input type="checkbox"/> SC-10863		No longer in use	0	Frigidaire/x450	AccuThermo/3456788	2/16/202	Edit		

Recording Waste Events

LHJs



LHJs can record waste events from the Salesforce System Admin Portal for both COVID-19 and MPX vaccines.

myCAVax California Vaccine Management System

Search...

myCAVax Home Products Accounts **Waste Events** Chatter Vaccine Orders Vaccine Order Review Location Applications Site Visits VT Vaccines More

Waste Events
Recently Viewed

2 Items • Updated a few seconds ago

Waste Ev...	Account Name	Product	Total ...	Type of ...	Lot Number	Date Wasta...	Created Date
1	WS-3720	Central Perk Secondary Clinic	Pfizer (12 years - 100+ years) - 450/3 trays of 75 - COVID-19 Vaccine				
2	WS-0000	New Location Account	Pfizer (12 years - 100+ years) - 1170/6 trays of 195 - COVID-19 Vaccine				

New Waste Report
Use this form to report wasted, expired or spoiled vaccine to CDPH

* Provider Location
Search Accounts...

* Product
Search Products...

* Total Doses Wasted

* Date Wastage Occurred

* Lot Number ⓘ

Expiration Date

Waste Details
Please provide the type and reason for the vaccine waste.

* Type Of Wastage
Expired

* Vaccine Storage
Refrigerator

Comments

Next

MPX Ordering: New Fields and Shipment Records

LHJs



There are two new fields visible for MPX vaccine orders 1) the **External Order Number** and 2) **External Status**. These fields are visible from the **Details** tab of an individual vaccine order. Note that MPX vaccine should be requested in **vials**, not **doses**!

Vaccine Order
00055183

Account Name: Seton Medical Center AHMC | Order Record Type: Provider Location Order | Vaccine: JYNNEOS (0 months - 100+ years) - 100/box - Vaccinia | Status: Fulfillment Pending | Doses Requested: 1,960 | Approved Quantity: 1,960

Progress: [10 steps, all green checkmarks] | Fulfillment Pending

Details | On-Hand Inventory | Shipments | Order History

Account Name	Seton Medical Center AHMC	Order Type	Standard Order (CDC)
Provider PIN	F10816	Status	Fulfillment Pending
Vaccine	JYNNEOS (0 months - 100+ years) - 100/box - Vaccinia	Status Reason	
NDC Code	50632-0001-02	Other Reason	

Order Information

On Hand Inventory	0	Delivery Method	
Doses Administered	0	Shipping Container	
Doses Requested	1,960	Preferred Vaccine Temperature	
Opt Out of Ancillary Kits	<input type="checkbox"/>	Comments	
Date Needed By			

VaccineFinder Information

Current Inventory (VF)		Most Recent Inventory Update (VF)	
Last Run Date			

Approval Information

Approved Quantity	1,960	Order Approval Date	9/13/2022, 9:26 AM
Fulfillment Method	CDC	VTrackS Order Batch Id	
LHD/MCE Name	AHMC	VTrackS Order Date	
LHD/MCE Virtual Inventory Number	LHD/MCE-1364	VTrackS Order Batch Report	VTrackS Batch Report
Temporary Closure	<input type="checkbox"/>	Orders Fulfillment	ORDF-0001108
Exclude from VtrackS	<input type="checkbox"/>	Internal Comments	
Exclude from TPR Fulfillment	<input type="checkbox"/>	External Order Number	CASF-00092424
		External Status	

External Order Number CASF-00092424

External Status

MPX Ordering Overview

LHJs



Current State:

Currently, Monkeypox (MPX) vaccine distribution is ordered through SNS and is limited to 5 sites per state. The MPX vaccine is distributed to the CDPH warehouse and the L.A. warehouse. LHJs can now place orders for MPX vaccine from the myCAvax Vaccine Order Review page and these orders will be transmitted to the CDPH warehouse for fulfillment. L.A. County LHD will continue to manage their jurisdiction's MPX ordering.

LHJs can now record their MPX transfers to Provider locations. COVID-19 vaccine enrolled Providers receiving MPX vaccines can record their waste events in myCAvax.

Future State:

- CDC has announced that a new contractor, AmerisourceBergen, will be coming on board to expand the number of sites that can be shipped to.
- CDC will be shifting to a new vaccine ordering system, Health Partner Order Portal (HPoP), for direct Provider orders. HPoP does not support LHJ allocations.

Ordering & Approving MPX Orders for LHJ Locations

LHJs



Create and approve MPX vaccine orders from the **Vaccine Order Review** tab for your LHJ location that will be receiving MPX vaccines (e.g., a warehouse, distribution center, etc.).

1. Create a MPX order using the **Create New Order(s)** button and select your LHJ Location account as the recipient.

Note: Input the number of **vials** requested under **Requested Quantity**, not **doses**.

2. Approve the order.
3. The order status will automatically update as the warehouse processes the MPX order. Orders will be processed and shipped within 24 – 48 hours.

Create Vaccine Order

1

Account	Product	Requested Quantity		
Greater El Monte Community Hospital	JYNNEOS (0 ...	100	✓	✕
Q Enter Search Key	Select an Op...		✓	✕
Q Enter Search Key	Select an Op...		✓	✕

Cancel Add Row Add 5 Rows Create

2

Create New Orders Save Qty / Method Update Order Status Bulk upload orders

late	Doses Admin	Comments	Doses Requested	Doses Approved	Fulfillment Method	Status
	0		100	✓ 100	CDC	Approved

myCAvax Demo

- 
1. LHJs: Ordering MPX Vaccine
 2. LHJs: Recording Waste Events in Salesforce System Admin Portal
 3. LHJs: Viewing MPX Reports



Q&A

APPENDIX

myCAvax – Known Issues - *Updated 9/9*



Known Issues

Accounts Incorrectly Put On Hold?




- ✓ Accounts who have had order/transfer activity in the past 180 days may have been incorrectly placed on hold
- ✓ We will correct our logic to prevent this from occurring in the future



Workaround/Next Steps

- ✓ Fix: 10/6/22
- ✓ If you believe your account was incorrectly put on hold, please contact the Provider Call Center

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

Aug 19th (R29.2.0) and Sep 15th (R30.0)

Orders

- ✓ MPX Integration with Office of Emergency Services
- ✓ Allow MPX Product during Bulk Allocation
- ✓ New Shipment Record Type for MPX orders

Account

- ✓ Remove Status from Account Chatter Feed tracking
- ✓ Allow LHD / MCEs to create / edit Storage Units
- ✓ Allow LHD / MCEs to create Waste Events

Site Visits

- ✓ Follow Up Actions

Community

- ✓ Create Waste Events for MPX

IN PROGRESS

October 6th (R31.0)

Orders

- ✓ Storage Unit logic check to look at Transport Options

Product

- ✓ Remove Storage Requirements from Product Page layout

Order Review

- ✓ Add 'Vaccine Group' to the Vaccine Order Review page filters
- ✓ Automate the Status update for In Review orders
- ✓ Enhance error messages
- ✓ Standardize Product Buckets

UPCOMING

November 3rd (R32.0)

Orders

- ✓ Create External Order Date field on Vaccine Orders to track when Integration sent the order to Office of Emergency Services

Order Review

- ✓ Allow LHD / MCEs to opt-out of ancillary kits when creating orders
- ✓ Breakup Vaccine Order Review page by COVID-19 and Outbreak

Transfers

- ✓ Make Transfers available internally
- ✓ Remove non-applicable statuses from Transfer / Redistribution records

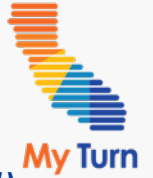
Training

- ✓ Update training links on the Community pages

Storage Units

- ✓ Create Task when a Storage Capacity record is edited by LHDs

My Turn Public Product Roadmap



RECENTLY DEPLOYED

August 31st (R30)

Release 30

- ✓ Novavax for 18+ years
- ✓ Minor MPX for 6+ months
- ✓ Remove in-home vaccinations but keep transportation requests
- ✓ Translations refresh
- ✓ [Delivered] 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

CURRENT

September 6th (R30.3) & September 15th (R30.5)

Release 30.3

- ✓ Add new error message on individual and group flows to prevent users from scheduling booster appointments for patients 12+ years

Release 30.5

- ✓ Add updated Bivalent Boosters to Public Portal

UPCOMING

September 28th (R31)

Release 31

- ✓ Novavax for 12+ years
- ✓ Add note to 3rd party clinics to check with the clinic about vaccine supplies
- ✓ MPX Updates
 - ✓ Adding a screening question to ask if they have been diagnosed with MPX
 - ✓ Adding a screening question to ask if they received a Covid vaccine within the last 4 weeks

My Turn Clinic Product Roadmap



RECENTLY DEPLOYED

August 31st (R30)

Release 30

- ✓ 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
- ✓ Bivalent Booster on the CSV/Inline Bulk Upload
- ✓ MPX for Minors
 - ✓ Add Vaccine Supply & Inventory
 - ✓ Walk-In Flow Update
 - ✓ Vaccine Administrator Flow Update
 - ✓ Bulk Edit Update
 - ✓ CSV/Inline Bulk Upload
 - ✓ Appointment/IIS Tab Filter Update

CURRENT

September 6th (R30.3) & September 15th (R30.5)

Release 30.3

- ✓ [Walk-In Flow] Removing Booster for 12+ years

Release 30.5

- ✓ Bivalent Boosters 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

UPCOMING

September 28th (R31)

Release 31

- ✓ Novavax for 12 -17 years
 - ✓ 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
- ✓ MPX Updates
 - ✓ Adding a screening question to ask if they have been diagnosed with MPX
 - ✓ Adding a screening question to ask if they received a Covid vaccine within the last 4 weeks
 - ✓ Update the risk group question answer options

Wrap-up

Leslie Amani, CDPH

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.

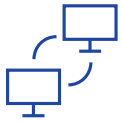
- Email: covidcallcenter@cdph.ca.gov
- Phone: (833) 502-1245, Monday through Friday from 8AM–6PM



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](#)

My Turn and 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 the “Chat”

Upcoming Opportunities



Monday

My Turn and myCAvax Office Hours

Next session: Monday, October 3, 12PM

Friday

Provider Consolidated Webinar

Next session: Friday, September 23, 9AM - 10:30AM

Note: New session length of 90-minutes to include COVID-19 Vaccine, COVID-19 Therapeutics, MPX Vaccine, and MPX Therapeutics

