

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

Friday, January 28, 2022

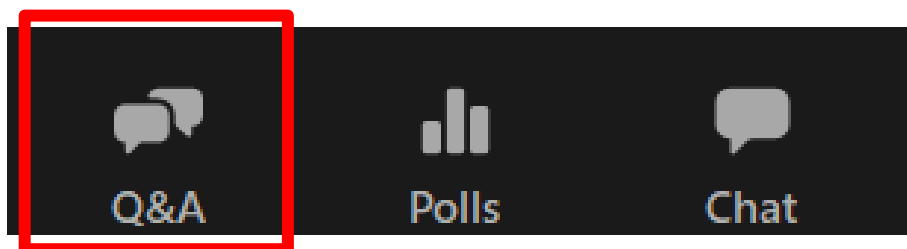


Vaccinate ALL 58

Together we can end the pandemic.

Provider Office Hours Q&A

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



Housekeeping

Reminder to Panelists:



Please mute yourself when not speaking.

Please monitor the Q&A panel for questions you may be able to answer.

Reminder to Attendees:



Today's session is being recorded. Access today's slides and archived presentations at:
<https://eziz.org/covid/education/>



If you have technical difficulties, please contact Rachel.Jacobs@cdph.ca.gov

Agenda: Friday, January 28, 2022

No.	Item	Speaker	Time (AM)
1	Welcome & Announcements	Leslie Amani (Moderator)	9:00 – 9:05
2	Reporting: Race and Ethnicity	Edgar Ednacot, PhD (CDPH)	9:05 – 9:10
3	Vaccine Administration	Joshua Quint (CDPH)	9:10 – 9:15
4	Vaccinator Resources	Deepa Saha (CDPH)	9:15 – 9:25
5	Clinical Update	Jennie Chen, M.D. (CDPH)	9:25 – 9:30
Q&A			9:30 – 9:40
6	Storage & Handling	Kate McHugh (CDPH)	9:40 – 9:45
7	Vaccine Management	Eric Norton (My Turn) and Claudia Aguiluz (CDPH)	9:45 – 9:55
8	Wrap Up & Resources	Leslie Amani (Moderator)	9:55 – 10:00
Q&A			

Announcements

Leslie Amani, CDPH

Master Masking With CDPH

Includes information and links to:

- Face covering facts sheet
- Face covering Q&A
- Masking for kids: Tips & Resources
- Face shields FAQs
- Face covering guidance



Upgrade Your Mask

Consider Fit, Filtration and Comfort

GOOD	BETTER	BEST
 Surgical Mask	 KF94/KN95 Surgical + Cloth	 N95

FAIR

Cloth Mask
One that fits well and has at least 3 layers. A cloth mask is better than no mask.





Eligibility Job Aid in Spanish

- Pfizer Pediatrics (5-11)
- Pfizer Comirnaty (12+)
- Moderna (18+)
- Johnson & Johnson (18+)

Elegibilidad para la Vacuna COVID-19



Usa esta tabla para ayudarlo a determinar cuándo dar la vacuna contra el COVID-19, basándose en la edad o condiciones de salud.

Dosis		Edad: 5-11	12-17	18+
Pfizer Pediátrica (5-11)	2 dosis primarias (21 días de diferencia)	✓		
	Dosis adicional (3a) Para <u>individuos inmunocomprometidos</u> , al menos 28 días después de la segunda dosis de Pfizer	✓		
Pfizer/Comirnaty (12+)	2 dosis primarias (21 días de diferencia)		✓	✓
	Dosis adicional (3ª) para <u>individuos inmunodeprimidos</u> , al menos 28 días después de la 2ª dosis de Pfizer		✓	✓
	Dosis de refuerzo* de Pfizer (o Moderna si es mayor de 18 años), al menos 5 meses después de la 2ª dosis (3ª dosis si inmunocomprometido) de Pfizer		✓	✓
Moderna (18+)	2 dosis primarias (28 días de diferencia)			
	Dosis adicional (3ª) para <u>individuos inmunodeprimidos</u> , al menos 28 días después de la 2ª dosis de Moderna.			
	Dosis de refuerzo* de Moderna (<u>media-dosis</u>) o Pfizer, al menos 6 meses después de la 2ª dosis de Moderna.			
Johnson & Johnson (18+)	1 dosis primaria			
	Dosis de refuerzo* de marca diferente (preferida) o J&J, al menos 2 meses después de la dosis primaria de J&J.			

*Se prefiere el uso de vacunas ARNm COVID-19 sobre la vacuna Janssen COVID-19. Sin embargo, en algunas situaciones:

- Cuando existe una contraindicación para las vacunas de ARNm contra el COVID-19 (p. ej., una dosis anterior o a un componente de una vacuna de ARNm COVID-19)
- Cuando una persona permanecería sin vacunarse debido al acceso limitado a las vacunas de ARNm
- Cuando una persona desea recibir la vacuna contra el COVID-19 de Janssen a pesar de los riesgos

Lee la [Guía y requisitos relacionados](#) (la elegibilidad está sujeta a cambios, a medida que se actualiza).

Programa de vacunación contra el COVID-19 de California

COVID-19 Vaccine Eligibility



Use this chart to help determine when to give COVID-19 vaccine based on age or health conditions.

Dose		Age: 5-11	12-17	18+
Pfizer-Pediatric (5-11)	Primary 2 doses (21 days apart)	✓		
	Additional (3rd) dose for <u>immunocompromised</u> at least 28 days after 2nd Pfizer dose	✓		
Pfizer/Comirnaty (12+)	Primary 2 doses (21 days apart)		✓	✓
	Additional (3rd) dose for <u>immunocompromised</u> at least 28 days after 2nd Pfizer dose		✓	✓
	Booster dose* of Pfizer (or Moderna if age 18+), at least 5 months after 2nd dose (3rd dose if immunocompromised) of Pfizer		✓	✓
Moderna (18+)	Primary 2 doses (28 days apart)			✓
	Additional (3rd) dose for <u>immunocompromised</u> at least 28 days after 2nd Moderna dose			✓
	Booster dose* of Moderna (<u>half-dose</u>) or Pfizer, at least 5 months after 2nd dose (3rd dose if immunocompromised) of Pfizer			✓
Johnson & Johnson (18+)	Primary 1 dose			✓
	Booster dose* of different brand (preferred) or J&J, at least 2 months after primary J&J dose			✓

* Use of mRNA COVID-19 vaccines is preferred over the Janssen COVID-19 vaccine. However, the Janssen vaccine may be offered in some situations:

- When there is a contraindication to mRNA COVID-19 vaccines (e.g., severe allergic reaction after a previous dose or to a component of an mRNA COVID-19 vaccine)
- When a person would otherwise remain unvaccinated due to limited access to mRNA COVID-19 vaccines
- When a person wants to receive the Janssen COVID-19 vaccine despite the safety concerns identified

View [Related Guidance and Requirements](#). (Eligibility is subject to change as guidance is updated.)

California COVID-19 Vaccination Program

IMM-1396 (1/20/22)



- [Elegibilidad para la Vacuna Job Aid in Spanish](#)
- [Vaccine Eligibility Job Aid in English](#)



Vaccine Eligibility Guidance

- Primary Series for 5+
- Additional Dose for Immunocompromised
- Booster Dose
- Special Priority Populations
- Additional Resources

Guidance for COVID-19 Vaccine Eligibility

California COVID-19 Vaccination Program

Refer to these additional resources for specific eligibility criteria listed in the [COVID-19 Vaccine Eligibility chart](#). Information is subject to change as guidance is updated.

Primary Series for Ages 5+

COVID-19 vaccination is recommended for everyone aged 5 years and older.

- [Preferential Recommendation for mRNA COVID-19 Vaccines](#) (WSSSRW)
- [Interim Clinical Considerations for Use of COVID-19 Vaccines Currently Approved or Authorized in the United States](#) (CDC)
- [Guidance for Vaccination During Pregnancy](#) (CDPH)
- [COVID-19 Vaccines While Pregnant or Breastfeeding](#) (CDC)
- [Considerations for Vaccination of People with Certain Underlying Medical Conditions](#) (CDC)
- [Requirement that COVID-19 immunization providers request patients' email addresses and mobile phone numbers for the State's Immunization Registry](#) (State Public Health Officer Order, CDPH)

State Public Health Officer Orders and Requirements for Work or Institutional Settings:

- [Adult Care Facilities and Direct Care Worker Vaccine Requirement](#) (State Public Health Officer Order, CDPH)
- [Requirements for Visitors in Acute Health Care and Long-Term Care Settings](#) (State Public Health Officer Order, CDPH)
- [State and Local Correctional Facilities and Detention Centers Health Care Worker Vaccination Requirement](#) (State Public Health Officer Order, CDPH)
- [Vaccine Verification for Workers in Schools](#) (State Public Health Officer Order, CDPH)
- [Upcoming Requirements for School](#) (Governor's Announcement)
- [Health Care Worker Vaccine Requirement](#) (State Public Health Officer Order, CDPH)
- [Cruise Ship Operators: Minimum Recommended Standards for Local Agreements under CDC's Conditional Sailing Order](#) (CDPH)
- [Revisions to the COVID-19 Prevention Emergency Temporary Standards](#) (Cal/OSHA)

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California COVID-19 Vaccination Program

IMM-1398 (1/25/2022)

VA58 Trust & Safety Team Updates

The VA58 Trust & Safety Team reports on trending narratives about COVID-19, delivers biweekly briefings, and develops comprehensive resources to increase awareness around mis-, dis-, and malinformation, as well as the state's capacity to counter it.

BIWEEKLY BRIEFINGS

Biweekly briefings provide partners with the top COVID-19 vaccine mis/dis topics and trends, and invitees receive a copy of the report post-briefing.

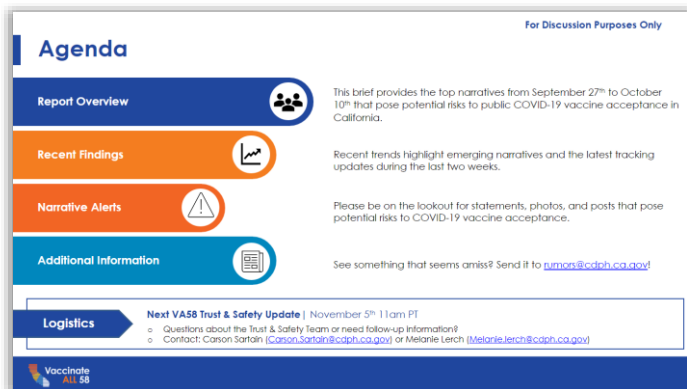
To be added to the invite, email rumors@cdph.ca.gov.

RUMORS INBOX

The Rumors Inbox serves as a tip line for our partners to submit the COVID-19 rumors they're hearing online and within their communities to our team. We incorporate the submissions into our team's reporting.



Report COVID-19 Vaccine Rumors to:
rumors@cdph.ca.gov



RECENT TOPICS & RESOURCES

Alternative Treatments:

Individuals claim Ivermectin is a more effective treatment than COVID-19 vaccines.

Trusted Resources:

- [Safety of COVID-19 Vaccines](#)
- [COVID-19 Vaccines are Effective](#)
- [Why You Should Not Use Ivermectin to Treat or Prevent COVID-19](#)

Reproductive Adverse Reactions:

Individuals overemphasize significance of study on COVID-19 vaccine impacts to menstrual cycle length.

Trusted Resources:

- [COVID-19 Vaccines for People Who Would Like to Have a Baby](#)
- [COVID-19 vaccination associated with small, temporary increase in menstrual cycle length, suggests NIH-funded study](#)

Upcoming: Vaccines for Children (VFC) Webinars

Please register for a webinar with Dr. Erica Pan, State Epidemiologist, on the current state of the COVID-19 pandemic and low vaccination rates of underserved California children.

Two opportunities to attend:

Wednesday, February 2 at 12:30PM or

Thursday, February 3 at 4.00PM

Topics:

- Exclusive to VFC Providers-Additional grant opportunities, plus COVID-19 billing and reimbursement information
- The latest news on the Omicron variant and its impact on children
- Updates on the timeline for under 5 vaccine authorization

Thank you for your support in this critical effort to vaccinate California's children.

**75% OF KIDS !
NOT VACCINATED •**

3 out of 4 California children ages 5-11 years have yet to receive 1 dose of COVID-19 vaccine, leaving most children vulnerable as the omicron variant is surging and future variants are likely to follow.

Crucial COVID-19 Conversations Webinars

Black Communities & COVID-19 Vaccines: Respectful & Caring Conversations

Watch [here](#) | View slides [here](#)



Talking with Patients in Latinx Communities about COVID-19 Vaccines

Watch [here](#) | View slides [here](#)




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!

**Vaccinate
ALL 58**

California COVID-19 Vaccination Program

ENHANCED BY Google

Program Updates

Program Enrollment

My Turn Onboarding

Vaccine Management

Vaccine Administration

Reporting Requirements

Archived Communications

Patient Resources

Provider Support

COVID Call Center

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

Contact us for questions about the program or help with accessing documents.

myCAvax and My Turn

Email: [myCAvax Technical Support](#)
[MyTurn Onboarding](#),
[MyTurn Technical Support](#)
Phone: (833) 502-1245
Mon-Fri, 7AM-7PM
Sat-Sun, 8AM-1PM

[My Turn Clinic Translation Line](#):
(833) 980-3933
Mon-Fri: 8AM-8PM
Sun-Sat: 8AM-5PM

Vaccines

[Manufacturer Contacts](#)

Updates for Providers

- COVID-19 Vaccination Program FAQs Updated 1/20
- **Connect with Vaccine Experts – Provider Office Hours Every Friday**
- myCAvax Training
- Weekly Webinars and Training Calendar

Alerts:

Vaccine Orders

- Third-party Redistributor Transitions from Dry Ice to Refrigerated Shipments

Boosters

- Expansion to Ages 12+ and Additional Dose for Immunocompromised Ages 5-11
- COVID-19 Vaccine Eligibility Chart | Spanish Summary of Related Guidance and Requirements
- Expanding Vaccination Capacity (Provider Readiness Checklist)

Now Enrolling Providers of Pediatric Services

- Protect Kids With COVID-19 Vaccine–COVID-19 Can Be Serious for Children!
- Benefits for Primary Care Providers
- Find Information on How to Enroll

Featured Resources

CDPH COVID-19 Treatments:

- For information regarding COVID-19 treatments, please visit the [CDPH Therapeutics Webpage](#)

Tools to Avoid Vaccine Mix-Ups:

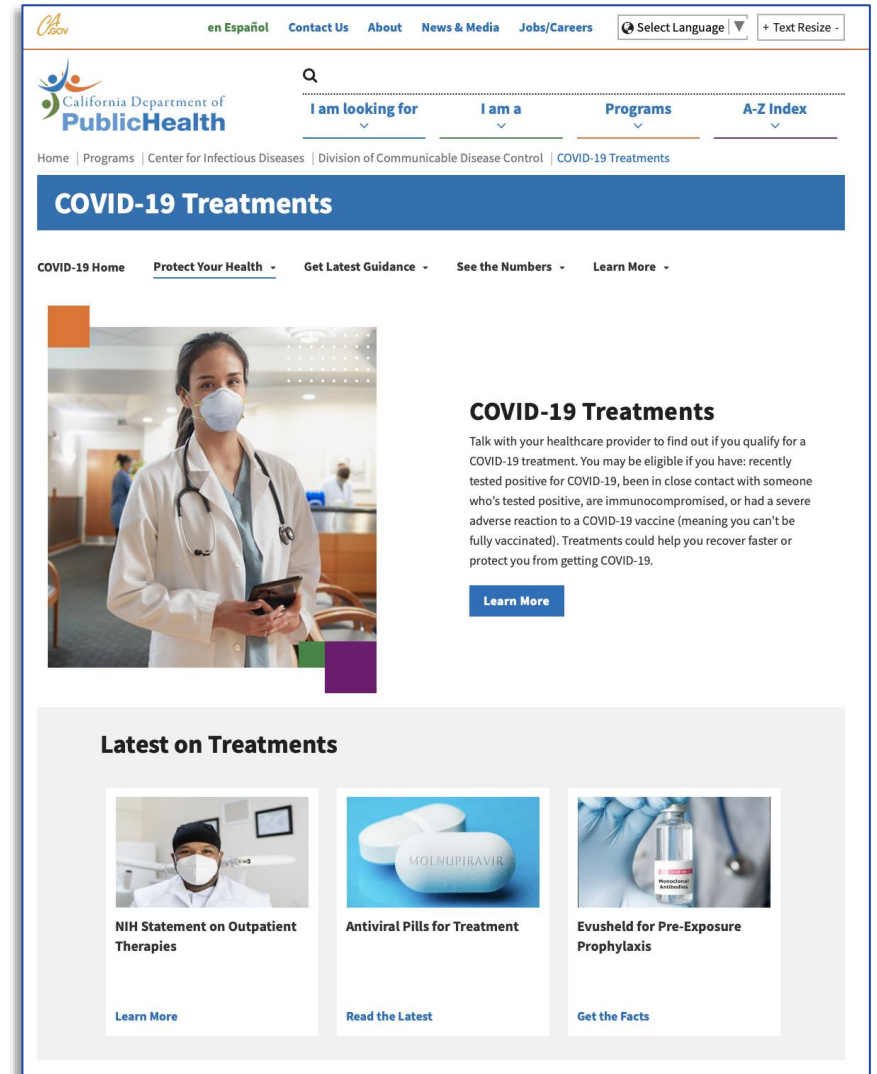
- Comparison Guide of COVID-19 Vaccine Products
- Vaccine Administration Checklist
- Preventing Administration Errors
- Coadministration of COVID-19 Vaccine with Other Vaccines | Tips | Preteens

Vaccine Management:



CDPH COVID-19 Treatments Webpage

- FAQs for general public and healthcare providers
- Information on allocation, distribution, and ordering
- Drug fact sheets
- Links to further resources
- Linked in the “Protect Your Health” section on the CDPH COVID-19 webpage



COVID-19 Vaccine Provider FAQs

- Answers to provider questions
- Updated weekly: last updated 1/27/2022
- Currently in its 56th iteration!



Q: Where can COVID-19 vaccine Providers find information on COVID-19 therapeutic treatments, including antivirals, monoclonal antibodies, and anti-inflammatories?

A: COVID-19 vaccine Providers can find information on available COVID-19 therapeutics on the [CDPH COVID-19 Treatments Webpage](#).



Q: Where can COVID-19 vaccine Providers access a patient eligibility tool for additional doses and booster doses?

A: CDPH created a tool for COVID-19 vaccine Providers with patient eligibility information for primary, additional, booster, and pediatric doses. Please access the patient eligibility tool here: [COVID-19 Vaccine Eligibility \(English\)](#) and [COVID-19 Vaccine Eligibility \(Spanish\)](#). For additional resources with specific eligibility criteria, please visit [Guidance for COVID-19 Vaccine Administration](#).

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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[Provider FAQs on EZIZ, Updated Weekly](#)



COVID-19 Vaccination Program Webinars and Training for Providers

Week of January 31, 2022

Note: Calendar subject to change

	Monday 1/31	Tuesday 2/1	Wednesday 2/2	Thursday 2/3	Friday 2/4
myCAvax					Provider Office Hours 9:00 am – 10:00 am PW: Immunize!
Combined Office Hours and Events	My Turn and myCAvax Office Hours 12 pm – 1 pm				

View On Demand	<ul style="list-style-type: none">Intro to My Turn Onboarding (v. 1/4/22)What's New in My Turn (v. 1/12/22)	<ul style="list-style-type: none">Provider 101 Account Enrollment: Section A: Organization Application (v. 10/21/21)Provider 101 Account Enrollment: Section B: Location Application (v. 10/21/21)Provider Office Hours and MCE Office Hours Archived Sessions	<ul style="list-style-type: none">What's New in myCAvax for Release 21 (v. 1/18/22)Recording a Transfer/Redistribution Report (v. 12/20/21)Recording a Shipment Incident (v. 12/20/21)	<ul style="list-style-type: none">Recording an Excursion Event (v. 12/20/21)Recording a Waste Event (v. 12/20/21)
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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

Reporting: Race and Ethnicity

Edgar Ednacot, PhD, CDPH

COVID-19 Vaccine Reporting Requirements:

“Race and Ethnicity”

- Required for participation in the COVID-19 Vaccination Program.
- Ensure that COVID-19 vaccine is being distributed equitably and is being targeted to racial/ethnic groups known to be at highest risk.
- Clinic staff are encouraged to get in the habit of documenting “race/ethnicity” for patients receiving any vaccine, not only COVID-19 vaccine.
- Most Electronic Health Record (EHR) systems likely include these fields, but if your system does not, speak to your EHR vendor about adding them.

Poster: Required to Report “Race/Ethnicity”

Help patients by reporting!

- Ensure equitable COVID-19 vaccine distribution
- Assess gaps in immunization coverage
- Address health disparities
- Improve data quality and accuracy
- Meet the California COVID-19 Vaccination Program Requirement

REQUIRED: REPORT “RACE/ETHNICITY” FOR EVERY PATIENT RECEIVING COVID-19 VACCINE

The first step in ensuring that COVID-19 vaccine is distributed equitably is to report the race/ethnicity of every patient immunized in whichever method your clinic is using to submit immunization data to your local immunization registry (e.g. manual entry, electronic health record system [EHR], PrepMod).



Documenting “race/ethnicity” for every immunized patient is a requirement of the California COVID-19 Vaccination Program.

Reporting race/ethnicity of your patients helps:

- Meet the California COVID-19 Vaccination Program requirement
- Ensure COVID-19 vaccine is distributed equitably among vulnerable communities
- Public health departments and providers assess gaps in immunization coverage
- Support interventions to address health disparities
- Improve data quality/accuracy

Clinic staff are encouraged to get in the habit of documenting “race/ethnicity” for patients receiving any vaccine, not only COVID-19 vaccine.

Vaccine Administration Data

Joshua Quint, CDPH

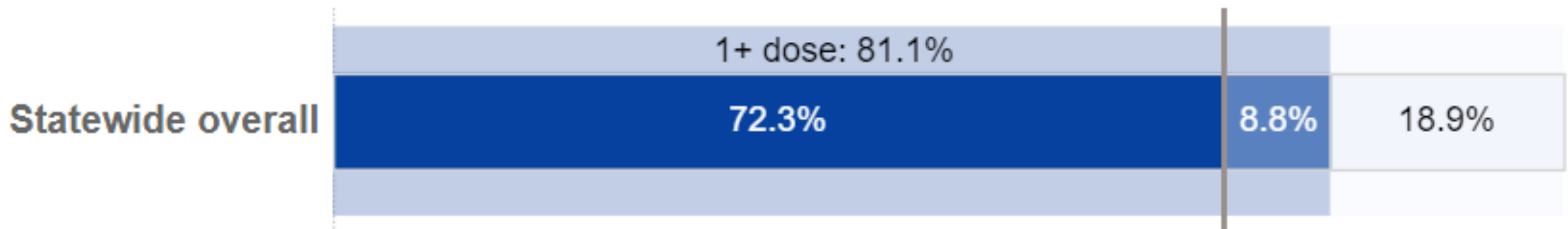
Vaccine Administration Data

as of January 27, 2022

Total Doses Administered: **69,018,349**

↑ 988,653
(from previous week)

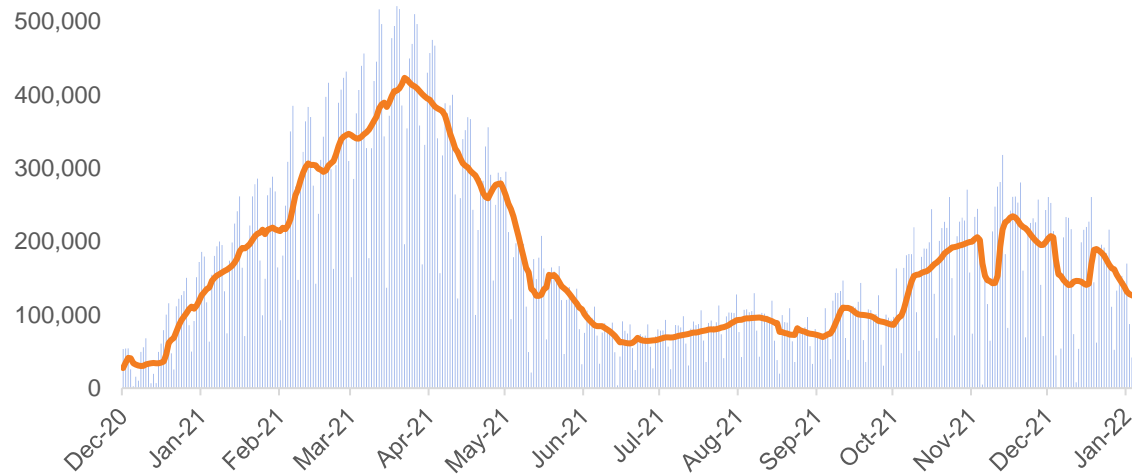
■ Fully vaccinated ■ Partially vaccinated ■ Not yet vaccinated



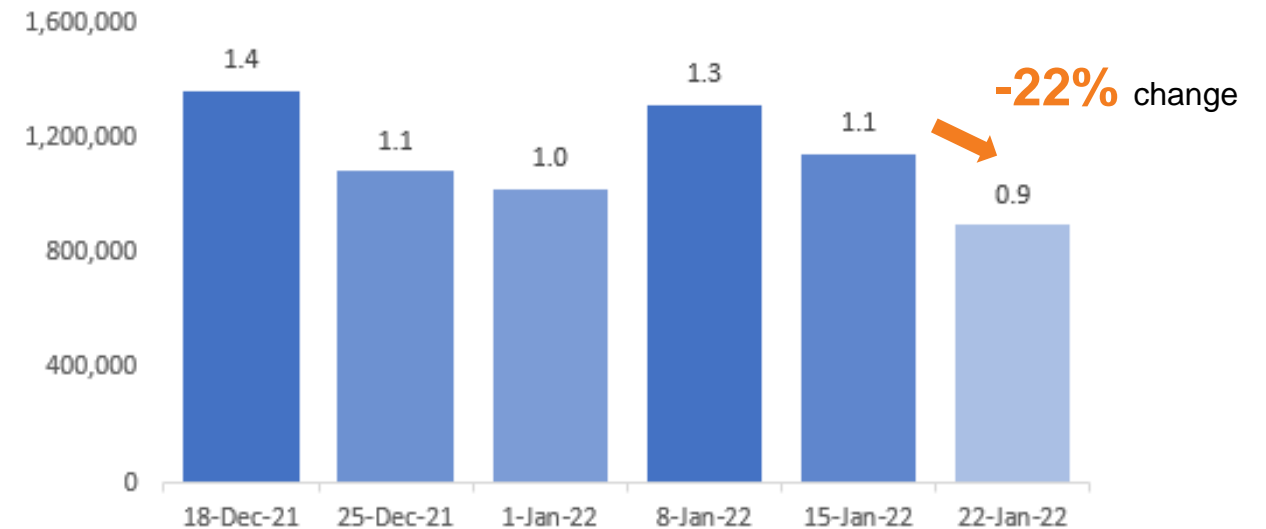
Trends in Administration

as of January 24, 2022

New Doses Administered



New Doses Administered



Week End Date

Booster* Vaccinations

as of January 24, 2022

Total Persons: **12,371,519**

↑ 570,191
(from previous week)

52% of eligible** population

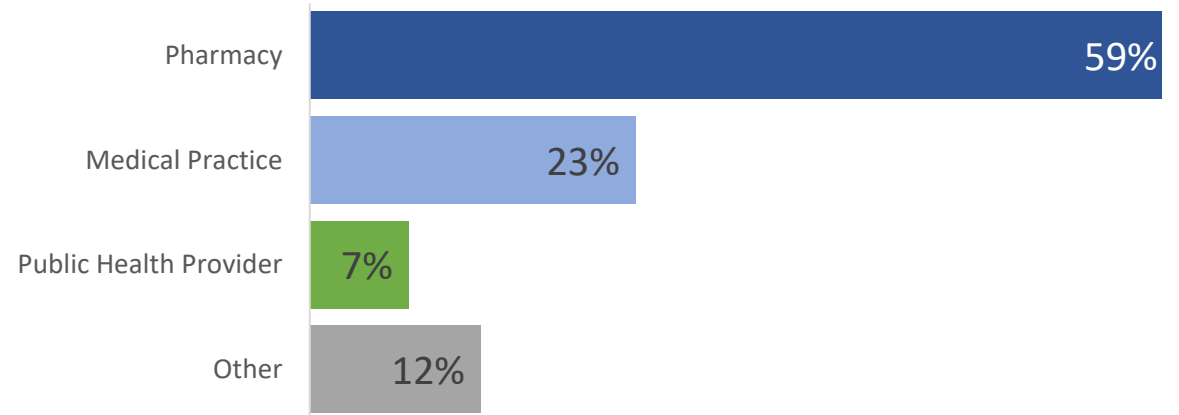
+ 0.5%

**23,722,200 individuals, 12+ years of age,
and J&J + 2 months or MRNA + 6 months

70% of 65+ eligible population

+ 0.6%

Booster Doses By Provider Type
(n=12,434,785)



*Includes Additional Doses

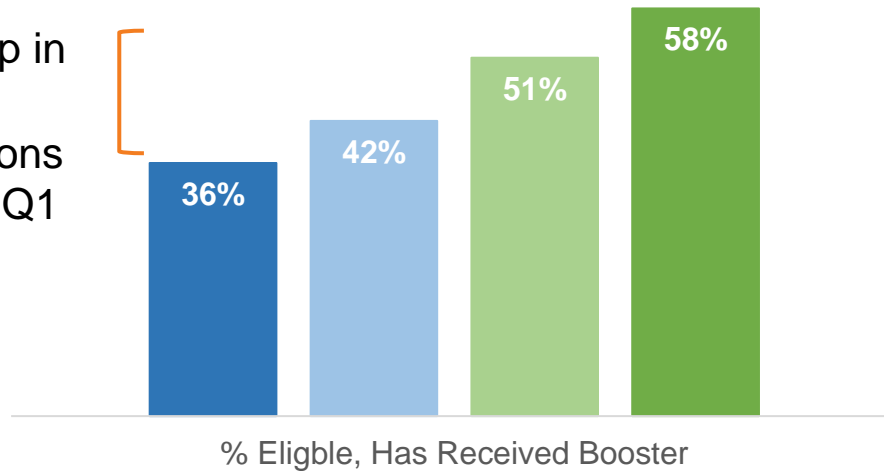
Booster* Equity Vaccinations

as of January 24, 2022

Booster Eligible by VEM Quartile

■ Q1 ■ Q2 ■ Q3 ■ Q4

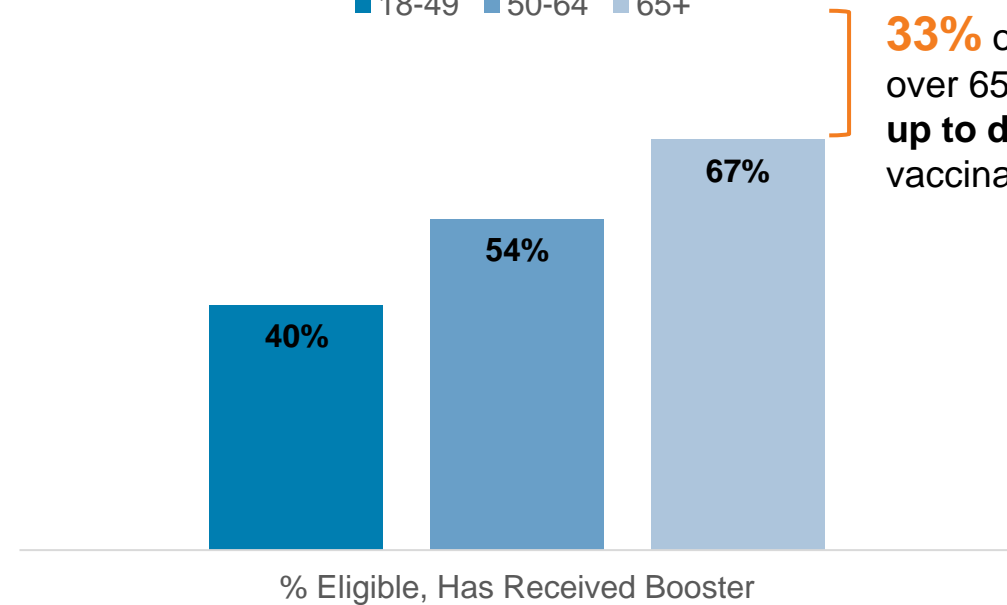
22% gap in booster vaccinations between Q1 and Q4



Booster Eligible by Age Group**

■ 18-49 ■ 50-64 ■ 65+

33% of persons over 65 are **not yet up to date** on vaccination



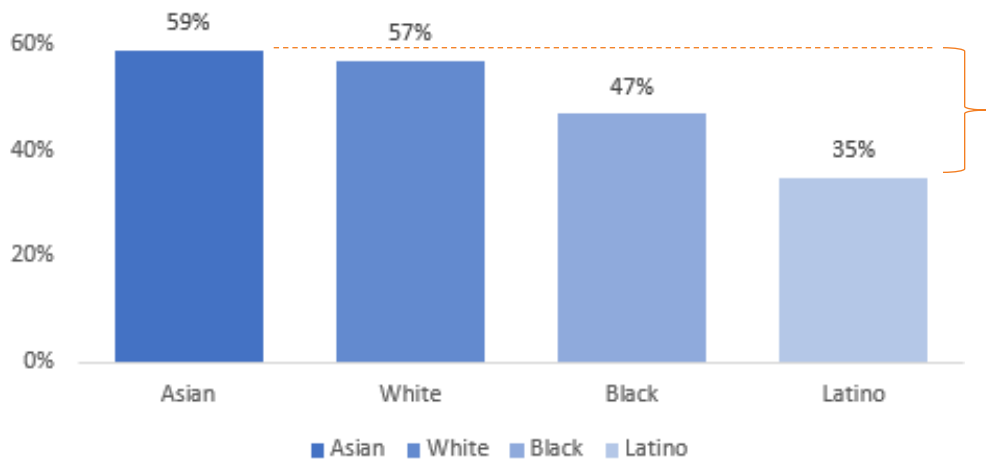
**12% of the 12-17 booster eligible population have received a booster.
Note that booster vaccinations for this age group have just been made available.

*Includes Additional Doses

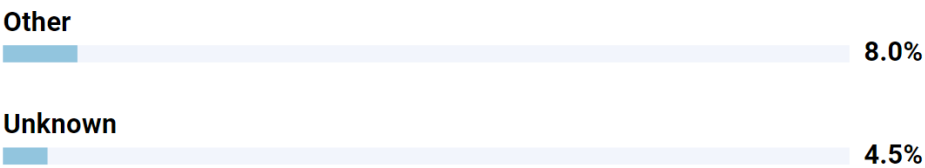
Booster Progress by Race/Ethnicity

as of January 26

% Eligible, Has Received Booster



24% gap in booster vaccinations between Latino and Asian



Note: Vaccination rate estimates may be unreliable for remaining race/ethnicity groups due to data quality issues.

Known issues include exclusion of federal data, misclassification of multiracial populations, other races, and missing data.

Efforts to improve estimates for these groups are ongoing

Vaccine and Booster Progress by Race-Ethnicity Details

Booster Rate	Race-Ethnicity	Not Vaccinated Recipients	1+ Vaccinated Recipients	Partially Vaccinated Recipients	Fully Vaccinated Recipients	Booster Eligible Recipients	Booster Dose Recipients
41.6%	American Indian or Alaska Native	59,451	104,273	15,494	88,779	72,405	30,105
59.8%	Asian	114,925	4,853,678	383,341	4,470,337	3,997,856	2,392,353
47.5%	Black or African American	870,681	1,298,644	130,178	1,168,466	930,365	442,195
35.6%	Latino	5,482,088	9,297,221	1,119,894	8,177,327	6,635,495	2,362,843
67.6%	Multiracial	410,296	597,996	26,380	571,616	500,872	338,467
41.5%	Native Hawaiian or Other Pacific Islander		145,419	14,932	130,487	108,412	44,965
33.6%	Other Race		2,457,362	380,302	2,077,060	1,640,784	551,940
22.6%	Unknown		1,358,590	330,127	1,028,463	813,188	183,506
57.7%	White	4,262,228	10,205,434	824,904	9,380,530	8,329,830	4,809,425

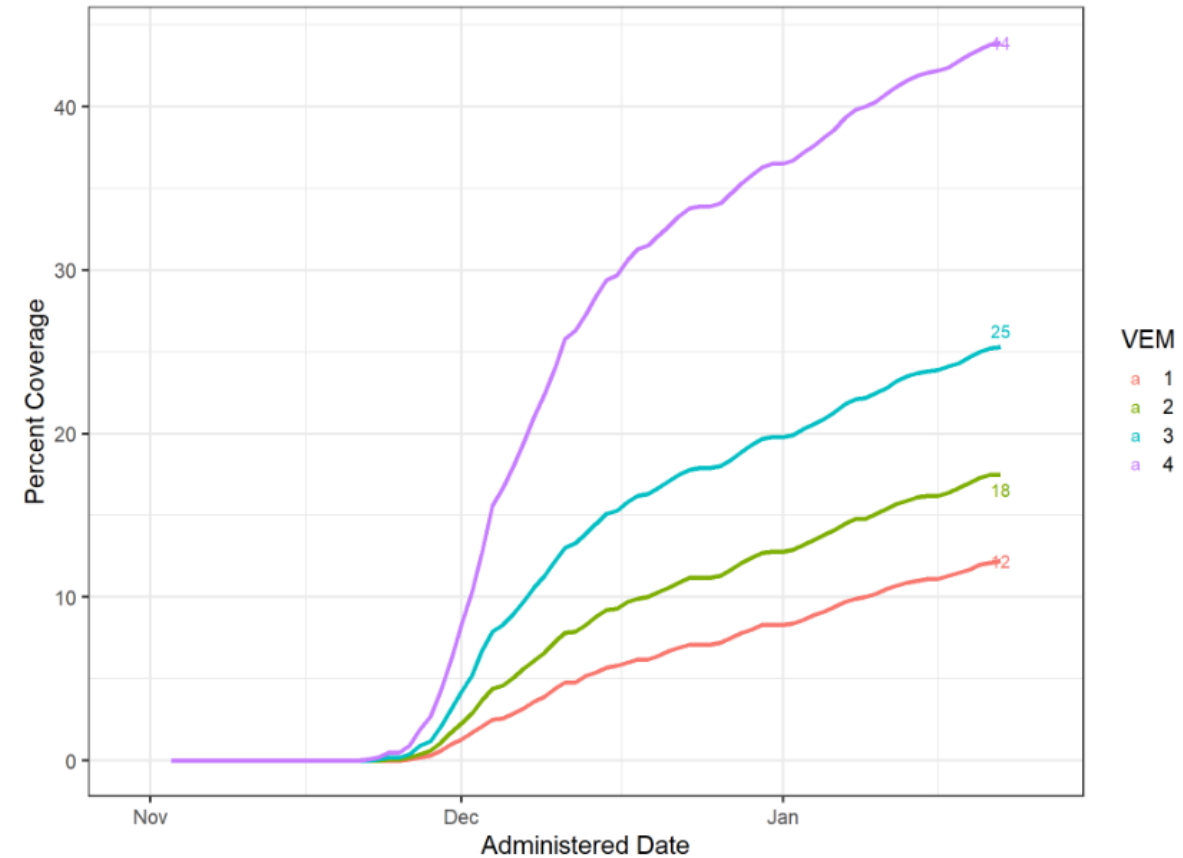
Vaccine Equity Ages 5-to-11

as of January 24, 2022

VEM/HPI Q4 vs Q1 Equity Gap

- **32%** gap between Q4 and Q1 youth
- Q4 youth **3.7x** more likely to be vaccinated than their Q1 counterparts

Percent Fully Vaccinated Among 5 to 11 Year Olds by VEM, Since Nov 1, 2021



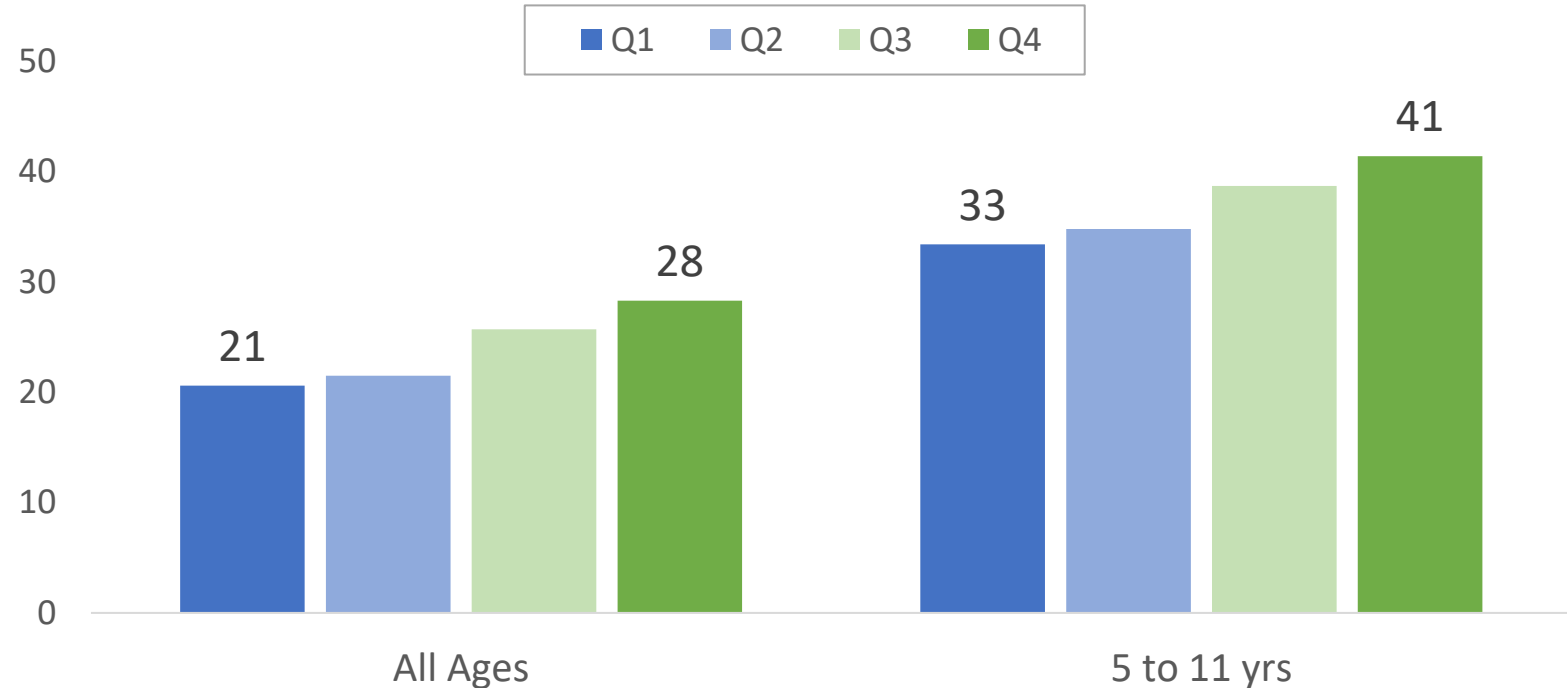
Vaccination Equity Ages 5-to-11

as of January 24, 2022

Role of Medical Practices for Vaccination:

- **5-to-11-year-olds** are more likely to be vaccinated by a **Medical Practice** than the general population.
- People living in **Q4 (healthier) areas** are more likely to be vaccinated by a **Medical Practice** than people living in Q1 (less healthy) areas.
- Need for improved pediatric vaccine access in Q1 and Q2 zip codes

Percent of Doses Administered at a **Medical Practice** by Age Group and HPI Quartile



Vaccinator Resources

Deepa Saha, CDPH

Vaccination Staff Resources

- State-contracted staff available to assist with vaccination, pending availability.
- Requests will be evaluated to make sure they are eligible for State-funded staff according to FEMA requirements. If request is filled, then the costs of the staff are covered by the state.
- Requests should be put in as soon as a need is recognized. Please give sufficient timing for deployment (1-2 weeks or more).
- Staff must be used **only** for COVID-19 vaccine administration related purposes.
- Staffing contracts require a guarantee of 50-60 hours per week for each staff.
 - Clinics can potentially leverage the additional hours to expand hours of vaccine administration.

Vaccinator Staffing Services

Staff Classification	Availability
Lead RN	Generally available in staging and ready to deploy in 72 hours Deployment takes longer during surges
RN	
LPN/LVN	
Administrative Staff	
MA	
Lead LPN/LVN	Not kept in staging and may need to be sourced by agency May take closer to a week to deploy and longer in surge
CNA	
EMT	
Administrative Lead	
Project Manager	

*State-provided staff are guaranteed at least 40 hours/week

** Please request staff at least 1 week prior to clinic start date

How To Request Staff

- Contact your local MHOAC (Medical Health Operational Area Coordinator) by going to the following link: <https://emsa.ca.gov/medical-health-operational-area-coordinator/>
- Ensure all local resources are reasonably exhausted before submitting a request. The MHOAC can help assist with local resources.
- Once local resources have been exhausted, the MHOAC can assist with filling out a request. The MHOAC will send a series of questions regarding your request
- The request is then received by the vaccine deployment team via the PHOS (Public Health Ordering system) maintained by the Medical and Health Coordination Center. The vaccine deployment team will reach out to the POC you have listed on your request to confirm details.
- Staff will be deployed as soon as possible to meet your clinic start date.

FAQs

1. What qualifications do staff have?

- Staff are My Turn trained, staff have been onboarded with either the Vaccine Administrators or Administrator Assistant training videos.
- An active practicing license from whichever state they are approved in, and a drug-screened background check is required. All state deployed clinical staff have verified certifications and credentials.

2. What types of providers can request staff?

- Primary care-centered providers and pharmacies who have limited staff available for vaccination services.
- Please note that pharmacies are not able to use licensed vocational nurses (LVNs) as vaccinators.

FAQs

3. What are the requirements of a provider location in order to qualify to receive staffing?

- Providers must be enrolled in the COVID-19 myCAvax program (or have an alternate vaccine allocation) and meet the following requirements:
 - Community outreach and engagement was conducted for this site with a focus on highest risk communities
 - Registration process addresses limiting factors such as digital disparity, lack of access to public transportation to site, or need for a focus on disadvantaged groups
 - Site collects data on client's demographic information
 - Site location supports highest-risk communities and underserved populations (Examples: Supports individuals with disabilities, limited English proficiency clients, and/or transportation, restricted groups)
 - Event has a plan to monitor equitable vaccine distribution and make improvements based on evaluations

FAQs

4. Are staff covered by malpractice insurance at the state level, or would they be operating under the clinic's insurance coverage?

- Malpractice and insurance is covered by the vendor staffing agency. The clinic would not need to provide this.

5. Is vaccination/booster status vetted by the staffing agency and are they in compliance with state vaccine mandates for Healthcare Workers (HCWs)?

- All Contract Staff from the COVID Staffing Vendors are mandated to follow the same CDPH Healthcare Worker vaccine mandates and guidelines.

[Link: Healthcare Worker Vaccine Requirements](#)

6. How will invoices for the staff be handled?

- The State will not invoice the requestor for staffing costs; it will be handled by the State.

FAQs

7. Can I use the same staff at different locations/clinics?

- No. Send a separate request per event site. However, if we determine that is logistically possible to use the same staff for multiple locations, then we will coordinate this for you. Please note: We must have documentation of each location staff are located. Any change in sites, please notify the VaccStaffTeam@cdph.ca.gov immediately.

8. Is it possible to use the staff for a mobile vaccination clinic or school-based clinic?

- Yes. There is a question on your form that allows you to indicate if it is for a mobile site or school-based site.

9. How long can I request staff for?

- You can request staff for up to 30-day deployments. Extensions can be requested thereafter.

Clinical Update

Jennie Chen, M.D., CDPH

Why Vaccinate Children Against COVID-19?



COVID-19 and Multisystem Inflammatory Syndrome in Children (MIS-C)

- Multisystem Inflammatory Syndrome in Children (MIS-C) is a rare syndrome usually presenting about 2-6 weeks post COVID-19 infection.
- The CDC case definition is:
 - An individual aged <21 years presenting with fever, laboratory evidence of inflammation, and evidence of clinically severe illness requiring hospitalization, with multisystem (≥ 2) organ involvement (cardiac, renal, respiratory, hematologic, gastrointestinal, dermatologic or neurological); AND
 - No alternative plausible diagnosis; AND
 - Positive for current or recent SARS-CoV-2 infection by TR-PCR, serology, or antigen test; or exposure to a suspected or confirmed COVID-19 case within 4 weeks prior to the onset of symptoms

COVID-19 Vaccines Improve Vaccine Effectiveness against MIS-C

TABLE 3. Effectiveness* of 2 doses of Pfizer-BioNTech vaccine against multisystem inflammatory syndrome in children among hospitalized patients aged 12–18 years — 24 pediatric hospitals, 20 U.S. states,† July–December 2021

Control groups	No. vaccinated [§] /Total (%)		Adjusted VE, % (95% CI)
	MIS-C case patients	Control patients	
All controls	5/102 (4.9)	65/181 (35.9)	91 (78–97)
Test-negative	5/102 (4.9)	34/90 (37.8)	92 (77–97)
Syndrome-negative	5/102 (4.9)	31/91 (34.1)	89 (70–96)
Sensitivity analysis			
MIS-C case patients with serologic evidence present [¶]	5/88 (5.7)	61/161 (37.9)	90 (75–96)

COVID-19 vaccination protects against multisystem inflammatory syndrome in children (MIS-C) among 12–18 year-olds hospitalized during July–December 2021

Vaccination reduced likelihood of MIS-C by:



ADOLESCENTS HOSPITALIZED WITH MIS-C

95% unvaccinated



No vaccinated MIS-C patients required life support



COVID-19 VACCINATION IS THE BEST PROTECTION AGAINST MIS-C



* Case-control study, 238 patients in 24 pediatric hospitals—20 U.S. states
† 2 doses of Pfizer-BioNTech vaccine received ≥ 28 days before hospital admission

bit.ly/MMWR7102

MMWR

COVID-19 Vaccines are Safe for Children

Summary of VAERS findings — Reports after Pfizer-BioNTech COVID-19 vaccination among children and adolescents ages 5–11 and 12–15 years

- Since authorization, 8.7 million doses of Pfizer-BioNTech COVID-19 vaccine administered to children ages 5–11-years, and 18.7 million doses to children and adolescents ages 12–15-years, in the United States
- Regardless of age group, most reports ($\geq 92\%$) were non-serious
 - Distribution by sex, race, and ethnicity similar between the two age groups
 - Most frequently reported adverse events (AEs) were known and well-characterized AEs associated with Pfizer-BioNTech COVID-19 vaccination, or consistent with vaccination errors or workup for myocarditis or MIS-C
 - Reported myocarditis among children ages 5–11 years:
 - Male predominance and mostly after dose 2, similar to older age groups
 - **Reporting rates for males ages 5–11-years substantially lower than for males ages 12–15 and 16–17-years**
- CDC will continue monitoring COVID-19 vaccine safety among these age groups



14



8.7 million* COVID-19 vaccinations have been given to children ages 5-11 years old

Health check-ins to v-safe completed for over 42,000 children after vaccination†

Side effects were common but mild and brief[§]

- ✓ Pain where shot was given
- ✓ Fatigue
- ✓ Headache



Mild side effects are a normal sign the body is building protection



Few myocarditis cases have been reported



Vaccination is the best way to protect children from COVID-19 complications



* As of December 19, 2021

† V-safe, a voluntary smartphone vaccine safety monitoring system

§ After the 2nd dose, about 2/3 children had a local reaction such as arm pain; 1/3 had a reaction beyond the injection site

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MMWR

Why Vaccinate During Omicron Surge?



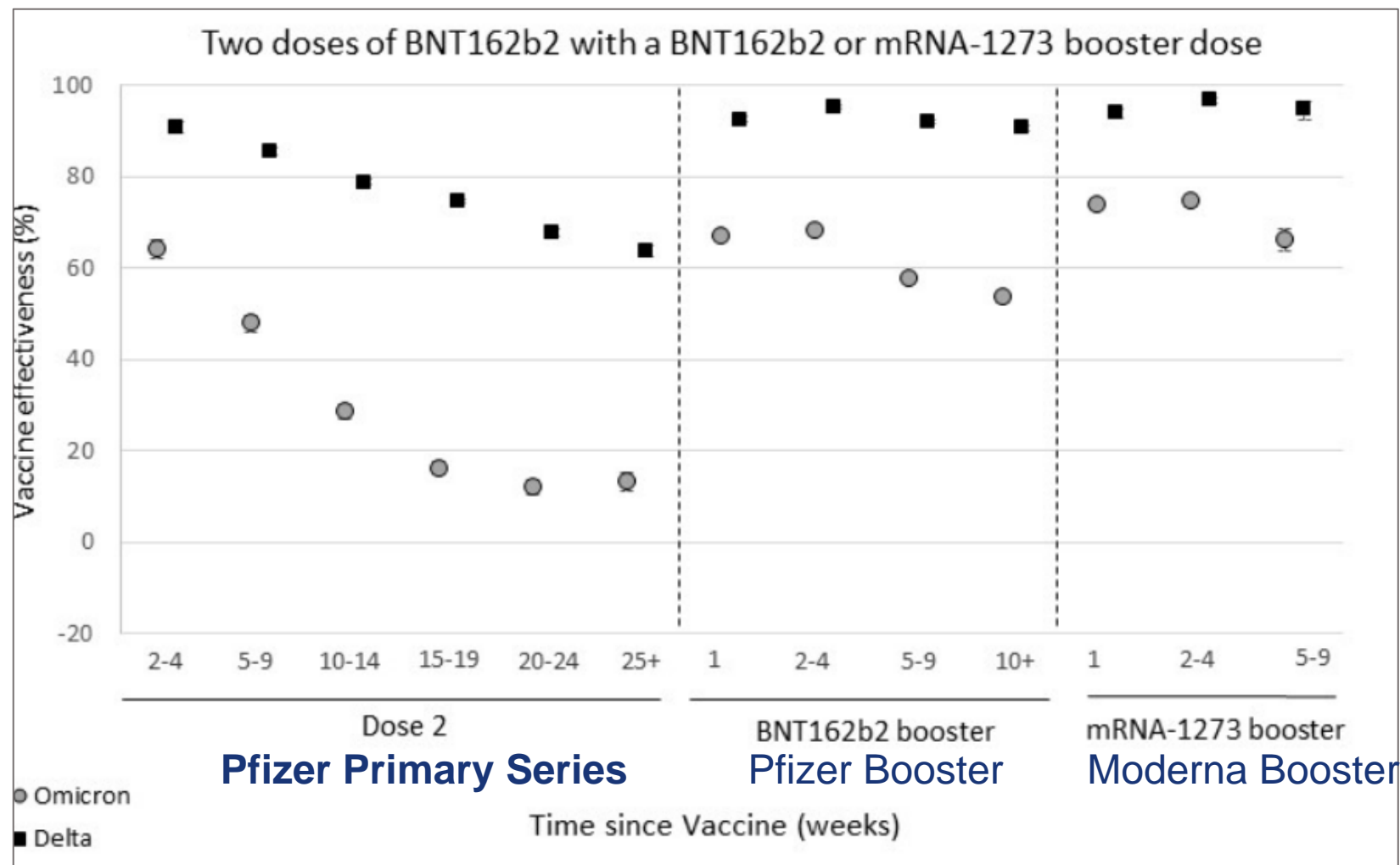
COVID-19 testing in Gardena. The New York Times

Boosters Improve Vaccine Effectiveness Against COVID-19 Associated ED & Urgent Care Visits and Hospitalizations

TABLE 2. mRNA COVID-19 vaccine effectiveness* against laboratory-confirmed COVID-19–associated† emergency department and urgent care encounters and hospitalizations among adults aged ≥18 years, by number and timing of vaccine doses‡ and vaccine product received — VISION Network, 10 states, August 2021–January 2022§

Encounter/Predominant variant period/Vaccination status	Total	SARS-CoV-2 positive test result, no. (%)	VE, %* (95% CI)
ED or UC encounters			
Delta predominant			
Unvaccinated (Ref)	98,087	36,542 (37.2)	—
Any mRNA vaccine			
2 doses (14–179 days earlier)	39,629	3,269 (8.2)	86 (85–87)
2 doses (≥180 days earlier)	52,506	6,893 (13.1)	76 (75–77)
3 doses	14,523	469 (3.2)	94 (93–94)
Omicron predominant			
Unvaccinated (Ref)	6,996	3,398 (48.6)	—
Any mRNA vaccine			
2 doses (14–179 days earlier)	1,746	591 (33.9)	52 (46–58)
2 doses (≥180 days earlier)	5,409	2,037 (37.7)	38 (32–43)
3 doses	3,876	520 (13.4)	82 (79–84)
Hospitalizations			
Delta predominant			
Unvaccinated (Ref)	37,400	14,272 (38.2)	—
Any mRNA vaccine			
2 doses (14–179 days earlier)	14,645	895 (6.1)	90 (89–90)
2 doses (≥180 days earlier)	26,190	2,563 (9.8)	81 (80–82)
3 doses	8,092	209 (2.6)	94 (93–95)
Omicron predominant			
Unvaccinated (Ref)	460	174 (37.8)	—
Any mRNA vaccine			
2 doses (14–179 days earlier)	115	14 (12.2)	81 (65–90)
2 doses (≥180 days earlier)	488	86 (17.6)	57 (39–70)
3 doses	514	24 (4.7)	90 (80–94)

Boosters Improve Vaccine Effectiveness against Infection



- Vaccine protection from primary series of Pfizer (and Moderna) against Omicron infection is less than against Delta
- Immunity against infection decreases over time
- Boosters improve vaccine effectiveness and improve protection

Boosters Protect Against COVID-19 Infection and Death

TABLE 2. Average weekly incidence* of cases and deaths and incidence rate ratios† for unvaccinated compared with fully vaccinated persons§ with and without booster doses,¶ by age, vaccine type, and period†† — 25 U.S. jurisdictions§§ October 3–December 25, 2021**

Event/Time/ Characteristic	COVID-19 vaccination status							
	Unvaccinated		Fully vaccinated (no booster dose)			Fully vaccinated (with booster dose)		
	Total no.	Average weekly incidence*	Total no.	Average weekly incidence*	Average weekly IRR (95% CI)¶¶	Total no.	Average weekly incidence*	Average weekly IRR (95% CI)¶¶

COVID-19 Cases (December)

Vaccine								
Moderna	NR	NR	251,784	221.6	3.3 (1.7–6.1)	39,813	130.4	5.6 (3.1–10.1)
Pfizer-BioNTech	NR	NR	473,115	280.1	2.6 (1.4–4.7)	77,844	162.6	4.5 (2.4–8.3)
Janssen (Johnson & Johnson)	NR	NR	75,903	246.6	2.9 (1.8–4.8)	7,377	132.7	5.5 (3.2–9.4)

COVID-19 Associated Deaths (Oct-November)

Vaccine								
Moderna	NR	NR	2,379	0.5	14.6 (13.0–16.4)	96	0.2	40.1 (19.5–82.5)
Pfizer-BioNTech	NR	NR	2,550	0.7	11.8 (10.8–12.9)	187	0.1	58.7 (36.8–93.9)
Janssen (Johnson & Johnson)	NR	NR	560	1.0	7.9 (6.0–10.3)	2	0.1	NC***

- Boosters protective against COVID-19 infection
- Boosters protective against COVID-19 deaths during Delta period

During the emergence of the Omicron variant, being up to date with **COVID-19 vaccines** provided protection against infection*



bit.ly/mm7104

Adults who were unvaccinated had **5x higher risk of infection** compared with adults who were fully vaccinated with a booster

*25 U.S. jurisdictions, December 2021

MMWR

Job Aids: COVID-19 Vaccine Eligibility Chart & Guidance for COVID-19 Vaccine Eligibility

Includes recent recommendations for:

- Additional dose in immunocompromised 5-to-11-year-olds
- Booster dose in 12-to-15-year-olds
- Booster dose at 5 months after primary series of Pfizer for those 12-years-and -older

COVID-19 Vaccine Eligibility				
Use this chart to help determine when to give COVID-19 vaccine based on age or health conditions.				
	Dose	Age: 5-11	12-17	18+
Pfizer-Pediatric (5-11)	Primary 2 doses (21 days apart)	✓		
	Additional (3rd) dose for immunocompromised at least 28 days after 2nd Pfizer dose	✓		
Pfizer/Comirnaty (12+)	Primary 2 doses (21 days apart)		✓	✓
	Additional (3rd) dose for immunocompromised at least 28 days after 2nd Pfizer dose		✓	✓
	Booster dose* of Pfizer (or Moderna if age 18+), at least 5 months after 2nd dose (3rd dose if immunocompromised) of Pfizer		✓	✓
Moderna (18+)	Primary 2 doses (28 days apart)			✓
	Additional (3rd) dose for immunocompromised at least 28 days after 2nd Moderna dose			✓
	Booster dose* of Moderna (half-dose) or Pfizer, at least 5 months after 2nd dose (3rd dose if immunocompromised) of Pfizer			✓
Johnson & Johnson (18+)	Primary 1 dose			✓
	Booster dose* of different brand (preferred) or J&J, at least 2 months after primary J&J dose			✓

* Use of mRNA COVID-19 vaccines is preferred over the Janssen COVID-19 vaccine. However, the Janssen vaccine may be offered in some situations:

- When there is a contraindication to mRNA COVID-19 vaccines (e.g., severe allergic reaction after a previous dose or to a component of an mRNA COVID-19 vaccine)
- When a person would otherwise remain unvaccinated due to limited access to mRNA COVID-19 vaccines
- When a person wants to receive the Janssen COVID-19 Vaccine despite the safety concerns identified

View [Related Guidance and Requirements](#). (Eligibility is subject to change as guidance is updated.)

California COVID-19 Vaccination Program IMM-1396 (1/20/22)

Guidance for COVID-19 Vaccine Eligibility

California COVID-19 Vaccination Program

Refer to these additional resources for specific eligibility criteria listed in the [COVID-19 Vaccine Eligibility chart](#). Information is subject to change as guidance is updated.

Primary Series for Ages 5+

COVID-19 vaccination is recommended for everyone aged 5 years and older.

- [Preferential Recommendation for mRNA COVID-19 Vaccines](#) (WSSSRW)
- [Interim Clinical Considerations for Use of COVID-19 Vaccines Currently Approved or Authorized in the United States](#) (CDC)
- [Guidance for Vaccination During Pregnancy](#) (CDPH)
- [COVID-19 Vaccines While Pregnant or Breastfeeding](#) (CDC)
- [Considerations for Vaccination of People with Certain Underlying Medical Conditions](#) (CDC)
- [Requirement that COVID-19 immunization providers request patients' email addresses and mobile phone numbers for the State's Immunization Registry](#) (State Public Health Officer Order, CDPH)

State Public Health Officer Orders and Requirements for Work or Institutional Settings:

- [Adult Care Facilities and Direct Care Worker Vaccine Requirement](#) (State Public Health Officer Order, CDPH)
- [Requirements for Visitors in Acute Health Care and Long-Term Care Settings](#) (State Public Health Officer Order, CDPH)
- [State and Local Correctional Facilities and Detention Centers Health Care Worker Vaccination Requirement](#) (State Public Health Officer Order, CDPH)
- [Vaccine Verification for Workers in Schools](#) (State Public Health Officer Order, CDPH)
- [Upcoming Requirements for School](#) (Governor's Announcement)
- [Health Care Worker Vaccine Requirement](#) (State Public Health Officer Order, CDPH)
- [Cruise Ship Operators: Minimum Recommended Standards for Local Agreements under CDC's Conditional Sailing Order](#) (CDPH)
- [Revisions to the COVID-19 Prevention Emergency Temporary Standards](#) (Ca/OSHA)

California COVID-19 Vaccination Program

IMM-1398 (1/25/2022)

Updated recommendations for those with COVID-19 vaccinations from outside of the United States

- The January 6, 2022 Update of the CDC COVID-19 Vaccine Clinical Guidance includes additional recommendations for people that have received a vaccine outside of the U.S.
- Persons who received only the first dose of a WHO-listed COVID-19 vaccine that is not FDA-approved or FDA-authorized do not need to restart a primary vaccination series in the U.S.
- They **should** receive a single dose of a Pfizer vaccine at least 28 days after receipt of their first dose, after which they are considered **fully vaccinated**.
- The current WHO list of vaccines for emergency use includes:
 - Pfizer-BioNTech
 - AstraZeneca-Oxford
 - Janssen (J&J)
 - Moderna
 - Sinopharm-BIBP
 - Sinovac-CoronaVac
 - Bharat Biotech International
 - Novavax

Provider Office Hours Q&A

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



Storage & Handling

Kate McHugh, CDPH

Preventing Administration Errors

- Ensure staff are all trained on the vaccines in use and are up-to-date on the new formulations
 - Make sure staff know the new **gray** cap tris-sucrose Pfizer vaccine does not need diluent!
- Double check which product is being administered to the patient (Confirm it is approved for their age range)
- See EZIZ Resources
 - [IMM-1411: Vaccine Administration Checklist \(eziz.org\)](#)
 - [IMM-1410: Preventing Administration Errors \(eziz.org\)](#)

Preventing Administration Errors – Expiration and Beyond Use Dates (BUDs)

- Always double-check expiration and beyond use dates of vaccines before administering
- Expiration Checkers:
 - [Vial Expiration Date Lookup | Moderna COVID-19 Vaccine \(EUA\) \(modernatx.com\)](#)
 - [Janssen COVID-19 Vaccine Expiry Checker \(vaxcheck.jnj\)](#)
 - Pfizer: Check the EUA
 - [Pfizer-BioNTech COVID-19 Vaccine for 12 and older - purple cap must dilute \(fda.gov\)](#)
 - [Pfizer-BioNTech COVID-19 Vaccine for 12 and older - gray cap do not dilute \(fda.gov\)](#)
 - [Pfizer-BioNTech COVID-19 Vaccine for 5 - 11 Years of Age \(fda.gov\)](#)

Large Quantities of Vaccine Expiring

- Large amounts of both Pfizer and Moderna vaccine recently expired or are expiring over the next couple of months.
 - CDPH is expecting that many more providers will be reporting waste from these events
- If vaccine has expired, please remove the vaccine from storage, dispose of the vaccine, and report the waste to myCAvax.

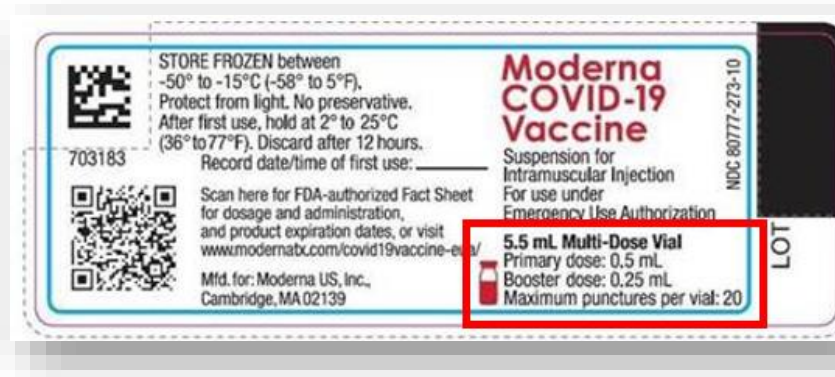
Temperature Excursions

- Remember to report temperature excursions in myCAvax.
- How can you get quick answers about vaccine viability?
 - Moderna: [Storage & temperature excursion for Moderna COVID-19 vaccine \(modernamedinfo.com\)](https://www.modernamedinfo.com/storage-temperature-excursion-for-moderna-covid-19-vaccine)
 - Janssen: [Janssen COVID-19 Vaccine - Stability - Temperature Excursion \(Vials\) \(janssenmd.com\)](https://www.janssenmd.com/stability-temperature-excursion-vials)
 - Pfizer: Use the Digital Assistant: [Pfizer-BioNTech COVID-19 Vaccine also known as COMIRNATY \(COVID-19 Vaccine, mRNA\) | Pfizer Medical Information - US](https://www.pfizer.com/us/covid-19-vaccine)
 - Reminder: Please call medical Information for information on **gray** and **orange** cap vaccine: **1-800-438-1985**

Updates: Moderna COVID-19 Vaccine Label and EUA Moderna Fact Sheet

Changes made:

- Label has been updated to indicate a volume of 5.5mL
- Doses for primary series and booster shots are now listed on the label
- Important reminder added not to exceed a maximum of 20 punctures per vial



FACT SHEET FOR HEALTHCARE PROVIDERS ADMINISTERING VACCINE (VACCINATION PROVIDERS) EMERGENCY USE AUTHORIZATION (EUA) OF THE MODERNA COVID-19 VACCINE TO PREVENT CORONAVIRUS DISEASE 2019 (COVID-19)

The U.S. Food and Drug Administration (FDA) has issued an Emergency Use Authorization (EUA) to permit the emergency use of the unapproved product, **MODERNA COVID-19 VACCINE**, for active immunization to prevent COVID-19 in individuals 18 years of age and older.

SUMMARY OF INSTRUCTIONS FOR COVID-19 VACCINATION PROVIDERS
Vaccination providers enrolled in the federal COVID-19 Vaccination Program must report all vaccine administration errors, all serious adverse events, cases of Multisystem Inflammatory Syndrome (MIS) in adults, and cases of COVID-19 that result in hospitalization or death following administration of the Moderna COVID-19 Vaccine. See "MANDATORY REQUIREMENTS FOR MODERNA COVID-19 VACCINE ADMINISTRATION UNDER EMERGENCY USE AUTHORIZATION" for reporting requirements.

The Moderna COVID-19 Vaccine is a suspension for intramuscular injection.

Primary Series:
Each primary series dose of the Moderna COVID-19 Vaccine is **0.5 mL**.

The Moderna COVID-19 Vaccine is administered as a primary series of two doses (0.5 mL each) 1 month apart to individuals 18 years of age or older.

A third primary series dose of the Moderna COVID-19 Vaccine (0.5 mL) at least 1 month following the second dose is authorized for administration to individuals at least 18 years of age who have undergone solid organ transplantation, or who are diagnosed with conditions that are considered to have an equivalent level of immunocompromise.

Booster Dose:
The booster dose of the Moderna COVID-19 Vaccine is **0.25 mL**.

A single Moderna COVID-19 Vaccine booster dose (0.25 mL) may be administered at least 5 months after completing a primary series of the Moderna COVID-19 Vaccine to individuals 18 years of age or older.

A single booster dose of the Moderna COVID-19 Vaccine (0.25 mL) may be administered to individuals 18 years of age and older as a heterologous booster dose following completion of primary vaccination with another authorized or approved COVID-19 vaccine. The dosing interval for the heterologous booster dose is the same as that authorized for a booster dose of the vaccine used for primary vaccination.

See this Fact Sheet for instructions for preparation and administration. This Fact Sheet may have Revised: Jan/7/2022

Revised: Jan/7/2022

Vaccine Management

Eric Norton, My Turn and Claudia Aguiluz, CDPH

Live Chat Feature Preview – Account Re-activation

I haven't logged in to my My Turn account recently because I've been on vacation! I'll probably need my account re-activated.

Welcome to the vaccine management Help Desk, one of our agents will join you shortly.

Before we get started...

Please type "Yes" to acknowledge that you won't share any sensitive patient information (PHI/PII) during this chat (e.g., patient name, DOB, email address, etc.).

Yes.

Hi, my name is My Turn Marisol, and I will be helping you with your problem today. Before we get started, can you please provide your name, email address, role, and organization or account?

Of course! My name is My Turn Mary, my email is myturnmary@happyclinic.com, I am the Clinic Manager, and the account is called Happy Clinic.

Thank you, My Turn Mary! What is the issue you are struggling with today?

I need help getting my account re-activated please.

I was just able to re-activate your account. Please double check that you are now able to log in to My Turn. Is there anything else I can help you with?

I can log in, thank you! No that is all.

That was so easy! I can't wait to help out with our clinics today!

Live Chat Feature Preview – Adding a Location to Contact

I need our new Location added to my contact so I can help out!

Welcome to the vaccine management Help Desk, one of our agents will join you shortly.

Before we get started...

Please type "Yes" to acknowledge that you won't share any sensitive patient information (PHI/PII) during this chat (e.g., patient name, DOB, email address, etc.).

Yes.

Hi, my name is myCAVax Mark, and I will be helping you with your problem today. Before we get started, can you please provide your name, email address, role, and organization or account?

Of course! My name is myCAVax Maya, my email is mycavaxmaya@123vaccine.com, I am the Organization Coordinator, and the organization is called 123 Vaccine.

Thank you, myCAVax Maya! What is the issue you are struggling with today?

I need help getting one of our new Locations – 123 Vaccine – Fresno added so I can help with ordering for this new Location!

I was just able to add the new Location. Please double check that you can view the new Location. Is there anything else I can help you with?

I can see the new Location, thank you! No that is all.

That was so easy! I can't wait to help out our new Location today.

Help Desk Support Transition Metrics



The average wait time for the My Turn Help Desk prior to the transition was **18 seconds.**

The average wait time for the My Turn Help Desk now is **17 seconds.**



The average resolution time for the My Turn Help Desk prior to the transition was **15 minutes.**

The average resolution time for the My Turn Help Desk now is **14 minutes.**



Since the transition to the Help Desk only model, there's been a **4%** increase in ticket volume.

Janssen Product Update



There is limited **Janssen inventory** that has been acquired for Standard Ordering.



Please check your **Vaccine Marketplace posts** to close out old posts and create new posts with your excess doses.



Order mRNA vaccines as primary source of COVID-19 vaccine (**mRNA vaccines are preferentially recommended**).

APPENDIX

myCAvax – Known Issues - *Updated 1/24*



Known Issues

Increase in Shipment Incidents

- ✓ There has been an influx of shipment incidents being reported recently.



Workaround/Next Steps

- ✓ We recommend that each Provider validate that their shipping hours are correct for each Active Location Account

Wrap-up

Leslie Amani, CDPH

Additional Support

Type of Support

Description

Updated 12.29.21



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 3, 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** with My Turn Clinic for COVID-19 and flu vaccines: MyTurn.Clinic.HD@Accenture.com or (833) 502-1245, option 4: Monday through Friday 7AM–7PM, Saturday and Sunday 8AM–1PM.

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](#)

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

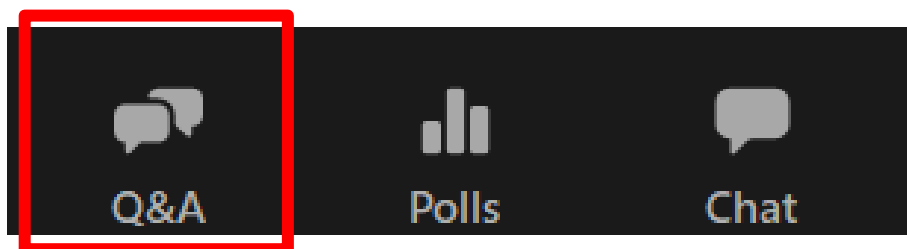
Monitor online media and what you hear in your local communities for potential rumors and inaccurate information.

If found, **report** it to **rumors@cdph.ca.gov**

[Contact](#)

Provider Office Hours Q&A

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



Thank you!



Monday:

My Turn myCAvax Office Hours
Zoom Link

Next session: Monday, January 31, at
12:00 PM

Friday:

Provider Office Hours

Next session: Friday, February 4

Audio Conference: Register to access

Session Password: Immunize!

Thank you to Provider Office Hours' Planning Team: Leslie Amani, Rachel Jacobs, Hailey Ahmed, Blanca Corona, and Reva Anderson.