

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

Friday, April 15, 2022

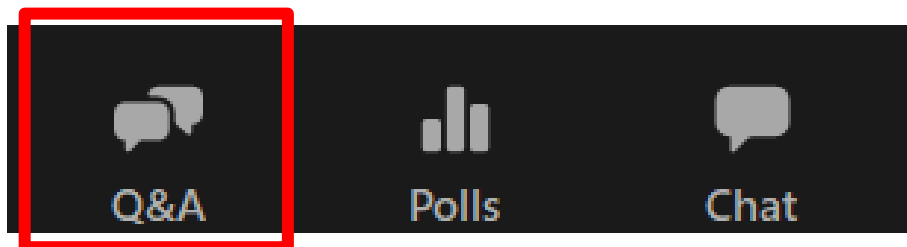


Vaccinate ALL 58

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, April 15, 2022

No.	Item	Speaker	Time (AM)
1	Welcome & Announcements	Leslie Amani (Moderator)	9:00 – 9:05
2	COVID Call Center: Public	Rachel Jacobs (CDPH)	9:05 – 9:10
3	Vaccine Administration	Elizabeth Reosti (CDPH)	9:10 – 9:15
4	Clinical Update	Caterina Liu, M.D. (CDPH)	9:15 – 9:20
Q&A			9:20 – 9:25
5	Storage & Handling	Kate McHugh (CDPH)	9:25 – 9:30
6	Vaccine Management	Eric Norton (My Turn) and Maria Volk (CDPH)	9:30 – 9:40
7	IZB: Non-COVID Vaccine Update	Caterina Liu, M.D. (CDPH)	9:40 – 9:55
8	Wrap Up & Resources	Leslie Amani (Moderator)	9:55 – 10:00
Q&A			

Announcements

Leslie Amani, CDPH

CDPH Press Release: School Vaccine Requirement

Statement [Excerpt] on Timeline for COVID-19 Vaccine Requirements in Schools: April 14, 2022

The FDA has not yet fully approved COVID-19 vaccines for individuals of all ages within the 7–12 grade span. The State of California announced last October that full approval by the FDA was a precondition to initiating the rulemaking process to add the COVID-19 vaccine to other vaccinations required for in-person school attendance—**To ensure sufficient time for successful implementation of new vaccine requirements, California will not initiate the regulatory process for a COVID-19 vaccine requirement for the 2022-2023 school year and as such, any vaccine requirements would not take effect until after full FDA approval and no sooner than July 1, 2023.**

“CDPH strongly encourages all eligible Californians, including children, to be vaccinated against COVID-19,” said California Department of Public Health Director and State Public Health Officer Dr. Tomás J. Aragón. “We continue to ensure that our response to the COVID-19 pandemic is driven by the best science and data available. Under the Governor’s [SMARTER](#) plan, California is making informed decisions on how to further protect students and staff, to keep children safely in classrooms.”

Upon full approval by the FDA, CDPH will consider the recommendations of the Advisory Committee on Immunization Practices of the United States Centers for Disease Control and Prevention, the American Academy of Pediatrics, and the American Academy of Family Physicians prior to implementing a school vaccine requirement.

CDPH continues to emphasize and conduct outreach regarding the safety and effectiveness of the COVID-19 vaccine; support [youth vaccination campaigns](#) and [school-located vaccination programs](#); and strongly encourage all eligible Californians, including eligible children, to [get vaccinated](#).



CDPH is now using “Dynamics 365”

- April 8, 2022: CDPH moved from iContact messaging platform to Dynamics 365 to send out LISTSERV communications.
- LHJs, MCEs, and Providers do not need to re-subscribe.
- If you have not received LISTSERV communications since April 8 or have experienced any issues, please email hailey.ahmed@cdph.ca.gov.
- Please approve covidcallcenter@cdph.ca.gov as a “safe sender” to your email list to ensure you receive all communications.

Coming Soon: Billing and Reimbursement Webinar

CDPH has heard your Billing and Reimbursement questions!

CDPH is planning to hold a webinar that will cover Billing and Reimbursement updates and frequently asked questions.

Details to be announced soon.



Clinical Talking Points for Providers of Pediatric Services

A guide to having effective conversations with families about COVID-19 vaccines:

- Start the conversation now
- Validate parental concerns
- Provide accurate information

Recommending COVID-19 Vaccination: Clinical Talking Points for Providers of Pediatric Services



This resource is designed to help you and your staff have effective conversations with families about COVID-19 vaccines, as you are the most trusted source of medical information for families.

Begin to discuss COVID-19 vaccination now.

Start by asking, "What are your thoughts on your child receiving the vaccine?", then listen closely to their answers. Remember that the goals of these conversations are to have a cordial discussion, answer questions, understand and acknowledge any fears they express, and convey accurate information. This sets the stage for return visits, as families may need many conversations before they are ready to have their young children immunized.



Validate parental concerns and answer questions without judgement.

As their child's provider, your guidance is influential to parents. Hearing your opinion that immunization is safe and effective can be reassuring. When parents express hesitation, ask about their concerns and acknowledge their views. For example, "If I read those things on Facebook, I would be scared, too. Let's talk about your concerns." Let parents know that you share their goal of keeping their children safe.

Give parents accurate information.

Here are common questions and talking points to help parents. Praise parents who ask questions for wanting to know more. Wrap up the conversation by making a recommendation while acknowledging their authority in deciding for their children. For example, "I think getting vaccinated is best for your child, and ultimately, it's your choice. I'm here to guide you and answer your questions."

Why should my child get the COVID-19 vaccine?

- **It's effective.** The vaccine does not protect against all COVID-19 infection, but [studies](#) have shown it is effective in preventing severe illness and hospitalization, including [against the Omicron variant](#).
- [Children with pre-existing conditions](#) are at higher risk for severe COVID-19 outcomes. Vaccination is especially recommended to keep children with chronic conditions and disabilities safe and healthy.
- "Healthy" children with no pre-existing conditions can have severe COVID-19, too. During Omicron, [63% of children](#) under 5 years hospitalized with COVID-19 did not have any underlying conditions.

Crucial COVID-19 Conversations Upcoming Webinars

Please join Dr. Atul Nakhasi, co-founder of [#ThisIsOurShot](#), for a webinar training on talking to **colleagues** about COVID-19 vaccines.

When: Friday, April 15 at 12:00PM-1:00PM

[Register here!](#)

The following week, please join Dr. Eric Ball, pediatrician, for a webinar training on talking to **parents** about COVID-19 vaccines for children.

When: Friday, April 22 at 12:00PM-1:00PM

[Register here!](#)



Photo courtesy of The Washington Post

Pfizer COVID-19 Vaccine Medical Updates & Training Sessions

Date & Time (linked)	Password
Tuesday, April 19 - 12PM	3rYVYBmNX75
Wednesday, April 20 - 9AM	PfwM3ZZmf22
Thursday, April 21 - 9AM	pQm7B4rMze3
Tuesday, April 26 - 12PM	3x5wRD4pMfw
Wednesday, April 27 - 9AM	SVpPdZmv727
Thursday, April 28 - 9AM	S3TxeFF7mT5
More sessions listed! NOTE: All times listed here are PDT.	

For providers and immunization staff personnel. **Please attend one of these sessions!**

Updated Session Format!


- Medical updates, including recent updates to the CDC Interim Clinical Considerations
- Overview of healthcare provider resources
- Storage, handling, and administration for:
 - Ages 5 through 11 Years
 - Ages 12 Years and Older

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!

California COVID-19 Vaccination ProgramENHANCED 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




FAQs



Provider Office Hours



Training



Training Calendar

Alerts:

Updated Vaccination Schedule

- Interim Clinical Considerations Updated for 2nd Booster March 31
- COVID-19 Vaccine Timing by Age (Eligibility Chart)
Spanish: [Calendario de la Vacuna COVID-19 por Edad \(Tabla de Elegibilidad\)](#)
- COVID-19 Vaccine Timing for 2nd Dose
- COVID-19, Myocarditis, and Vaccines Fact Sheet

Vaccine Expiration

- Janssen (Johnson & Johnson) Expiration Extension
- March & April COVID-19 Vaccine Expiration Dates

Now Enrolling Providers of Pediatric Services

- Infographic: [MAKE NO MISTAKE-COVID-19 Is A Childhood Illness](#)
- [Benefits for Primary Care Providers](#)
- [Find Information on How to Enroll](#)
- [Mis-Disinformation "6 Myths" Provider Poster](#)
- [Welcome VFC Providers | Flyer | VFC vs. COVID Programs](#)

Other New Resources

- [Recommending COVID-19 Vaccination: Clinical Talking Points for Providers of Pediatric Services](#)
- [Requesting COVID-19 Vaccination Staff](#)

Featured Resources

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 at rumors@cdph.ca.gov.

Tools to Avoid Vaccine Mix-Ups:

COVID-19 Vaccine Provider FAQs

- Answers to provider questions
- Updated weekly: last updated 4/14/2022
- Currently in its 67th iteration!



Q: When does the DHCS COVID-19 Uninsured Group Program end?

A: The DHCS COVID-19 Uninsured Group Program ends on the last day of the month in which the public health emergency ends. On April 12, 2022, the [U.S. Department of Health & Human Services extended the public health emergency](#) through July 15, 2022.



Q: Do uninsured or underinsured individuals need to apply for the DHCS COVID-19 Uninsured Group Program?

A: Yes. After COVID-19 vaccine Providers enroll as Medi-Cal Qualified Providers, individuals can apply at the provider locations. Qualified Providers should enter the patient's information into the [COVID-19 Uninsured Group Application Portal](#). After the application is completed, the system will produce a real-time temporary Benefits Identification Cards for the provider to print out for the individual.

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.](#)

Contents

New and Updated FAQs.....	2
Pediatric Providers.....	2
Vaccine Program Management.....	3
Provider Enrollment.....	4
Ordering.....	4
Distribution/Redistribution.....	5
Vaccine Administration.....	5
Additional/Booster Doses.....	7
Vaccine Storage & Handling.....	9
Inventory.....	11
Reporting.....	11
Billing & Reimbursement.....	12
Communication Resources.....	13

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



COVID-19 Vaccination Program Webinars and Training for Providers

Week of April 18, 2022

Note: Calendar subject to change

	Monday 4/18	Tuesday 4/19	Wednesday 4/20	Thursday 4/21	Friday 4/22
myCAvax	Vaccine Order Request with Q&A 10:00 am – 10:30 am				Provider Office Hours 9:00 am – 10:00 am
Combined Office Hours and Events	My Turn and myCAvax Office Hours 12:00 pm – 1:00 pm	Pfizer BioNTech COVID-19 Vaccine Training & Education* 12:00 pm – 1:00 pm PW: 3rYVYBmNX75	Pfizer BioNTech COVID-19 Vaccine Training & Education* 9:00 am – 10:00 am PW: PfwM3ZZmf22 VFC “Quick-inar”: Storage & Handling 12:30 pm – 1:00 pm	Pfizer BioNTech COVID-19 Vaccine Training & Education* 9:00 am – 10:00 am PW: pQm7B4rMze3	Crucial COVID-19 Conversations Webinar: Talking with Parents about COVID-19 Vaccines for Children 12:00 pm – 1:00 pm
* Pfizer BioNTech COVID-19 Vaccine Training & Education topics vary by day and include the latest information about vaccine storage, handling, preparation, and administration; recent medical updates, healthcare provider resources, and a Q&A session					
View On Demand	<ul style="list-style-type: none">Intro to My Turn Onboarding (v. 1/4/22)Latest Features in My Turn (*Requires My Turn Login)	<ul style="list-style-type: none">Latest Features in myCAvax for Providers (*Requires myCAvax Login)myCAvax Release Notes for LHJs and CDPH Users (*Requires myCAvax Login)	<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		

Help

Website: www.eziz.org/covid, [FAQs](#)
General email: covidcallcenter@cdph.ca.gov
CDPH Provider Call Center: 1-833-502-1245, 8am-6pm

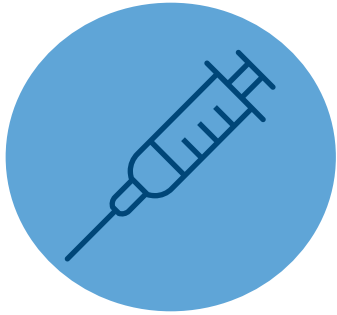
My Turn email: myturnonboarding@cdph.ca.gov
myCAvax Help Desk Email: myCAvax.HD@accenture.com
Phone: (833) 502-1245

COVID Call Center: Public

Rachel Jacobs, CDPH

CA COVID-19 Call Center: Call Drivers

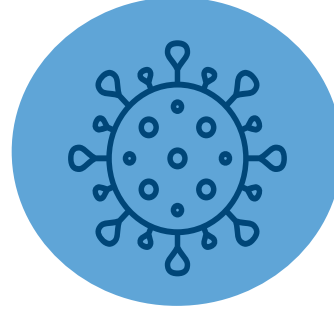
March 2022



Vaccine Line

50% of calls

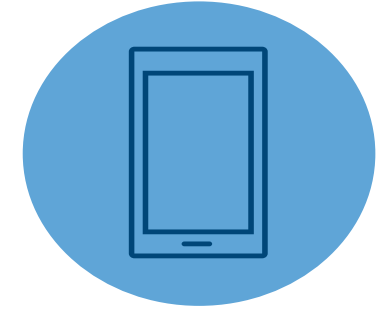
- Vaccine appointment scheduling assistance
- Booster shot information



C19 Line

30% of calls

- Testing assistance: scheduling, at-home test questions
- State response: travel, workplace guidelines, mask mandates



In-Home Vaccine and Transportation Services Line

12% of calls

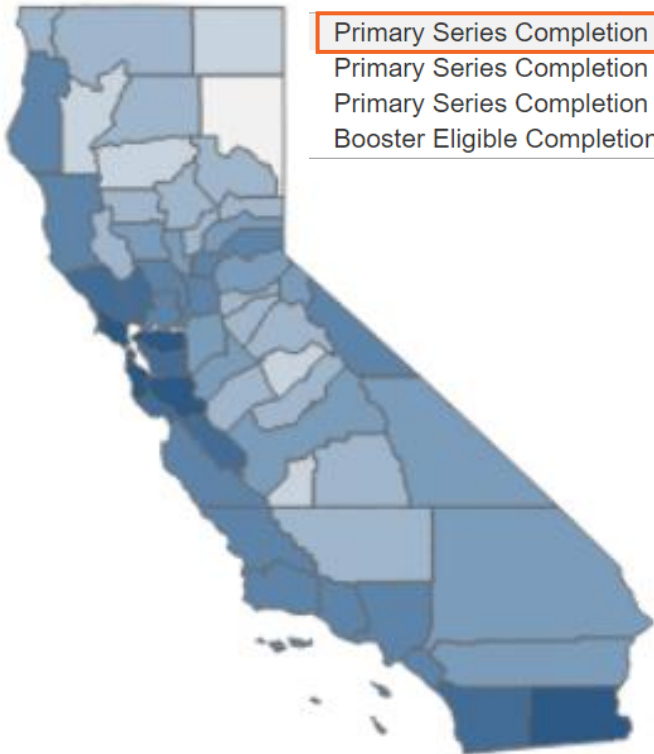
- Booking in-home vaccination appointments
- Booking transportation to vaccination appointments

Vaccine Administration Data

Elizabeth Reosti, CDPH

Vaccine Administration Summary

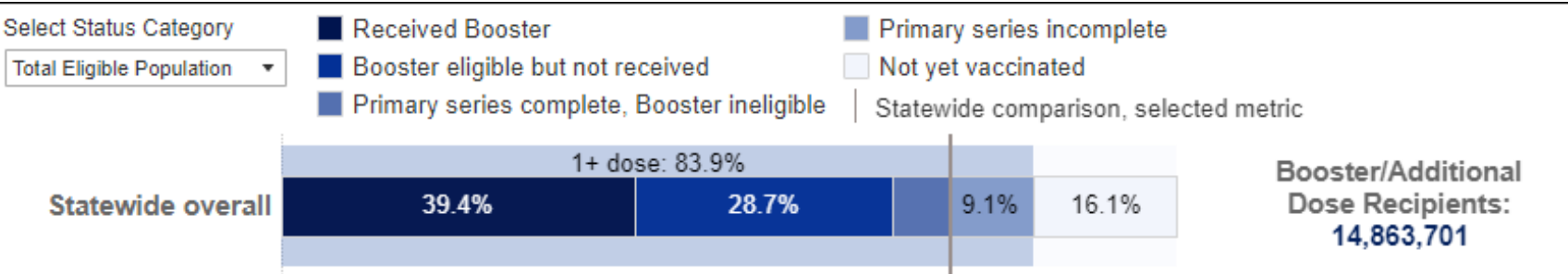
as of April 11, 2022



- Primary Series Completion (Total CA Population)
- Primary Series Completion (Ages 5-11)
- Primary Series Completion (Ages 18+)
- Booster Eligible Completion

73,212,145

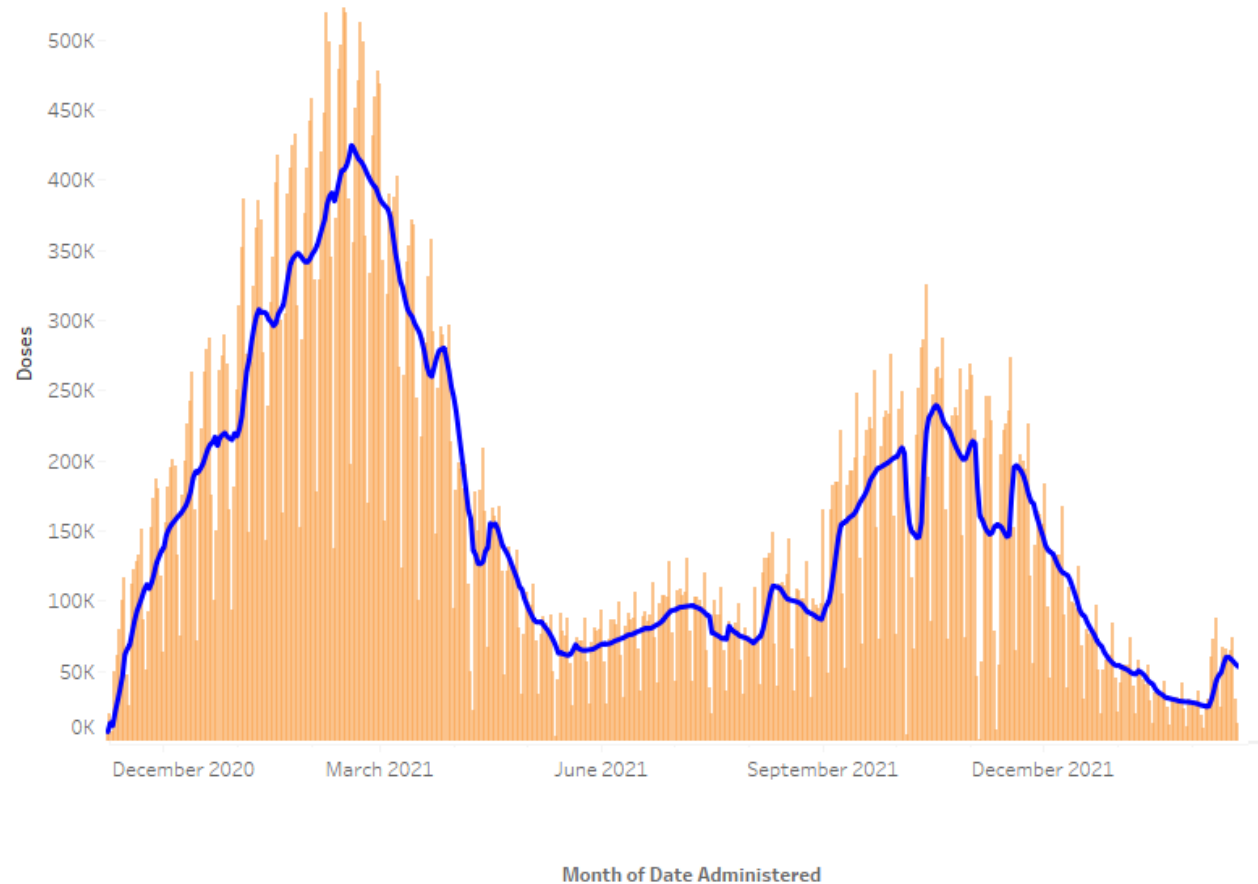
Total Doses Administered:



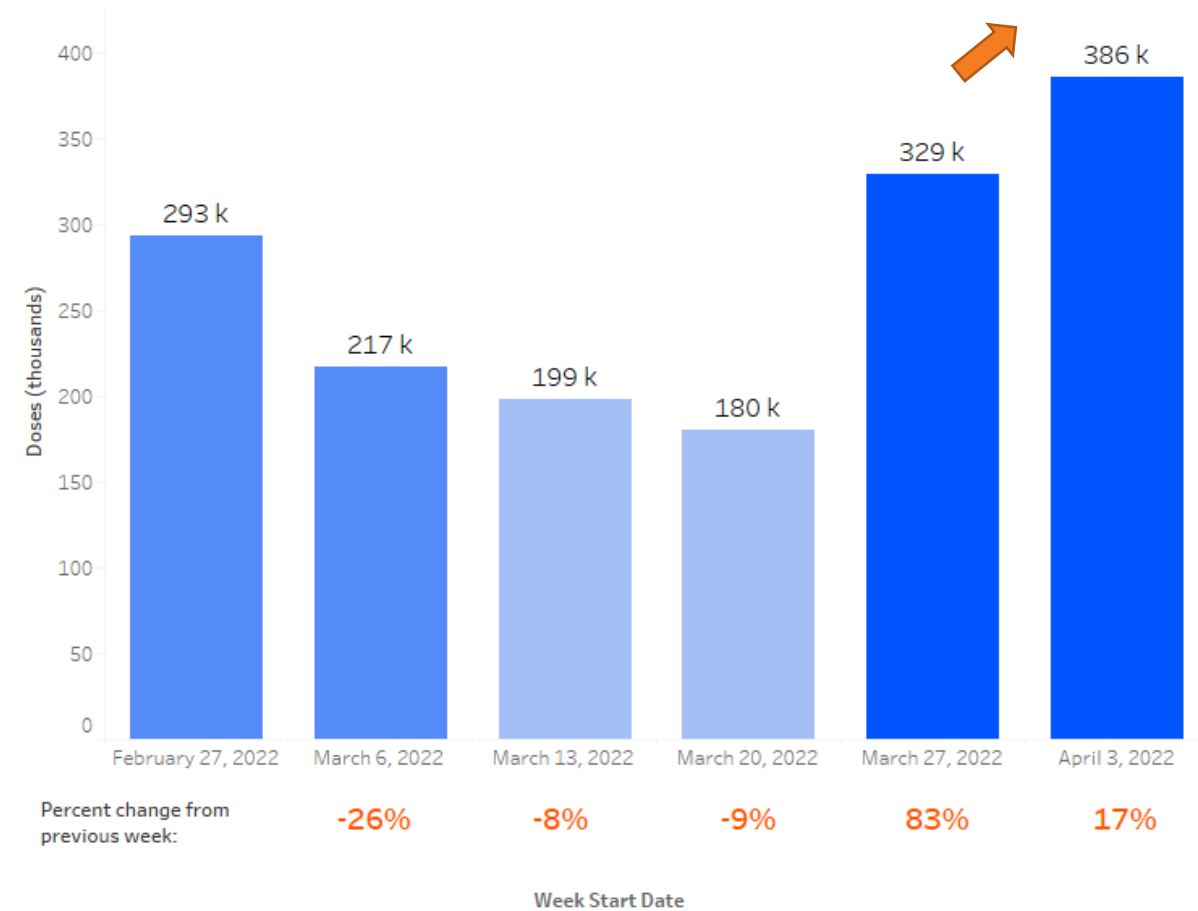
Trends in Vaccine Administration

as of April 11, 2022

Daily New Doses Administered



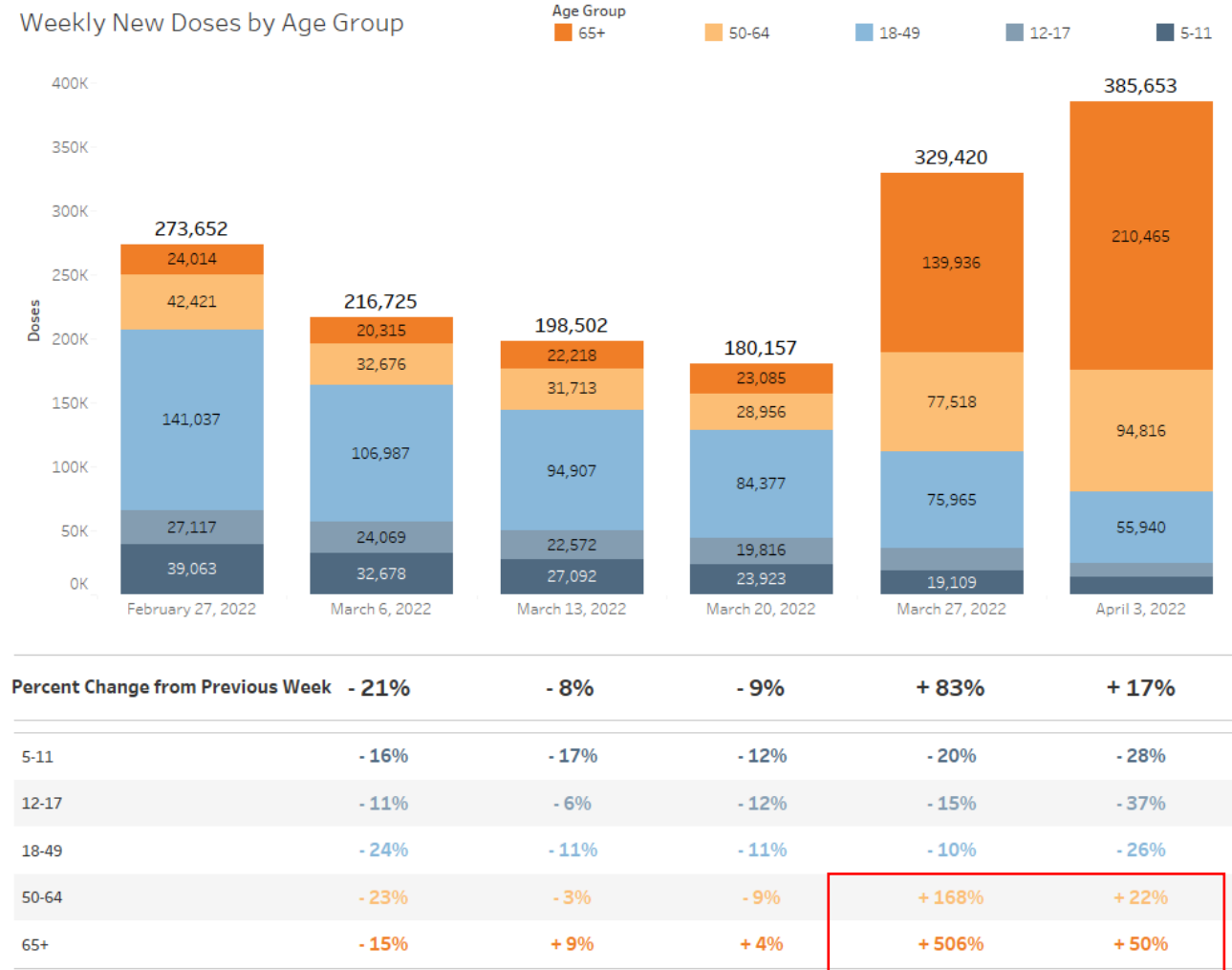
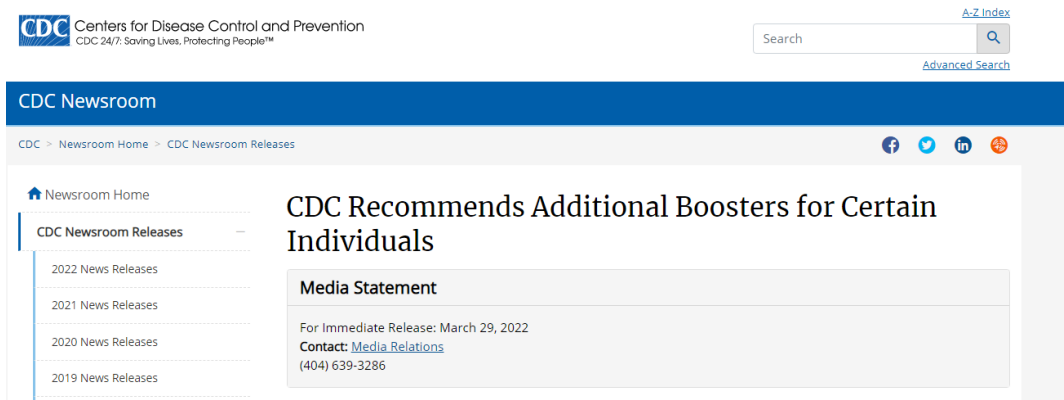
Weekly New Doses Administered (thousands)



Trends in Vaccine Administration

as of April 11, 2022

- Increase in demand/uptake among 50-to-64 and 65+ age groups

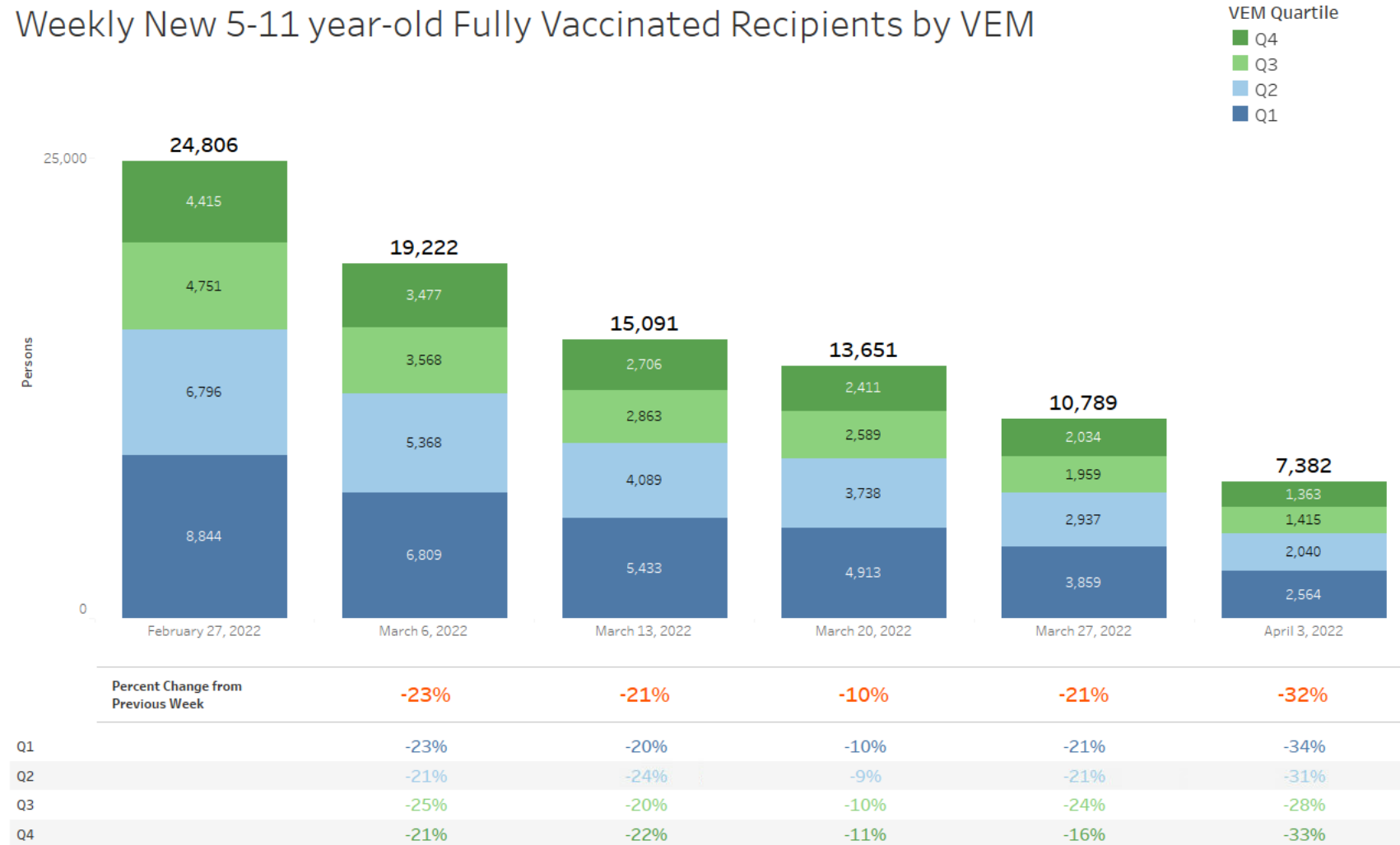


5-to-11-Year-Old Vaccination Trends

as of April 11, 2022

Weekly New 5-11 year-old Fully Vaccinated Recipients by VEM

- Persistently declining demand/uptake among all equity quartiles



Data Summary

as of April 11, 2022

Latest Metrics

73.3 Million doses administered

+17% change in all new doses from previous week (4th doses among 50+)

-32% change in new 5-to-11-year-old recipients from previous week

System Updates

- Public Dashboard reporting now Tuesdays and Fridays
- 4th doses included in overall dose admin count, but not displayed in immunization status

Clinical Update

Caterina Liu, M.D., CDPH



Centers for Disease Control and Prevention
CDC 24/7: Saving Lives, Protecting People™

Advisory Committee on Immunization Practices (ACIP)

ACIP Meeting – April 20, 2022
8:00AM – 1:00PM PDT

Agenda pending

This meeting is virtual. No registration is required to watch the webcasts.

[Webcast link](#)

FDA Vaccines and Related Biological Products Advisory Committee (VRBPAC) April 6, 2022, Meeting Summary



- Topics presented included:
 - COVID-19 vaccine effectiveness in children and adults
 - COVID-19 variant evolution
 - Future variant and pandemic modeling
 - Future vaccine manufacturing timeline
- The Committee discussed the need for development of a systematic decision-making process regarding future variant-specific and booster COVID-19 vaccines.
 - Future vaccines may be multi-valent, similar to flu vaccines.
 - Establishing an appropriate cadence for vaccine manufacturing and recommendations is challenging.
- No votes or specific recommendations came out of this meeting. Please stay tuned for future updates.

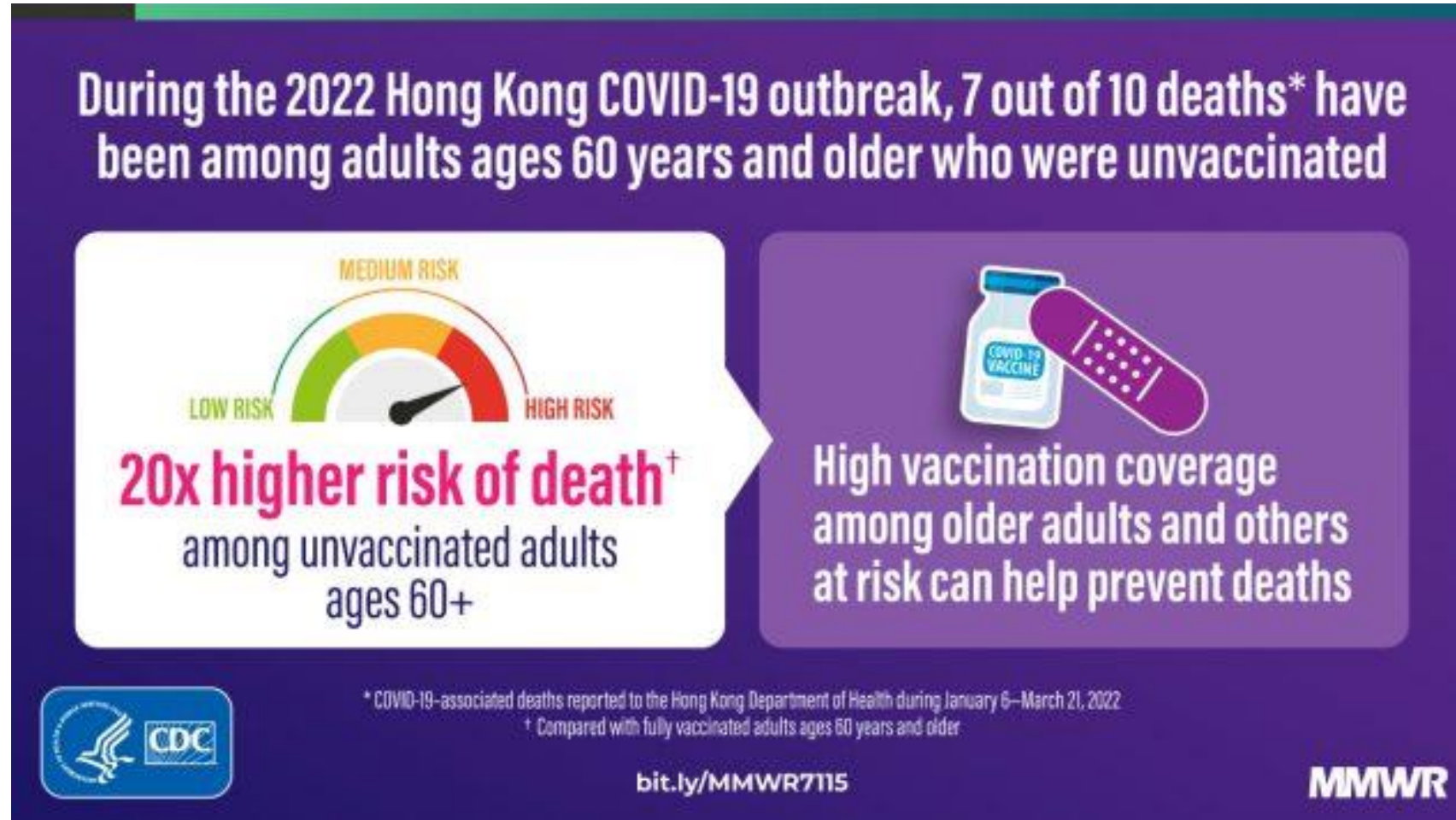
Summary: VE during Omicron

	Children 5-11 years	Adolescents, 12-17 years	Adults ≥18 years
2-dose VE against:			
Infection (+/- symptoms)	Limited protection	Limited protection	Limited protection
ED/UC	Higher protection	Higher protection	Higher protection, some waning
Hospitalization	Highest protection, not enough cases to estimate waning	Highest protection, some waning	Highest protection, some waning
3-dose VE against:			
Infection (+/- symptoms)	N/A	Too early to assess	Substantial additional protection for all outcomes; limited waning for hospitalization, especially among immunocompetent
ED/UC			
Hospitalization			

Protection from death: Small numbers of deaths make estimation difficult, but consistently lower rates among vaccinated compared to unvaccinated during Omicron suggest that vaccines protect against deaths in all age groups

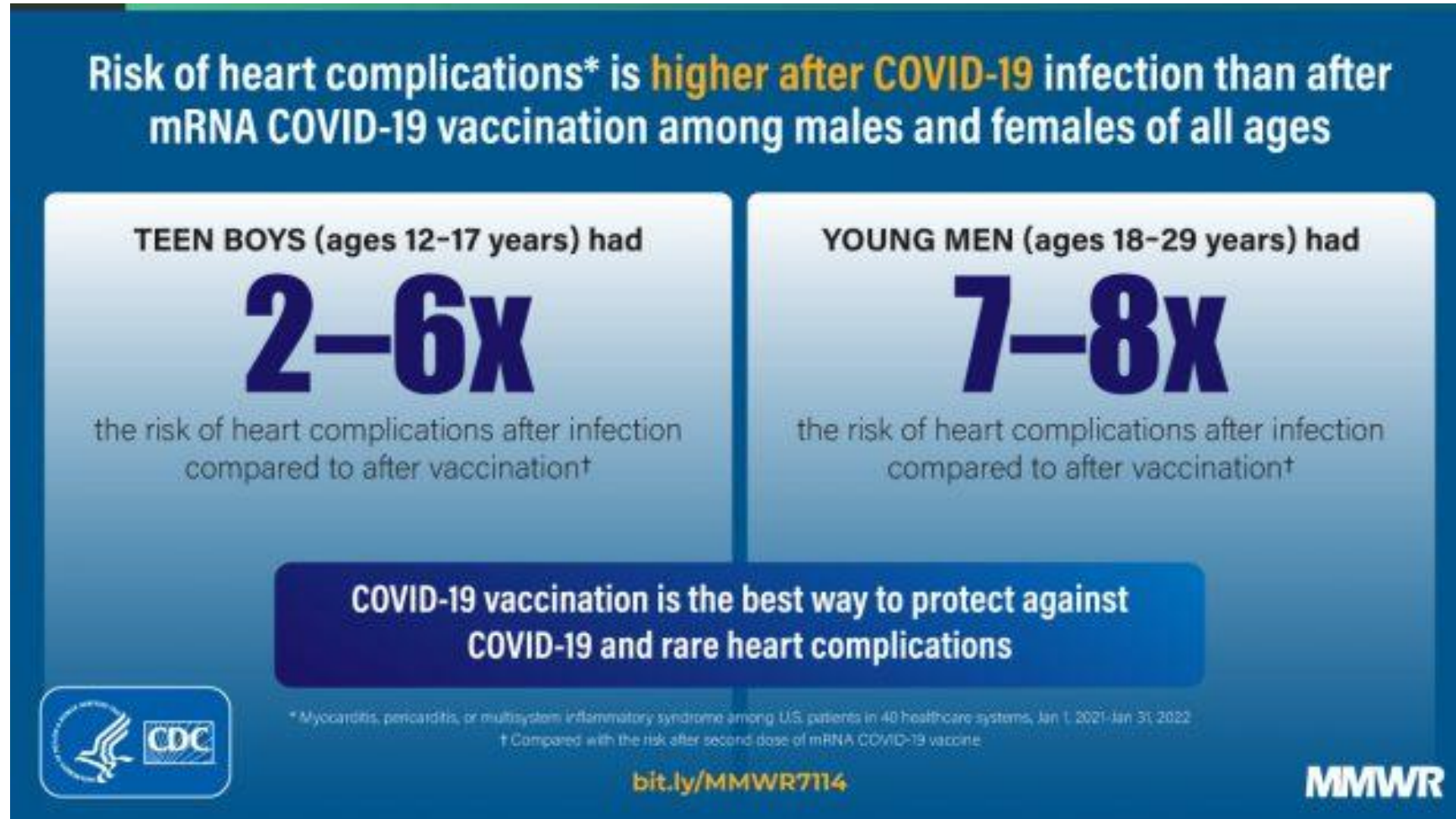
33

Greater risk: Death from COVID-19 in Unvaccinated adults Compared to Fully Vaccinated



- Higher vaccination rates in those aged 20 to 60 years.
- Vaccination coverage declined with increasing age in those over 60 years.

Greater risk: Adverse cardiac outcomes from COVID-19 Disease Compared to COVID-19 Vaccination



Reminder: mRNA Vaccines Preferred Over Janssen (J&J)


- The CDC and Western States Scientific Safety Review Workgroup (WSSSRW) preferentially recommend mRNA vaccines over the J&J COVID-19 vaccine for primary vaccination and for boosters.
- Vaccine providers should start the mRNA COVID-19 vaccine series even if there is uncertainty about how the patient will receive their second dose; **setting alone should not be a reason to offer the J&J COVID-19 vaccine.**
- The J&J COVID-19 vaccine may be considered in some situations:
 - When there is a contraindication to mRNA COVID-19 vaccines
 - When a person would otherwise remain unvaccinated for COVID-19 due to limited access to mRNA COVID-19 vaccines
 - When a person wants to receive the J&J COVID-19 vaccine despite the safety concerns identified
- It is contraindicated to administer J&J COVID-19 vaccine to people with a history of thrombosis with thrombocytopenia syndrome (TTS) following receipt of the J&J COVID-19 vaccine or any other adenovirus vector-based COVID-19 vaccines (e.g., AstraZeneca)

CDPH: Training & Resources

CDPH Immunization Branch Training and Resources

Includes:

- Program Training Requirements
- COVID-19 Vaccine Product Training
- Technical Training for New Vaccinators
 - Includes video and job aids for IZ Techniques and Patient Care for children under 5



[I am looking for](#)[I am a](#)[Programs](#)[A-Z Index](#)

Home | Programs | Center for Infectious Diseases | Division of Communicable Disease Control | COVID-19 Vaccine Training

IMMUNIZATION BRANCH

[Vaccination Program](#)[Training](#)[Program Enrollment](#)[Vaccine Management](#)[Vaccine Administration](#)[Reporting Requirements](#)

Training and Resources

Required Training for Participation in the California COVID-19 Vaccination Program

Providers and key practice staff storing, handling, managing, or administering vaccines must complete the required training to meet federal and state program requirements.

Program Training

This training prepares sites to incorporate program requirements into clinic protocols and identifies key resources for use on the job. Organization & Location Coordinators must complete the required program training in myCAvax during enrollment but may access the lessons below. Review times are approximate.

Interactive Lessons	Organization* Coordinator	Location† Coordinator
Program Requirements (15 mins) (PDF)	✓	✓
Orders and Distribution (5 mins) (PDF)	–	✓
Storage and Handling (15 mins) (PDF)	–	✓
Vaccine Management (10 mins) (PDF)	–	✓
VaccineFinder (5 mins) (PDF)	✓	✓

* Organization Coordinators complete Section A of the provider enrollment application and are responsible for implementing vaccination program requirements for their provider organization.

† Location Coordinators complete Section B (location enrollment) and act as vaccine coordinators for their provider location.

COVID-19 Vaccine Product Training

This training shows staff how to prepare, administer, store, and handle COVID-19 vaccine products and report adverse events to VAERS. To prepare in advance of initial vaccine shipments, print and review summary sheets—**only for products your location will be ordering**. Review times vary by learner role & technical experience.

Highlight: Technical Training

Highlight includes:

- Supplies
- Immunization Techniques
 - Intramuscular (IM) injections
- Patient Care
- Patient Education

Technical Training for New Vaccinators

The following resources provide technical instruction for COVID-19 vaccine administration that is not included in the required program training. New vaccinators should work with their supervisors to obtain hands-on training and arrange for supervision until proficiency is demonstrated.

Topic	Resources
Supplies	<ul style="list-style-type: none">• Preparing Multi-dose Vials video• Low Dead-Volume Syringes/Needles: Optimizing Preparation and Safety job aid• VanishPoint® Syringe video• Safe and Proper Sharps Disposal job aid• Strategies During Supply Shortages job aid• Needle Gauge and Length job aid
Immunization Techniques	<p>Intramuscular (IM) Injections</p> <ul style="list-style-type: none">• Identifying IM Injections Sites for All Ages: 5-minute Video <p>Adults</p> <ul style="list-style-type: none">• Adults 19 years of age and older: PDF Video <p>Older Children & Teens</p> <ul style="list-style-type: none">• Children: 7 – 18 years (PDF) Vaccinating Adolescents (PDF)• Coadministration Tips: Ages 5+ Years (PDF) <p>Infants & Young Children</p> <ul style="list-style-type: none">• Babies: PDF Video• Giving All the Doses Under 12 Months 12 Months and Older (PDF)• Infants 11 months of age and younger (PDF)• Children 1 through 2 years of age (PDF)• Children 3 through 6 years of age (PDF) <p>Proficiency</p> <ul style="list-style-type: none">• Skills Checklist for Vaccine Administration job aid (PDF)• Injection Safety job aid (PDF)• Vaccine Administration Checklist (PDF)• Preventing Administration Errors (PDF)
Patient Care	<ul style="list-style-type: none">• Tips to Ease Anxiety During Vaccination: Babies & Toddlers Older Children & Adults (PDF)• How to Hold Your Child During Vaccination• Pre-vaccination Screening Questionnaires (multiple languages on CDC COVID-19 Vaccine Product Information website by product)• Medical Management of Vaccine Reactions in Children and Teens in a Community Setting (PDF)
Patient Education	<ul style="list-style-type: none">• EUA Vaccine Fact Sheet for Recipients: Pfizer-BioNTech Moderna (PDF) Janssen (PDF)

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

Redistribution

CDPH:

- wants to minimize the number of redistributions taking place with small providers, for various reasons including:
 - Ensuring safe transport of vaccine
 - The ability to use the Third-party Redistributor (TPR) for small orders
- will be reaching out to approved redistributors (other than LHDs and MCEs) to ask if they are still redistributing and their reasons for doing so
 - may ask them to stop redistributing among their sites and instead receive direct shipments
- In the meantime, the approval of redistribution plans is paused

Upcoming New Vaccines

- [COVID-19 Vaccine Product Guide \(eziz.org\)](https://eziz.org)
- CDPH will update materials when we get information on the storage/handling of the upcoming Moderna vaccines
- Please prepare for the arrival of multiple new pediatric vaccines at the same time
- Reminder: CDPH will not be making the Moderna booster vials available via the California COVID-19 program, but providers enrolled federally may still be receiving the booster vials.
 - These may not become available, federally, for a while

Pfizer Shelf-Life Extension

- Expiration dates are now 12 months after manufacture for the gray and orange cap Pfizer vaccines
- See EUAs for updated expiration dates
 - [Fact Sheet for Healthcare Providers Administering Vaccine EUA of Pfizer-BioNTech COVID-19 Vaccine for 12 and older gray cap DO NOT DILUTE \(fda.gov\)](#)
 - [Fact Sheet for Healthcare Providers Administering Pfizer-BioNTech COVID-19 Vaccine for 5 through 11 years orange cap DILUTE \(fda.gov\)](#)
- Reminder: The EUAs are currently the best place to check Pfizer expiration dates

Job Aid: Receiving & Storing Pfizer Vaccines

Multi-page Pfizer vaccine guidance to be updated for Pfizer pediatric (6 months-4 years, maroon cap) once authorized

Includes:

- S&H summaries for available Pfizer formulations plus, links to fact sheets for HCPs
- Organizing storage units to reduce errors
- Vaccine expiration dates
- Recommended storage conditions
- Controlant monitor overview
- Step-by-step receiving instructions for all formulations
- Shipper return policies

Receiving & Storing Pfizer Vaccines

California COVID-19 Vaccination Program



Upon delivery, sites assume responsibility for storing vaccines in temperature-controlled environments. This job aid compiles guidance from CDC, Pfizer-BioNTech, and Controlant and is updated for California providers.

General Points

- Vaccines ship in ultra-cold thermal shipper with dry ice; ensure staff are trained on [dry ice safety](#)
- Vaccine products have a different formulation with different packaging, product configurations, dosages, National Drug Codes (NDC), and storage requirements
- See CDC [COVID-19 Vaccine Product Guide](#) (details about vaccine, kits, dimensions, PPE & needles; to be updated for pediatric products) or [product comparison guide](#) ([CDPH chart](#) includes NDCs)
- Other clinical resources can be found on [CDC's website](#)
- Ancillary kit ships within 24-48 hours of vaccine and includes PPE

Pfizer Tris-Sucrose (12Y+ Gray Cap) Formulation | [Fact Sheet](#)

- Comirnaty® is FDA-approved for ages 16+; authorized under EUA for ages 5 through 15
- NDC 59267-1025-4 available in smaller 300-dose configurations (5 cartons)
- Vial will not be labeled Comirnaty initially; look for Pfizer Tris-Sucrose Formulation
- Vaccine ships in a smaller, lighter, single-use shipper; [this video](#) shows how to receive the shipper and return the data logger; do not return shipper
- Sites should ideally carry only one Pfizer 12Y+ formulation at a time; use up Pfizer purple cap before ordering gray cap
- Does not require diluent; to avoid dilution errors, CDC doesn't recommend administering purple and gray cap products in a single clinic at the same time
- May be stored in ULT units (-90 to -60°C) until expiration, or routine refrigerators at 2-8°C (36-46°F) for up to 10 weeks; **do not store in routine freezers**
- **Do not use thermal shipper for on-site vaccine storage**; sites that previously used Pfizer thermal shipping containers for temporary storage must prepare for use of an ULT freezer or refrigerator
- Apply [storage and handling labels](#) to cartons to prevent administration and handling errors
- Apply [beyond-use tracking labels](#) to cartons when storing vaccine in the refrigerator

Pfizer (5-11Y Orange Cap) Formulation | [Fact Sheet](#)

- May be stored in ULT units (-90 to -60°C) until expiration, or routine refrigerators at 2-8°C (36-46°F) for up to 10 weeks; **do not store in routine freezers**
- **Do not use thermal shipper for on-site vaccine storage**
- NDC 59267-1055-4 available in 100-dose carton
- Vaccine ships in a smaller, lighter, single-use shipper; [this video](#) shows how to receive shipper
- [Storage and Handling Summary](#) details receiving and storing the product

California COVID-19 Vaccination Program

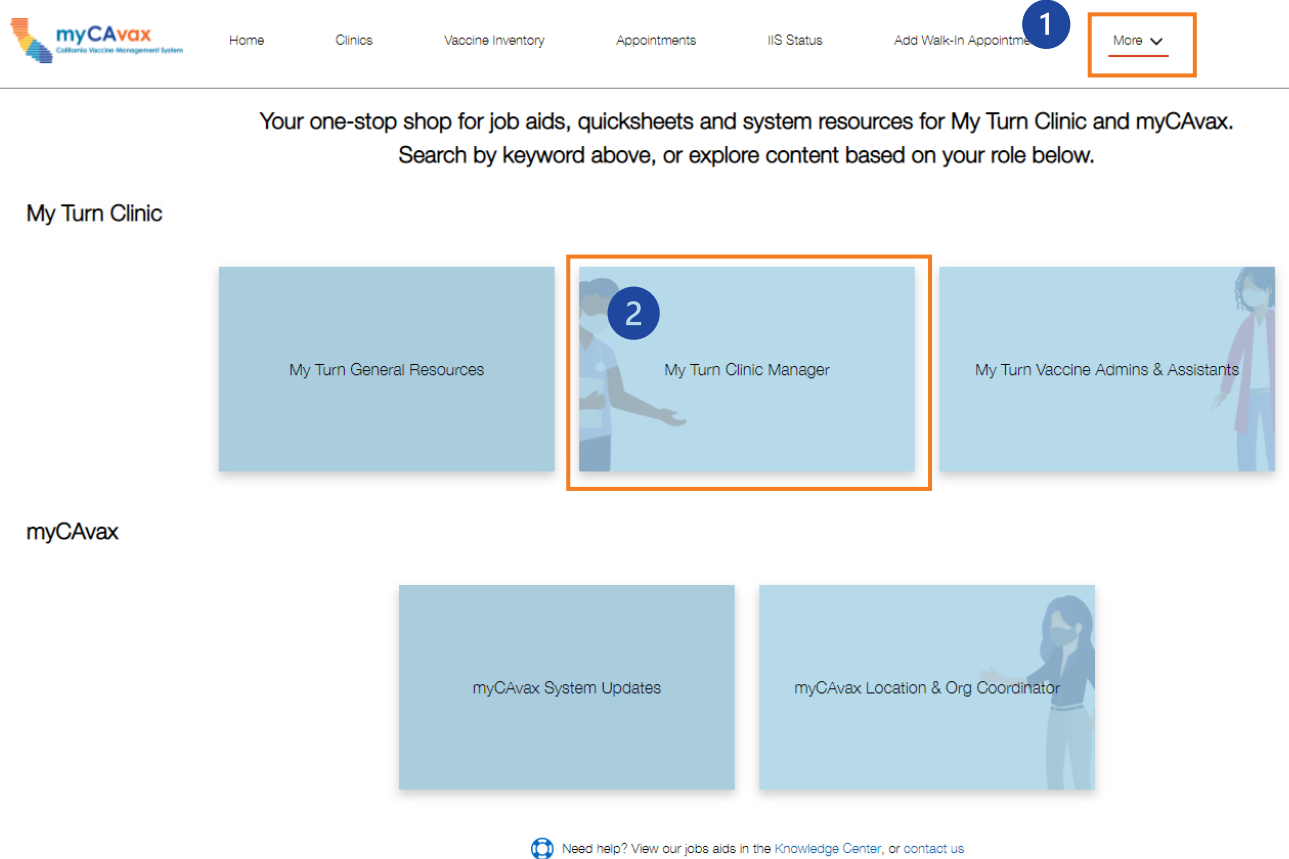
IMM-1339 (2/23/22)

Vaccine Management

Eric Norton, and Maria Volk, CDPH

Navigating the My Turn Knowledge Center

As a Clinic Manager



1. Navigate to More > Knowledge Center while logged in to My Turn.
2. You can click any square with resources to view that specific category. Information regarding Clinic Manager system tasks and access will be under My Turn Clinic Manager.

Navigating the My Turn Knowledge Center

As a Clinic Manager



Clinic Manager Resources

Job aids, quicksheets, and other resources specifically designed for Clinic Managers using My Turn Clinic.

[Back to Knowledge Center](#)

Additional Resources

COVID - CM Resources and Special Use Cases
Clinic Manager Resources, Tips, Clinic Naming Recommendations, and more.
3 [View](#)

Flu - Clinic Manager Quick Sheet
This document is a quick reference guide for how to use My Turn as a Clinic Manager. This is only applicable to flu functionality.
[View](#)

MyTurnFlu- Clinic Administrator
This document is a quick reference guide for Requesting a Super User role and Super User Function in My Turn Clinic.
[View](#)

Flu - Clinic Manager Training Session Recording
My Turn flu walkthrough for Schools, U-Cls, and Providers who are NEW to My Turn Clinic.
[View](#)

COVID-Clinic-Manager-Quick-Sheet
This document is a quick reference guide for how to use My Turn as a Clinic Manager. This is only applicable to COVID functionality.
[View](#)

Clinic Setup

COVID - Set Up A Clinic
Quick Sheets and Videos containing step by step instructions to perform the following functions: «Set up a Clinic «Setting Clinic Availability and hours of operation «Vaccine Inventory...
[View](#)

Flu - Set Up a Clinic
This document is a quick reference guide for creating a clinic as a Clinic Manager. This is only applicable to flu functionality.
[View](#)

COVID & Flu - Add Availability Overview
This document is a quick reference guide to add availability to a clinic as a Clinic Manager. This is applicable to both COVID and flu functionality.
[View](#)

COVID & Flu - User Management
Add and manage My Turn users such as Clinic Managers, Vaccine Administrators and Vaccine Administrator Assistants. This is applicable to both COVID and flu functionality.
[View](#)

FLU- Vaccine Management
Add vaccine inventory lot numbers to your provider account and vaccine supply to your clinic.
[View](#)

COVID - Vaccine Management
Add vaccine inventory lot numbers to your provider account and vaccine supply to your clinic.
[View](#)

[View More](#)

Public Outreach Tools

COVID - SMS Notification
Send SMS Notifications to residents to drive clinic traffic. Use this feature when you have a surplus of vaccine doses for administration that same day or additional appointment slot...
[View](#)

Reporting

COVID & Flu - Dashboard and Reports
This document is a quick reference guide on how to set the dashboards and run reports as a Clinic Manager. This is applicable to flu and COVID functionality.
[View](#)

COVID & Flu - IIS Registry Updates
The IIS screen in My Turn gives Clinic Managers the ability to view, modify, or delete linked records sent to the IIS Registry via My Turn. This is applicable to both COVID and flu...
[View](#)

COVID - CM Resources and Special Use Cases

Clinic Manager Resources, Tips, Clinic Naming Recommendations, and more.

Feb 10, 2022 - Knowledge

Title

COVID - CM Resources and Special Use Cases

URL Name

COVID-CM-Resources-and-Special-Use-Cases

URL

[For Clinic Managers](#)

4

Files (1)

MyTurn-ResourcesandSo ...
Feb 10, 2022 • 922KB • pdf

[View All](#)

3. Now you can view all resources available to Clinic Managers. To view any specific title, select “view” on the article with the title you’re interested in.

4. Select the highlighted file title to view or download the article.

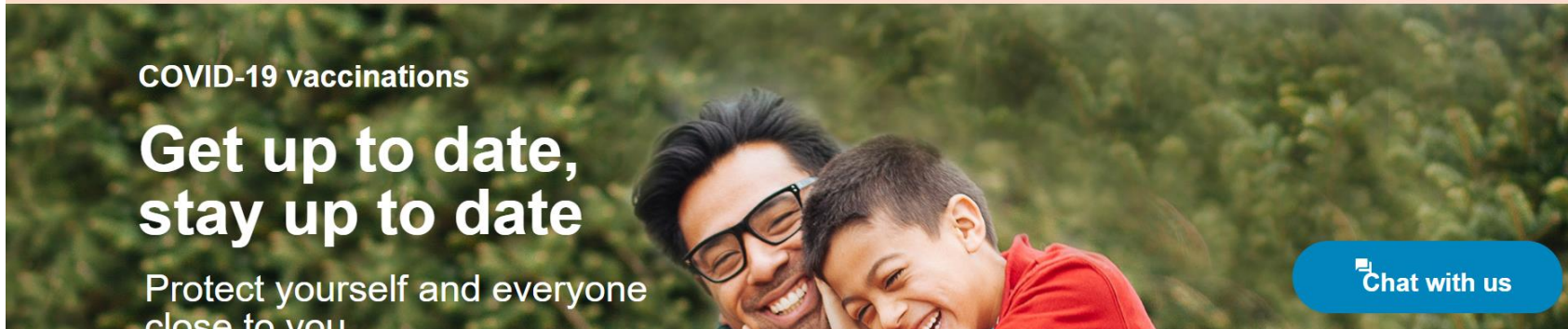
Reminder: Second Booster Doses are LIVE!

Vaccine Administrators and Clinic Managers



ⓘ **2nd Booster doses** of the COVID-19 vaccine are now authorized for eligible people. [Learn more.](#) [Book an appointment today.](#) x

🔔 Want to learn more about COVID-19 treatments and therapies? Visit the [information page.](#) x



Patients can now schedule their 2nd Booster doses on My Turn if they are eligible!

Navigating the myCAvax Knowledge Center

Providers

Enrollment checklist

Follow the steps below to complete your organization's enrollment.



Required Training

Completed

[View](#)

You must complete the required training before your location can be approved.



Section A - CDC Provider Agreement

Completed

[View Account](#)

This step requires signature from your organization's CEO and CMO



Vaccine Redistribution

[Start](#)

If your organization is a qualified redistributor (determined in Section A), you must complete a Redistribution Vaccine Management Plan.



Manage your location(s)

[Manage Location\(s\)](#)

Once Section A is complete, your organization will need to enroll each location that plans to administer vaccines. If your organization only has one location, you still must complete this enrollment step to receive vaccines. To view the status of your location application(s) or enrolled location(s), click on 'Manage Location(s)'.

1



Need help? View our jobs aids in the [Knowledge Center](#), or [contact us](#)

Enrollment resources

Use the following set of articles and resources to help guide your organization through the enrollment process.

[Enrollment Kit](#)

[Enrollment Worksheet](#)

[Storage Guidelines](#)

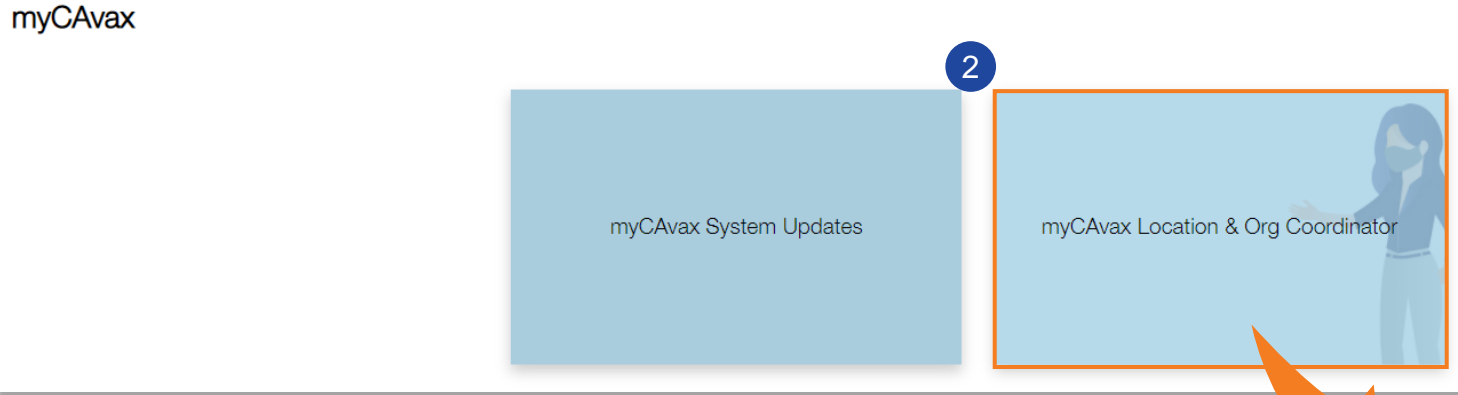
[CAIR Regions](#)

[Redistribution Plan Job Aid](#)


1. Navigate to the Knowledge Center from the footer of any page on myCAvax.

Navigating the myCAvax Knowledge Center

Providers



2. Select your desired category.
3. Open any job aid or video by clicking “View”.



myCAvax Coordinator Resources

Job aids, quicksheets, and other resources specifically designed for Location and Organization Coordinators using myCAvax.

[Back to Knowledge Center](#)

Vaccine Order Requests

Placing Small Vaccine Order Requests

This document summarizes the small vaccine ordering process and steps to place small vaccine order requests in the myCAvax system.

3

[View](#)

Reviewing Shipments

This document explains how to navigate the Shipment tab, where users can find the shipping information for their vaccine orders.

[View](#)

Placing Standard Vaccine Order Requests

This document summarizes the steps to place standard vaccine order requests in the myCAvax system. Placing a vaccine order request is the first step to procure vaccine...

[View](#)

Navigating the myCAvax Knowledge Center

Providers

4

Placing Small Vaccine Order Requests

This document summarizes the small vaccine ordering process and steps to place small vaccine order requests in the myCAvax system. Placing a small vaccine order request is the first step for procuring smaller vaccine doses than the standard vaccine product package size.

🕒 Nov 26, 2021 · Knowledge

Title

Placing Small Vaccine Order Requests

5


URL Name


Placing-Small-Vaccine-Order-Requests

URL

<https://youtu.be/Gu5DzgkKRNo>

6

 **Files (1)**

 [Placing Small Vaccine Order Requests](#)
Nov 26, 2021 · 549KB · pdf

[View All](#)


4. The title of the support resources appears at the top of the page, along with a short description and date last updated.
5. View videos by clicking the URL.*
6. View job aids by opening the file.

***Note:** Videos will be identified in the title of the support resource as “Video:”.

Landing Pages for Different Profiles

Providers Who Have Completed Enrollment and Training


1

[Home](#)[Enrollment](#)[Locations](#)[Vaccine Orders](#)[Vaccine Inventory](#)[Shipment](#)[Vaccine Marketplace](#)[More](#)

Q

3


Welcome Mo



Order vaccine

Submit a new vaccine order request for each location that needs more vaccine supply.


[Create an order](#)



Manage inventory

Transfer vaccine, or report loss due to waste, temperature excursions or shipment incidents.

[Manage inventory](#)



Manage or Add location(s)

Make changes to an existing location's account, or add a new location.

[Manage locations](#)

2

Open Orders

These orders have not been completed. The list below provides the status of your current orders. For approximate shipping date please refer to the [shipping calendar](#).

Vaccine Orders

Open Orders

5 items • Sorted by Account Name • Filtered by All vaccine orders • Status: Order Record Type • updated a few seconds ago

	Account Name	Order Number	Vaccine Name	Status	Fulfillment Me...	Delivery Method
1	Arendelle	00049761	Janssen (18 years - 100+ years) - 100/2 boxes of 60 - COVID-19 Vaccine	Fulfillment Pending	Local	
2	Arendelle	00050761	Janssen (18 years - 100+ years) - 100/2 boxes of 60 - COVID-19 Vaccine	Submitted	ODD	
3	Cinderella's Castle	00036449	Janssen (18 years - 100+ years) - 100/2 boxes of 60 - COVID-19 Vaccine	Fulfillment Pending	ODD	
4	Cinderella's Castle	00047898	Janssen (18 years - 100+ years) - 100/2 boxes of 60 - COVID-19 Vaccine	Fulfillment Pending	ODD	
5	Cinderella's Castle	00048106	Janssen (18 years - 100+ years) - 100/2 boxes of 60 - COVID-19 Vaccine	Fulfillment Pending	Local	Pickup

Load More

3

Knowledge Center

We regularly update our training materials. Check back here for the latest articles and quick sheets.

[Placing Vaccine Order Requests](#)

[Navigating Chatter](#)

[Recording Shipment Incidents](#)

[Recording Waste Events](#)

[Navigating and Posting on Vaccine Marketplace](#)

4

myCAVax Communication

Review chatter communication below to stay updated.


Sort by:

Latest Posts

Q Search this feed...

▼

↺

 00048498 — San Francisco County LHO (Employee)
February 7, 2022 at 2:44 PM

User16216311644632638395 (Partner) I'm not seeing your VaccineFinder information populate on your Vaccine Order. Have you reported to VaccineFinder within the last week?


Like

Comment

1 comment • 2 views

1. Order vaccine, manage inventory and add/update locations
2. View open orders (i.e. awaiting approval and fulfillment) and a PDF describing the shipping cadence
3. Access the Knowledge Center
4. View myCAVax Communication

The myCAVax homepage represents your day-to-day tasks as a Location Coordinator. From the new homepage, you can do so much more!

 Vaccinate
ALL 58

45


Landing Pages for Different Profiles

Providers Who Have Not Completed Enrollment and/or Training

Welcome Mo

Enrollment checklist


Follow the steps below to complete your organization's enrollment.

**Required Training**

Completed

View


You must complete the required training before your location can be approved.

**Section A - CDC Provider Agreement**

Completed


View Account

This step requires signature from your organization's CEO and CMO

**Vaccine Redistribution**

Start

If your organization is a qualified redistributor (determined in Section A), you must complete a Redistribution Vaccine Management Plan.

**Manage your location(s)**

Manage Location(s)

Once Section A is complete, your organization will need to enroll each location that plans to administer vaccines. If your organization only has one location, you still must complete this enrollment step to receive vaccines. To view the status of your location application(s) or enrolled location(s), click on 'Manage Location(s)'.

Enrollment resources

Use the following set of articles and resources to help guide your organization through the enrollment process.

- [Enrollment Kit](#)
- [Enrollment Worksheet](#)
- [Storage Guidelines](#)
- [CAIR Regions](#)
- [Redistribution Plan Job Aid](#)







Providers who haven't completed enrollment and training must complete the Enrollment checklist to be able to utilize myCAvax functionality.

Vaccine Delivery Cadence

Easter Holiday Ordering & Delivery Cadence—Updated 4/11/22

Monday	Tuesday	Wednesday	Thursday	Friday
April 11	12	13	14	15
Submit order by 5pm		Submit Catch-Up Orders by 5pm		Moderna/J&J Deliveries
				Pfizer Deliveries
		LHD/MCE Approval by 12pm		LHD/MCE Approval by 12pm
April 18	19	20	21	22
Submit order by 5pm		Submit Catch-Up Orders by 5pm		Back to routine delivery schedule
No vaccine deliveries on 4/18 for the Easter Holiday	Moderna/J&J Deliveries			
	Pfizer Deliveries			
		LHD/MCE Approval by 12pm		LHD/MCE Approval by 12pm

-  Order deadlines
-  No deliveries
-  Adjusted delivery dates

-  Delivery windows are dependent on provider's days/hours of operation. Update hours in myCAVax for any holiday closures. Once submitted, orders cannot be cancelled.
- Watch for emails regarding order confirmations, advance shipment notices of vaccine and ancillary kits, and temperature monitoring alerts.

Due to the Easter Holiday observance on Sunday April 17th, there will be **no Standard Order deliveries Monday, April 18.**


Deliveries will resume on Tuesday, April 19, 2022.

Providers must ensure hours are updated if closed on Good Friday, April 15th.

Ancillary Kit Opt-Out Providers

Providers, use the Ancillary Kits dropdown to Opt-Out of ancillary kits for adult vaccine.

New Vaccine Order Request

 Need help? Review the job aid(s) for [placing vaccine order requests](#), [COVID-19 product guide](#), [reporting to VaccineFinder](#), [shipping cadence](#), [Reporting Inventory to VF](#) and [COVID Locating Health](#).

Step 2: Review Doses Requested and Confirm Additional Details
Enter additional required information for your order and include comments (if needed) prior to submitting.

- Not all products are eligible for opting out of Ancillary Kits.

☒ Standard order details

Product	Doses Requested	Ancillary Kits ⓘ
Pfizer (5 years - 11 years) - 100/box - COVID-19 Vaccine	300	Opt-In ▼

Ancillary kit opt-out not available for this product at this time, per CDC guidelines

DO NOT leave comments on your order regarding Ancillary Kit Opt-Out.

Reminder: Ancillary kit Opt-Out is **not** available for Pediatric Pfizer products.

COMING SOON: Pfizer Tris-sucrose (12+ years, gray cap) will be available for Ancillary Kit Opt-Out on Monday April 18th.

Is Your VaccineFinder Information Current?

Reminder: myCAvax will import your latest reported VaccineFinder information into myCAvax.

If one of your products has outdated information:

- myCAvax will alert you to make sure it is updated.
- Your order will be flagged for your LHD/MCEs as they review and approve your order.
- Timely response to the alert and LHD/MCE/CDPH follow-up in order to prevent order approval delays

myCAvax – Known Issues Fixed as of 4/7



Excessive Order Emails

- ✓ We investigated an issue where some providers are getting emails for orders from all their related locations/organizations. Only the primary and backup coordinators for the location should be getting order emails.

Live Support Schedule – *Easter Sunday*

My Turn and myCAvax Help Desk



Closed Operation

- April 17th

Help Desk Support will resume on Monday, April 18th

CDPH Immunization Branch Non-COVID Vaccine Updates

Caterina Liu, M.D., CDPH

Agenda

- ACIP Immunization Schedule Updates
- AB 789: Hepatitis B and C Screening Law

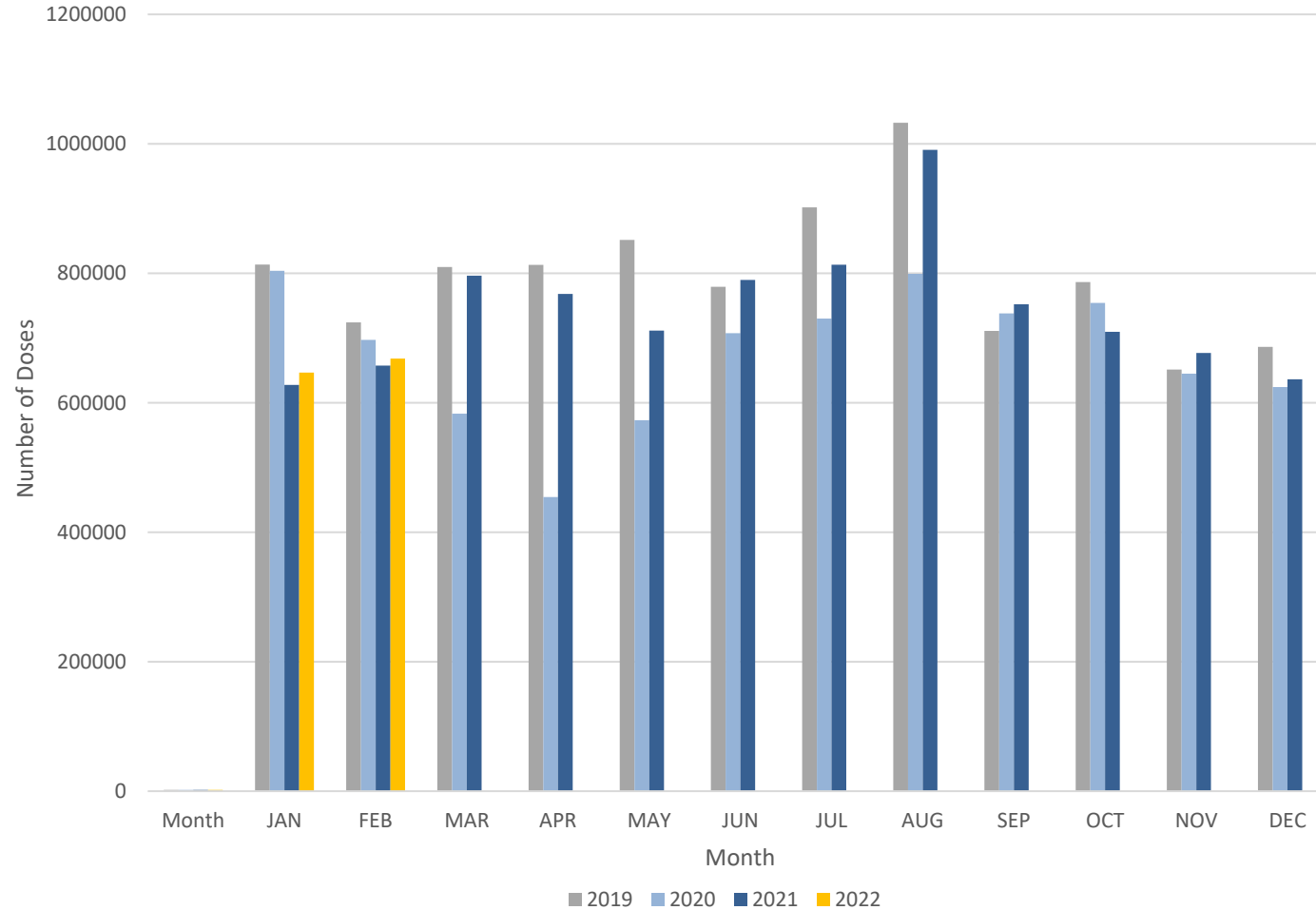


Just Updated: Advisory Committee on Immunization Practices (ACIP) Pediatric and Adult Immunization Schedules

- **ACIP Pediatric Immunization Schedule (2022)**
 - No major changes
 - Full list of schedule changes on [ACIP page](#)
- **ACIP Adult Immunization Schedule (2022)**
 - Pneumococcal vaccine recommendations simplified & updated
 - Updated regimen options: PCV20 OR PCV15 + PPSV23
 - Hepatitis B vaccine is recommended for **all** adults 19-59
 - Zoster vaccine recommended for immunocompromised adults 19+

Fill the Pediatric Vaccination Gaps!

Non-Flu, Non-
COVID Doses
Submitted to
CAIR2 for
0-18 Yr Olds
By Month, Jan
2019 – February
2022



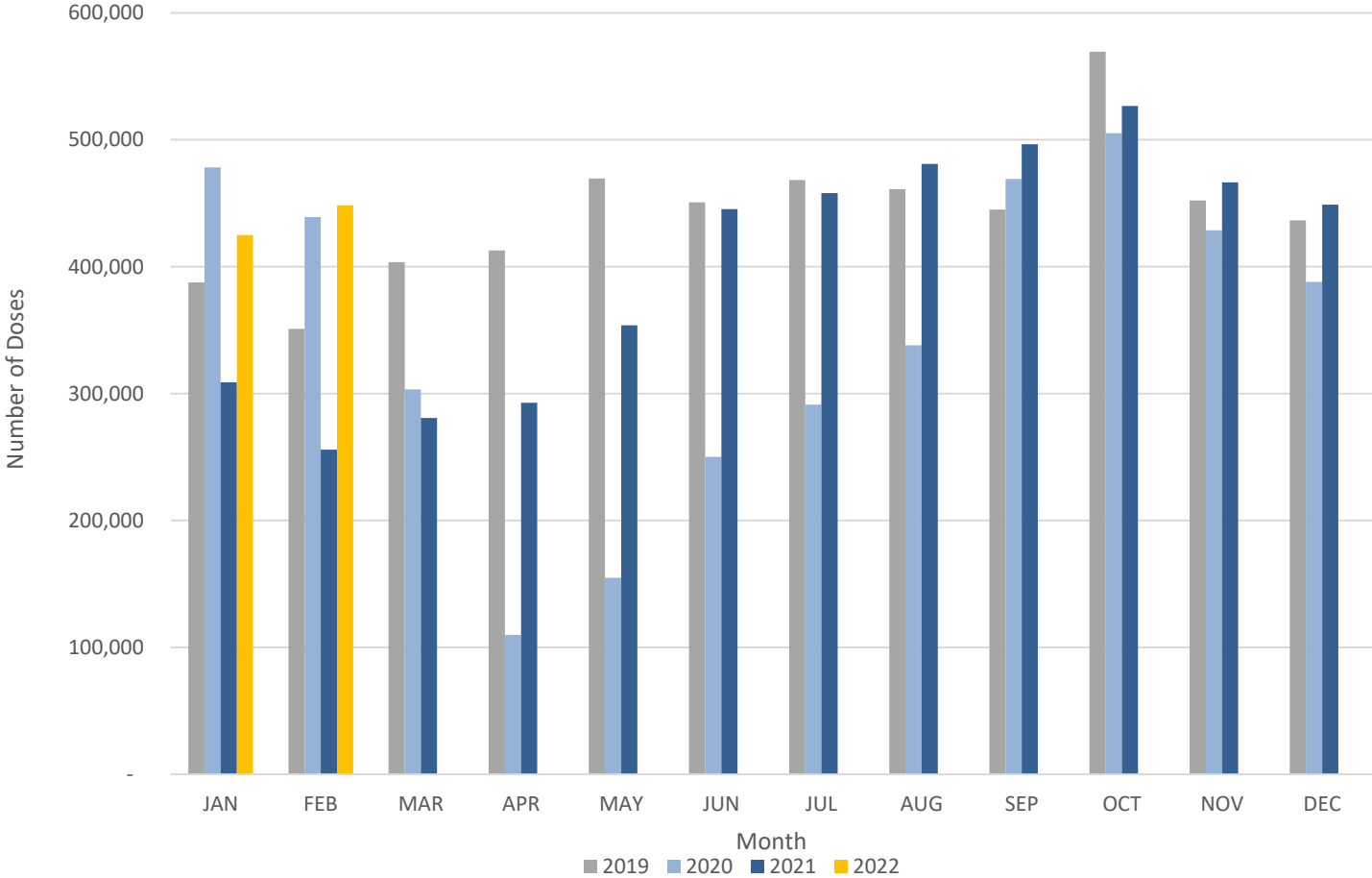
Month	Dose Ratio ^{&} (2022/2019)
JAN	0.79
FEB	0.92

California
Immunization
Registry (CAIR)
2021 doses still
indicate a need
to catch up
on missed doses
in 2020.

[&] Dose ratio: 2019 doses submitted are used as the pre-pandemic baseline; 2022 doses are compared to this baseline for the calculation of dose ratios.

Catch Up Your Adult Patients

Non-Flu, Non-COVID
Doses Submitted to
CAIR2 for
Adults 19 Years and
Older By Month, Jan
2019 – February 2022

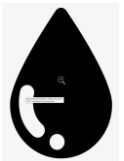


Month	Dose Ratio& (2022/2019)
JAN	1.10
FEB	1.28

& Dose ratio: 2019 doses submitted are used as the pre-pandemic baseline; 2022 doses are compared to this baseline for the calculation of dose ratios.

Who should get the pneumococcal vaccine?

- Everyone 65+
- People 19-64 with certain medical conditions



Immune
compromise



CSF leak



Cochlear
implant



HIV



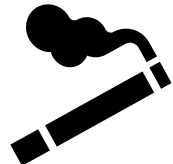
Cancer



Liver
disease



Alcoholism



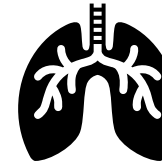
Cigarette
smoking



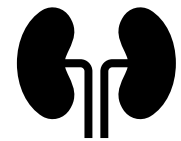
Diabetes



Heart disease



Lung disease



Kidney disease

Updated Pneumococcal Vaccine Regimens

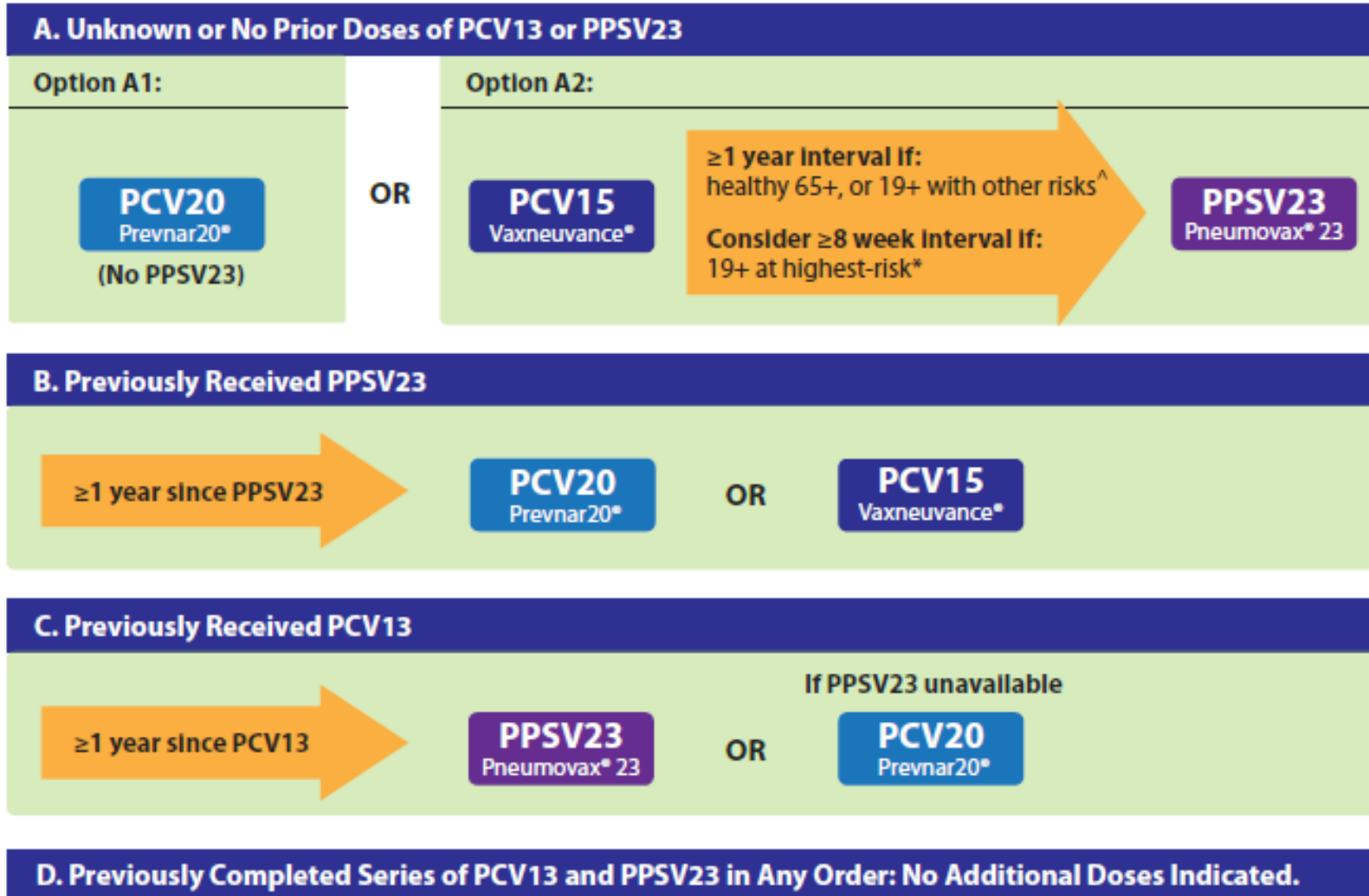
- New vaccine products: PCV15 and PCV20 licensed in 2021 for adults aged 18 years and older
- New regimen options recommended by ACIP:
 - PCV20 only
 - PCV15 + PPSV23

How do the pneumococcal vaccines differ?

	1	3	4	5	6A	6B	7 F	9V	14	18 C	19 A	19 F	23 F	22 F	33 F	8	10 A	11 A	12 F	15 B	2	9N	17 F	20
PCV13																								
PCV15																								
PCV20																								
PPSV23																								

- **PCV15 non-PCV13:** includes serotypes **22F** and **33F**
- **PCV20 non-PCV13:** includes serotypes **22F**, **33F**, **8**, **10A**, **11A**, **12F**, and **15B**
- **PPSV23 non-PCV20:** includes serotypes **2**, **9N**, **17F**, and **20**

CDPH Pneumococcal Vaccine Timing Guide

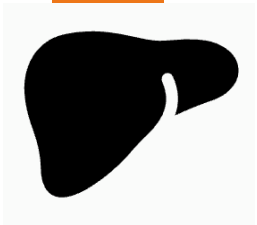


ACIP Recommendations Update: Zoster Vaccine

Immunodeficient or immunosuppressed adults 19 years of age and older are recommended to receive 2 doses of recombinant zoster vaccine (Shingrix).

ACIP Recommendations Update: Hep B Vaccine

- **Hep B** vaccine is now universally recommended for all adults aged 19 through 59 years.
- For people 60+, Hep B vaccine is recommended for people at increased risk.



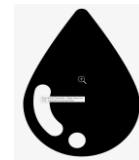
Liver disease



HIV



Injection drug use



Risk for exposure to blood



Sexual exposure risk



Incarcerated

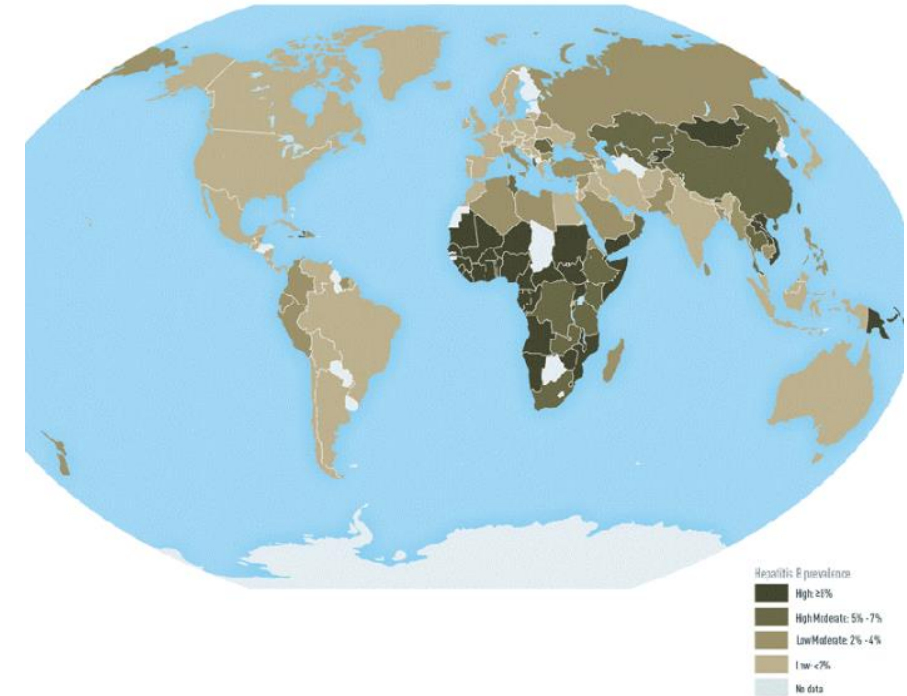
- Anyone aged 60+ years who does not meet risk-based recommendations *may still receive* Hepatitis B vaccination.

AB 789: California Hepatitis B & C Screening Law

- **New Testing Requirement:** As of January 1, 2022, an adult patient who receives primary care services in a facility, clinic, unlicensed clinic, center, office, or other setting where primary care services are provided must be offered a hepatitis B screening test and a hepatitis C screening test based on the latest screening recommendations from the [United States Preventive Services Task Force \(USPSTF\)](#) to the extent these services are covered under the patient's health insurance, unless the provider reasonably believes certain conditions are met.
- **Follow-up:**
 - Patients whose testing indicates hepatitis B or C infection should be referred for follow-up care with their primary care provider or a liver specialist.
 - Those who test negative for hepatitis B should be offered hepatitis B vaccination.
- For additional information, please refer to [CDPH's Dear Colleague Letter, March 2022](#)


Hepatitis B&C: Additional Testing Information

- USPSTF Hepatitis Screening Recommendations:
 - Hepatitis B: Screen adults and adolescents at **increased risk** of infection
 - Risk factors include: born in country with prevalence of HBV infection $\geq 2\%$, HIV positive, people who inject drugs, men who have sex with men
 - Hepatitis C: Screen all adults 18-79
- Chronic hepatitis B remains common in California, with the majority of reported cases being Asian American or Pacific Islander.
- The CDC hepatitis B serology guide has information about hepatitis B testing and interpretation.



Estimated Prevalence of Hepatitis B Infection

Additional Resources

- [2022 Adult Immunization Schedule](#)
- [ACIP General Best Practices Updates](#)
- [ACIP Schedule Changes and Guidance](#)
- [Pneumococcal Vaccine Timing Tool for Adults](#)  UPDATED VERSION
NOW POSTED!
- [MMWR: Updated Hepatitis B Vaccine Recommendations](#)
- [MMWR: Updated Pneumococcal Vaccine Recommendations](#)
- [MMWR: Updated Recombinant Zoster Vaccine Recommendations](#)

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

Next session: Monday, April 18, 12PM

Friday:

Provider Office Hours

Next session: Friday, April 22, 9AM

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