

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

Friday, May 13, 2022

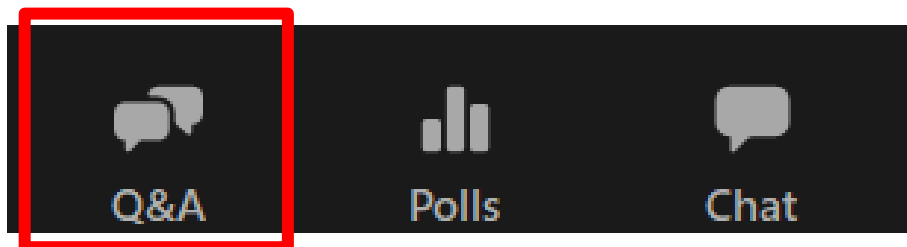


**Vaccinate ALL 58**

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](mailto:Rachel.Jacobs@cdph.ca.gov)

# Agenda: Friday, May 13, 2022

No.	Item	Speaker	Time (AM)
1	Welcome & Announcements	Leslie Amani (Moderator)	9:00 – 9:05
2	Vaccine Administration	Elizabeth Reosti (CDPH)	9:05 – 9:10
3	Clinical Update	Caterina Liu, M.D. (CDPH)	9:10 – 9:20
4	Quality Assurance Site Visits	Eugene Beronilla and Francisco Borboa (CDPH)	9:20 – 9: 25
Q&A			9:25 – 9:30
5	Storage & Handling	Kate McHugh (CDPH)	9:30 – 9:35
6	Vaccine Management	Eric Norton (My Turn) and Claudia Aguiluz (CDPH)	9:35 – 9:45
7	Wrap Up & Resources	Leslie Amani (Moderator)	9:45 – 10:00
Q&A			

# Announcements

Leslie Amani, CDPH

# Upcoming: EZIZ Webpage Walk-through Webinar

Please join CDPH for a 30-minute overview of the EZIZ COVID webpages.

**When:** Monday, May 16, 2022

**Time:** 2:00PM

Register [here](#)

Learn more

The screenshot shows the homepage of the Vaccinate All 58 California COVID-19 Vaccination Program. The header includes the logo, the program name, and a 'POWERED BY Google' badge. A left sidebar contains a navigation menu with links to Program Updates, Program Enrollment, My Turn Onboarding, Vaccine Management, Vaccine Administration, Reporting Requirements, Archived Communications, and Patient Resources. The main content area is titled 'Updates for Providers' and features four icons: FAQs, Provider Office Hours, Training, and Training Calendar. Below these are sections for Alerts, Second COVID-19 Booster Resources (with links to CDC, HHS, and CDPH resources), Medi-Cal News Flash, Updated Vaccination Schedule, Vaccine Expiration, Now Enrolling Providers of Pediatric Services, and Other New Resources.

# Next Crucial COVID-19 Conversations Webinar

## Communicating about COVID-19 Vaccines on Social Media

**Speaker:** Vicki Chan, MD

**When:** Thursday, May 26 from 12:00 PM – 1:00 PM

**Register** [here](#)

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of the California Medical Association (CMA) and California Department of Public Health. CMA is accredited by ACCME to provide continuing medical education for physicians.

The California Medical Association designates this enduring material for a maximum of 1 *AMA PRA Category 1 Credits™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

This activity has not received commercial support.



NEW

## What is Long COVID?



Long COVID is defined as the presence of a wide range of new, returning, or ongoing health problems experienced by people 4 or more weeks after first being infected with COVID-19 and can remain for 6 months or more.



Many people living with the disease were previously fit & healthy.



Children experience long COVID symptoms similar to adults.

### Best ways to prevent long COVID



getting vaccinated and boosted



wearing a mask that has a good fit and filtration

Long COVID can affect people who have experienced mild, severe or even symptom-free COVID-19 infections.

### Most common symptoms persisting 6 months



extreme exhaustion (fatigue)



problems with memory and concentration (brain fog)

### Other common symptoms



high temperature, cough, headaches, sore throat, changes to sense of smell or taste



ringing ears, earaches



feeling sick, diarrhea, stomach aches, loss of appetite



shortness of breath



fast heart rate or palpitations



chest pain or tightness



dizziness



joint or muscle pain



rashes



depression and anxiety



difficulty sleeping (insomnia)

### Ready to get your child vaccinated?

Please discuss any lingering questions or concerns about the vaccine with your child's pediatrician. Visit [myturn.ca.gov](https://myturn.ca.gov) or call 1(833) 422-4255 to find a vaccination location near you.

## Covid -19 Risk Comparison for teens (12 years+)

Not getting vaccinated.

VS

Getting vaccinated.

Risk of serious illness, hospitalization & death from COVID-19.



Risk of serious illness, hospitalization & death from COVID-19 virus variants like Delta



Risk of "Long COVID" - a wide range of new/ ongoing health problems that starts approx. 4-5 weeks AFTER COVID-19 infection.



Risk of Multisystem Inflammatory Syndrome in Children (MIS-C) caused by COVID-19.



Small risk of serious, rare vaccine side effects including myocarditis and pericarditis (TREATABLE heart problems) - after mRNA COVID-19 vaccination.

**Choosing NOT to vaccinate teens against COVID-19 is the riskier choice.**

Visit [myturn.ca.gov](https://myturn.ca.gov) to find a vaccination location near you or call 1(833)422-4255.

Vaccinate ALL 58

## COVID-19 Risk Comparison for youth (5-11 years)

Not getting vaccinated

youth (5-11years)

VS

Getting Vaccinated

youth (5-11years)

Risk of serious illness, hospitalization & death from COVID-19.



Risk of "Long COVID"- a wide range of new/ ongoing health problems that starts approx. 4-5 weeks AFTER COVID-19 infection.



Risk of Multisystem Inflammatory Syndrome in Children (MIS-C) caused by COVID-19.



Fever PLUS 1+ of the following:

- Stomach pain
- Bloodshot eyes
- Diarrhea
- Dizziness or lightheadedness
- Skin rash
- Vomiting

The side effects of the vaccine are usually mild and can include:

- soreness
- tiredness
- headache
- chills
- nausea
- vomiting
- fever



Children may need to take a day or two off from school/ activities to recover from the side effects.

**Millions of youth (5-11 years) have been vaccinated safely**

**1.4 MILLION**

40 % California

**9.9 MILLION**

35 % United States



Data as of 5/4/22

**Choosing NOT to vaccinate youth against COVID-19 is the riskier choice.**



**Vaccinate ALL 58**

Ready to get your child vaccinated?

Visit [myturn.ca.gov](https://myturn.ca.gov) or call 1(833) 422-4255 to find a vaccination location near you.

## Long COVID in Kids

## Risk Comparison for Teens

## Risk Comparison for Youth



# Pfizer COVID-19 Vaccine Medical Updates & Training Sessions

Date & Time (linked)	Password
<a href="#">Tuesday, May 17 - 12PM</a>	r6V3H96bwkJ
<a href="#">Wednesday, May 18 - 9AM</a>	unBcEjEJ838
<a href="#">Thursday, May 19 - 9AM</a>	cDJC26bsQ5Z
<a href="#">Tuesday, May 24 - 12PM</a>	MkNChp8DP37
<a href="#">Wednesday, May 25 - 9AM</a>	JSzZgpJh533
<a href="#">Thursday, May 26 - 9AM</a>	RNspiFsN936
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



# VA58 WhatsApp ChatBot

A new, easy-to-use tool is now available for Latinos and other Spanish speakers to learn about vaccines and COVID-19. WhatsApp allows you to text on your phone anytime, anywhere to find answers to your questions, and even book a vaccine appointment!



# Toolkits, Fliers, Conversation Guides, and Videos

## #ThisIsOurShot Toolkit COVID-19 Crucial Conversations

 **#THIS IS OUR SHOT**  **VACU NATE YA**

### COVID-19 VACCINE CONVERSATIONS

TOP 5 MESSAGES



#### SAFETY

The vaccine will protect you from getting very sick from COVID. Over 150 million Americans have been safely vaccinated and are now protected.



#### SIDE EFFECTS

Side effects are common. They are a sign your body is building up its defenses to protect you. Many people temporarily feel:

1. Sore arm (near site of vaccination)
2. Fatigue
3. Headache
4. Muscle pain
5. Joint pain



#### EFFECTIVENESS AND VARIANTS

Each vaccine is nearly 100% effective at preventing hospitalization and death from COVID and its variants! It will allow us to do the things we love and miss most. Vaccinated individuals can get a mild COVID infection.



#### SPEED

It's good to be careful when new things come along. Health experts took all the necessary steps to produce a safe vaccine, and it was built on 20 years of research and science.





#### QUESTIONS?

I'm glad you want to know more. Ultimately, the choice is yours. If you have questions, talk with your doctor or healthcare provider soon. Text your zip code to **GETVAX (438829)** to get your free vaccine today.

Help spread the truth about COVID vaccines.

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 **#THIS IS OUR SHOT**  **VACU NATE YA**

### LANGUAGE DO'S & DON'TS

Do Say	Don't Say
Vaccination	Injection or shot
A safe and effective vaccine	A vaccine developed quickly
Authorized by FDA based on clinical testing	Approved by FDA, Operation Warp Speed, Emergency Use Authorization <sup>1</sup>
Get the latest information	There are things we still don't know
Keep your family safe; keep those most vulnerable safe	Keep your country safe
Public Health	Government
Health / medical experts and doctors	Scientists
People who have questions	People who are hesitant, skeptical, resistant, or "anti-vaxxers"

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

#### Messaging Elements That Resonate

**Validate Concerns & Answer Questions**  
Acknowledge people's hesitancy rather than challenge it. Provide scientifically-based plain language answers.

**Moments Missed**  
Reference things the people miss most. With many feeling COVID-19 fatigue, missed moments (especially human connections that we took for granted like visiting family and friends) serve as a powerful reminder of the ultimate end goal: vaccination as a pathway to the possibility of regaining these moments.

**Protection**  
Emphasize "protecting myself, loved ones, and those in my community" (rather than "coming together as a nation").

**Positive Tone**  
Be inviting and respectful as opposed to demanding. Acknowledge that the "choice is yours to make," which connects with the deeply rooted American value of liberty.

#### Messaging Elements That DON'T Resonate

**Negativity & Fear**  
People push back when reminded of how difficult a year it's been—it tends to put them in a pessimistic, hopeless or frustrated frame of mind. Fear tactics are likely to backfire because this does little to generate trust or answer people's questions about vaccines.

**Guilt**  
References to "many people already stepping up" can come off as pushy or accusatory. Those who are hesitant do not see themselves as "free riders" letting others take risks first; rather, they are worried about being "guinea pigs" for new COVID-19 vaccines.

**Overpromising**  
Avoid claims that are unproven. Being overly rosy may cause concern. Be clear about the facts without any sugarcoating. Most people understand that mass vaccination is a long-term process. Avoid messages that inadvertently imply that vaccine availability will "flip the switch."

**"Back to Normal"**  
Some just want things to "get back to normal," but for others, post-pandemic life will never be "the way it was." It's more about getting back to life rather than back to normal. Messages that focus on economic recovery—rather than public health—do not perform well.


Research, insights, & content provided by Kaiser Family Foundation, AdCouncil, & COVID Collaborative

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## TOP 5 REASONS

### Your Kids Should Get the COVID-19 Vaccine


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




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




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



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




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



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

Get your children back to school safely. Get them vaccinated against COVID-19 today! Learn more at [VaccinateALL58.com](https://www.vaccinateall58.com).

VaccinateALL58.com 

# Archived: Planning for Under 5 Vaccinations

Please join CDPH for a Planning for Under 5 Vaccinations Webinar. Content will include current information about Under 5 COVID-19 vaccines, clinical updates, storage & handling, and job aids, resources and trainings.

Slides: [Planning for Under 5 COVID-19 Vaccinations Webinar](#)

Recording: [Planning for Under 5 COVID-19 Vaccinations Webinar](#)



# Stay informed!

## Provider Resources on [eziz.org/covid](https://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 ProgramPOWERED 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:**

**Second COVID-19 Booster Resources**

- CDC: Thinking about Getting a Second COVID-19 Vaccine Booster Dose
- CDC: Clinical Considerations Second COVID-19 Vaccine Booster Dose
- HHS: Resources about COVID-19 Vaccine Boosters
- Second COVID-19 Booster Dose FAQs for Long-term Care Settings
- CDPH Healthcare Worker Booster Poster
- CDPH Older Adult Booster Poster

**Medi-Cal News Flash**

- FQHC, RHC and Tribal FQHC Providers May Now Submit Claims for COVID-19 Vaccine Administration

**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

**Now Enrolling Providers of Pediatric Services**

- 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
- Preparing for Under 5 Vaccination



# COVID-19 Vaccine Provider FAQs

- Answers to provider questions
- Updated weekly: last updated 05/12/2022
- Currently in its 71st iteration!



**Q: Where can COVID-19 vaccine Providers find resources, webinars, and outreach materials to prepare for vaccinating children under age 5?**

**A:** COVID-19 vaccine Providers can find information at [Preparing for Under 5 Vaccinations](#). This job aid outlines:

- Clinical, safety, and efficacy talking points
- COVID-19 vaccine product training
- Timing for doses by age
- Clinic flow organization
- Storage unit organization to reduce vaccine administration errors
- Resources and training to administer under 5 vaccines

Please listen to the “Planning for Under 5 COVID-19 Vaccinations” webinar recording [here](#) and download slides [here](#).

VA58 also developed a [communications toolkit](#) for providers of pediatric services, with activity sheets for children, flyers for families, and social media posts to share with patients and networks.

## 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 May 16, 2022 – FINAL v1

Note: Calendar subject to change

	Monday 5/16	Tuesday 5/17	Wednesday 5/18	Thursday 5/19	Friday 5/20
myCAvax					<a href="#">Provider Office Hours</a> 9:00 am – 10:00 am
Combined Office Hours and Events	<a href="#">Vaccine Order Request with Q&amp;A</a> 10:00 am – 10:30 am  <a href="#">My Turn and myCAvax Office Hours</a> 12:00 pm – 1:00 pm  <a href="#">EZIZ Webpages Walkthrough</a> 2:00 pm – 2:30 pm	<a href="#">Pfizer BioNTech COVID-19 Vaccine Training &amp; Education*</a> 12:00 pm – 1:00 pm PW: r6V3H96bwkJ	<a href="#">Pfizer BioNTech COVID-19 Vaccine Training &amp; Education*</a> 9:00 am – 10:00 am PW: unBcEjEJ838	<a href="#">Pfizer BioNTech COVID-19 Vaccine Training &amp; Education*</a> 9:00 am – 10:00 am PW: cDJC26bsQ5Z	
View On Demand	<ul style="list-style-type: none"><li><a href="#">Intro to My Turn Onboarding</a> (v. 1/4/22)</li><li><a href="#">Latest Features in My Turn</a> (*Requires My Turn Login)</li></ul>		<ul style="list-style-type: none"><li><a href="#">Latest Features in myCAvax for Providers</a> (*Requires myCAvax Login)</li><li><a href="#">myCAvax Release Notes for LHJs and CDPH Users</a> (*Requires myCAvax Login)</li><li><a href="#">Crucial COVID-19 Conversations Archived Webinars and Slides</a></li></ul>		<ul style="list-style-type: none"><li><a href="#">Provider 101 Account Enrollment: Section A: Organization Application</a> (v. 10/21/21)</li><li><a href="#">Provider 101 Account Enrollment: Section B: Location Application</a> (v. 10/21/21)</li><li><a href="#">Provider Office Hours and MCE Office Hours Archived Sessions</a></li></ul>

Help

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

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

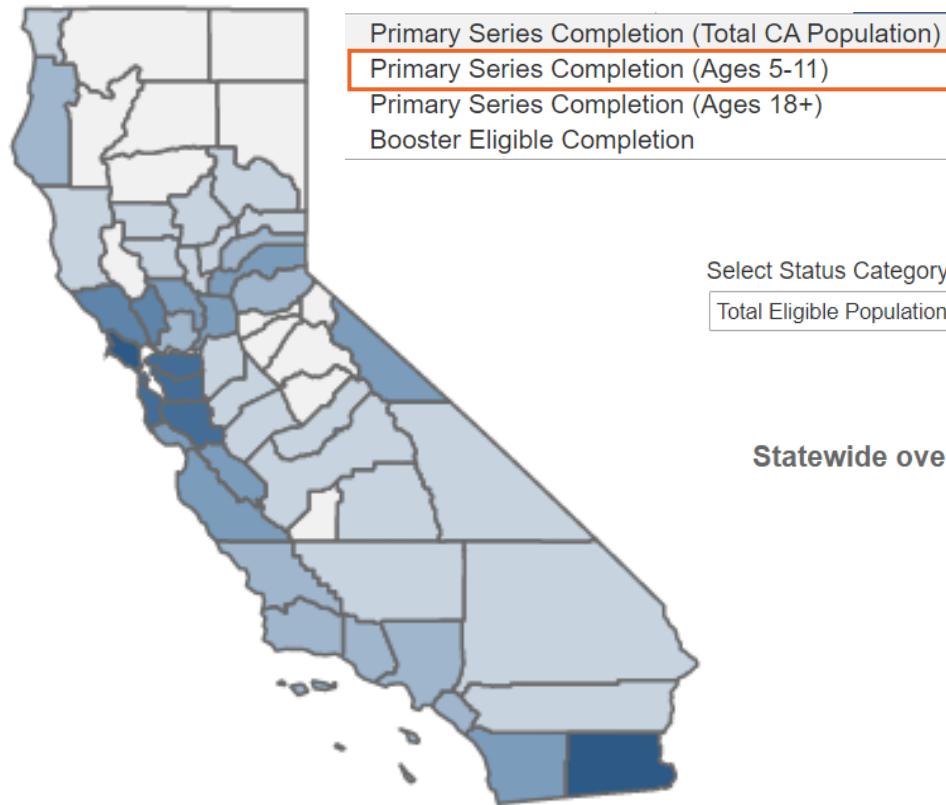
# Vaccine Administration Data

Elizabeth Reosti, CDPH



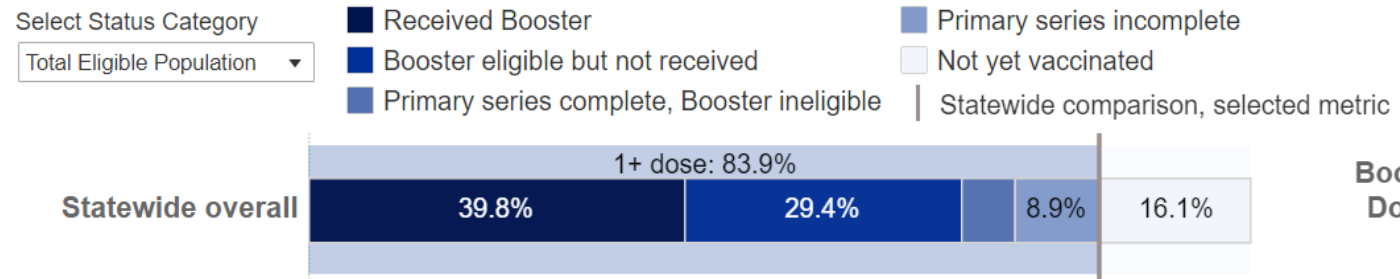
# Vaccine Administration Summary

as of May 10, 2022



# 75,088,046

## Total Doses Administered:

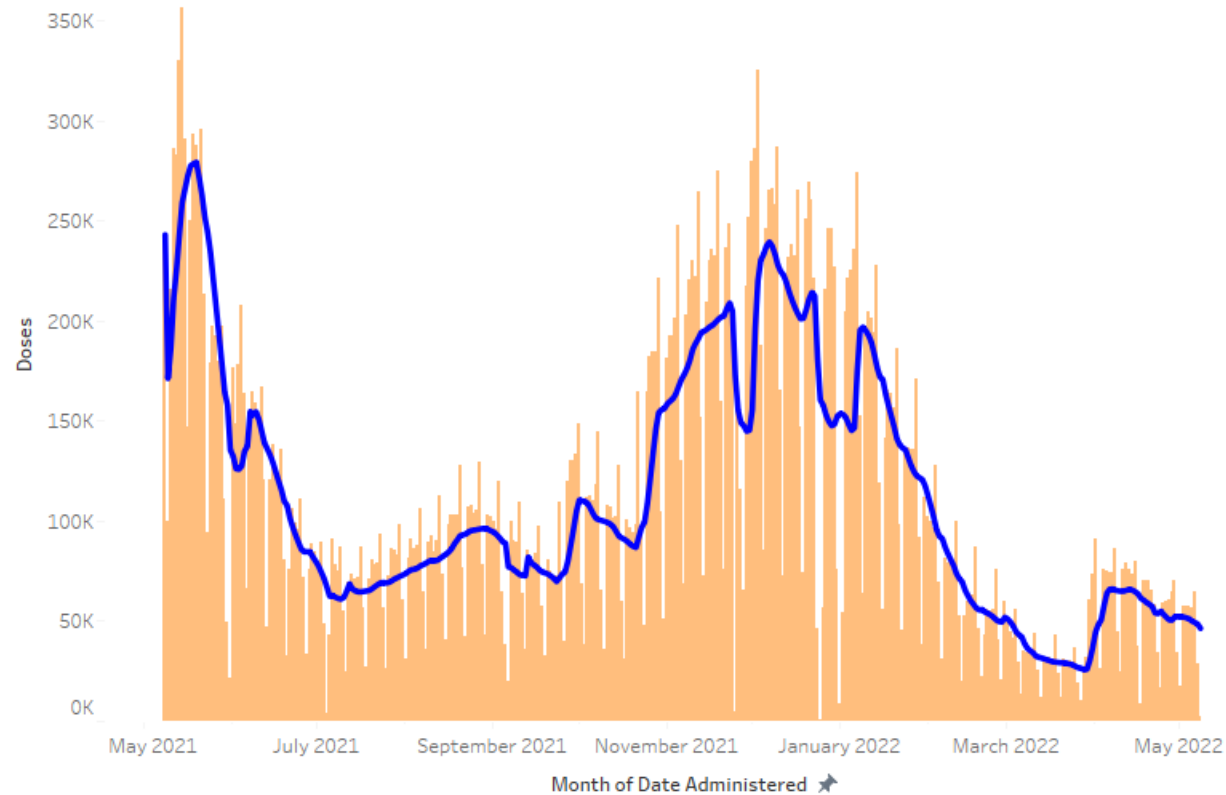


**Booster/Additional  
Dose Recipients:  
15,020,480**

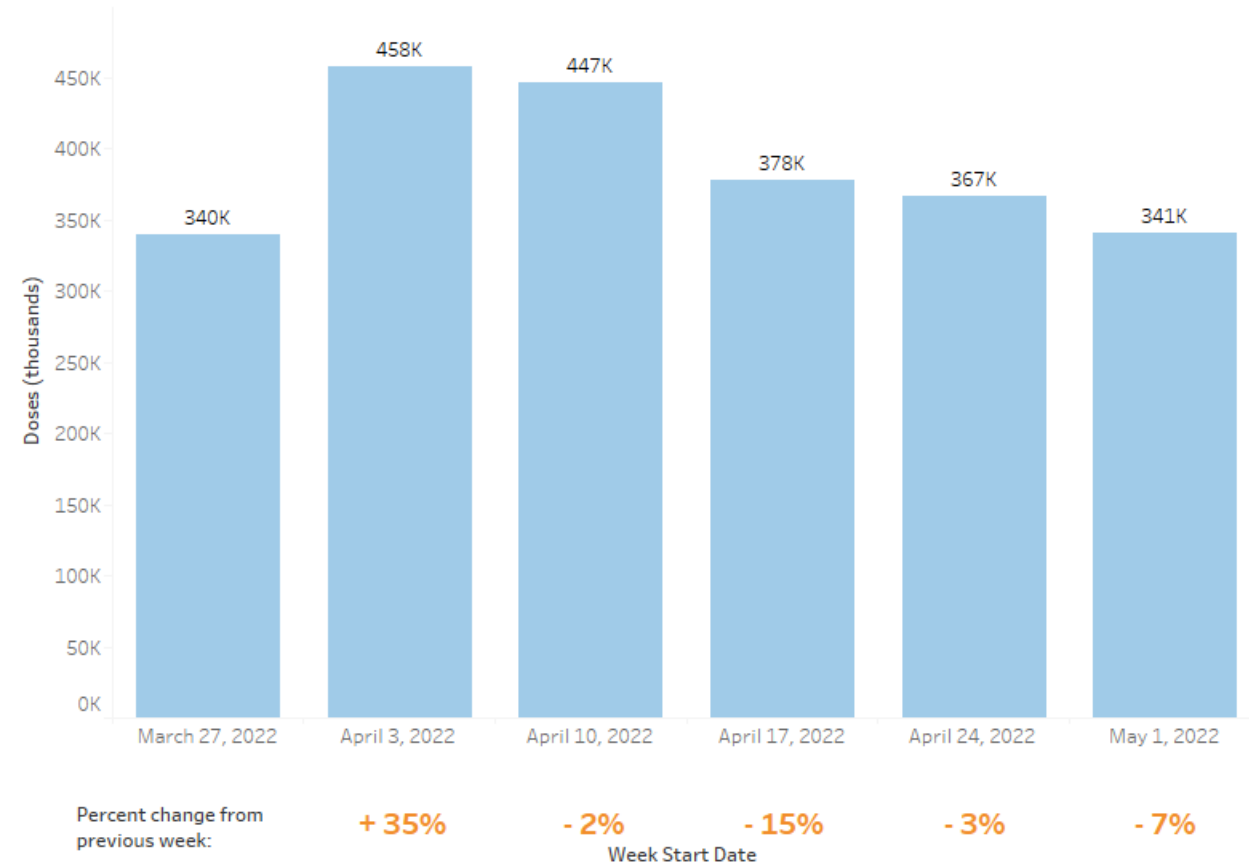
# Trends in Vaccine Administration

as of May 09, 2022

Daily Doses Administered: **Statewide**



Weekly Doses Administered: **Statewide** (thousands)



# Trends in Vaccine Administration

as of May 09, 2022

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

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

Search  [Advanced Search](#)

**CDC Newsroom**

CDC > Newsroom Home > CDC Newsroom Releases

[Newsroom Home](#)

[CDC Newsroom Releases](#)

[2022 News Releases](#)

[2021 News Releases](#)

[2020 News Releases](#)

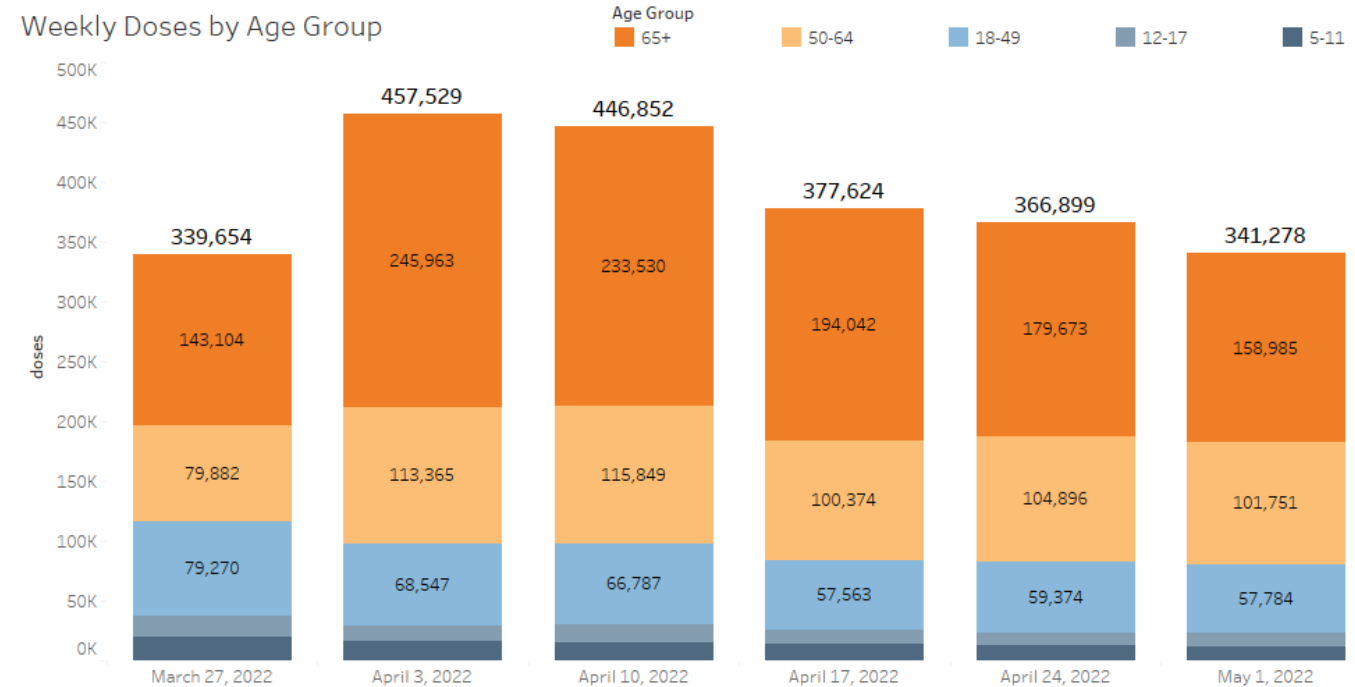
[2019 News Releases](#)

## CDC Recommends Additional Boosters for Certain Individuals

**Media Statement**

For Immediate Release: March 29, 2022  
Contact: [Media Relations](#)  
(404) 639-3286

<https://www.cdc.gov/media/releases/2022/s0328-covid-19-boosters.html>



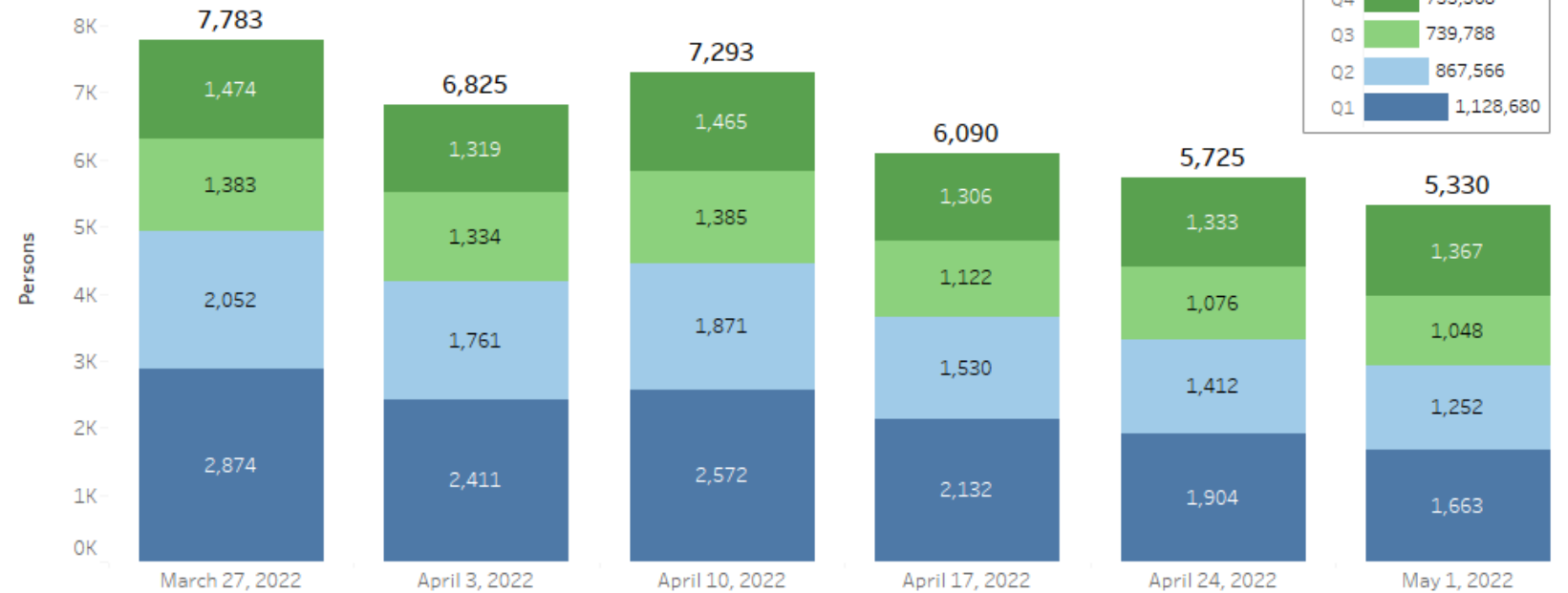
Percent Change from Previous Week	+ 35%	- 2%	- 15%	- 3%	- 7%
5-11	- 17%	- 2%	- 13%	- 9%	- 7%
12-17	- 25%	+ 10%	- 20%	- 12%	+ 6%
18-49	- 14%	- 3%	- 14%	+ 3%	- 3%
50-64	+ 42%	+ 2%	- 13%	+ 5%	- 3%
65+	+ 72%	- 5%	- 17%	- 7%	- 12%

# 5-to-11-year-old Vaccination Trends

as of May 09, 2022

- Persistently declining demand/uptake among all equity quartiles

Weekly New 5-11 year-old Partially Vaccinated Recipients by VEM: **Statewide**

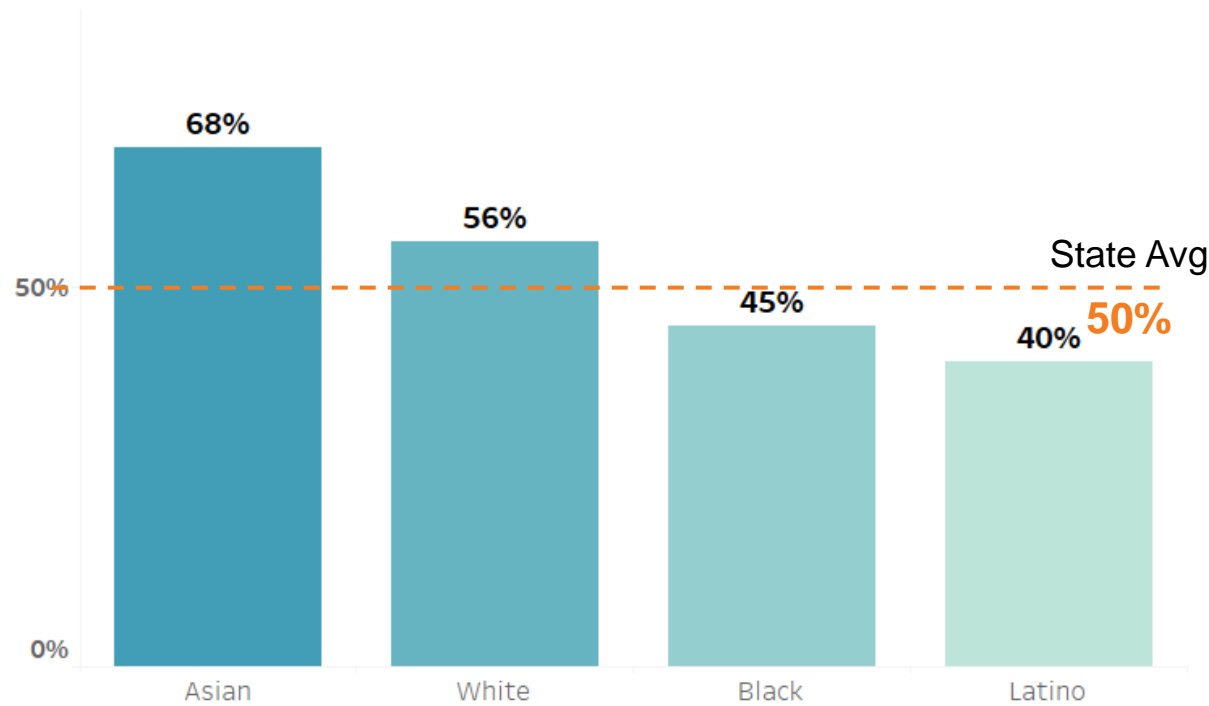


	Percent Change from Previous Week:	- 12%	+ 8%	- 17%	- 6%	- 7%
Q4		- 11%	+ 11%	- 11%	+ 2%	+ 3%
Q3		- 4%	+ 4%	- 19%	- 4%	- 3%
Q2		- 14%	+ 6%	- 18%	- 8%	- 11%
Q1		- 16%	+ 7%	- 17%	- 11%	- 13%

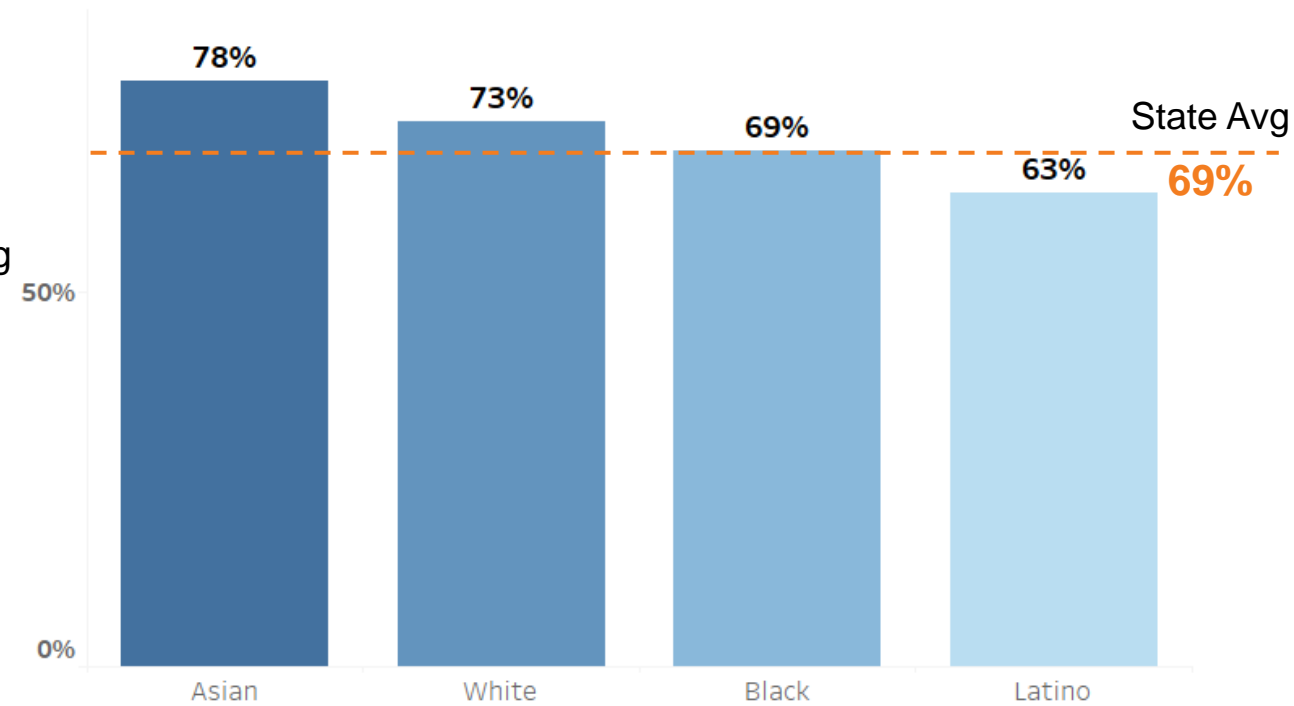
# 1<sup>st</sup> Booster Vaccination Rates

as of May 09, 2022

Received Booster <50 (among booster-eligible population)



Received Booster 50+ (among booster-eligible population)



# Data Summary

as of May 09, 2022

## Latest Metrics

**74.9 Million** doses administered

**341k** doses administered in previous week (-7% pt change)

**5,330** new 5-to-11-year-old recipients (-7% pt change)

## System Updates

- San Diego Immunization Registry (SDIR) migration to CAIR completed May 6, 2022
- 4<sup>th</sup> doses included in overall dose admin count, but not currently displayed in immunization status

# Clinical Update

Caterina Liu, M.D., CDPH

# Public health impact of COVID-19 vaccines

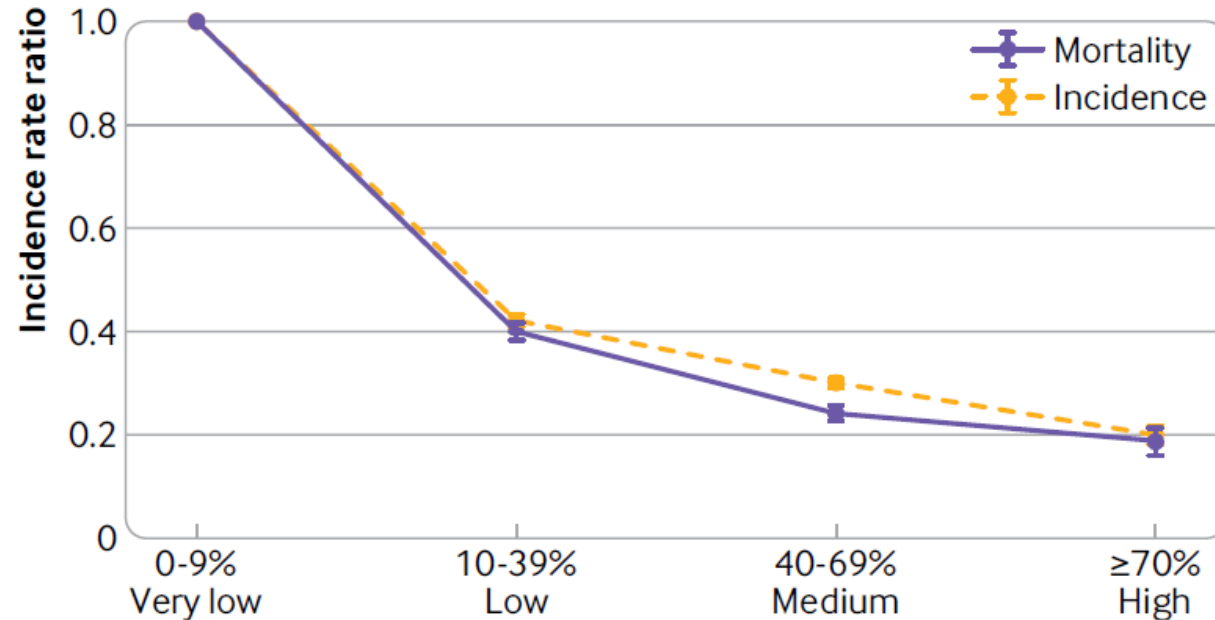


Fig 3 | Effect of vaccination coverage on county covid-19 mortality and incidence during era of alpha variant predominance. Analyses are from 2557 counties in 48 US jurisdictions. Model controlled for county population size, social vulnerability index, and mobility changes

- Observational study of CDC case surveillance and vaccine data during pre-Omicron period (12/14/20-12/18/21).
- Every 10% improvement in vaccination coverage reduced mortality rates by 8% and case incidence rates by 7%.
- Counties with higher rates of vaccination coverage had lower rates of mortality and case incidence rates during the Alpha and Delta variant periods.
- There was a smaller lowering effect on incidence rates during the Delta period.



# Effectiveness of a 3<sup>rd</sup> vaccine dose against infection in nursing home residents during the Omicron period

**TABLE. Relative effectiveness of additional COVID-19 primary or booster vaccine doses in preventing SARS-CoV-2 infection among residents of skilled nursing facilities compared with primary series vaccination only — National Healthcare Safety Network, United States, February 14–March 27, 2022**

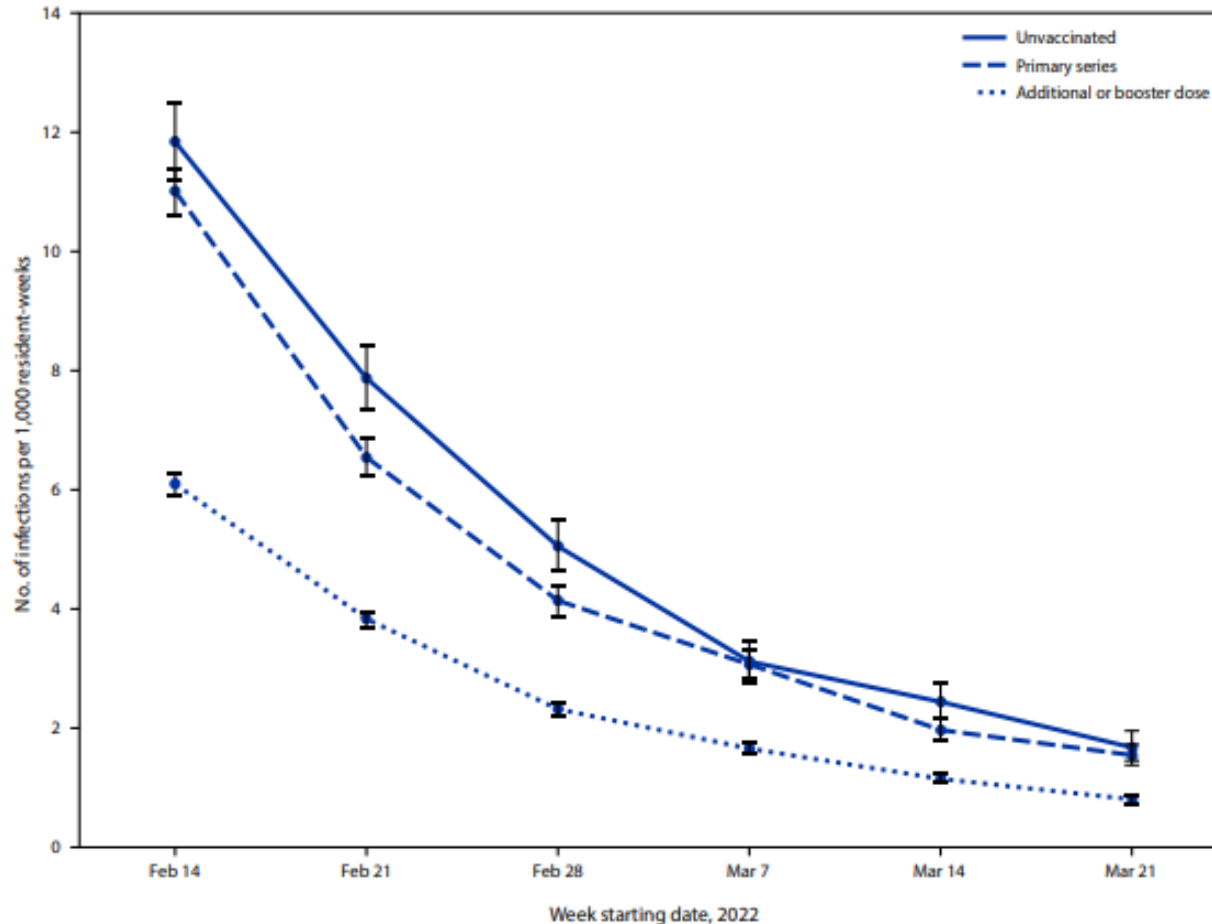
Vaccination status*	No. of resident-weeks <sup>†</sup>	No. of cases <sup>§</sup>	Crude infection rate <sup>¶</sup> (95% CI)	Vaccine effectiveness % (95% CI)	
				Unadjusted**	Adjusted <sup>††</sup>
Primary series	1,509,674	7,510	5.0 (4.9–5.1)	Ref	Ref
Additional or booster dose	4,416,401	11,334	2.6 (2.5–2.7)	49.3 (47.3–51.3)	46.9 (44.8–48.9)

Abbreviations: Ref = referent group; SNF = skilled nursing facility.

- Analysis of National Healthcare Safety Network COVID-19 surveillance and vaccination data
- Infection rates among residents who had received a 3<sup>rd</sup> vaccine dose, either an additional or booster dose, were compared to those who received 2-dose primary series.
- A 3<sup>rd</sup> COVID-19 vaccine dose provides about 47% additional protection compared to 2 doses of vaccine during the Omicron period.

# Effectiveness of a 3<sup>rd</sup> vaccine dose against infection in nursing home residents during the Omicron period

FIGURE. Crude weekly rates of reported confirmed SARS-CoV-2 infection among skilled nursing facility residents,\* by vaccination status<sup>†</sup> and resident-week<sup>§</sup> — National Healthcare Safety Network, United States, February 14–March 27, 2022



- Rates of infection among residents with an additional or booster dose were consistently lower than those among residents with primary series vaccination only or among unvaccinated residents.
- ❖ Unable to distinguish between asymptomatic and symptomatic infections.
- ❖ Could not examine severe outcomes.

# FDA Limits Use of J&J Vaccine

- The FDA has limited the authorized use of the Johnson and Johnson/Janssen COVID-19 vaccine to ages  $\geq 18$  years for those who:
  - Other COVID-19 vaccines are not accessible or clinically appropriate
  - Elect to receive J&J vaccine because they would otherwise not receive a COVID-19 vaccine
- Limitation based on the rare risk of thrombosis with thrombocytopenia syndrome (TTS)
- CDC guidance already limited the recommendations for use of J&J COVID-19 vaccine (as of December 2021)

# CDC & WSSSRW: mRNA Vaccines Preferred Over Janssen

- The CDC and WSSSRW preferentially recommend mRNA vaccines over the Janssen (J&J) COVID-19 vaccine for primary vaccination and for boosters.
- The Janssen 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 Janssen COVID-19 vaccine despite the safety concerns identified
- It is contraindicated to administer Janssen COVID-19 vaccine to people with a history of thrombosis with thrombocytopenia syndrome (TTS) following receipt of the Janssen COVID-19 vaccine or any other adenovirus vector-based COVID-19 vaccines (e.g., AstraZeneca's COVID-19 vaccine, which is not authorized or approved in the United States).

# 2<sup>nd</sup> COVID-19 Vaccine Booster Doses

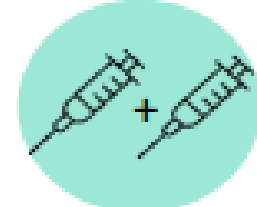
Following FDA regulatory action on March 29, 2022, CDC updated its COVID-19 vaccination guidance that some people **may** receive a second booster dose using an mRNA COVID-19 vaccine **at least 4 months** after the first booster dose



People age 50 years and older



People age 12 years and older who are moderately or severely immunocompromised








People age 18 years and older who received Janssen as both primary and booster dose



# CDC Considerations for COVID-19 Vaccine 2<sup>nd</sup> Booster



## Eligible People Who May Consider Getting the 2<sup>nd</sup> Booster Dose As Soon As Possible

-  People with certain underlying medical conditions that increase the risk of severe COVID-19 illness
-  People who are moderately or severely immunocompromised
-  People who live with someone who is immunocompromised, at increased risk for severe disease, or who cannot be vaccinated due to age or contraindication
-  People at increased risk of exposure to SARS-CoV-2, such as through occupational, institutional, or other activities (e.g., travel or large gatherings)
-  People living or working in an area where the COVID-19 community level is medium or high



# CDC Considerations for COVID-19 Vaccine 2<sup>nd</sup> Booster

## Eligible People Who May Consider Waiting to Receive a 2<sup>nd</sup> Booster Dose

-  People with recent SARS-CoV-2 infection within the past 3 months
-  People who may be hesitant about getting another recommended booster dose in the future, as a booster dose may be more important in the fall and/or if a variant-specific vaccine is needed.

# CDC 2nd Booster Flyers

## Clinical Guidance



### Clinical Considerations Second COVID-19 Vaccine Booster Dose

Everyone ages 12 years and older **should** get a booster when they are eligible. Some people **may** get a 2nd booster dose.

When you discuss a 2nd COVID-19 vaccine booster dose with patients:

#### Who is eligible:



- People 50 years of age and older, regardless of health status
- People 12 years of age and older who are moderately or severely immunocompromised
- People 18 years of age and older who received 2 doses of Janssen vaccine

#### Who might consider getting the 2nd booster dose now:



- Among people who meet the criteria for eligibility (listed above; "who is eligible"), clinical considerations for getting the dose now include:
- People with underlying medical conditions that increase the risk of severe COVID-19 disease
  - Providers caring for people who are moderately or severely immunocompromised may take into consideration the patient's degree of immunosuppression as well as timing (e.g., initiation or resumption of immunosuppressive therapies)
  - People who are moderately or severely immunocompromised
  - People who live with someone who is immunocompromised, at increased risk for severe disease, or who cannot be vaccinated due to age or contraindication
  - People at increased risk of exposure to SARS-CoV-2, such as through occupational, institutional, or other activities (e.g., travel or large gatherings)
  - People who live or work in or near an area where the COVID-19 community level is medium or high or are traveling to such an area

#### Who might consider waiting to receive a 2nd booster dose:



- Among people who meet the criteria for eligibility (listed above; "who is eligible"), clinical considerations for getting the dose now include:
- People who have had a SARS-CoV-2 infection within the last 3 months
  - People who may be hesitant about getting another recommended booster dose in the future, as a booster dose may be more important in the fall and/or if a variant-specific vaccine is needed

#### If you vaccinate:



- Separate the 2nd booster dose from the previous dose by at least 4 months.
- Only Moderna or Pfizer-BioNTech COVID-19 vaccine products can be administered for the 2nd booster dose.
- Age indications and dosage (amount injected) vary by product.
- Pfizer-BioNTech COVID-19 Vaccine booster dose: Can be administered to people ages 12 years and older. The correct dosage is 0.3 mL.
- Moderna COVID-19 Vaccine booster dose can be administered to people ages 18 years and older. The correct dosage is 0.25 mL.

#### CDC References and Resources:

COVID-19 by County [www.cdc.gov/coronavirus/2019-ncov/your-health/covid-by-county.html](https://www.cdc.gov/coronavirus/2019-ncov/your-health/covid-by-county.html)  
Interim Clinical Considerations for Use of COVID-19 Vaccines Currently Approved or Authorized in the United States: [www.cdc.gov/vaccines/covid-19/clinical-considerations/interim-considerations-us.html](https://www.cdc.gov/vaccines/covid-19/clinical-considerations/interim-considerations-us.html)  
Interim COVID-19 Immunization Schedule for Ages 5 Years and Older: [www.cdc.gov/vaccines/covid-19/downloads/Covid-19-immunization-schedule-ages-5yrs-older.pdf](https://www.cdc.gov/vaccines/covid-19/downloads/Covid-19-immunization-schedule-ages-5yrs-older.pdf)  
People with Certain Medical Conditions: [www.cdc.gov/coronavirus/2019-ncov/health-care/people-with-medical-conditions.html](https://www.cdc.gov/coronavirus/2019-ncov/health-care/people-with-medical-conditions.html)  
U.S. COVID-19 Vaccine Product Information: [www.cdc.gov/vaccines/covid-19/info-by-product/index.html](https://www.cdc.gov/vaccines/covid-19/info-by-product/index.html)



CS201084-A 04/01/2022

## Public Information



### Thinking About Getting a Second COVID-19 Vaccine Booster Dose

In March 2022, CDC updated its COVID-19 vaccination guidance to say that certain groups of people may get second boosters. If you're in one of those groups, it's up to you whether or not to get a second booster right now, based on the benefits and risks the vaccine may provide to you. Your healthcare provider can help you review your options.

Here are factors to think about as you consider a second booster.

#### 1. Are you eligible?

- Right now, you're eligible for a 2nd COVID-19 booster if you're:
- 50 years of age and older and received an initial booster at least 4 months ago.
  - 12 years of age and older and moderately or severely immunocompromised and received an initial booster at least 4 months ago
  - Received 2 doses of Janssen vaccine at least 4 months ago

#### 2. Are you (or is someone you live with) more likely to get very sick?

- Certain factors can make it more likely someone will get very sick from COVID-19. It may be helpful to get a second booster now if you are (or if someone you live with is):
- Moderately or severely immunocompromised
  - More likely to get very sick from COVID-19
  - More likely to be exposed to COVID-19 through your job, where you live, or other factors (such as frequent travel or large gatherings)
  - In an area with medium to high COVID-19 community levels
  - Or if someone you live with is unvaccinated.

#### 3. Can you wait?

- You may consider waiting to get a second booster if you:
- Had COVID-19 within the past 3 months
  - Feel that getting a second booster now would make you not want to get another booster in the future (a second booster may be more important in fall of 2022, or if a new vaccine for a future COVID-19 variant becomes available).

#### If you get a second booster:

- Make sure it's been at least 4 months since your last COVID-19 booster.
- Remember that second boosters can only be Moderna or Pfizer-BioNTech (and for 12-17 year-olds, only Pfizer-BioNTech).
- You can self-attest that you have a moderately or severely weakened immune system. This means you do not need any documentation that you have a weakened immune system to receive COVID-19 vaccines (including boosters) wherever they're offered.

#### CDC References and Resources:



COVID-19 by County [www.cdc.gov/coronavirus/2019-ncov/your-health/covid-by-county.html](https://www.cdc.gov/coronavirus/2019-ncov/your-health/covid-by-county.html)  
Interim Clinical Considerations for Use of COVID-19 Vaccines Currently Approved or Authorized in the United States: [www.cdc.gov/vaccines/covid-19/clinical-considerations/interim-considerations-us.html](https://www.cdc.gov/vaccines/covid-19/clinical-considerations/interim-considerations-us.html)  
Interim COVID-19 Immunization Schedule for Ages 5 Years and Older: [www.cdc.gov/vaccines/covid-19/downloads/Covid-19-immunization-schedule-ages-5yrs-older.pdf](https://www.cdc.gov/vaccines/covid-19/downloads/Covid-19-immunization-schedule-ages-5yrs-older.pdf)  
People with Certain Medical Conditions: [www.cdc.gov/coronavirus/2019-ncov/health-care/people-with-medical-conditions.html](https://www.cdc.gov/coronavirus/2019-ncov/health-care/people-with-medical-conditions.html)  
U.S. COVID-19 Vaccine Product Information: [www.cdc.gov/vaccines/covid-19/info-by-product/index.html](https://www.cdc.gov/vaccines/covid-19/info-by-product/index.html)



CS201084-A 04/01/2022



# Health and Human Services 2<sup>nd</sup> Booster Materials



## Give Your COVID-19 Vaccination Protection a Boost

Booster shots are now available for everyone 12+ and vaccinated

COVID-19 vaccines continue to work very well at preventing severe illness, hospitalization, and death. A booster shot is an extra dose that helps keep up your protection.

**When to get your booster**  
Get your 1st booster as soon as you're eligible:



- 5 months after your 2nd dose of the Pfizer-BioNTech or Moderna vaccine.
- 2 months after your single dose of the Johnson & Johnson vaccine.

**You can get a 2nd booster 4 months after your 1st, if you're:**

- 50+ and got the Pfizer or Moderna vaccine.
- 18+ and got the Johnson & Johnson vaccine.

**Find free vaccines near you**

- Visit [vaccines.gov](https://www.vaccines.gov)
- Text your ZIP code to 438829
- Call 1-800-232-0233
- Scan the QR code



Content reviewed April 7, 2022



## PROTECT YOUR STAFF AND RESIDENTS WITH COVID-19 BOOSTERS

Boosters help keep up protection. If you're 12+, you should get your 1st booster:

- 5 months after your 2nd dose of Pfizer or Moderna.
- 2 months after your single dose of Johnson & Johnson.

**You can get a 2nd booster 4 months after your 1st, if you're:**

- 50+ and got the Pfizer or Moderna vaccine.
- 18+ and got the Johnson & Johnson vaccine.

**To schedule a vaccination clinic at your facility or nearby, reach out to your vaccine provider. If you need support:**

- Contact your state or local health department.
- Call CDC INFO at 800-232-4636 to be matched with a vaccine provider for an on-site clinic.



Visit [cdc.gov/coronavirus](https://cdc.gov/coronavirus) for more information on boosters.



## PROTECT YOUR LOVED ONES BY GETTING YOUR COVID VACCINE BOOSTERS

**Older adults are at high risk for severe illness from COVID.**

Boosters help keep up protection for you and your loved ones. If you're 12+, you should get your 1st booster:

- 5 months after your 2nd dose of Pfizer or Moderna.
- 2 months after your single dose of Johnson & Johnson.


**You can get a 2nd booster 4 months after your 1st, if you're:**

- 50+ and got the Pfizer or Moderna vaccine.
- 18+ and got the Johnson & Johnson vaccine.



Visit [cdc.gov/coronavirus](https://cdc.gov/coronavirus) for more information on boosters.

# Second Booster Resources

**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

## Updates for Providers

**FAQs**

**Provider  
Office Hours**

**myCAvax  
Training**

**Training  
Calendar**

**Alerts:**

**Second COVID-19 Booster Resources**

- CDC: [Thinking about Getting a Second COVID-19 Vaccine Booster Dose](#)
- CDC: [Clinical Considerations Second COVID-19 Vaccine Booster Dose](#)
- HHS: [Resources about COVID-19 Vaccine Boosters](#)
- [Second COVID-19 Booster Dose FAQs for Long-term Care Settings](#)
- [CDPH Healthcare Worker Booster Poster](#)
- [CDPH Older Adult Booster Poster](#)

**Updated Vaccination Schedule**

Posted on:

<https://eziz.org/covid>

# Upcoming CDC/ACIP Meeting Announcement

**When:** May 19, 2022

**Time:** 8:00AM-1:00 PM PDT



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

Agenda Pending

# Quality Assurance Site Visits

Eugene Beronilla and Francisco Borboa, CDPH

## COVID VACCINE QA UPDATE: PROVIDER AGREEMENT REQUIREMENTS



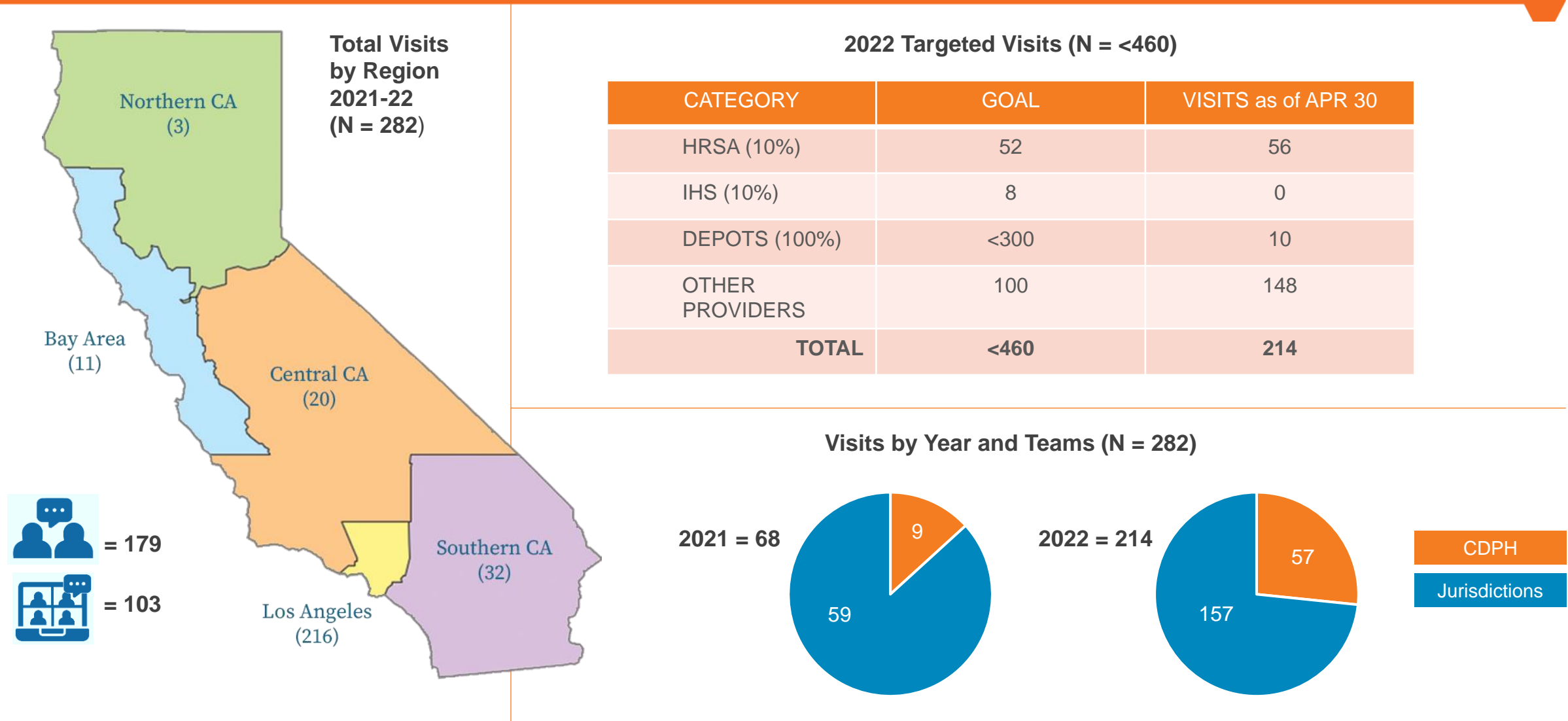
“COVID-19 vaccination providers and depot locations that store or redistribute COVID-19 vaccine must accommodate these (awardee) staff and participate in COVID-19 quality assurance site visits and other educational opportunities associated with COVID-19 vaccination program requirements.”

Per the section

“UPDATES - CDC COVID-19 Vaccination Program Provider Agreement Requirements”



# COVID VACCINE QA UPDATE: REGIONS, DELIVERABLES, & PROGRESS



## COVID VACCINE QA UPDATE: REPORTING DOSES SPOILED, EXPIRED, OR WASTED



- 1 Documenting/reporting spoiled, expired, and wasted vaccine
- 2 Responding to administration errors
- 3 Conducting staff training
- 4 Providing v-safe information sheets to each vaccine recipient
- 5 Documenting/reporting temperature excursions

# COVID VACCINE QA UPDATE: REPORTING DOSES SPOILED, EXPIRED, OR WASTED



- **Remove** spoiled, expired, or wasted vaccines from the storage unit immediately
- **Do not return** nonviable vaccines to the manufacturer or McKesson
- **Report** nonviable doses in myCAvax or VtrckS before disposal
- **Follow** instructions from IMM-1347 to report nonviable doses and dispose of vaccines

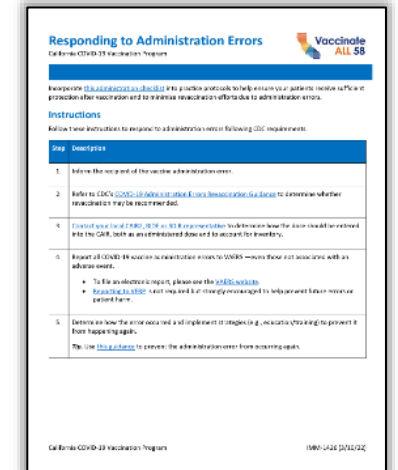




# COVID VACCINE QA UPDATE: RESPONDING TO ADMINISTRATION ERRORS

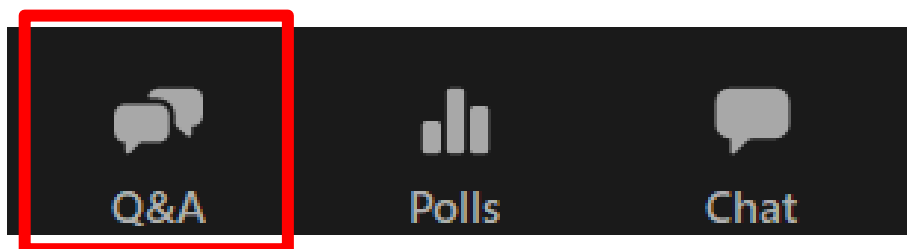


- **Inform** the vaccine recipient
- **Refer** to CDC's COVID-19 revaccination guidance
- **Contact** your local CAIR2/RIDE representative to report it
- **Report** all COVID-19 vaccine errors to VAERS (reporting to VERP is highly recommended)
- **Determine** how the error occurred and implement strategies to prevent it



# 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

# Provider Outreach – Key Reporting Reminders

## Janssen

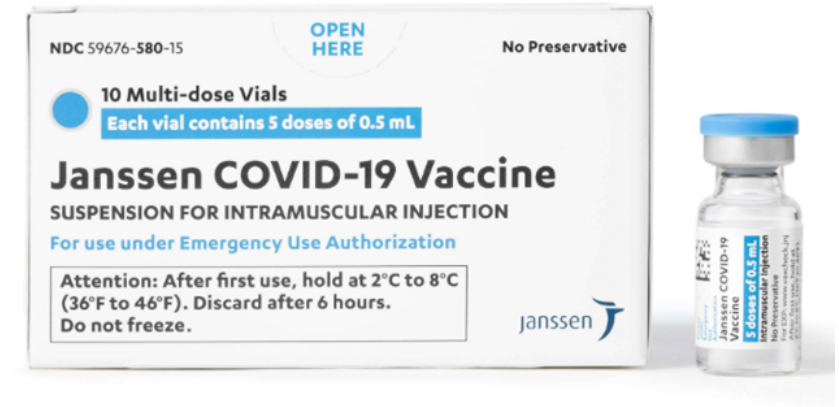
**Goal:** Collaborate with providers to ensure complete and accurate data reporting per CDPH and CDC guidelines. Providers should be utilizing lot look up tools to ensure expired doses are not administered.

### Expiry Checker: Janssen COVID-19 Vaccine Under Emergency Use Authorization

Thank you for using the Janssen COVID-19 Vaccine expiry checker. Please enter the lot number found on the product carton or vial to obtain its expiration date. If you have product questions, please [contact us](#).

×

Check Lot



Scan Results: May 5, 2022

All vaccines included in this specific lot number are expired and/or restricted and should not be administered to individuals. Please dispose of the product following your local guidelines.

If you have any product or expiration date questions, please [contact a specialist](#).

Expired / Restricted, Do NOT Use

LOT #: 1805020 (Multi Dose Vial)

Lot Expiration Date: January 20, 2022

# Provider Outreach – Key Reporting Reminders

## Moderna

**Goal:** Collaborate with providers to ensure complete and accurate data reporting per CDPH and CDC guidelines. Providers should be utilizing lot look-up tools to ensure expired doses are not administered.

### How To Look Up Vial Expiration Date



To find the expiration for Moderna COVID-19 Vaccine released to the United States Government, locate the lot number, printed on the carton and vial. Enter the lot number in the field below and press "Submit." Please note, this tool is not validated to authenticate or confirm legitimacy of vaccine.

You Entered: 017C21A

Expiration Date: **Dec 19, 2021**

Your vaccine has expired. Please call 1-866-MODERNA (1-866-663-3762) for assistance. Thank you for using the Moderna Expiration Lookup Tool.

Enter Lot #

<input type="text"/>	Submit
----------------------	--------

Enter lot number exactly as shown indicating all characters.

# Provider Outreach – Key Reporting Reminders

## Pfizer

- Check expiration dates in the Emergency Use Authorizations (EUAs)
  - The Pfizer EUAs are updated with new expiration dates after every shelf-life extension.
- Pfizer 1170 (12+ years, **purple cap**)
  - [FDA Purple Cap Provider Factsheet](#)
- Pfizer Tris-sucrose (12+ years, **gray cap**)
  - [FDA Gray Cap Provider Factsheet](#)
- Pfizer pediatric (5-11 years, **orange cap**)
  - [FDA Orange Cap Provider Factsheet](#)

# Ancillary Kits for Kids Under 5

- Ancillary kits will be provided with the upcoming vaccines for children under 5.
- These will include the same components currently included in the ancillary kits for kids ages 5-to-11.
  - All needles will be 1"
  - Needle Guide: [Vaccine Administration: Needle Gauge and Length \(cdc.gov\)](https://www.cdc.gov/vaccines/imz/downloads/p/2015/s12-0107.pdf)

# Vaccine Management

Eric Norton, My Turn and Claudia Aguiluz, CDPH



# My Turn Release 26 – Went Live Last Night!

Clinic Managers and Vaccine Administrators

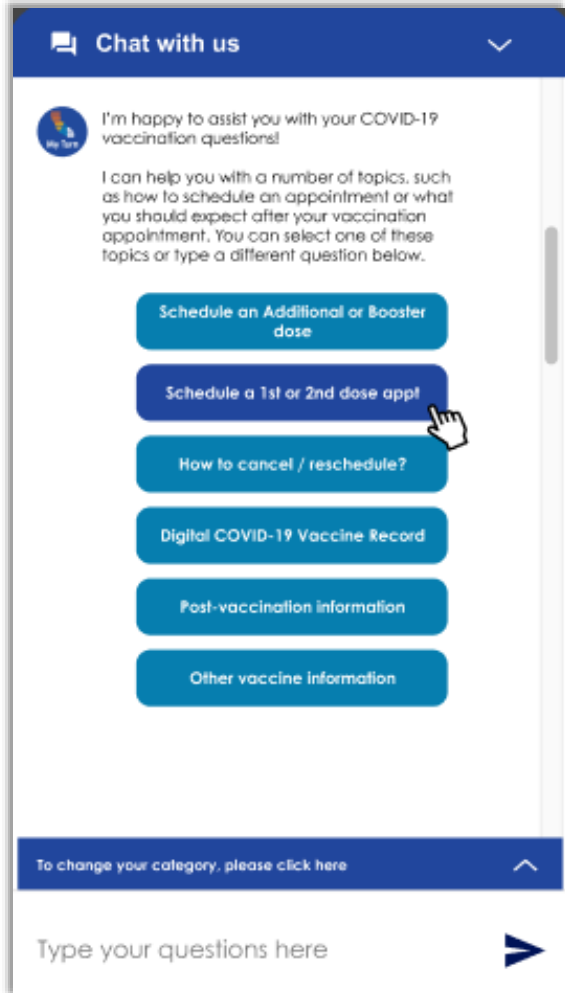


New updates for My Turn Public and Clinic went live on Monday, May 9<sup>th</sup>!

See a full list of system updates in the [Knowledge Center](#).

# Help Desk Chat Virtual Assistant – Launching June 9<sup>th</sup>!

## Clinic Managers and Vaccine Administrators



The Help Desk Chat is launching a Virtual Assistant for My Turn Clinic and Public June 9<sup>th</sup>.

Get help with tasks directly in the chat by clicking on the item.

**My Turn Clinic and myCAvax** users will use Virtual Assistant for the following:

- Password Reset
- User Account Reactivation
- User Account Deactivation


# IIS Edit Reminders

## Clinic Managers



Data Fields	IIS Registry	
	CAIR2	RIDE
First Name	N	Y
Middle Name	Y	Y
Last Name	N	Y
Email	Y	Y
Phone	Y	Y
Date of Birth	N	Y
Gender	N	Y
Race	Y	Y
Ethnicity	Y	Y
Mother or Guardian's First Name	N	Y
Industry	Y	Y
Address	Y	Y
Client Type	Y	Y
Reasonable Accommodations	Y	Y
CDC Questions	Y	Y
Vaccine Administrator	N	Y
Injection Site	Y	Y
Route	Y	Y
Date and Time of Vaccination	Y	Y
Product	Y	Y
Lot Number (Asset Name)	Y	Y
Adverse Reactions	Y	Y

N	Data field is not editable via IIS Edit Functionality (CAIR2 only)
Y	Data field is editable via IIS Edit Functionality
Y	Data field is not sent to registry, but is editable via IIS Edit Functionality
Y	New value must be within 14 days (past or future) of the original value

When updating IIS Records, each registry (CAIR, and RIDE) has different restrictions for editing Patient data. Reference this chart and  [Job Aid](#) for assistance with IIS updates.

# IIS Edit Reminders

## Clinic Managers



Date	Time	Appointment ...	Patient	Clinic	Appointment ...	Vaccine Type	IIS Upload St...	Error Message	
May 5, 2022	9:00:00 AM	JOB10869345wIA.1	EdwinConfirmatio...	ABC Clinic	Vaccinated	COVID-19	Resend	Other Error	
May 5, 2022	10:00:00 AM	g14ifxsh6g.2	Tech RFN Skedul...	Existing Automati...	Vaccinated	COVID-19	Success		
May 5, 2022	10:00:00 AM	g5nyogebs.1	Ariana JIGA Sked...	Existing Automati...	Vaccinated	Flu	Success		

Cancel IIS Record

Edit / Re-submit to IIS



If you use the Bulk Upload functionality to upload “Complete” vaccination records, these records lock for 4 hours after upload. When you use the carat, the options for IIS will be grayed out.



Once the IIS Upload Status appears you can use the IIS edit functionality to update or cancel these records.

# IIS Edit Reminders

## Clinic Managers



The screenshot shows the myCAvax interface with the 'IIS Status' tab selected. It displays a list of appointments with columns for Date, Time, Appointment Number, Patient, Clinic, Appointment Status, Vaccine Type, IIS Upload Status, and Error Message. The first three rows show appointments from June 9, 2021, with a 'Warning' status. A context menu is open over the first row, showing options: 'Cancel IIS Record' (with a trash icon) and 'Edit / Re-submit to IIS' (with a pencil icon). An orange arrow points from the 'Edit / Re-submit to IIS' option in the context menu to a larger, semi-transparent version of the same menu on the right side of the image.

**Warning Status:** This status means the record has invalid data, which may have been entered (or not entered) in the registry. See the record's error message to correct the issue(s). Keep in mind that the **record made it through successfully with the required fields** as stated per each IIS registry.

**Note:** Any change made to the record using the Edit / Re-submit to IIS feature will *automatically* reflect in the IIS registry.

# Waste Reporting Reminders

## Providers



**Enrolled Providers must document and track their vaccine wastage and report the number of doses of COVID-19 vaccine and adjuvants that were unused, spoiled, expired, or wasted.**



Login to myCAvax and click Vaccine Inventory – Waste to report spoiled, expired, or wasted vaccines before disposing of vaccines. Include product, lot number, and expiration date.

myCAvax  
California Vaccine Management System

Home Enrollment Locations Vaccine Orders Vaccine Inventory Shipment Vaccine Marketplace More ▾

Transfer/Redistribution Waste Excursion Shipment Incident

Vaccine Inventory  
All Vaccine Inventory ▾

0 items • Sorted by Asset Name • Filtered by All vaccine inventory - Account Name • Updated a few seconds ago

Waste Events  
All Waste ▾

50+ items • Sorted by Waste Event • Filtered by All waste events • Updated a few seconds ago

New Printable View

# VaccineFinder Emails

## Providers



VaccineFinder is still sending emails daily if you aren't reporting every day.



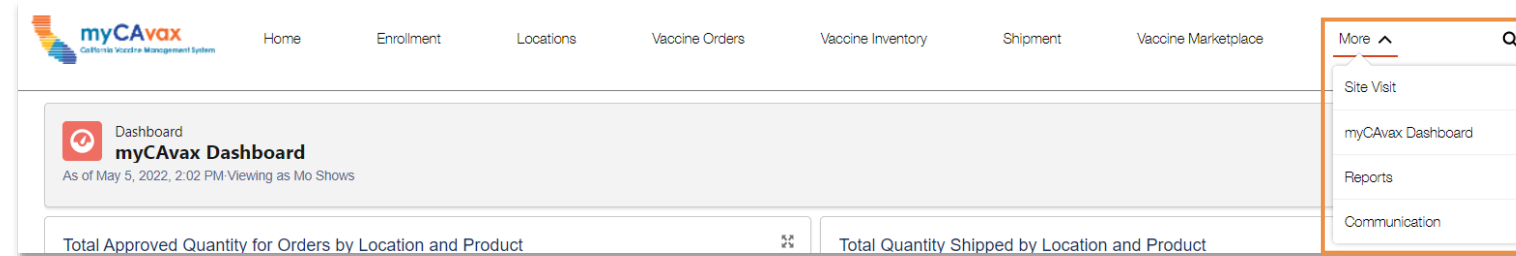
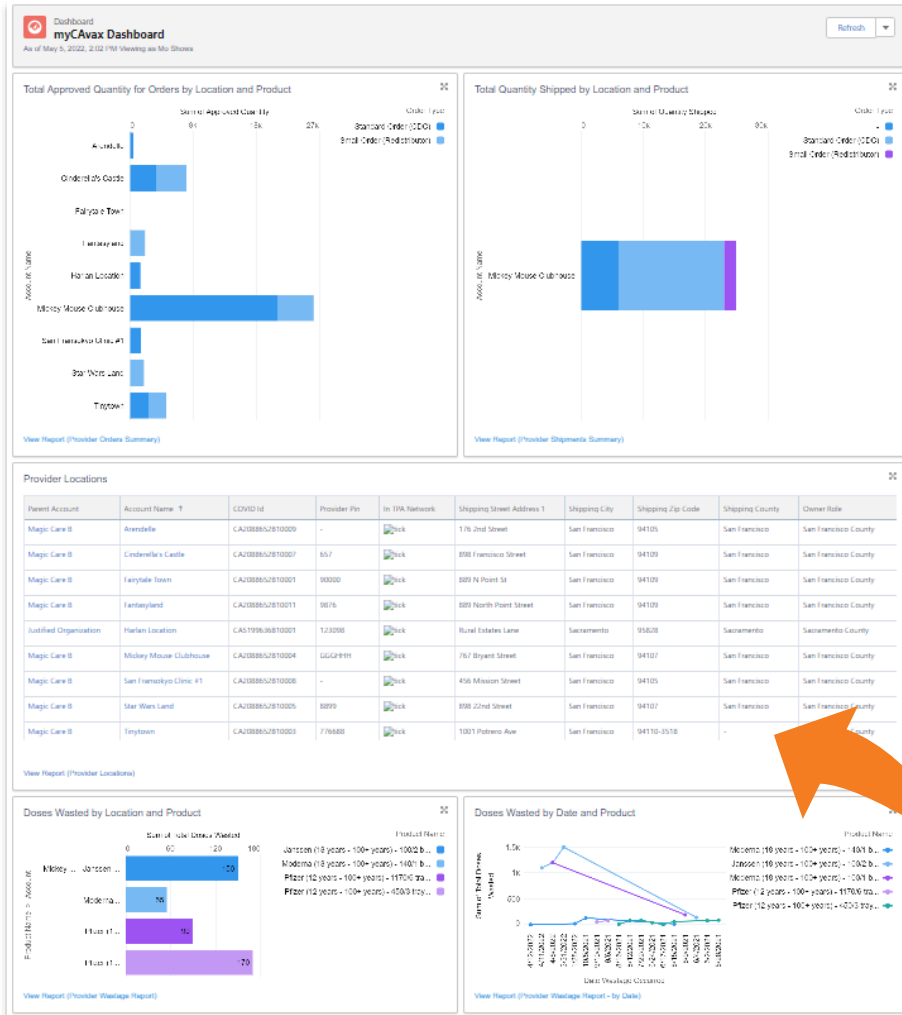
The CDC is working with VaccineFinder on transitioning these reminders.



As a reminder, Providers should be reporting VaccineFinder inventory weekly on Fridays.

# The myCAvax Dashboard

## Providers



**Providers**, view graphs, summary tables and charts with information about vaccine orders, location information, wastage and more right from the **myCAvax Dashboard** tab.



# APPENDIX

# What's New on My Turn: Release 26 (05/09)

## My Turn Public

### General Enhancements

- ✓ Failure Point Notification – monitoring tools were set up throughout My Turn System to flag (potential) issues.
- ✓ Patient Name and DOB were added on the Manage Your Appointment page.
- ✓ Clinic Address was added on the confirmation page for patients' reference.
- ✓ Post appointment communications have been updated to check administration date and time.
- ✓ Experience enhancements deployed for Public Portal.

## My Turn Clinic

### General Enhancements

- ✓ [Pfizer & Moderna 2nd Booster]
  - ✓ Add New Appointment
  - ✓ Single/Bulk Update
  - ✓ Bulk Upload/Inline
  - ✓ IIS Status Tab
- ✓ [POC] – Accounting for Clinic Appointments for Public Portal Availability (AWS)
- ✓ 4-day Grace Periods for Pfizer, Moderna & J&J
- ✓ [Live Chat Enhancements] Email/Callback Fields
- ✓ Use ENTER to Load Appointment Search Results
- ✓ Use ENTER to Login
- ✓ New Link to the Walk-in and VA flow
- ✓ Bulk Upload Enhancements
  - ✓ Show History of the past 7 days
  - ✓ Update Scrollbar
  - ✓ "Consent Type" field on Bulk Upload Template
- ✓ Added a Rebooking Option
  - ✓ Confirmation Page
  - ✓ SMS/Email confirmation

# myCAvax – Known Issues - *Updated 5/6*



## Known Issues

### Incorrect 'Order Submission Date'?




- ✓ We are currently investigating an issue where the 'Order Submission Date' field is updating to the current date whenever any update is made to the Order, instead of showing when the Order was updated to 'Submitted' status
- ✓ We will conduct a data clean-up to correct the incorrect dates



## Workaround/Next Steps

- ✓ Fix: 5/19

# Slide Icon Key

Icon	Meaning
	This is to label slides that are referencing upcoming or existing functionality and how to use it in the system.
	This is to label slides that include important system reminders.
	This is to label slides that include tips and best practices to improve your system experience.

# myCAvax Release Roadmap

## Providers and LHDs/MCEs

### RECENTLY DEPLOYED

*April 28th (R25.0)*

#### Orders

- ✓ Capture Approval and Submission Dates on Orders
- ✓ UI Updates to Multi-line Ordering to update help text and add account name
- ✓ Community vaccine order page layout read-only and allowing providers to save a draft order on Page 1

#### Account

- ✓ Medical Staff will now have a role of 'Medical Staff' instead of 'Other'
- ✓ Account Tab Changes for LHD/MCEs, Help Desk Staff

#### Vaccine Marketplace

- ✓ Moving the 'Assigned To' field for community users and filtering to only display LHD and CDPH users

#### Other

- ✓ Improved experience for TPR Shipment incidents – email notification, new status reason, additional access
- ✓ Visit Scheduled date on Site Visits no longer be required
- ✓ Chatter enabled on Storage Capacity Object
- ✓ Removing SDIR information during Enrollment to support SDIR to CAIR2 merge

### IN PROGRESS

*May 19th (R26.0)*

#### Orders

- ✓ Product Groupings and Colors on Multi-line Order screen
- ✓ Allow LHDs to Move Standards Orders to Small Orders
- ✓ Mass Update Order Flows to Include or Exclude Orders
- ✓ Dynamically Filter Preferred Vaccine Temperature on Vaccine Order Review Page

#### Account

- ✓ Easily identify active contacts
- ✓ Allow Enrollment team to easily reject Location Applications

#### Community

- ✓ Training Page for Product and CDC Training

#### Site Visits

- ✓ Email Automation for Site Visits
- ✓ Addition of VFC Information on Site Visits
- ✓ Update Status of Site Visit based on Scheduled Date

#### Other

- ✓ Enable Quick Text in myCAvax
- ✓ Exclude Waste Events with a High '# of Doses Wasted' from VTckS

### UPCOMING

*June 9th (R27.0)*

#### Orders

- ✓ Allow LHDs to Move Small Orders to Standard Orders
- ✓ Order Page Layout Changes
- ✓ Addition of new cancelation 'Status Reason' options for orders

#### Account

- ✓ Storing docusign at the Location Application

#### Community

- ✓ Add Knowledge Center article to account page
- ✓ Change Flow Title for Multiple Flows
- ✓ One way communication tool for enrolled providers on community page

#### Other

- ✓ Smarty Street Enhancements: Address validation on existing accounts
- ✓ Auto-Deactivate Licenses
- ✓ Allow CDPH Super Users to edit distributor proxies
- ✓ Enhance Enrollment Team's Ability to Reject Location Applications
- ✓ Default tab display on opening of records

# My Turn Public Product Roadmap

## RECENTLY DEPLOYED

May 9<sup>th</sup> (R26)

### Release 26

- ✓ Remove flu information from landing page
- ✓ Remove flu tags and clinics from walk-in page
- ✓ Add Patient Name and DOB on Manage Your Appointment page
- ✓ Add Clinic Address on confirmation page for patients' reference
- ✓ Update copy on Veterans question on COVID screening page
- ✓ Continued Analysis – Consider Walk-in and bulk upload appointments for clinic's Public Portal capacity and availability
- ✓ Technical enhancements to improve backend operational efficiency
- ✓ Failure Point Notification – setting up monitoring tools throughout My Turn System to flag (potential) issues
- ✓ Enabled FHIR Integration to redirect residents from vaccines.gov to My Turn

## CURRENT

June 1<sup>st</sup> (R27)

### Release 27

- ✓ Remove flu vaccine from Public Portal
- ✓ Update post appointment communications to check administration date and time
- ✓ (Discussion) Update error messaging for better user experience and accessibility
- ✓ Allow patients 4 days from their 5th birthday to book initial COVID appointment – *tentative*
- ✓ FHIR Integration to redirect residents from vaccines.gov to My Turn – Phase 2
- ✓ (Continued) Failure Point Notification – setting up monitoring tools throughout My Turn System to flag (potential) issues
- ✓ Continued Analysis – Consider Walk-in and bulk upload appointments for clinic's Public Portal capacity and availability

## UPCOMING

June 29<sup>th</sup> (R28)

### Release 28

- ✓ Removing flu – zero out flu vaccine supplies to remove nasal spray and flu shot tags
- ✓ (Delivery) Update error messaging for better user experience and accessibility
- ✓ (Continued) Failure Point Notification – setting up monitoring tools throughout My Turn System to flag (potential) issues
- ✓ Continued Analysis – Consider Walk-in and bulk upload appointments for clinic's Public Portal capacity and availability

### Anticipated Eligibility Expansion (as approved):

- ✓ Baby Pfizer
- ✓ Baby Moderna
- ✓ 6-11 y/o Moderna
- ✓ 5-11 y/o Pfizer Booster

# My Turn Clinic Product Roadmap

## RECENTLY DEPLOYED

May 9<sup>th</sup> (R26)

### Release 26

- ✓ [Pfizer & Moderna 2nd Booster]
  - ✓ Add New Appointment
  - ✓ Single/Bulk Update
  - ✓ Bulk Upload/Inline
  - ✓ IIS Status Tab
- ✓ 4-day Grace Periods for Pfizer, Moderna & J&J
- ✓ [Live Chat Enhancements] y
  - Email/Callback Fields
- ✓ Use ENTER to Load Appointment Search Results
- ✓ New Link to the Walk-in and VA flow
- ✓ Bulk Upload Enhancements
  - ✓ Show History of the past 7 days
  - ✓ Update Scrollbar
  - ✓ "Consent Type" field on Bulk Upload Template
- ✓ Add a Rebooking Option
  - ✓ Confirmation Page
  - ✓ SMS/Email confirmation

## CURRENT

June 1<sup>st</sup> (R27)

### Release 27

- ✓ Flu Removal from My Turn
  - ✓ Walk-in Flow
  - ✓ Clinic Setup Flow
  - ✓ VA flow
  - ✓ Bulk Appointment Upload
  - ✓ Remove flu-related location tags from clinic creation/Clinic Details page
- ✓ [Clinic Specific Links] Making Expiration Date Optional
- ✓ [Grace Period] Adding grace periods on the VA flow
- ✓ [Walk-In Flow] Adding "Other" as an option to the State field
- ✓ [Bulk Walk-In Upload] Adding "Other" as an option to the State field
- ✓ [Reports] Create a New report for Appointments that got Automatically Change to Vaccinated status
- ✓ Updating Trigger to Delete Minor Consent Fields to Walk-in Appointments
- ✓ Investigation
  - ✓ Incorrect lot numbers being entered
  - ✓ To Turn off SMS Confirmation for In-Home Vaccinations
  - ✓ Add grace period between Bulk Uploads & Contact records before sent back to IIS

## UPCOMING

June 29<sup>th</sup> (R28)

### TBD (as approved):

- ✓ Pfizer Booster 5-11 y/o
- ✓ Pfizer three-dose vaccine rollout for 6 months to 4-year-old residents & Moderna two-dose vaccine rollout for 6-month to 6-year-old residents
  - ✓ VA Flow Updates & EUA Links
  - ✓ Update to Dose Fields
  - ✓ Add Vaccine Supply & Inventory
  - ✓ Bulk Upload Appointment Template Update
  - ✓ Clinic Setup
  - ✓ Walk-in flow Update
  - ✓ Single/Bulk Update

# 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](mailto: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](mailto: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](mailto: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](mailto:myturnonboarding@cdph.ca.gov)

For **technical support** with My Turn Clinic for COVID-19 and flu vaccines: [MyTurn.Clinic.HD@Accenture.com](mailto: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

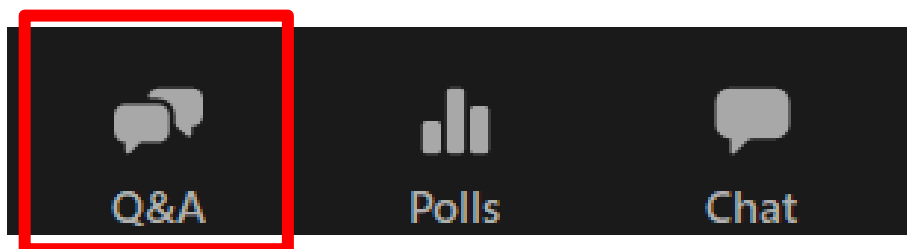
Monitor online media and what you hear in your local communities for potential rumors and inaccurate information.

If found, **report** it to **[rumors@cdph.ca.gov](mailto: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 and myCAvax Office Hours**

Next session: Monday, May 16, 12PM

**Friday:**

**Provider Office Hours**

Next session: Friday, May 20, 9AM