

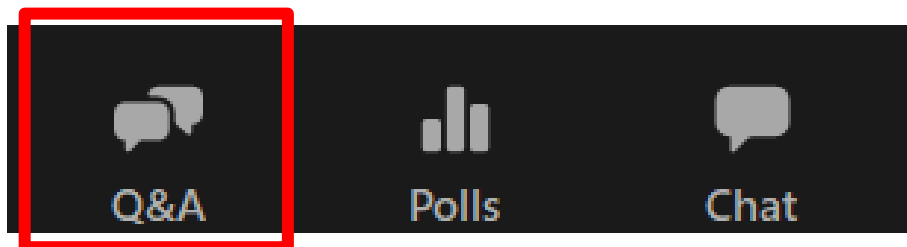
# Welcome to California COVID-19 Vaccination Program Friday Provider Office Hours

Friday, May 20, 2022



# 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 post-webinar questions, please email [leslie.amani@cdph.ca.gov](mailto:leslie.amani@cdph.ca.gov)

# Agenda: Friday, May 20, 2022

No.	Item	Speaker	Time (AM)
1	Welcome & Announcements	Leslie Amani (Moderator)	9:00 – 9:05
2	COVID-19 Media Stories	Jolaine Collins (RSE)	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 – 9:30
5	Storage & Handling	Alan Hendrickson (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

# Pfizer COVID-19 Vaccine Medical Updates & Training Sessions

Date & Time (linked)	Password
<a href="#">Tuesday, May 24 - 12PM</a>	MkNChp8DP37
<a href="#">Wednesday, May 25 - 9AM</a>	JSzZgpJh533
<a href="#">Thursday, May 26 - 9AM</a>	RNspiFsN936
<a href="#">Tuesday, May 31 - 12PM</a>	ReF2bCpZV83
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

# CDPH COVID-19 Policy Alerts



## CDPH COVID-19 Policy Alerts Registration

Sign up to receive alerts for updates to California state public health officer orders and public health mandates related to COVID-19.

**First Name\***

**Last name \***

**Email \***

**County\***



Submit

Sign up to receive alerts for updates to California state public health officer orders and public health mandates related to COVID-19.



# Upcoming: Billing and Reimbursement Webinar

CDPH is hosting a Billing and Reimbursement webinar. Please register to hear information and updates from Dr. Robert Schechter, CDPH, and Dr. Hisham Rana and Cindy Garrett from the Department of Healthcare Services.

**When:** Wednesday May 25, 2022

**Time:** 11:00AM – 12:00PM

[Register here!](#)





# 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.



# Archived: Provider Resources Webinar on [eziz.org/covid](https://eziz.org/covid)

To learn more, view [slides](#) and listen to the [recording](#).

**Vaccinate  
ALL 58**

California COVID-19 Vaccination Program

ENHANCED BY Google

Program Updates

Program Enrollment

My Turn Onboarding

Vaccine Management

Vaccine Administration

Reporting Requirements

Archived Communications

Patient Resources

**Provider Support**

**COVID Call Center**

Email: [Program Info](#)

Phone: (833) 502-1245

Hours: Mon-Fri, 8AM-6PM

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

**myCAvax and My Turn**

Email: [myCAvax Technical Support](#)  
[MyTurn Onboarding](#),  
[MyTurn Technical Support](#)

Phone: (833) 502-1245

Mon-Fri, 7AM-7PM

Sat-Sun, 8AM-1PM

My Turn Clinic Translation Line:  
(833) 980-3933

Mon-Fri: 8AM-8PM

Sun-Sat: 8AM-5PM

**Vaccines**

[Manufacturer Contacts](#)

**Updates for Providers**

  
FAQs

  
Provider Office Hours

  
Training

  
Training Calendar

**Alerts:**

**Planning for Under 5 Vaccinations**

- What is Long COVID? (English & Spanish)
- COVID-19 Vaccination Risk Comparison for Teens (English & Spanish)
- COVID-19 Vaccination Risk Comparison for Youth (English & Spanish)
- Pediatric Provider Kids Sprint Toolkit
- Recommending COVID-19 Vaccination: Clinical Talking Points for Providers of Pediatric Services
- Preparing for Under 5 Vaccination
- Planning for Under 5 Vaccinations Webinar Recording and Slides

**Second COVID-19 Booster Resources**

- CDC: [COVID-19 Vaccine Boosters](#) (Multi-language)
- 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**

- [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](#)

**Now Enrolling Providers of Pediatric Services**

- [Find Information on How to Enroll](#)
- [Dispelling Provider Myths About Joining the California COVID-19 Vaccination Program](#)
- [Welcome VFC Providers | Flyer | VFC vs. COVID Programs](#)

# EZIZ COVID “Patient Resources”

## Patient Resources:

- General Information
- Factsheets, Flyers, and FAQs
- Myths and Misinformation
- Special Populations
- In-language (translated) Resources
- Webinars and PowerPoints
- Campaigns and Toolkits



**Vaccinate ALL 58** California COVID-19 Vaccination Program ENHANCED BY Google

**Patient Resources**

**Jump to Topic:**

- General Information
- Factsheets, Flyers, and FAQs
- Myths and Misinformation
- Special Populations
- In-language (Translated) Resources
- Webinars and PowerPoints
- Campaigns and Toolkits

**General Information**

- Building Bridges: Communications Tool for Acknowledging Tough Questions and Building Trust (Public Health Collaborative) 1/22
- COVID-19 Vaccine Info for the Public: CDC | California (Available in multiple languages)
- COVID-19 Vaccines and Allergic Reactions (CDC): Chinese, English, Korean, Spanish, Vietnamese, and others
- Digital COVID-19 Vaccine Record (CDPH): Arabic, Chinese, English, Korean, Spanish, Tagalog, Vietnamese
- Myocarditis and Pericarditis after Vaccination (CDC): Chinese, English, Korean, Spanish, Vietnamese, and others
- Promoting Prevention Measures and Vaccine Confidence report (National Foundation for Infectious Diseases) 3/21
- Vaccine Recipient Education: References for Vaccinators (CDC)

**Factsheets, Flyers, and FAQs**

- Answering Patients' FAQs (CDC) 8/21
- Coadministration with Preteen Vaccines (CDPH) 9/21
- COVID-19 Vaccination FAQs (CDC) 10/21: Chinese, English, Korean, Spanish, Vietnamese, and others
- Get Vaccine Answers website (Ad Council and COVID Collaborative): Chinese, English, Haitian, Korean, Spanish, Russian, Vietnamese
- How to Talk to Your Patients about COVID-19 Vaccine (CDC) 6/21
- Know the Benefits and Risks for COVID-19 Vaccine fact sheet for lower-literacy audience (CDPH) 5/21: Spanish, Portuguese
- Your COVID-19 Vaccination (CDC) 9/21: Chinese, English, Korean, Spanish, Vietnamese

**Myths and Misinformation**

- Confronting Health Misinformation (US Surgeon General) 7/21
- COVID-19 Myth vs. Fact article (Johns Hopkins Medicine) 5/21
- Myths and Facts about the COVID-19 Vaccine webpage (CDC) 10/21: Chinese, English, Korean, Spanish, Vietnamese, and others

**Special Populations**

**Provider Support**

**COVID Call Center**

Email: [Program Info](#)  
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Contact us for questions about the program or help with accessing documents.

**myCAVax and My Turn**

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

**Vaccines**

[Manufacturer Contacts](#)

# COVID-19 Vaccine Provider FAQs

- Answers to provider questions
- Updated weekly: last updated 05/19/2022
- Currently in its 72nd iteration!



**Q: What is the timing of COVID-19 first and second booster doses?**

A: The following is dependent upon Western States Scientific Safety Review Workgroup (WSSSRW) authorization: On May 17, 2022, the FDA expanded Pfizer COVID-19 vaccine first booster dose eligibility to [everyone aged 5 years and older](#) at least 5 months after their initial vaccination series. On May 19, 2022, the CDC Advisory Committee for Immunization Practices (ACIP) approved this decision.

The FDA, CDC, and WSSSRW recommend an mRNA COVID-19 booster dose for everyone ages 18 and older at least 5 months after their initial series (for individuals ages 12-17, only Pfizer is authorized). [A second mRNA booster dose](#) is authorized for individuals aged 50 years and older and a second Pfizer booster dose is authorized for immunocompromised individuals aged 12 years and older, both at least 4 months after the first booster dose. For a visual job aid of this information, please view [COVID-19 Vaccine Timing by Age Chart in English](#) and [Spanish](#).

**10.3 Q: How should COVID-19 vaccine Providers report vaccine wastage?**

A: COVID-19 vaccine Providers must report spoiled, expired, and wasted vaccines in myCAvax before disposing of COVID-19 vaccines. Weekly reporting to VaccineFinder should be adjusted to include doses spoiled, expired, or wasted that are removed from inventory. For detailed information, please visit [Vaccine Management Checklist](#) and [Reporting Doses Spoiled, Expired, or Wasted](#).

California COVID-19 Vaccination Program Provider FAQs v.72.0\_5.19.22 1

## 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 23, 2022

Note: Calendar subject to change

	Monday 5/23	Tuesday 5/24	Wednesday 5/25	Thursday 5/26	Friday 5/27
myCAvax					<a href="#">Provider Office Hours</a> 9:00 am – 10:00 am
Combined Office Hours and Events	<a href="#">My Turn and myCAvax Office Hours</a> 12:00 pm – 1:00 pm	<a href="#">Pfizer BioNTech COVID-19 Vaccine Training &amp; Education*</a> 12:00 pm – 1:00 pm PW: MknChp8DP37  <a href="#">What's New in myCAvax</a> 12:30 pm – 1:00 pm	<a href="#">Pfizer BioNTech COVID-19 Vaccine Training &amp; Education*</a> 9:00 am – 10:00 am PW: JSzZgpJh533  <a href="#">COVID-19 Vaccine Administration Billing and Reimbursement Webinar</a> 11:00 am – 12:00 pm	<a href="#">Pfizer BioNTech COVID-19 Vaccine Training &amp; Education*</a> 9:00 am – 10:00 am PW: RNspiFsN936  <a href="#">Crucial COVID-19 Conversations Webinar: Communicating about COVID-19 on Social Media</a> 12:00 pm – 1:00 pm	
<i>* Pfizer BioNTech COVID-19 Vaccine Training &amp; 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&amp;A session</i>					
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

# COVID-19 Media Stories

Jolaine Collins, Sr. Communications Strategist, Runyon Saltzman, Inc.

# The Goal

- Identify speakers and human-interest stories that underline
  - the importance of getting vaccinated, and
  - the impacts of COVID-19
    - Providers
    - Patients or patient story references
- Share stories that resonate with the diverse communities and regions through media outlets across the state, especially those with low vaccination rates
- The Why: Drive vaccination rates

# Speakers in Action

- Local medical experts provide critical information to media and support local news angles

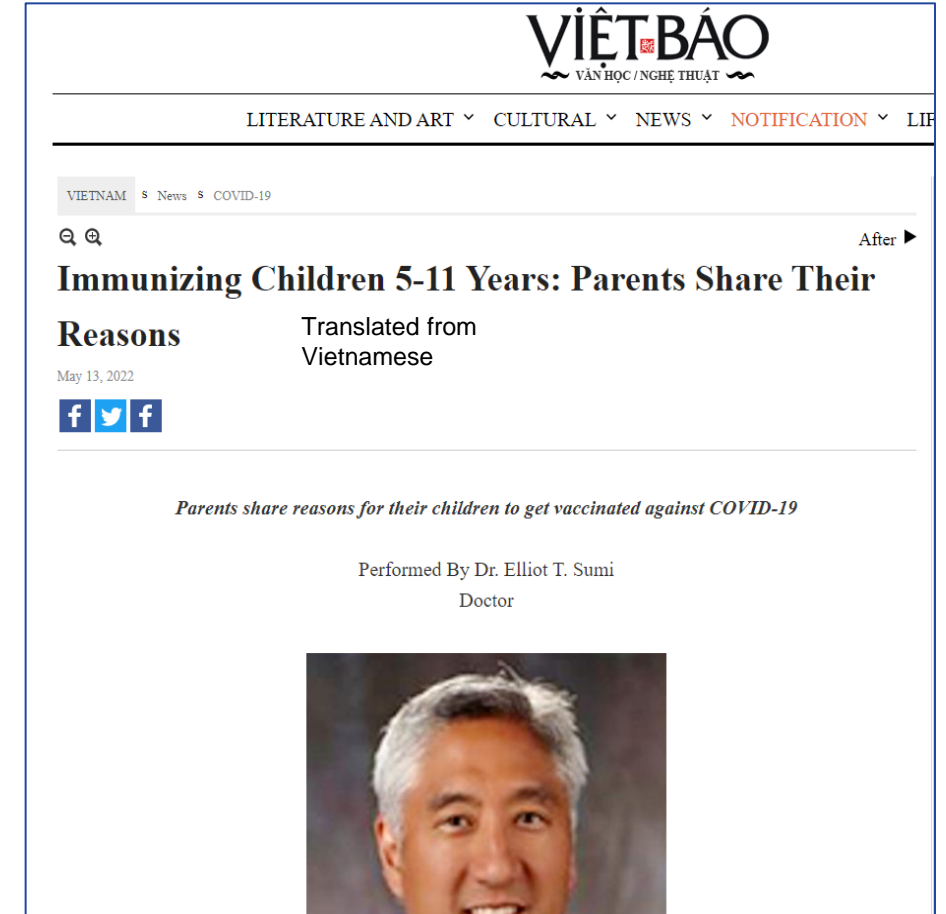


## **Santa Rosa school prepares to reopen following COVID spike-related shutdown**

St. Rose Catholic School in Santa Rosa is preparing to reopen following a three-day shutdown from a dramatic spike in COVID cases. Students and staff will be required to wear masks indoors upon reopening.



# Speakers in Action



# Speakers in Action



# The Process: Earned Media Pitch

- Sharing expertise and human interest stories

Dr. Rohan pitch  
5.9.22

**Rohan Radhakrishna, MD, MPH**  
California Department of Public Health  
Deputy Director, Office of Health Equity

**Dr. Rohan can address California's continuing efforts  
to boost vaccination rates in children, especially in the hardest hit areas of California**

*As the national COVID-19 deaths toll nears the one million mark and school children prepare for summer break, family vacations and summer camps, Dr. Rohan Radhakrishna is available for interviews on California's case rates, vaccine safety and effectiveness, and the state's efforts in meeting disparities in rates of cases, hospitalizations, deaths, and vaccination in areas of the state disproportionately affected by COVID-19.*

**Dr. Rohan can discuss the following COVID-19 questions:**

**Dr. Rohan can discuss the following COVID-19 questions:**

- What are COVID-19 case rates in California?
  - Throughout California?
  - In our community?
- How is the state doing in getting all eligible Californians vaccinated and boosted against COVID-19?
- Why should kids get vaccinated against COVID-19?
  - How susceptible are kids to COVID-19?
  - What's the risk of long-COVID in children?
  - What is Multisystem Inflammatory Syndrome in Children (MIS-C)?
  - What is the risk of myocarditis in kids who get the vaccine?
- Is the COVID-19 vaccine safe for children?

# The Process: Collecting Stories

*Our team will:*

- Share a simple form seeking names of those willing to be speakers, share anecdotes
- Follow up with the providers and patients to collect the stories
- Work directly with those speakers on opportunities
- Continue to build a depository of rich stories and available speakers

# Next Steps

- Interested in supporting this media story effort?
- Please email Jolaine Collins at [jcollins@rs-e.com](mailto:jcollins@rs-e.com)

**Jolaine Collins**

Senior Communications Strategist  
916-996-8997



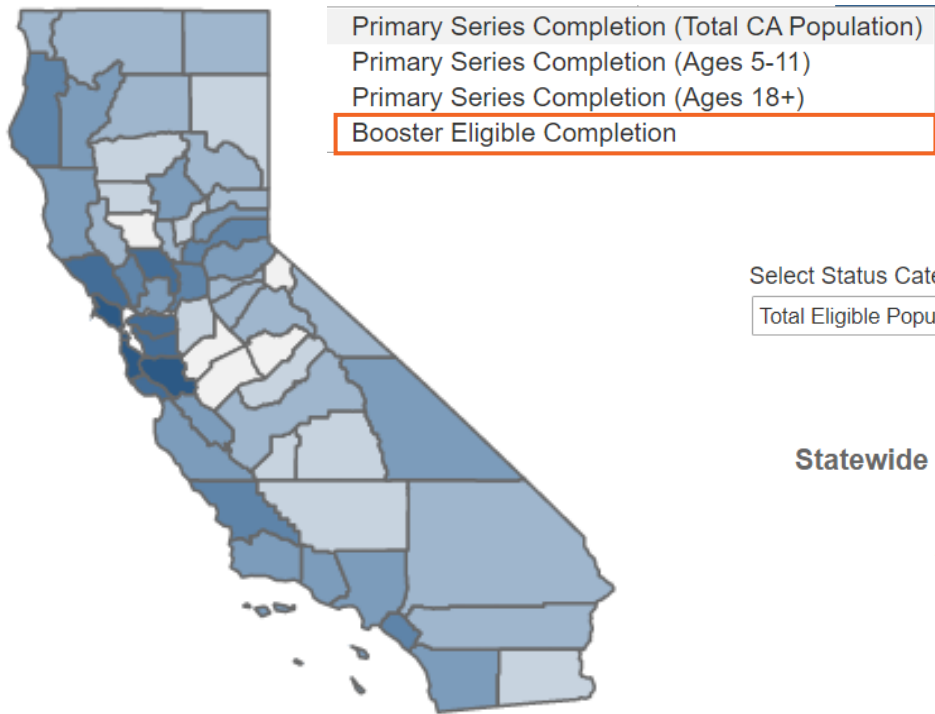
RUNYON SALTZMAN, INC.  
2020 L Street, Suite 100  
Sacramento, CA 95811

# Vaccine Administration Data

Elizabeth Reosti, CDPH

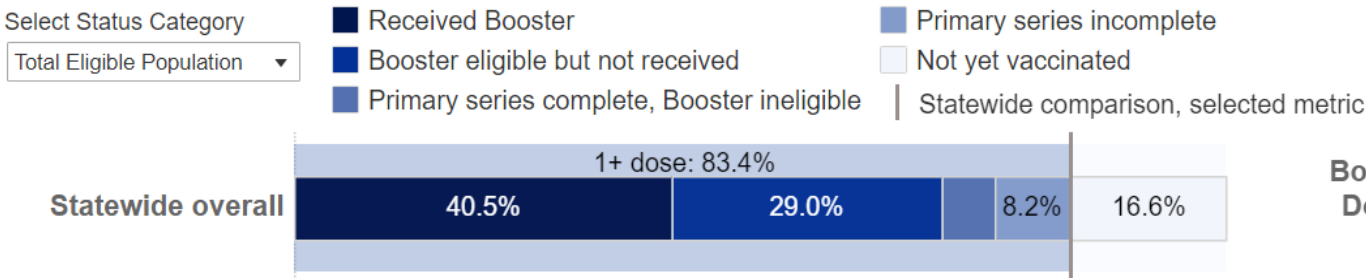
# Vaccine Administration Summary

as of May 17, 2022



75,290,805

Total Doses Administered:

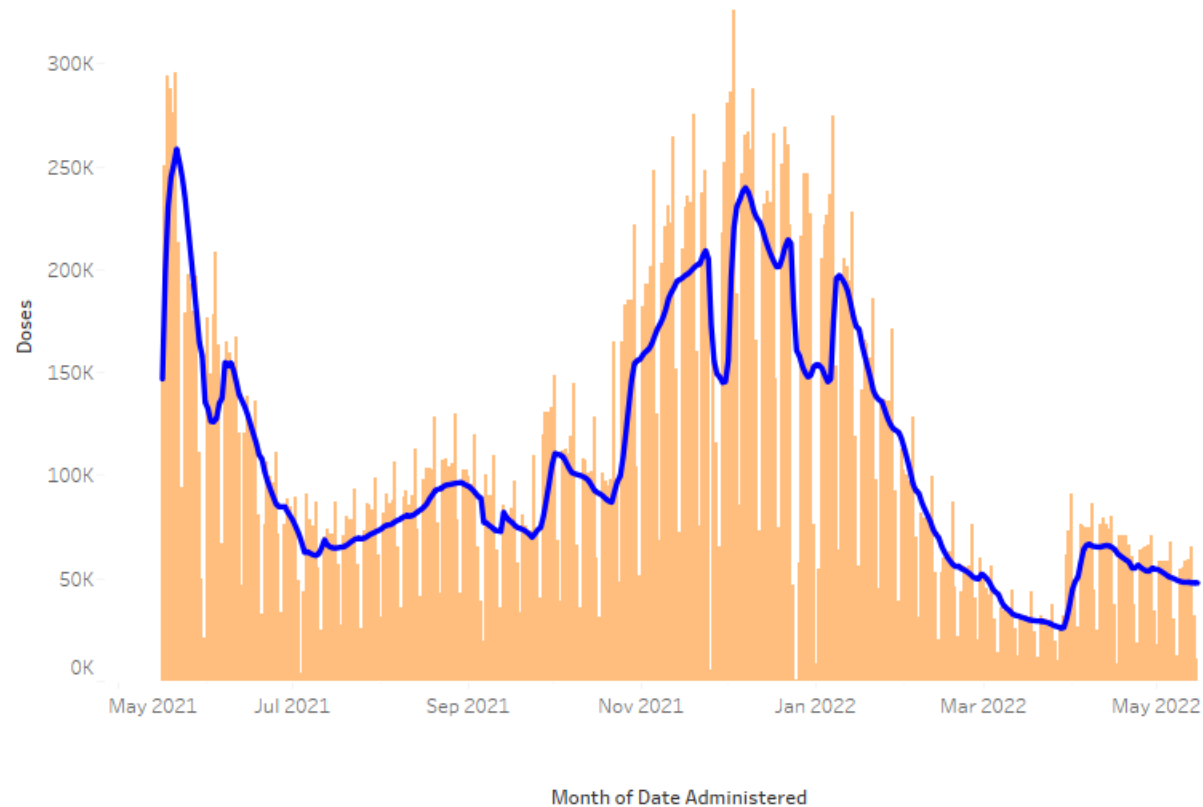


Booster/Additional  
Dose Recipients:  
15,275,962

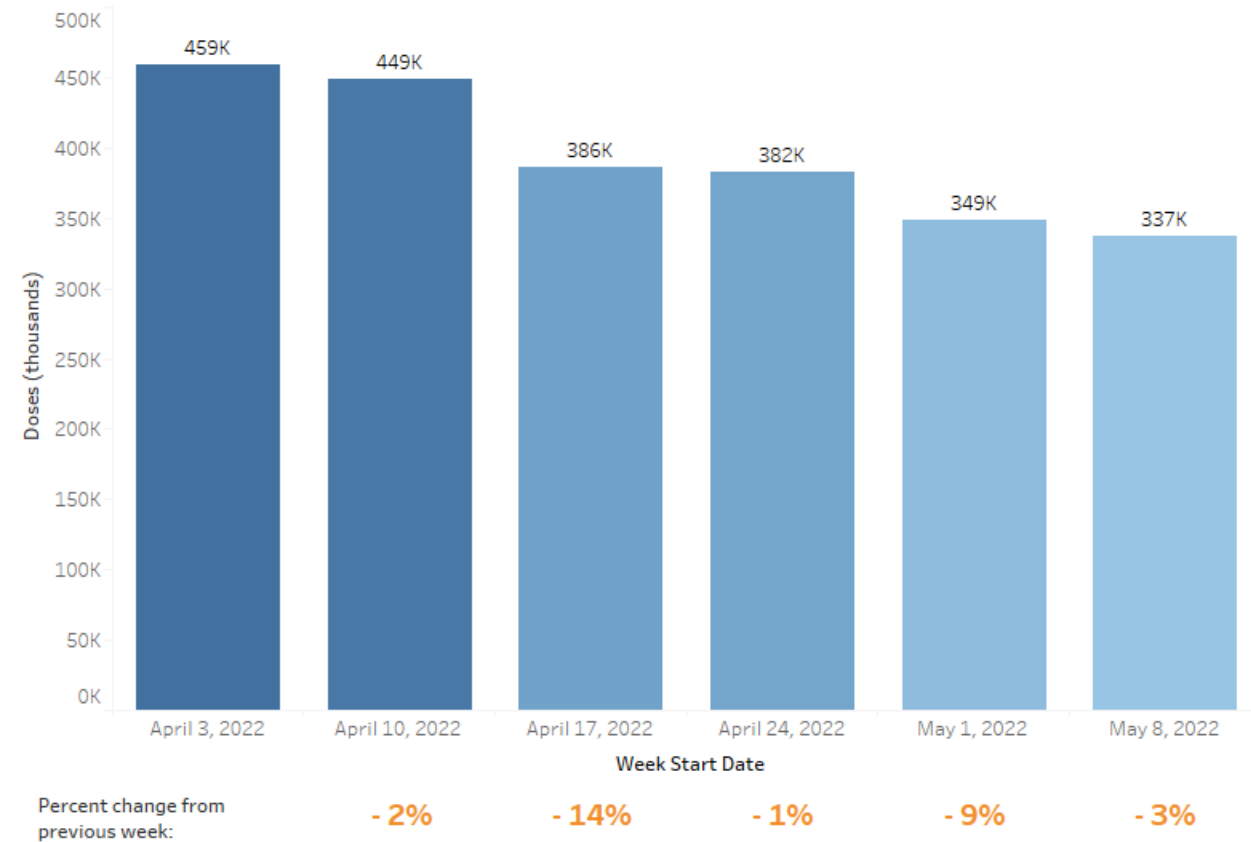
# Trends in Vaccine Administration

as of May 16, 2022

Daily Doses Administered: **Statewide**



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





# Trends in Vaccine Administration

as of May 16, 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  [A-Z Index](#) [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](#)

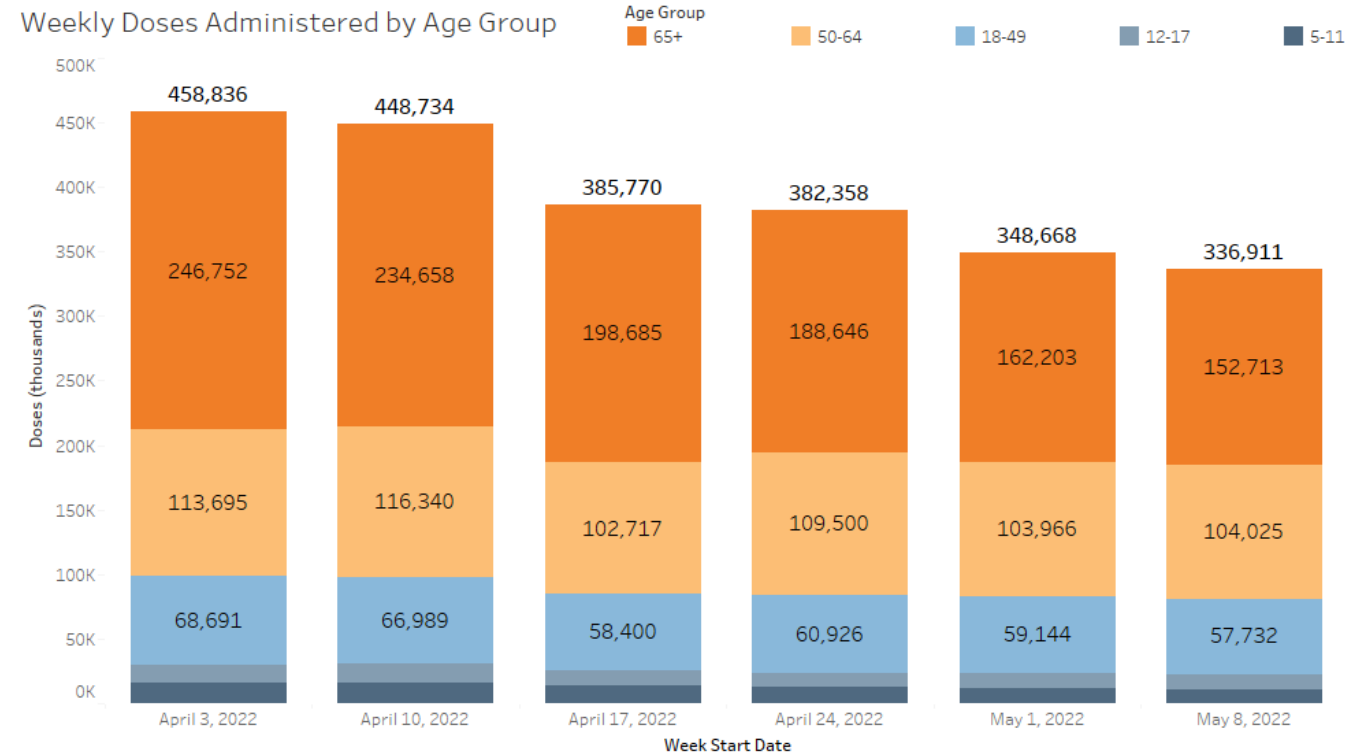
## CDC Recommends Additional Boosters for Certain Individuals

**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>

Weekly Doses Administered by Age Group



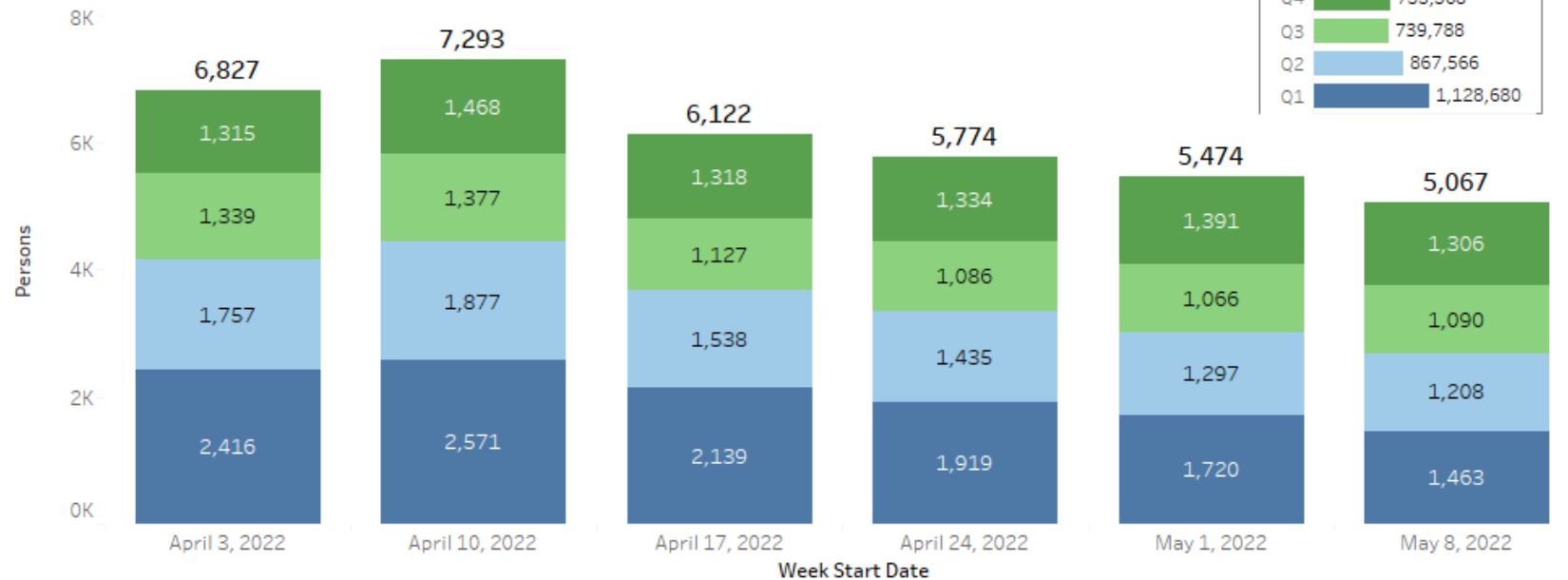
	Percent change from previous week	- 2%	- 14%	- 1%	- 9%	- 3%
5-11	- 2%	- 13%	- 9%	- 5%	- 11%	
12-17	+ 10%	- 19%	- 11%	+ 7%	+ 4%	
18-49	- 2%	- 13%	+ 4%	- 3%	- 2%	
50-64	+ 2%	- 12%	+ 7%	- 5%	+ 0%	
65+	- 5%	- 15%	- 5%	- 14%	- 6%	

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

as of May 16, 2022

- Persistently declining demand/uptake among all equity quartiles

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

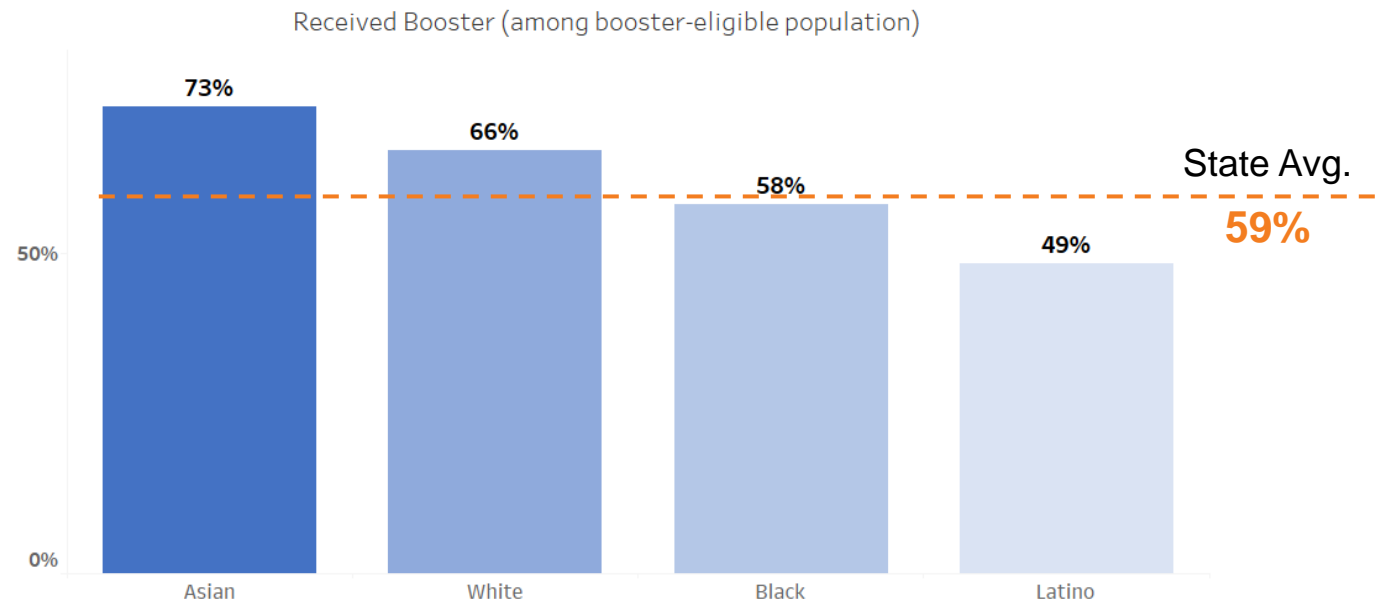


	Percent Change from Previous Week:				
		+ 8%	- 17%	- 6%	- 5%
Q4	+ 12%	- 10%	+ 1%	+ 4%	- 6%
Q3	+ 3%	- 18%	- 4%	- 2%	+ 2%
Q2	+ 7%	- 18%	- 7%	- 10%	- 7%
Q1	+ 6%	- 17%	- 10%	- 10%	- 15%

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

as of May 16, 2022

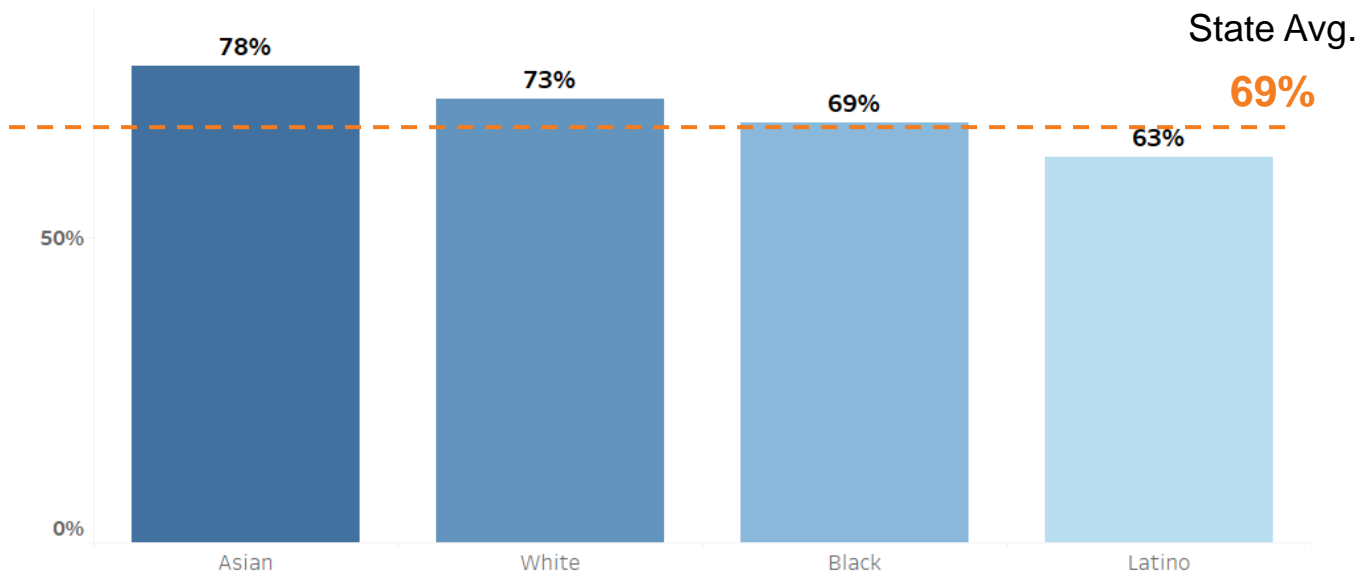
- Booster rates lower among Black and Latinx populations



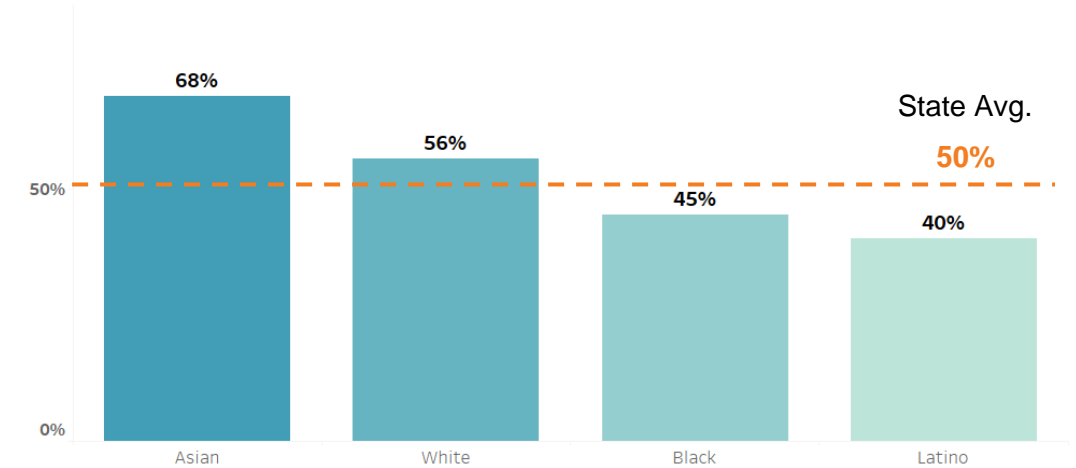
# 1<sup>st</sup> Booster Vaccination Rates

as of May 16, 2022

Received Booster 50+ (among booster-eligible population)



Received Booster <50 (among booster-eligible population)



# Data Summary

as of May 16, 2022

## Latest Metrics

**75.2 Million** doses administered

**337k** doses administered in previous week (-3% point change)

**5,067** new 5-to-11-year-old recipients (-8% point change)

## System Updates

- 4<sup>th</sup> doses included in overall dose administration count, but not currently displayed in immunization status

# Clinical Update

Caterina Liu, M.D., CDPH

# Boosters for Children 5-to-11 years

- FDA authorized and CDC recommends a single booster of Pfizer vaccine to children 5-to-11 years, at least 5 months following the primary series.
- Data for authorization
  - Waning vaccine effectiveness after dose #2 in all age groups
  - Immunogenicity: FDA analysis of booster immune response data in a subset of children (n=67) from the original 5-to-11 years clinical trial: increased antibody level 1 month after booster dose
  - Safety: Assessed in 400 children who received a booster 5-to-9 months after primary series. Most commonly reported side effects: pain, redness, swelling, fatigue, headache, muscle or joint pain.
- More data from 5/19/22 ACIP meeting will be shared next week

# Vaccine Products Possibly up for Review by the FDA in the Coming Months

Stay-tuned for updates. Much is uncertain.

- Pfizer
  - Full licensure for adolescents (12-to-15-years)
    - [\[Pfizer application press release-December 16, 2021\]](#)
  - EUA for children under 5 years (*Not yet submitted*)
- Moderna
  - EUA for children (6 months up to 6 years)
    - [\[Moderna application press release – April 28, 2022\]](#)
  - EUA for children and adolescents (6-to-17-years)
    - [\[Moderna data update press release – March 23, 2022\]](#)
- Novavax
  - EUA for adults (18+ years)
    - [\[Novavax EUA application press release – January 31, 2022\]](#)



# Tentative Dates for FDA Vaccines and Related Biological Products Advisory Committee (VRBPAC) Meetings

- June 7, 2022
  - EUA for Novavax vaccine for  $\geq 18$  years
- June 8, 21, and 22, 2022
  - EUA updates to Moderna and Pfizer vaccines for younger populations
- June 28, 2022
  - Future COVID-19 vaccines and SARS-CoV-2 strain composition

The FDA intends to livestream the VRBPAC meeting on the [FDA YouTube channel](#). The meetings will also be webcast from the [FDA website](#).

# Evaluation of mRNA-1273 Covid-19 Vaccine in Children 6-to-11-Years of Age (NEJM)

- Moderna KidCOVE trial publication
- N=4016 children 6-to-11-years-old
- Vaccine dose: 50ug x 2 doses, 28 days apart
- Met primary endpoint - Neutralizing antibody titers similar to adults
- Secondary endpoint - VE vs. symptomatic infection 14 days after 1<sup>st</sup> dose = 88%
  - Infections occurred during the Delta period
- No vaccine-related severe adverse events: no deaths, myo- or pericarditis or MIS-C

# Reminder: Coadministration of COVID-19 Vaccines with other vaccines

- Coadministration of Under 5/6 COVID-19 vaccine with other vaccines recommendation is anticipated.
- Current recommendations:
  - COVID-19 vaccines may be administered without regard to the timing of other vaccines.
  - This includes simultaneous administration of the COVID-19 vaccine and other vaccines on the same day.
  - If multiple vaccines are administered at a single visit, administer each injection in a different injection site.

# Job Aid: Vaccine Coadministration

## Job Aid Guidance:

- Administration
- AAP
- CDC guidance
- Best Practices
- Links to Resources

### Coadministration with Other Vaccines

California COVID-19 Vaccination Program



**COVID-19 vaccines and other vaccines may be administered without regard to timing.** This includes simultaneous administration of COVID-19 vaccine and other vaccines on the same day, as well as coadministration within 14 days. The benefits of coadministration and timely catch up on vaccinations outweigh any theoretical risk. New data shows that immunogenicity and adverse event profiles are generally similar when vaccines are administered simultaneously as when they are administered alone.

For detailed guidance, see [How to Administer Multiple IM Injections to Adults](#).

### AAP Supports Coadministration

**May 12, 2021.** The American Academy of Pediatrics (AAP) recommends vaccination for eligible children ages 12 and older with the federally authorized COVID-19 vaccine and supports coadministration of the COVID-19 vaccine with routine immunizations—particularly for children and teens who are behind on their immunizations. Any COVID-19 vaccine authorized through Emergency Use Authorization by the US Food and Drug Administration, recommended by the CDC, and appropriate by age and health status can be used for COVID-19 vaccination in children and adolescents.

AAP recommends that children and adolescents catch up on all vaccinations that may have been delayed during the pandemic. Between the substantial data collected on the safety of COVID-19 vaccines, and the extensive experience with non-COVID-19 vaccines which shows the immune response and side effects are generally similar when vaccines are given together as when they are administered alone, the benefits of coadministration and timely catch up on vaccinations outweigh any theoretical risk.

(For details, see [Policy Statement](#), [Press Statement](#), and [New HealthyChildren.org article](#).)

### CDC Guidance

When deciding whether to administer an(other) vaccine(s) with COVID-19 vaccine, providers should consider

- whether the patient is behind or at risk of becoming behind on recommended vaccines,
- their risk of vaccine-preventable disease (e.g., during an outbreak or occupational exposures), and
- the reactogenicity profile of the vaccines.

**If multiple vaccines are administered at a single visit, administer each injection in a different injection site.** For adolescents and adults, the deltoid muscle can be used for more than one intramuscular injection administered at different sites in the muscle.

Consider these [best practices](#) for multiple injections:

- Label each syringe with the name and the dosage (amount) of the vaccine, lot number, the initials of the preparer, and the exact beyond-use time, if applicable.
- Separate injection sites by 1 inch or more, if possible.
- Administer the COVID-19 vaccines and vaccines that may be more likely to cause a local reaction (e.g., tetanus-toxoid-containing and adjuvanted vaccines) in different limbs, if possible.

(Source: [Interim Clinical Considerations for Use of COVID-19 Vaccines I](#) | CDC.)

California COVID-19 Vaccination Program

IMM-1385 (12/22/21)

## How to Administer Multiple Intramuscular Vaccines to Adults During One Visit

It is not unusual for adults to need more than one vaccination at an office visit. When that occurs, CDC recommends giving all needed vaccines at the same visit to reduce missed opportunities.

**These vaccines commonly administered to adults<sup>§</sup> are administered via the intramuscular route:**

COVID-19	Influenza
Hepatitis A (HepA)	Pneumococcal
Hepatitis B (HepB)	Tdap and Td
Human papillomavirus (HPV)	Zoster

**Determine vaccines to be administered.**

Review each patient's vaccine history and determine needed vaccines (see CDC's recommended schedule of immunizations for adults at [www.cdc.gov/vaccines/schedules/downloads/adult/adult-combined-schedule.pdf](#)).

**Determine which vaccines to give in separate limbs.**

- Administer vaccines more likely to cause a local reaction in separate limbs, if possible. Vaccines that cause injection site pain in at least half of recipients include COVID-19, zoster, HepA, HPV, pneumococcal (PCV, PPSV), and tetanus-containing vaccines (Tdap, Td).<sup>†</sup>
- If administration in separate limbs is not feasible or desired, administration in the same limb, separated by at least 1" (inch), is appropriate.

**Select the injection site(s) for intramuscular injections.**

- Determine which vaccine(s) will be administered in each limb (see options in diagrams at right). You can administer 1, 2, or 3 injections per deltoid, spaced at least 1" apart.
- **Deltoid muscle:** Locate the central and thickest portion of the deltoid muscle – above the level of the armpit and approximately 2" below the acromion process (see diagram at right).
- **Anterolateral thigh muscle:** Locate the outer portion of the middle third of the thigh (see diagram at right).

**Prepare to administer IM injections.**

- Choose the needle gauge and length needed for the patient's age and weight (see "Administering Vaccines to Adults: Dose, Route, Site, and Needle Size" at [www.immunize.org/catg.d/p3084.pdf](#)).
- Draw up each vaccine using a separate, new needle and syringe.
- Label each vaccine syringe and clearly indicate on the label or tray the planned injection site (e.g., right arm [RA], left arm [LA], right thigh [RT], left thigh [LT]).

- Administer injection at a 90° angle (see "How to Administer Intramuscular and Subcutaneous Vaccine Injections to Adults" at [www.immunize.org/catg.d/p2020a.pdf](#)). If more than one injection is given in a single limb (arm or leg), separate the injections by a minimum of 1".

<sup>§</sup> Additional vaccines may be indicated for an adult due to missed childhood vaccinations, medical conditions, exposure risk, travel plans, or occupational risk.

<sup>†</sup> According to clinical trial data provided in prescribing information.



FOR PROFESSIONALS [www.immunize.org](#) / FOR THE PUBLIC [www.vaccineinformation.org](#)  
[www.immunize.org/catg.d/p2030.pdf](#) • Item #P2030 (12/21)

The diagrams below illustrate options for administering one, two, or three vaccinations in a single arm, spaced at least 1" apart. Additional injections can also be administered in the opposite arm.

Use anatomical landmarks to determine the injection site in the deltoid muscle (a large, rounded, triangular shape). Find the acromion process, which is the bony point at the end of the shoulder. Then, locate the injection site which will be approximately 2" below the bone and above the axillary fold/armpit.



A single IM injection may also be administered in the anterolateral thigh muscle as shown below.



# Seasonal Influenza Activity Gradually Increasing in California

- Elevated activity in Central California
- Influenza A (H3N2) viruses are predominant; Influenza B detected as well
- Influenza hospitalizations increasing
- Influenza vaccination is still recommended, particularly for patients at high risk of severe influenza.
  - Interim [vaccine effectiveness results](#) from CDC indicate that vaccination did not reduce the risk of mild to moderate illness from circulating H3N2 viruses. However, it is reasonable to continue to vaccinate as long as influenza viruses are circulating and even when protection against one virus is reduced.

# Influenza Testing and Treatment

- **Testing**

- Testing for influenza is recommended for all patients with respiratory illness in inpatient and congregate settings.
- Influenza testing is recommended in outpatient settings when it will inform clinical management or infection control.
- All persons tested for influenza should also be tested for SARS-CoV-2.

- **Treatment**

- Provide influenza antiviral treatment as soon as possible to any patient with confirmed or suspected influenza who is hospitalized, at higher risk for influenza complications, or developing progressive illness.
- Treat both influenza and SARS-CoV-2 when co-infection is present.
- Suspected or laboratory-confirmed influenza outbreaks in long-term care facilities should be reported to the local health department.

# Influenza Prevention

- Get vaccinated
- Continue to wear a mask when recommended or required in high-risk settings.
- Stay away from people who are sick.
- Stay home when sick.
- Cough or sneeze into your elbow, arm, or disposable tissue. If disposable tissue is used, use hand sanitizer or wash hands afterwards.
- Wash hands frequently and thoroughly with soap and warm water or use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth.

# 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

Alan Hendrickson, CDPH

# Storage & Handling Guidelines for Preparation and Administration of the Under 5 COVID-19 Vaccines

- Moderna
  - Does **not** require diluent
  - 10 dose multidose vial
  - Still waiting on more specifics, like injection volume
- Pfizer
  - 10 dose multidose vial
  - Requires diluent for both pediatric presentations
    - The amount of diluent required for the under 5 age group is different than what is required for the over 5 age group. If you administer both, make sure staff know this!
  - Injection volume
    - 0.2mL
  - Can be stored at room temperature up to 12 hours prior to puncture and up to 12 hours after puncture

Updated!

# Job Aid: Receiving & Storing Pfizer Vaccines

## Multi-page Pfizer vaccine guidance

### Includes:

- General Points
- Critical Notifications
- Fact Sheets
- Controlant
- Monitoring
- Expiration
- Instructions
- Reporting
- ...and more

### 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)

# Survey to Redistributors

- In the near future, CDPH will be sending out a survey to providers that are currently approved redistributors.
- Depending on responses to the survey, CDPH may limit who is on the approved redistributor list.
  - Trying to minimize redistribution in cases where direct shipment is a possibility

# Job Aid: Never Miss a Vaccination Opportunity

## Job Aid Includes:

- Key Points
- CDC Guidance
- Tips to Reduce Wastage
- Links to Resources & Toolkits

### Missed Vaccination Opportunities & Wastage



California COVID-19 Vaccination Program

**Never miss a vaccination opportunity because of fear of vaccine wastage!** Do your best to follow clinical and inventory management best practices for vaccination to maximize vaccinations and minimize dose wastage where possible.

#### Key Points

Vaccine wastage is expected, may be unavoidable, and will even increase as vaccine rollout continues because

- more providers, including smaller provider sites, are now receiving vaccine;
- vaccine continues to be available only as multi-dose vials; and
- vials must often be punctured without using the full number of doses printed on the label.

#### Never Miss a Vaccination Opportunity

CDC Guidance: Vaccinate every eligible person who presents at a vaccination site—even if it means puncturing a vial at the end of the day.

Several studies have shown eliminating missed opportunities could increase vaccination coverage by up to 20% ([Pink Book](#), ["System-Based Barriers"](#)). Follow these tips:

- Vaccinate family members or friends who accompany patients to medical visits even if they are not established patients at the vaccinating practice.
- Continue [outreach to employers or other community partners](#) that have a large membership or network to arrange vaccination events for primary or booster doses.
- Follow both clinical and inventory management best practices for vaccination to maximize vaccination and minimize dose wastage.

#### Punctured vials must be used within:

##### 12 hours

- Pfizer (5-11Y orange cap)
- Pfizer Tris-Sucrose 12Y+ (gray cap)
- Moderna

##### 6 hours

- Pfizer (12Y+ purple cap)
- Johnson & Johnson's Janssen (must be at 2-8 degrees Celsius)

##### 2 hours

- Johnson & Johnson's Janssen (at room temperature)

#### Tips to Reduce Wastage

- Follow guidance in [CDC Toolkit](#) and [CDC summarized guidance](#) to reduce waste in COVID-19 vaccine storage, transport, handling, and administration in accordance with the CDC and manufacturer's guidance.
- If there are a substantial number of expiring vials, contact your local health department and other partners to discuss redistribution of vaccine to areas of need.
- Work with your local health department in advance to determine thresholds for the number of vials in danger of being wasted that would trigger a call for guidance.
- Make every effort to coordinate the number of vials needed with the anticipated number of patients when preparing for daily clinics to help reduce over-thawing of vaccine.

California COVID-19 Vaccination Program

IMM-1379 (2/16/22)

# Job Aid: Reporting Doses Spoiled, Expired or Wasted

## Job Aid Includes:

- Program Requirement
- Reporting Requirements
- Spoiled Vaccines
- Wastage Table
- Medical Waste Management

### Reporting Doses Spoiled, Expired, or Wasted

California COVID-19 Vaccination Program

Waste is expected and may be unavoidable in any vaccination program. Wastage reporting helps CDC better understand how much inventory is in the field and where the greatest needs for inventory exist to minimize the potential waste of vaccine. Follow [CDC's Toolkit](#) and [CDC summary guidance](#) to maximize vaccination opportunities while minimizing waste.

#### Key Points

- 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 before disposal
- Follow these instructions to report nonviable doses and dispose of vaccines

#### Program Requirements

- Enrolled providers must document and track vaccine wastage as part of routine vaccine inventory management activities and report the number of doses of COVID-19 vaccine and adjuvants that were unused, spoiled, expired, or wasted as required by the relevant jurisdiction.

#### Reporting Requirements

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.

#### Spoiled Vaccines

Consistent and accurate temperature monitoring should minimize spoiled vaccines. Vaccines are considered spoiled if manufacturers determine vaccines were exposed to out-of-range temperatures and may not be used. If the vaccine is determined to be non-viable, vaccine must be reported as "spoiled" and properly disposed of. Vaccines could spoil as a result of the following conditions:

- data logger indicates that storage unit temperatures are out of the recommended range
- storage unit temperatures are not monitored
- failure to store vaccines properly upon receipt
- vaccines spoiled during transfer
- natural disaster, power outage, or mechanical failure

California COVID-19 Vaccination Program IMM-1347 (4/26/22)

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# Digital Data Loggers (DDL)



Times, they are a changin'...

# Vaccine Management

Eric Norton, My Turn, and Claudia Aguiluz, CDPH



# Bulk Upload and IIS Status Mismatch Updates



All patient records that were missing Appointment Numbers should now have visible Appointment Numbers. With this update, Clinic Managers and Vaccine Administrators can easily search for records using Appointment number from the Appointments tab!



As of Tuesday, during the Bulk Upload process, Clinic Managers and Vaccine Administrators now enter the State with a two-letter code (ex: CA). The Country field will be a 3 letter ISO 3166-1 code (EX: "USA") and will be automatically populated. Users can edit the record after it's populated.



The ethnicity question has been renamed on the IIS edit functionality to match the Bulk Upload form.

# Vaccine Supply Guidance



***The Vaccine Supply number entered should not be more than 1 million!***

**During Release 26, any Clinic with a Vaccine Supply over 10 million automatically had their Vaccine Supply reduced.**

**Edit SUP-01143**

Vaccine: VAX-0003 Owner: holly.tanCM

Name: SUP-01143

Vaccine Name: Pfizer

Vaccine Type: COVID-19

\* Vaccine Brand & Dose: Pfizer - First Dose Only

Presentation: --None--

\* Current Stock: 1,000,000

\* Date of Stock Count: 8/4/2021

\* Dose Number in Series: 1

\* Location: 123 Clinic

Buttons: Cancel, Save & New, Save

Need help? View our jobs aids in the Knowledge Center, or contact us

# What's New in myCAvax? - Release 26



New updates for Providers launched May 19<sup>th</sup>.



## Providers

### Orders

- ✓ Cap Colors launched on the Multi-line Order screen.

### Site Visits

- ✓ There is email automation for Site Visits with emails to confirm the schedule, and emails to remind Providers of upcoming visits. The creator of the Site Visit needs to opt-in to have these emails generated.

### Training

- ✓ myCAvax reintroduced the Training page for Product and CDC Training.

# What's New in myCAvax? - Release 26

New updates for Providers launched May 19<sup>th</sup>.



New Release  
May 19, 2022



## Enhancement Details for Providers

The myCAvax system will have new functionalities available tomorrow. We have implemented these enhancements in response to user feedback. They have an impact on those newly enrolling, and Local Health Departments/MCEs. Please review based on your role in the system:

## Multi-Line Ordering Updates

### Cap Colors

The cap colors for each product will be added above the product name.

### 'Doses Administered' Field

The 'Doses Administered' column header will be updated to 'Qty since last order'.

### On-Hand Inventory Text

A header will be added on the On-hand Inventory and Doses Administered columns with a light gray background that says, "Only enter values for products you want to order, otherwise leave fields blank."

## Orders

### Order Type Changes

When a Provider saves an order as a draft with a given order type (Small or Standard), and then changes the Doses requested to a value which would alter the Order Type when submitting the Draft via Multi-Line Ordering, the submission will be allowed, and the order type should automatically change accordingly.

### Preferred Vaccine Temperature

When placing a Small Order, Providers will only be able to select the options available set by their LHD and the TPR for "Preferred Vaccine Temperature".

## Orders

- ✓ Cap Colors launched on the Multi-line Order screen.
- ✓ Doses Administered Field and On-Hand Inventory Field Updates.
- ✓ Draft order enhancements-Order Type changes.
- ✓ Preferred Vaccine Temperature Transport for Small Orders.

## Site Visits

- ✓ There is email automation for Site Visits with emails to confirm the schedule, and emails to remind Providers of upcoming visits. The creator of the Site Visit needs to opt-in to have these emails generated.

## Training

- ✓ myCAvax reintroduced the Training page for Product and CDC Training.

Providers

# Release 26 Update: Multi-Line Vaccine Ordering



As of Release 26,  
Vaccine products  
are color-coded  
based on their  
cap color on the  
multi-line  
ordering screen.

\* Account  
Central Perk Primary Clinic

Only enter values for products you want to order, otherwise leave fields blank.

Reported Inventory (VaccineFinder)			On-hand Inventory			Doses administered		Order size	
* Vaccine product	Quantity	Last updated	* Quantity	Lot number	Expiration / Beyond use date	* Qty since last order	Order increments	* Doses requested	
Moderna (18 years - 100+ years)	---	---	<input type="text"/>	<input type="text"/>	<input type="text"/> + <input type="text"/>	<input type="text"/>	70 dose min 14 (under 140) 140 (over 140)	<input type="text"/>	<input type="button" value="Clear Row"/>
Pfizer (5 years - 11 years)	---	---	<input type="text"/>	<input type="text"/>	<input type="text"/> + <input type="text"/>	<input type="text"/>	50 dose min 10 (under 100) 100 (over 100)	<input type="text"/>	<input type="button" value="Clear Row"/>
Pfizer Tris-sucrose (12 years - 100+ years)	---	---	<input type="text"/>	<input type="text"/>	<input type="text"/> + <input type="text"/>	<input type="text"/>	30 dose min 6 (under 300) 300 (over 300)	<input type="text"/>	<input type="button" value="Clear Row"/>
Janssen (18 years - 100+ years)	---	---	<input type="text"/>	<input type="text"/>	<input type="text"/> + <input type="text"/>	<input type="text"/>	80 dose min 5 (under 100) 100 (over 100)	<input type="text"/>	<input type="button" value="Clear Row"/>

Cancel Save as draft Next

# APPENDIX

# What's New on myCAvax: Release 26 (05/19)

## Orders

- ✓ Cap Colors launched on the Multi-line Order screen.
- ✓ The 'Doses Administered' column header was updated to 'Qty since last order'.
- ✓ A header was added on the On-hand Inventory and Doses Administered columns with a light gray background that says, "Only enter values for products you want to order, otherwise leave fields blank."
- ✓ LHDs are allowed to move Standards Orders to Small Orders more easily.
- ✓ myCAvax dynamically filters Preferred Vaccine Temperature on Vaccine Order Review Page.

## Community

- ✓ myCAvax reintroduced the Training page for Product and CDC Training.

## Site Visits

- ✓ There is email automation for Site Visits with emails to confirm the schedule, and emails to remind Providers of upcoming visits. The creator of the Site Visit needs to opt-in to have these emails generated.
- ✓ LHDs and MCEs can view Site Visits within their jurisdiction.
- ✓ The VFC enrollment status will be available for LHDs/MCEs.

## Account

- ✓ LHDs and MCEs can easily identify active contacts.

# myCAvax – Known Issues - *Updated 5/13*



## Known Issues

### **VaccineFinder Out of Date Flags Showing Even if VaccineFinder Info Has Been Updated?**

- ✓ We are planning to correct an issue where flags for out-of-date VaccineFinder info could be incorrectly showing

### **Incorrect 'Order Submission Date'?**

- ✓ We have corrected the issue with 'Order Submission Date' updating whenever a change is made to the Order record
- ✓ We will conduct a data clean-up to correct the incorrect dates






## Workaround/Next Steps

- ✓ Fix: 5/16

- ✓ Fix: 5/10



# 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 VTrckS

### 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] 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

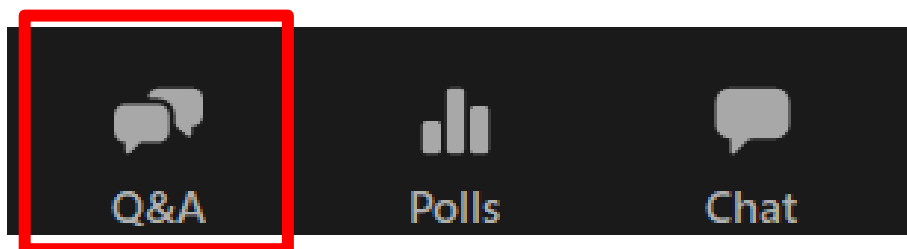
Monitor online media and what you hear in your local communities for potential rumors and inaccurate information.

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 23, 12PM

**Friday:**

**Provider Office Hours**

Next session: Friday, May 27, 9AM