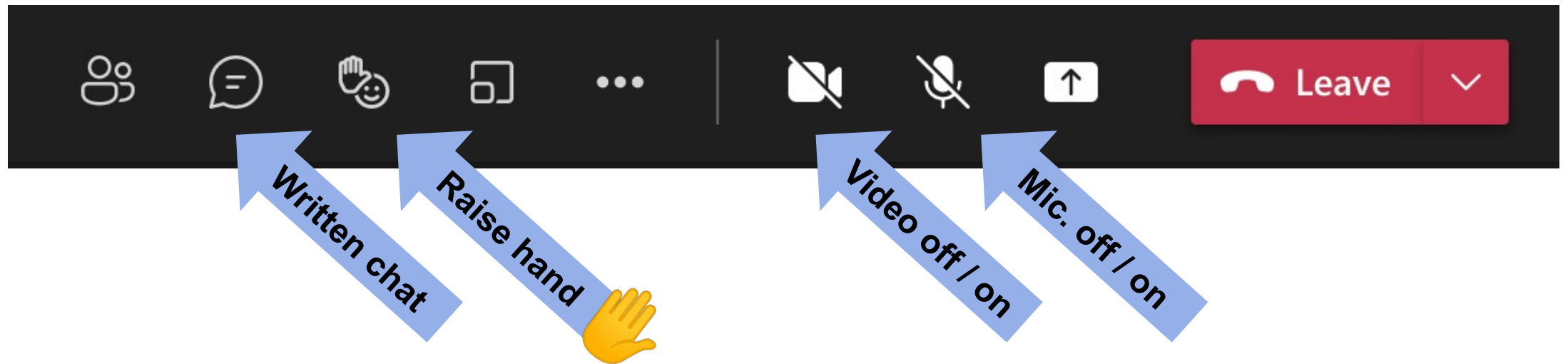


Welcome to the CDPH California COVID-19 Vaccination Program Multi-County Entities Office Hours

Wednesday, January 19, 2022



Navigating the Teams Taskbar



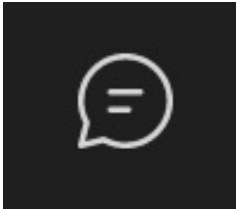
Use the chat or raise your hand to signal the host.

Turn video and microphone off and on to be seen and heard.

Housekeeping



Reminder! Please mute yourself when not speaking to avoid feedback and background noise.



Please introduce yourself by adding your name, role and organization into the chat.



This session is being recorded. Slides and recording will be available on <https://eziz.org/covid/education/>

Agenda: Wednesday, January 19, 2022

No.	Item	Speaker	Time (AM)
1	Welcome and Announcements	Leslie Amani (Moderator)	9:00 – 9:05
2	Clinical Update	Louise McNitt, M.D. (CDPH)	9:05 – 9:10
3	Therapeutics	Alan Hendrickson (CDPH)	9:10 – 9:15
4	Storage and Handling Update	Alan Hendrickson (CDPH)	9:15 – 9:20
5	Vaccine Management	Claudia Aguiluz (CDPH)	9:20 – 9:25
Q&A and Discussion			9:25 – 9:55
6	Wrap-up & Resources	Leslie Amani (Moderator)	9:55 – 10:00

Announcements

Leslie Amani, CDPH

Monday's My Turn/myCAvax are Moving to Zoom!

Beginning **Monday, January 24, at 12PM** My Turn and myCAvax Office Hours will be held on Zoom!

Access new registration link for meeting [here](#)

Password: Immunize!

- ✓ One-time registration for Monday meetings.
- ✓ Once registered, look for an email confirming registration from Zoom in your focused, other, or spam email folder.
- ✓ Please add the series to your calendar using the option provided in the registration confirmation from Zoom.

LHJ Planning Webinars Moved to Zoom!

Beginning **Tuesday, January 18, at 1PM** LHJ Vaccine Planning Webinar was held on Zoom!

Access new registration link for meeting [here](#)

Password: Immunize!

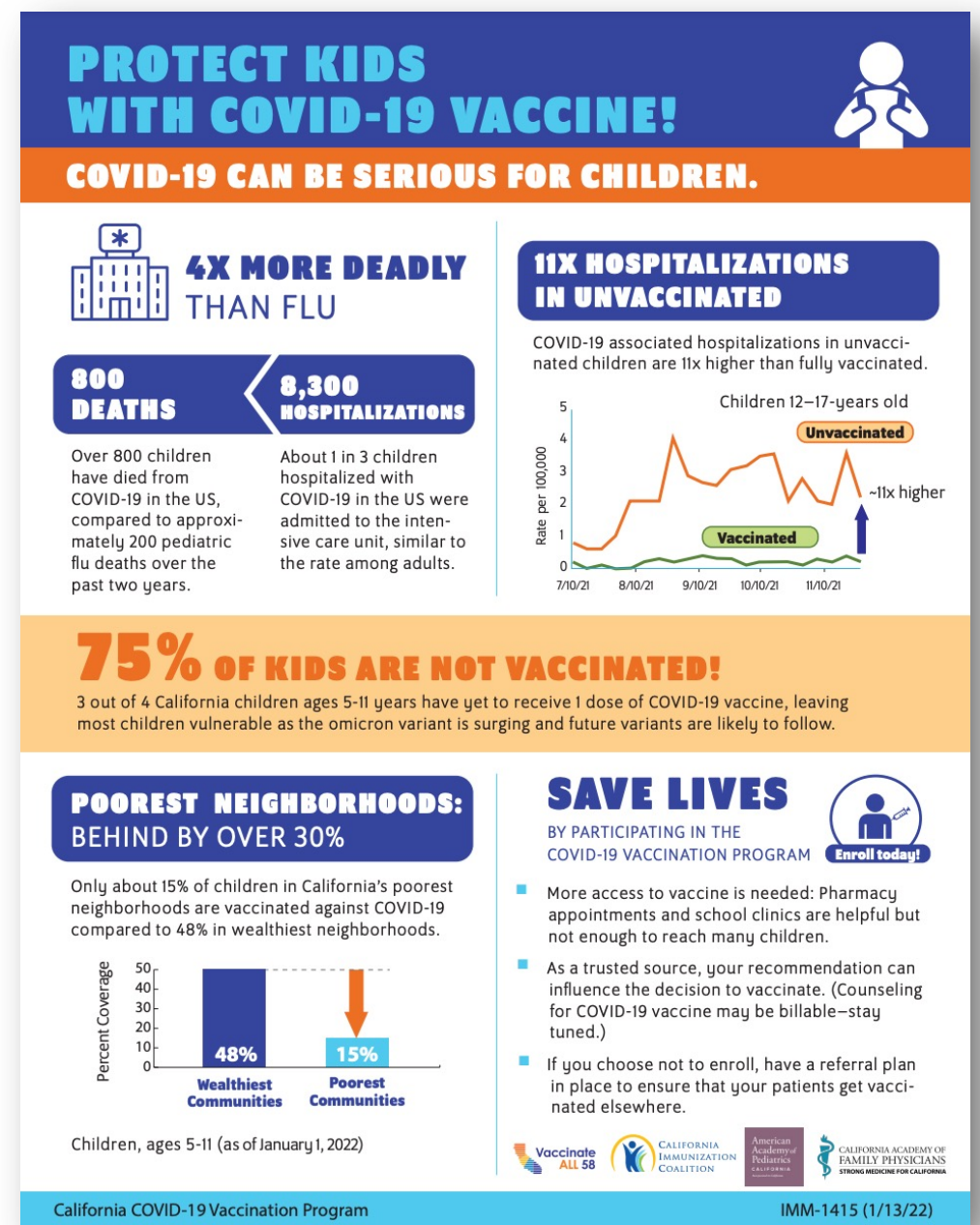
- ✓ One-time registration for Tuesday meetings.
- ✓ Once registered, look for an email confirming registration from Zoom in your focused, other, or spam email folder.
- ✓ Please add the series to your calendar using option provided in registration confirmation from Zoom.



Protect Kids with COVID-19 Vaccine Infographic

- Shows importance of immunization against COVID-19 disease for children.
- Highlights disparities in COVID-19 vaccine coverage.
- Encourages providers of pediatric services to enroll in the CA COVID-19 Vaccination Program.

Share with other HCPs!



Face Mask Guidance

January 5, 2022

CDPH Communication:

Extends requirement for universal masking indoors statewide December 15, 2021, through February 15, 2022.



TOMÁS J. ARAGÓN, M.D., Dr.P.H.
State Public Health Officer & Director

State of California—Health and Human Services Agency
California Department of Public Health



GAVIN NEWSOM
Governor

January 5, 2022

TO: All Californians

SUBJECT: Guidance for the Use of Face Masks

Related Materials: [Face Coverings Q&A](#) | [Face Coverings Fact Sheet \(PDF\)](#) | [Face Mask Tips and Resources](#) | [Face Shields Q&A \(PDF\)](#) | [Safe Schools for All Hub](#) | [More Home & Community Guidance](#) | [All Guidance](#) | [More Languages](#)

Updates as of January 5, 2022:

- Extends requirement for universal masking indoors statewide December 15, 2021, through February 15, 2022.

Guidance For the Use of Masks

Background

The COVID-19 vaccines remain effective in preventing serious disease, hospitalization, and death from the SARS-CoV-2 virus. Unvaccinated persons are more likely to get infected and spread the virus which is transmitted through the air and concentrates indoors. To ensure that we collectively protect the health and well-being of all Californians; keep schools open for in-person instruction; and allow California's economy to remain open and thrive, the California Department of Public Health (CDPH) **is requiring masks to be worn in all indoor public settings, irrespective of vaccine status, until February 15, 2022.** This requirement will be updated as CDPH continues to assess conditions on an ongoing basis.



Isolation and Quarantine Guidance



Home and Community Guidance

- Isolation and Quarantine
- Mega Events
- Travel
- Masking

Find All Guidance by Topic

- State Public Health Officer's Orders
- Employees and Workplace
- Education
- More...

Multi-lingual Guidance



Variant Dashboard



The screenshot shows the California Department of Public Health website. At the top left is the CDPH logo. To its right is a search bar with a magnifying glass icon. Below the search bar are four navigation tabs: "I am looking for", "I am a", "Programs", and "A-Z Index", each with a downward arrow. Below these tabs is a breadcrumb trail: "Home | Programs | Center for Infectious Diseases | Division of Communicable Disease Control | Tracking Variants". A green horizontal bar is below the breadcrumb. Below the bar is a navigation menu with links: "COVID-19 Home", "Protect Your Health", "Get Latest Guidance", "See the Numbers", and "Learn More". The main content area has the heading "Tracking Variants" with a date "1/6/2022". Below this is a section "Related Materials:" with links to "Omicron Variant: What You Need to Know" and "Variant Genetic Sequence Data". The next section is "Variants Are a Normal Part of Viruses" with a paragraph: "Viruses change through mutations that create new strains of virus over time. This is a normal process that happens with most viruses. We call these strains variants." followed by another paragraph: "Some variants rise and then disappear. Other variants become common. Most variants do not have a meaningful impact."

Why Track Variants?

Scientists and public health officials are studying variants to learn more about how to control their spread and to understand whether the variants:

- Spread more easily from person-to-person
- Cause milder or more severe disease in people
- Are detected by currently available viral tests
- Respond to medicines currently being used to treat people for COVID-19
- Change the effectiveness of COVID-19 vaccines

See [Omicron Variant Fact Sheet](#)

Crucial COVID-19 Conversations Update

- Two webinars this week:
 - Talking with Patients in the Latinx Community about COVID-19 Vaccines, Wednesday, January 19, at 12:00PM | [Register here](#)
 - Talking with Patients in the Black/African American Community about COVID-19 Vaccines, Thursday, January 20, at 12:00PM | [Register here](#)
- Updated [Medical Professionals Program Toolkit](#)




#ThisIsOurShot/#VacunateYa All-Coalition Meeting

Join #TIOS to hear special guest, Dr. Peter Hotez, discuss the latest with the Omicron variant.

When: Thursday, January 20, at 4PM

Register [here](#)




**PETER HOTEZ,
MD PHD**

scientist, researcher, author,
science explainer

THURSDAY 1/20/22 at 4pm PST/7pm EST

All-Coalition Meeting



Clinical Update

Louise McNitt, M.D., CDPH

mRNA Booster Interval Shortened to 5 months

- FDA and CDC shortened the booster interval to **5 months** after completion of:
 - Pfizer-BioNTech COVID-19 vaccine primary series for people 12-years-and-older
 - Moderna COVID-19 vaccine primary series for people 18-years-and-older.
- A shorter interval is recommended to provide better protection sooner for individuals against the highly transmissible Omicron variant.

Pfizer-BioNTech Boosters for 12-to-15-Year-Olds

- FDA expanded EUA for the Pfizer-BioNTech COVID-19 vaccine to include booster doses for adolescents 12-to-15-years-old.
- CDC and Western States Safety Review Workgroup now recommend that adolescents ages 12-to-17-years-old **should receive** a booster shot 5 months after their initial Pfizer-BioNTech vaccination series.

Note: Only the Pfizer-BioNTech COVID-19 vaccine is authorized and recommended for adolescents aged 12-to-17 years.


Additional Primary Dose for Immunocompromised Children 5-to-11-Years-Old

- FDA expanded the Pfizer-BioNTech EUA to allow for a third primary series dose for certain immunocompromised children 5-to-11-years-old.
- CDC and Western States Safety Review Workgroup recommend an additional primary dose for immunocompromised children 5-to-11-years-old.

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

Includes recent recommendations for:

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



COVID-19 Vaccine Eligibility

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

	Dose	Age:	5-11	12-17	18+
Pfizer– Pediatric (5-11)	Primary 2 doses (21 days apart)		✓		
	Additional (3rd) dose for immunocompromised , at least 28 days after 2nd Pfizer dose		✓		
Pfizer/ Comirnaty (12+)	Primary 2 doses (21 days apart)			✓	✓
	Additional (3rd) dose for immunocompromised , at least 28 days after 2nd Pfizer dose			✓	✓
	Booster dose* of Pfizer (or Moderna if age 18+), at least 5 months after 2nd dose of Pfizer			✓	✓
Moderna (18+)	Primary 2 doses (28 days apart)				✓
	Additional (3rd) dose for immunocompromised , at least 28 days after 2nd Moderna dose				✓
	Booster dose* of Moderna (half-dose) or Pfizer, at least 6 months after 2nd dose of Moderna				✓
Johnson & Johnson (18+)	Primary 1 dose				✓
	Booster dose* of different brand (preferred) or J&J, at least 2 months after primary J&J dose				✓

Use of Pfizer or Moderna is preferred.*

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

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

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

California COVID-19 Vaccination Program

IMM-1396 (1/5/22)

Guidance for COVID-19 Vaccine Eligibility

California COVID-19 Vaccination Program

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

Primary Series for Ages 5+

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

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

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

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

California COVID-19 Vaccination Program

IMM-1398 (1/7/2022)

Reminder: mRNA Vaccines Preferred Over Janssen

- CDC and WSSSRW preferentially recommend mRNA vaccines over the Janssen (J & J) COVID-19 vaccine for primary vaccination and for boosters.
- 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).

Janssen Vaccine: Counseling

- As part of a pre-vaccination discussion with a vaccination provider, all people who elect to receive a Janssen COVID-19 vaccine booster should be informed about the risk and symptoms of thrombosis with thrombocytopenia syndrome (TTS), and the need to seek immediate medical care should TTS symptoms develop.
- People should seek medical attention immediately if they develop any of the following symptoms:
 - Shortness of breath
 - Chest pain
 - Leg swelling
 - Persistent abdominal pain
 - Severe or persistent headaches or blurred vision
 - Easy bruising or tiny blood spots under the skin beyond the site of the injection

Therapeutics

Alan Hendrickson, CDPH

Therapeutics Session for MCEs



Would it be helpful to your work if CDPH provided a special MCEs session focused on “Therapeutics”?

Session focus:

Information and education on COVID-19 anti-viral pills and monoclonal antibodies to include allocation and ordering.

Please respond with “Yes” or “No” in the “Chat”.

Storage & Handling

Alan Hendrickson, CDPH

Third-party Redistributor (TPR, AmerisourceBergen)

Transitioning to Refrigerated Shipments

- TPR began shipping a small number of shipments at refrigerated temperatures week of Jan 3
- TPR will eventually transition all shipments to refrigerated temperatures.
 - Expect to transition all Pfizer pediatric (5-to-11 years, orange cap) shipments by January 18 and Pfizer Tris-sucrose (12+ years, gray cap) shipments by January 31.
- Receipt of vaccine is very similar, with gel packs/bubble wrap instead of dry ice.
 - The same data logger is used, just set for 2°C to 8°C

Janssen Shelf-life Extension

- Janssen (J&J) COVID-19 vaccine doses currently in provider inventory and in federal distribution centers are all set to expire by April.
- We are expecting that the vaccine will receive a shelf-life extension in February.
- Current shelf-life is 6 months. The expiry will add an additional 1.5-5 months to the shelf-life (to be determined).

Pfizer COVID-19 Vaccine Medical Updates & Training Sessions

Date & Time (linked)*	Password
<u>Wednesday, January 19 at 9AM</u>	kMapPATn986
<u>Thursday, January 20 at 9AM</u>	grB3WCzru23
<u>Tuesday, January 25 at 12PM</u>	AQqwYfKE522
Scheduled sessions conclude next week! <small>*Note: Times are P.S.T.</small>	

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

Topics include:

- Introduction of Pfizer Tris-sucrose (12+ years, **gray cap**) formulation
- Vaccine use
- Storage & handling
- Preparation & administration
- Medical updates
- Q&A

Vaccine Management

Claudia Aguiluz, CDPH

My Turn Council Report Out



My Turn Clinic Council is held every Thursday from 4-5 PT.
Email MyTurnInfo@cdph.ca.gov to request the invitation if you don't have it already!

Last session there was participation from over **22** counties.

Make sure your voice is heard by joining!



Your feedback has been and will continue to be incorporated.

126 updates from Releases were based on feedback heard during Council!

Continue to attend, we want to hear from you!

My Turn and myCAvax Office Hours and LHD Vaccine Planning Webinar are Moving to Zoom



We are on Zoom now – thank you for joining us here! Please continue to use [this link](#) to register for the CDPH LHD COVID-19 Vaccine Planning webinar on Zoom.



The My Turn and myCAvax Office Hour session is moving to Zoom as well! Please use [this link](#) to register for the My Turn and myCAvax Office Hour sessions starting Monday, January 24, at 12PM.

Pfizer Product Ordering Updates



Pfizer Tris-sucrose (12+ years, gray cap) is *now available* for Standard Orders, Small Orders for local fulfillment (dependent on local supply), and Small Orders for TPR Fulfillment (AmerisourceBergen).

Pfizer 1170 (12+ years, purple cap) is *not available* for Standard Ordering and is no longer available for Small Orders fulfilled by the TPR (AmerisourceBergen).

Janssen Product Update



Janssen (J&J) inventory has been depleted in the myCAvax system and is **no longer available for Standard Ordering.**



The CDC is not increasing or replenishing Janssen thresholds.



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

myCAvax Ordering Thresholds and Reminders



Threshold increases have been given recently for Pfizer Tris-sucrose, Moderna, and Pfizer pediatric.

- Our next threshold increase will be **Thursday, 1/20**.
- Thresholds should update every **2 weeks**.



Please: LHDs/MCEs and providers need to place orders in myCAvax by **Monday at 5pm**, even if you do not have sufficient virtual inventory to approve orders.



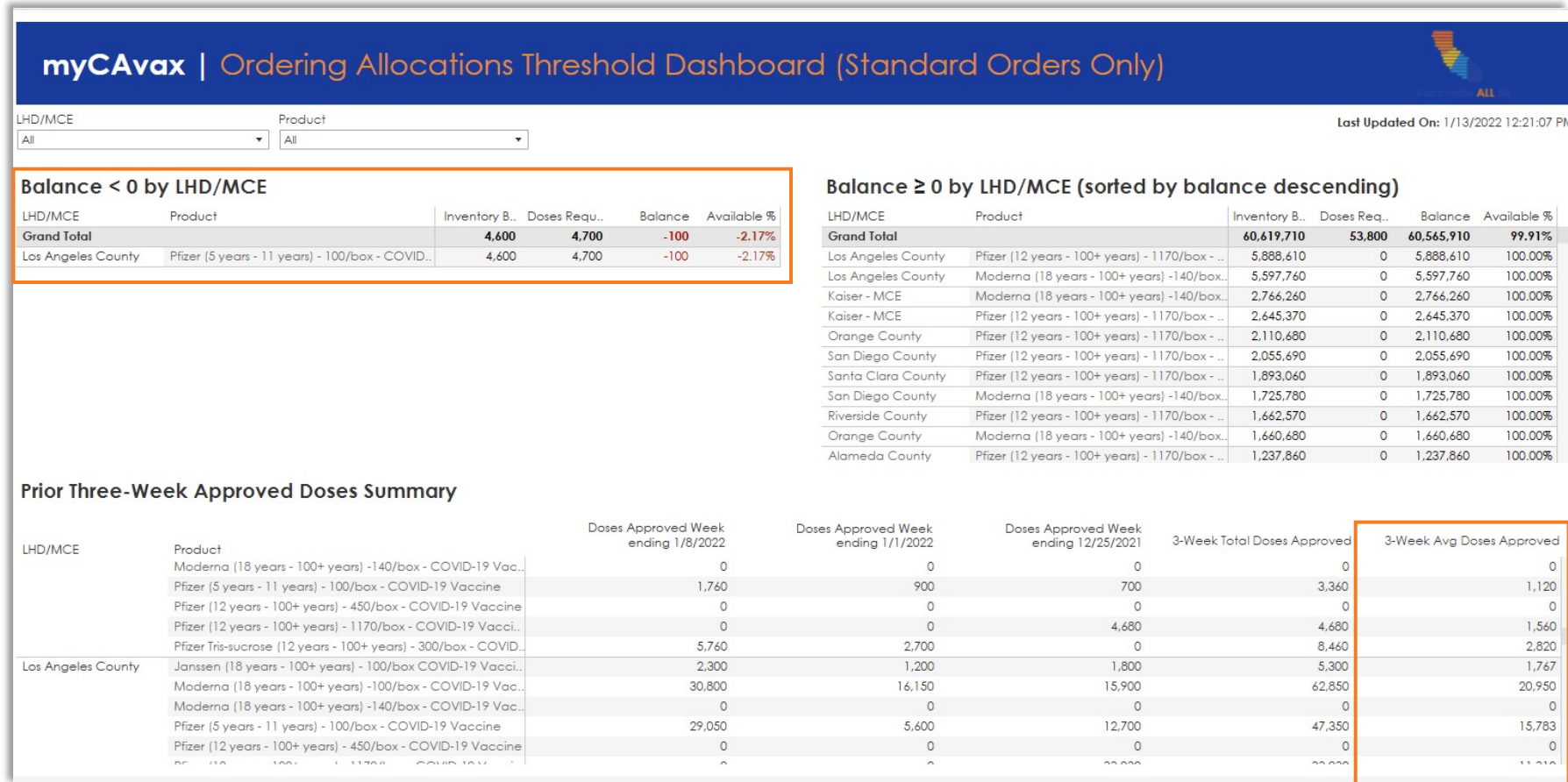
Our ordering team will proactively review inventory on Tuesdays and Thursdays and add doses. **No need to reach out to the Provider Call Center unless it is close to the Wednesday/Friday approval deadlines, and you have a last-minute order.**



Please: Order only what you need! You do not have to order the entire threshold if that includes more doses than what you need.

myCAvax Ordering Thresholds Dashboard

This is based on Doses Requested, which can lead to negative numbers for the balance.

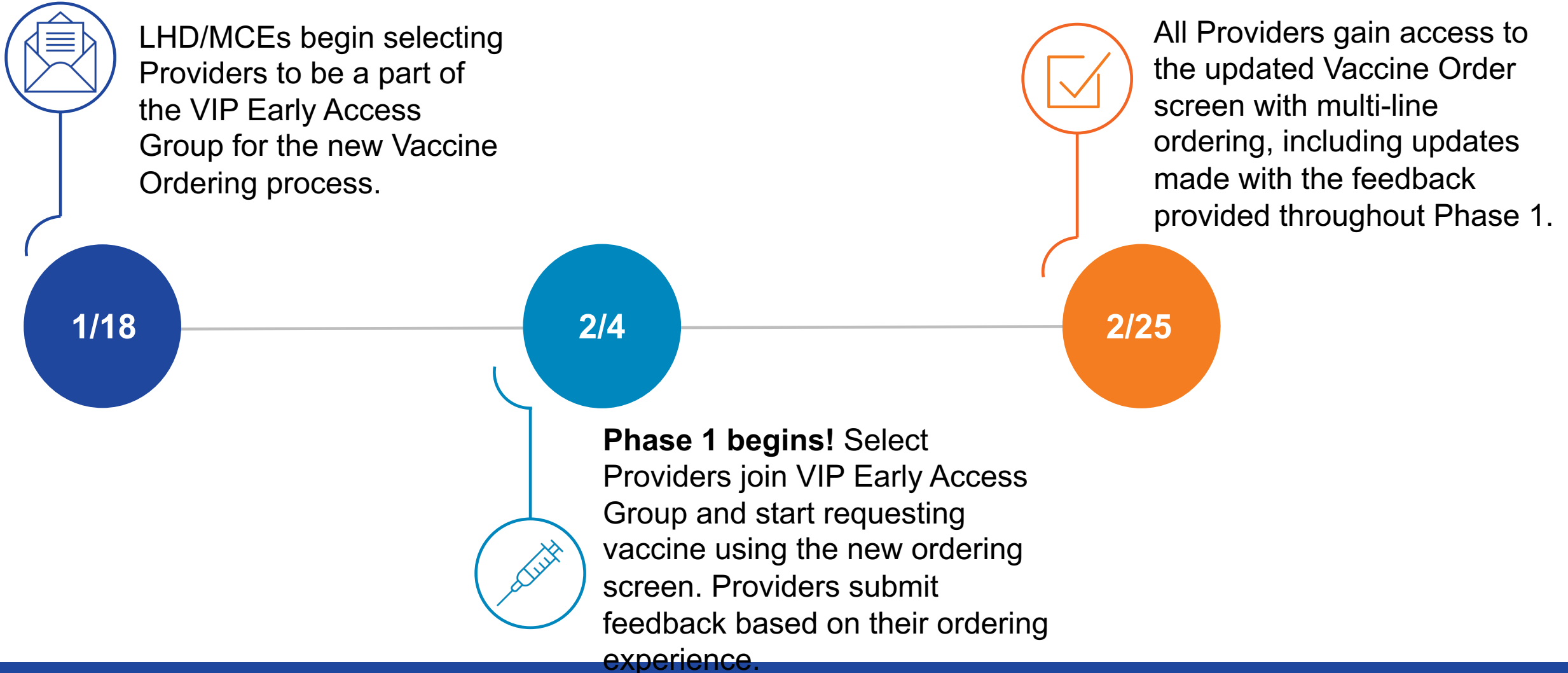


Reminder! Updating Primary and Backup POCs - LHDs/MCEs

1. For each Contact within the LHD/MCE Primary Account, please **update the Contact if they are a Primary Point of Contact (POC) or Backup POC** to coordinate with CDPH about Vaccine Ordering, Allocation, or Account Approval.
2. Under the Contact record, click on the Details tab, and navigate to the Primary POC and Backup POC fields, select the pencil icon and update the picklist, choosing the communications for which each Contact should be point or backup.

The screenshot displays the myCAvox Salesforce interface. At the top, the navigation bar includes 'myCAvox', 'Home', 'Training', 'Vaccine Order Review', 'Accounts', and 'San Francisco Department of Public Health'. A red circle with the number '1' highlights the 'Accounts' dropdown menu. Below the navigation bar, the contact record for 'Tina' is shown. The 'Details' tab is selected, displaying fields for Name, Role, Location, Email, Primary Contact, Contact External ID, Workforce Number, Competibility, Disability, Medical Beneficiary Identification (MBI), Internal Notes, Address Information, and Additional Information. A red circle with the number '2' highlights the 'Primary POC' and 'Backup POC' fields. A modal window is open, showing the 'Primary POC' and 'Backup POC' picklists. The 'Primary POC' picklist has a pencil icon next to it, and the 'Backup POC' picklist also has a pencil icon. The modal window includes a 'Save' button at the bottom right, which is highlighted with a red circle.

Coming Soon: Brand-New Vaccine Ordering Screen



Coming Soon: Brand-New Vaccine Ordering Screen

Phase 1 *for Providers*

New Ordering Screen Benefits:

- ✓ Integrated Vaccine Finder information.
- ✓ No more guessing product increments, we're building that into the system.
- ✓ We'll need 5 Providers per LHD/MCE to enroll in the Early VIP Access Group.
- ✓ Early VIP Access Group gains access to new screen and provides feedback beginning February 4.

The screenshot shows the 'myCAvax' interface for a 'New Vaccine Order Request'. The top navigation bar includes 'Home', 'Organization', 'Locations', 'Orders' (highlighted), and 'Vaccine Inventory'. A search bar and notification icons are on the right. Below the navigation, a blue banner reads 'Need help? Review the job aid(s) for COVID-19 product guide, reporting to VaccineFinder, and shipping cadence.' Below this is an 'Account' section with a search box containing 'Kern Medical HQ Location'. The main section is titled 'Step 1: Inventory and order size' and includes instructions: 'Utilize your on-hand inventory to estimate how much vaccine you need to order. Your reported inventory is automatically pulled from the latest data in VaccineFinder every morning at 9am PST. If the values below are incorrect, update inventory at the VaccineFinder website.' A yellow warning banner states: 'One or more of your products do not have up-to-date information in VaccineFinder. Visit the Vaccine Finder website and update your inventory information to avoid delays to your order.' The main table has four tabs: 'Reported Inventory (VaccineFinder)', 'Doses administered', 'On-hand Inventory' (selected), and 'Order size'. The 'On-hand Inventory' tab displays a table with columns: Vaccine product, Quantity, Last updated, Quantity, Lot number, Quantity, Expiration / Beyond use date, Order increments, and Doses requested. The first row shows 'Moderna-100' with a quantity of 2000, last updated 12/01/2021, lot number EW0167, quantity 56, expiration 10/29/21, order increments 100 (>100) and 10 (<100), and doses requested 47. A red box highlights the '47' with the text 'Enter valid order increment'. At the bottom, there are 'Cancel' and 'Next' buttons.

Vaccine product	Quantity	Last updated	Quantity	Lot number	Quantity	Expiration / Beyond use date	Order increments	Doses requested
Moderna-100	2000	12/01/2021		EW0167	56	10/29/21	100 (>100) 10 (<100)	47

Coming Soon: Brand-New Vaccine Order Review Screen Phase 1 *for LHDs/MCEs*

New Ordering Screen Benefits:

- ✓ Updated look and feel of Vaccine Order Review page.
- ✓ Easier access to vaccine order approval.
- ✓ No more guessing product increments for providers in your jurisdiction, we're building that into the system.
- ✓ Stay tuned for more information!

The screenshot displays the myCAvox Vaccine Order Review interface. The top navigation bar includes links for Home, Training, Accounts, Organization Applications, Redistribution Applications, Vaccine Order Review (selected), Vaccine Orders, Reports, and More. A search bar is located in the top right. Below the navigation bar, there are tabs for Standard Orders (CDC) and Small Orders (Redistributor). A message box asks if the user needs help reviewing job aids for order requests. The Virtual Inventory section shows five vaccine cards: Janssen-100, Moderna-100, Moderna-140, Pfizer-450, and Pfizer-1170, each with available, allocated, and remaining quantities. A dropdown menu on the right allows selecting the number of records per page (50) and the TPA/LHD/MCE (Alameda County Public Health Department). Below the inventory, there are buttons for Save and Previous, Page 1 of 2, Save and Next, Create New Orders, Save Qty/Method, Update Order Status, and Bulk Upload Orders. The Standard Orders (CDC) section features a search bar and a table of orders.

Order No.	Account Name	COVID-ID	Ship Zip Code	Vaccine	Created Date	Intended Use	On-hand Inventory	Reported Inventory (VF)	Comments	Requested	Assigned Doses	Fulfillment Method	Status
00019538-001	Kern Medical HQ	CA-1439..	94544	Janssen-100/bo...	6/9/2021	Booster	5400	100	We have low...	400	0	...	Approved
00019538-002	Kern Medical HQ	CA-1439..	94544	Pfizer-BioNTech...	6/9/2021	Regular dose	1000	0		0	1,000	...	Approved
00019538-003	Kern Medical HQ	CA-1439..	94544	Moderna-140/bo...	6/9/2021	Regular dose	1100	0	Need ASAP...	100	0	...	Approved
00019539-001	One Medical	CA-1439..	94544	Moderna-140/bo...	6/9/2021	Booster	2000	0		2000	700	...	Approved
00019540-001	Freemont Medical	CA-1439..	94544	Pfizer-BioNTech...	6/9/2021	Regular dose	0	0		0	0	...	Approved

Coming Soon: Brand-New Vaccine Ordering Screen

Phase 2 *for Providers*

After Phase 1, **ALL** Providers will experience a new ordering screen with the following benefits:

- ✓ Incorporated feedback from Phase 1.
- ✓ Integrated Vaccine Finder information.
- ✓ Easier access to vaccine multi-line ordering in one-go.
- ✓ No more guessing product increments.
- ✓ Stay tuned for more information!

New Vaccine Order Request

Need help? Review the job aid(s) for [COVID-19 product guide](#), [reporting to VaccineFinder](#), and [shipping cadence](#).

* Account
Kern Medical HQ Location

Step 1: Inventory and order size

Utilize your on-hand inventory to estimate how much vaccine you need to order. Your reported inventory is automatically pulled from the latest data in VaccineFinder every morning at 9am PST. If the values below are incorrect, update inventory at the [VaccineFinder](#) website.

⚠ One or more of your products do not have up-to-date information in VaccineFinder. Visit the Vaccine Finder website and update your inventory information to avoid delays to your order.

Reported Inventory (VaccineFinder)			Doses administered		On-hand Inventory			Order size	
Vaccine product	Quantity	Last updated ⓘ	Quantity ⓘ	Lot number ⓘ	Quantity	Expiration / Beyond use date ⓘ	Order increments ⓘ	Doses requested	
Moderna-100	20	12/01/2021	<input type="text"/>	EW0167	56	10/29/21	100 (>100) 10 (<100)	100	
			<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>			
			<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>			
Pfizer 5-11	70	12/13/2021	<input type="text"/>	EW0167	56	10/29/21	100 (>100) 10 (<100)	0	
			<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>			
			<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>			

Coming Soon: Brand-New Vaccine Order Review Screen Phase 2 *for LHDs/MCEs*



After Phase 1, the LHD/MCE Order Review should remain similar to Phase 1 with minor edits based on feedback.

myCAvox
Customers Vaccine Management System

Search Salesforce

myCAvox Home Training Accounts Organization Applications Redistribution Applications Vaccine Order Review Vaccine Orders Reports More

Standard Orders (CDC) Small Orders (Redistributor)

Need help? Review the job aid(s) for: [order request](#).

Virtual Inventory

Janssen-100
Available: 21,000
Allocated: 0
Remaining: 21,000

Moderna-100
Available: 21,000
Allocated: 0
Remaining: 21,000

Moderna-140
Available: 21,000
Allocated: 0
Remaining: 21,000

Pfizer-450
Available: 21,000
Allocated: 0
Remaining: 21,000

Pfizer-1170
Available: 21,000
Allocated: 0
Remaining: 21,000

Number of Records in Each Page
50

Select TPA/LHD/MCE
Alameda County Public Health Department

Save and Previous Page 1 of 2 Save and Next

Create New Orders Save Qty/Method Update Order Status Bulk Upload Orders

Standard Orders (CDC)

Search this list...

Order No.	Account Name	COVID-ID	Ship Zip Code	Vaccine	Created Date	Intended Use	On-hand Inventory	Reported Inventory (VF)	Comments	Requested	Assigned Doses	Fulfillment Method	Status
00019538-001	Kern Medical HQ	CA-1439..	94544	Janssen-100/bo...	6/9/2021	Booster	5400	100	We have low...	400	0	...	Approved
00019538-002	Kern Medical HQ	CA-1439..	94544	Pfizer-BioNTech...	6/9/2021	Regular dose	1000	0		0	1,000	...	Approved
00019538-003	Kern Medical HQ	CA-1439..	94544	Moderna-140/bo...	6/9/2021	Regular dose	1100	0	Need ASAP...	100	0	...	Approved
00019539-001	One Medical	CA-1439..	94544	Moderna-140/bo...	6/9/2021	Booster	2000	0		2000	700	...	Approved
00019540-001	Freemont Medical	CA-1439..	94544	Pfizer-BioNTech...	6/9/2021	Regular dose	0	0		0	0	...	Approved

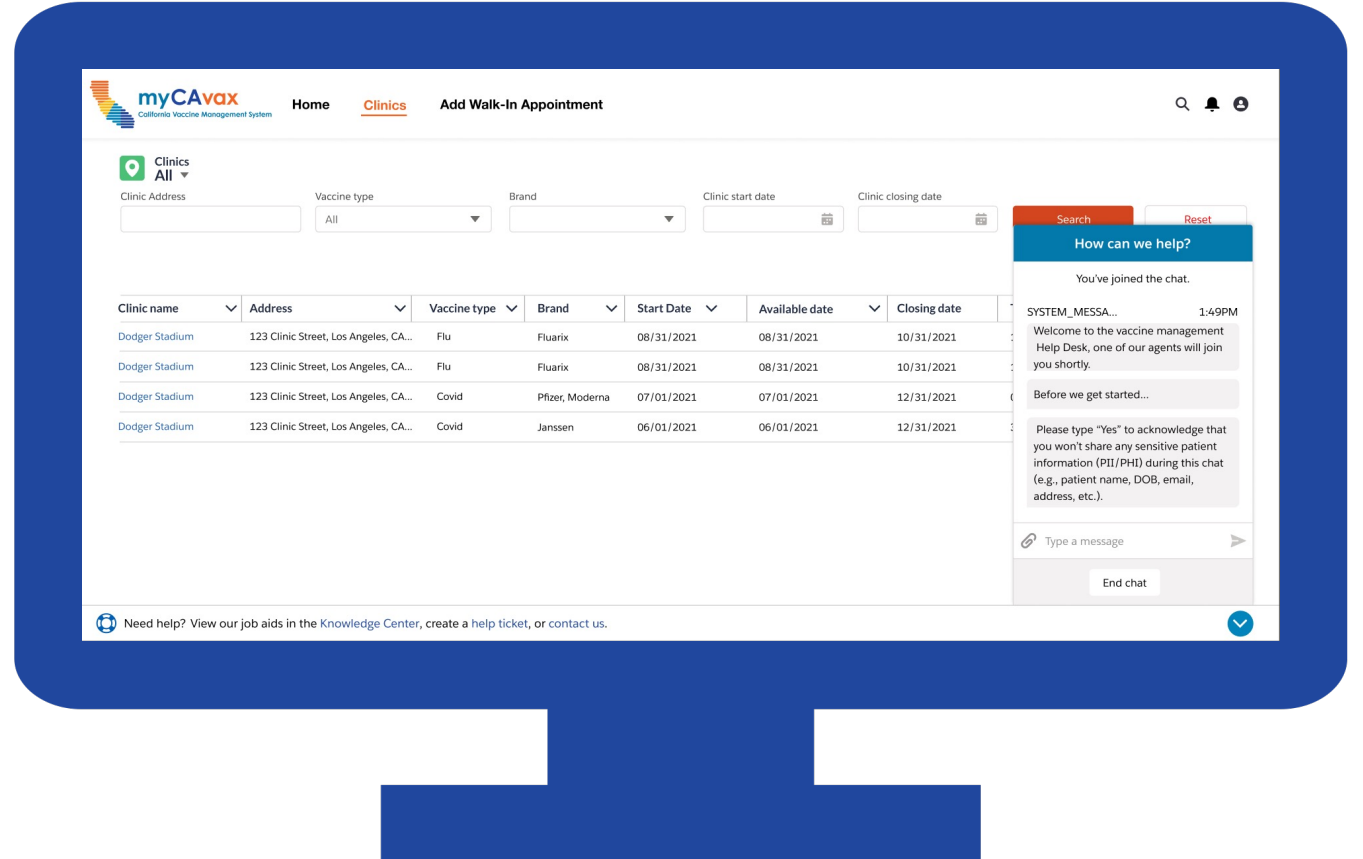
Reminder: Live Chat is Coming Soon!



A live Help Desk chat option is launching soon to ensure help is easily available for you! The target release date is 2/9/22.



This chat is to be used for technical support **only**. Please do not use the chat to inquire about Vaccine Order statuses.



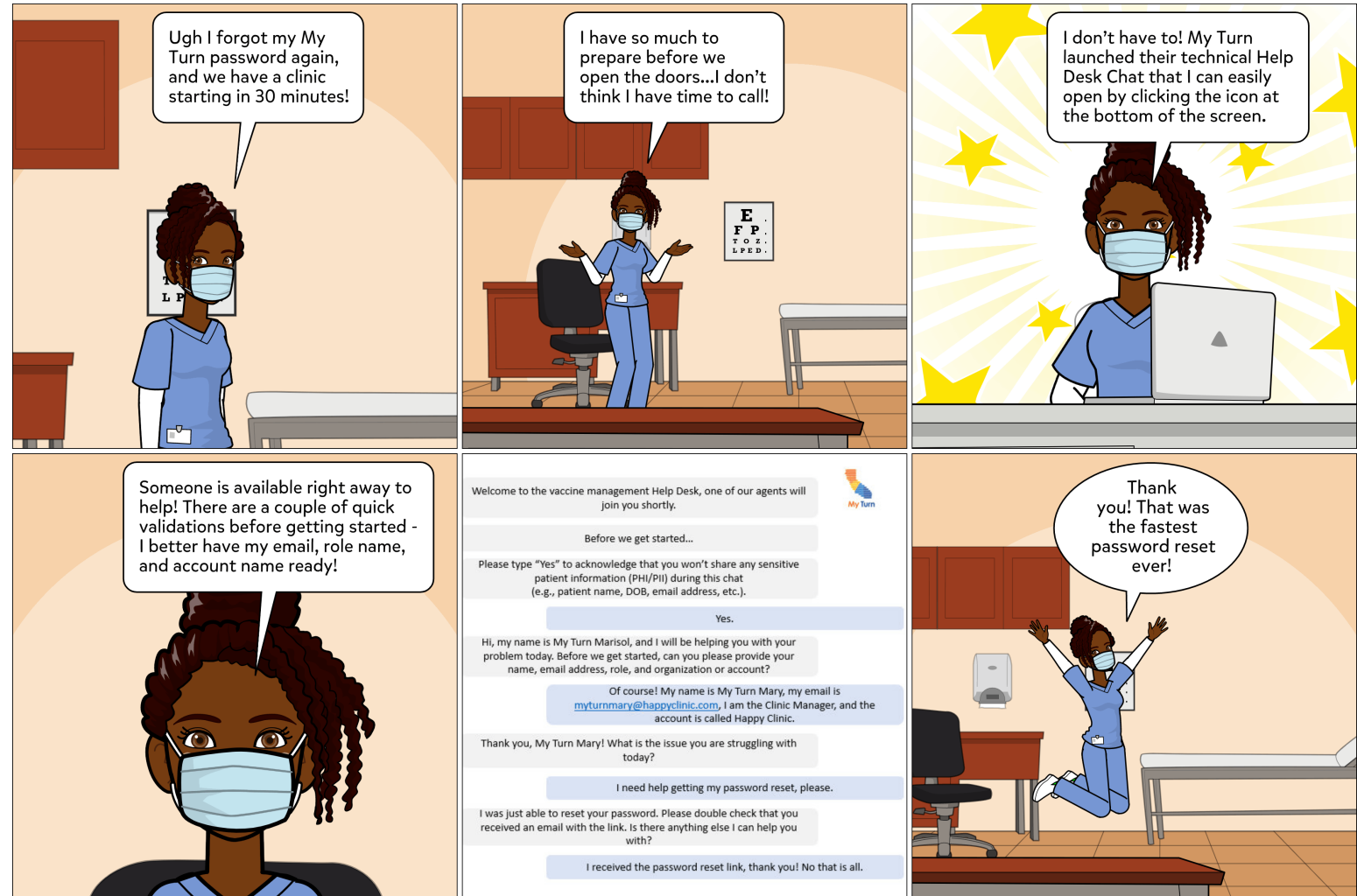
Live Chat Feature Preview – Check in with My Turn Mary

Introducing My Turn Mary! My Turn Mary is a Clinic Manager.

Follow along each week to see how she uses the My Turn Help Desk Chat to overcome challenges and resolve issues quickly!

This week she needs her password reset to be able to prepare for her clinic.

You can stay up-to date with her in the Program Update each week.



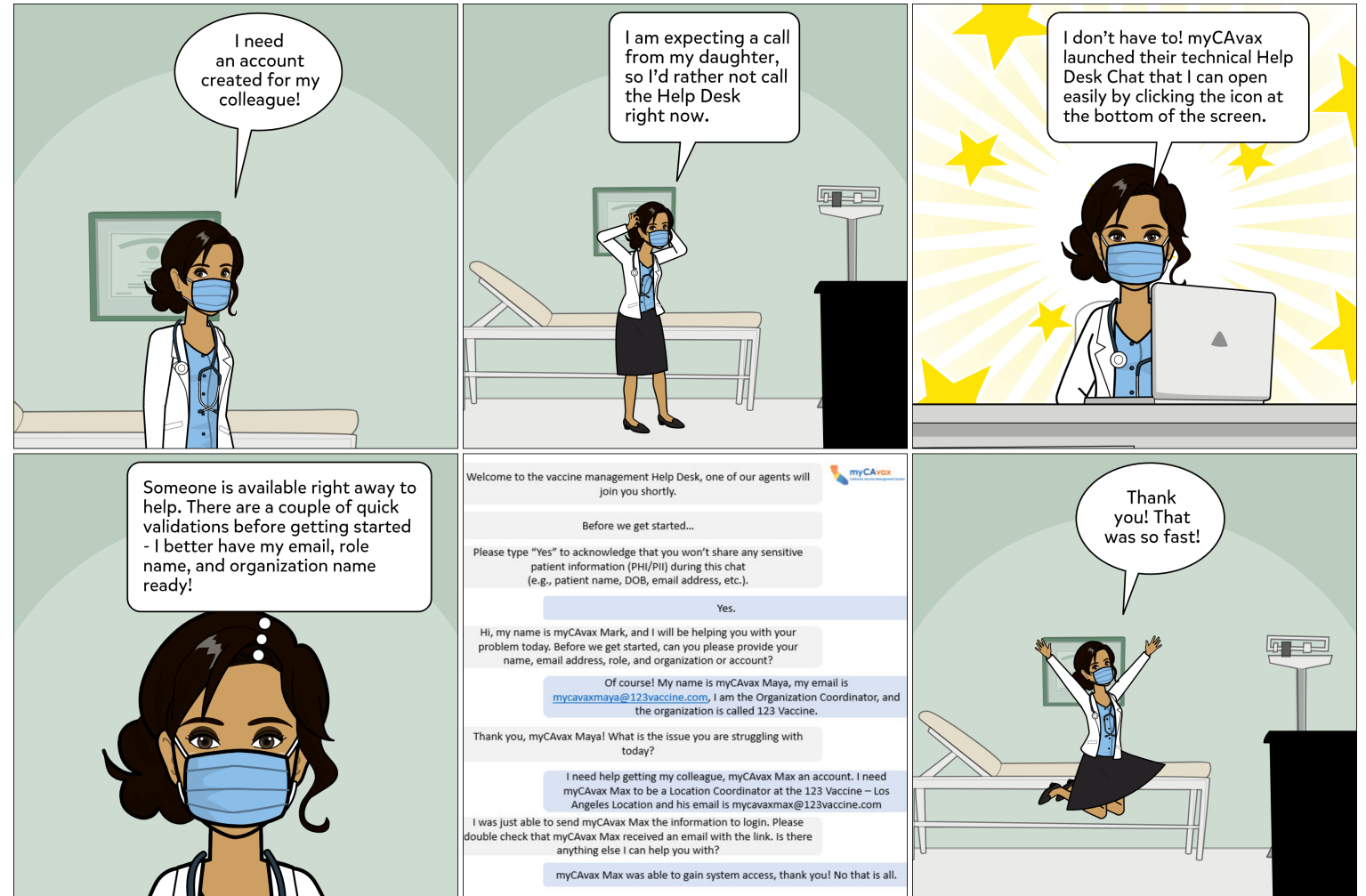
Live Chat Feature Preview – Check in with myCAvax Maya

Introducing myCAvax Maya! myCAvax Maya is an Organization Coordinator.

Follow along each week to see how she uses the myCAvax Help Desk Chat to overcome challenges and resolve issues quickly!

This week she needs a Location Coordinator account created for her colleague, myCAvax Max.

You can stay up-to date with her in the Weekly Wrap Up each week.



APPENDIX

myCAvax – Known Issues - *Updated 1/13*



Known Issues

Ability to Edit Existing Standard Orders to 'Opt out of Ancillary Kit' Field Even if the Product Does Not Allow it (Pfizer)?

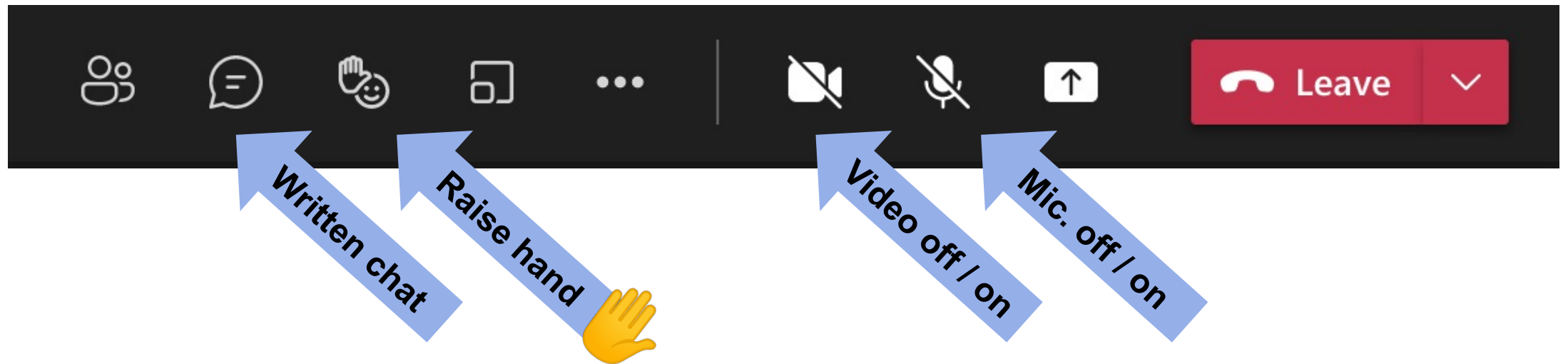
- ✓ Some Community Users were able to Opt Out of Ancillary Kits for Pfizer Standard Orders - which should not be possible. We will have a permanent bug fix that will prevent users from opting out of ancillary kits for products that do not allow that option. In the meantime, we took away Community Users ability to edit the 'Opt Out of Ancillary Kits' checkbox for existing orders.



Workaround/Next Steps

- ✓ Temporary Fix: 1/13/2022
- ✓ Permanent Fix: 2/03/2022
- ✓ If you need to change your response to 'Opt out of Ancillary Kits' for **Moderna** or **Janssen Standard Orders** in **Submitted** or **Draft** Status, you should contact the Provider Call Center. When our permanent fix goes in Release 22.0.0, we will give Community users back the ability to edit that field post-order creation.

Navigating the Teams Taskbar



Use the chat or raise your hand to signal the host.

Turn video and microphone off and on to be seen and heard.

Wrap-up

Leslie Amani, CDPH

Additional Support

Type of Support

Description

Updated 12.29.21



COVID-19 Provider Call Center

The COVID-19 Call Center for Providers and Local Health Departments is dedicated to medical providers in California and their COVID-19 response, specifically addressing questions about State program requirements, enrollment, and vaccine distribution, including the Vaccine Marketplace.

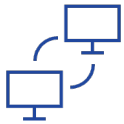
- Email: covidcallcenter@cdph.ca.gov
- Phone: (833) 502-1245, Monday through Friday from 8AM–6PM



Enrollment Support

For Provider enrollment support, please contact myCAvax Clinic Operations at

- Email: myCAvaxinfo@cdph.ca.gov



myCAvax Help Desk

Dedicated staff provide up-to-date information and technical support on the myCAvax system.

- Email: myCAvax.HD@Accenture.com
- Phone: (833)-502-1245, option 3, Monday through Friday 7AM–7PM, Saturday and Sunday 8AM–1PM

For training opportunities: <https://eziz.org/covid/education/>

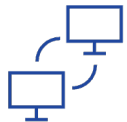


My Turn Clinic Help Desk

For **onboarding support** (those in the process of onboarding): myturnonboarding@cdph.ca.gov

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

For job aids, demos, and training opportunities: flu at <https://eziz.org/covid/myturn/flu/> and COVID at <https://eziz.org/covid/myturn/>



Archived Communications

For archived communications from the COVID-19 Provider Call Center about the California COVID-19 Vaccination Program visit

- Website: [EZIZ Archived Communications](#)

Hear it? Clear It.

If you see or hear of any vaccine-related rumors within the communities you serve, share them with our Trust and Safety team via the CDPH Rumors Inbox.



Trust and Safety Team

Our shared mission is to reduce COVID-19 vaccine hesitancy and increase vaccination across the State of California.



How You Can Help

You are critical in our effort to provide Californians accurate and timely information around COVID-19 vaccination.



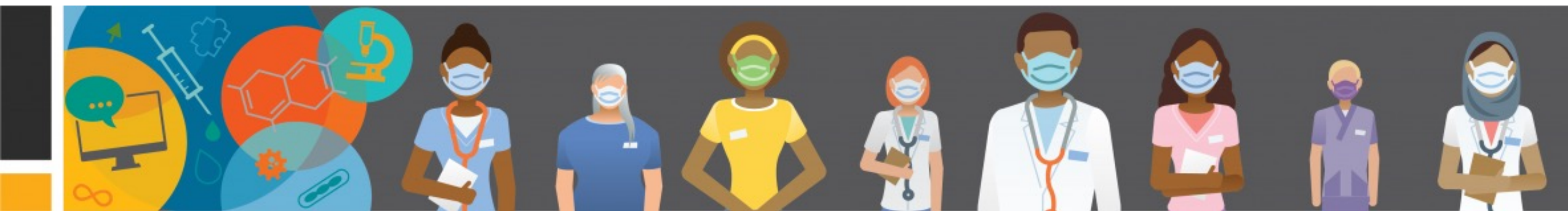
Monitor What You See and Hear

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

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

[Contact](#)

Thank you for your commitment to protect the health and well-being of all Californians!



Thank you for joining today's webinar!

Next MCEs Office Hours

Wednesday, February 2, 2022