



COVID-19 Vaccine Provider Town Hall

2-24-2021



Recorded Town Hall Sessions and Slides Available DHEC's COVID-19 Provider [Website](#)

Webinars

- VIDEO - Pfizer Product and Vaccine Administration Considerations
- VIDEO - COVID-19 Provider Onboarding 01.05.21
 - COVID-19 Provider Onboarding 01.05.21 (PDF)
- VIDEO - Regional VAMS Onboarding and Discussion
 - Regional Onboarding (PDF)
- VIDEO - COVID-19 Provider Town Hall Q&A 01.06.21
 - COVID-19 Provider Town Hall 01.06.21 (PDF)
- VIDEO - Regional COVID-19 Discussion and Q&A 1.07.21
- VIDEO - COVID-19 Provider Town Hall Q&A 01.21.21
 - COVID-19 Provider Town Hall 01.21.21 (PDF)
- VIDEO - COVID-19 Provider Town Hall Q & A 02.05.21
 - COVID-19 Provider Town Hall 02.05.21 (PDF)
- VIDEO - COVID-19 Provider Town Hall Q & A 02.12.21
 - COVID-19 Provider Town Hall 02.012.21 (PDF)
- VIDEO - COVID-19 Provider Town Hall Q&A 02.17.21
 - COVID-19 Provider Town Hall 02.17.21 (PDF)
- VIDEO - COVID-19 Provider Town Hall Q&A 02.19.21
 - COVID-19 Provider Town Hall 02.19.21 (PDF)

Johnson & Johnson: Janssen COVID-19 Vaccine EUA Update

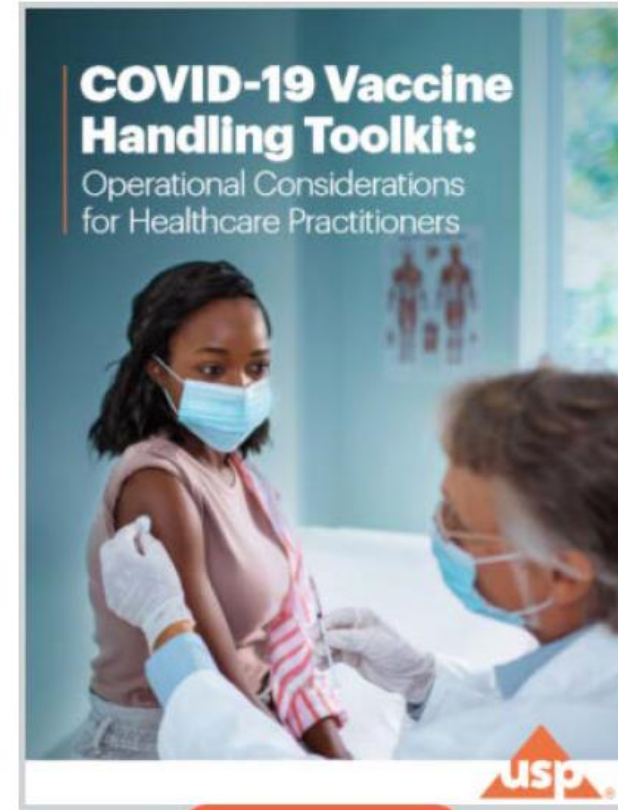
- Single dose
- 66% overall vaccine efficacy
- Can be stored in refrigerator at temps 2-8C for 3 months; two years at -20C
- 100 million doses produced by June 2021
- Feb 4
 - Submitted application to FDA requesting Emergency Use Authorization (EUA) for its Janssen COVID-19 vaccine candidate
- Feb 26
 - FDA/Vaccines and Related Biological Products Advisory Committee (VRBPAC) to discuss request for EUA

Vaccine Supply/Inventory Updates and Reminders

- 2nd dose shipments must only be used to vaccinate 2nd dose appointments
- 1st dose shipments may be used for scheduled 2nd dose appointments if there are not enough 2nd doses available onsite
- Updated [inventory request and management guide](#)
 - DHEC guarantees 2nd doses based on 1st doses [shipped](#)
- Enter daily on-hand inventory to VaccineFinder's [COVID Locating Health Portal](#)

Update: Transporting Predrawn Syringes

- CDC recommends transporting vaccine in vials.
- However, there may be instances when the only option is to transport vaccine in a predrawn syringe.
- Transport between 2°C and 8°C (36°F and 46°F).
- U.S. Pharmacopeia includes guidance for labeling and packaging predrawn syringes in the USP COVID-19 Vaccine Toolkit: Operational Considerations for Healthcare Practitioners.



Predrawn Syringes

- Label both predrawn syringes and container (e.g., resealable plastic bag) used to hold the syringes with:
 - Name of the product and dosage (amount)
 - Exact beyond-use date and time
 - Lot number
 - Preparer's name/initials
- Follow temporary storage container and temperature monitoring guidance.
 - Moderna: Predrawn syringes can either be stored for 6 hours in the refrigerator at 2°C to 8°C (36°F to 46°F) or at ambient room temperature at 15°C to 25°C (59°F to 77°F) after the vial is initially punctured.
 - Pfizer-BioNTech: Predrawn syringes can be stored for 6 hours at 2°C to 25°C (36°F to 77°F) after the vaccine is mixed.

Inventory Request Submission Updates

- Automated email notification process
 - The requestor must post a comment on the inventory request once it has been submitted and click the **+Follow** button
 - Subsequent posts from DHEC staff to the posted comment will send automated email notification to the requestor's email
- Submission Status Request
 - DHEC will now update inventory request statuses due to improved functionality (Feb 13)
- Inventory Request Status
 - All requests prior to February 10 will be marked as "rejected" by CDC VAMS
 - Feb 10-Feb 16 and beyond
 - **Rejected:** request was not processed due to post 12pm submission on the associated Tuesday deadline date; or due to clinic request
 - **Waiting on additional information:** request has been processed and included for allocation review
 - **Approved:** the request amount has been approved for vaccine order placement
 - **Approved with modifications:** the request amount has been adjusted and approved for vaccine order placement

Interim Clinical Considerations for use of mRNA COVID-19 Vaccines- updates

Second dose intervals

- The second dose should be administered as close to the recommended interval as possible (Pfizer-21 days; Moderna-28 days)
 - **the second dose of Pfizer-BioNTech and Moderna COVID-19 vaccines may be administered up to 6 weeks (42 days) after the first dose.**
 - **If the second dose is administered beyond these intervals, there is no need to restart the series**

Product interchangeability

- In the event of exceptional situations where the first vaccine dose product is unavailable, CDC supports and recommends the use of any mRNA vaccine product to complete a vaccination series.

Changes to Recipient Bulk Upload Function

- **When a third-party clinic user bulk uploads recipients, VAMS will now cross-check the recipients with existing VAMS recipients in other clinics.**
 - If a third-party recipient does not exist in VAMS, the system will create a new record for that person under the **Manage Recipients** tab
 - If a third-party recipient does exist in VAMS, they will be added to your clinic and show under the **Other Recipients** tab
 - If a third-party recipient was previously removed from your third-party clinic, they will be reactivated and show under the **Manage Recipients** tab

B	D	E	F	G	H	I	J	K	L	T	U	V	W	X	Y	Z	AA
First Name*	Last Name	Gender*	Date of birth*	Ethnicity*	Race*	Street add	City*	State*	ZIP code*	Status							
Lilly	Grant	Female	4/5/1996 0:00	Not Hispar	American	123 Main S	Detroit	Michigan	48236	Success							
John	Montgome	Male	11/16/1993 0:00	Not Hispar	White	123 Main S	Detroit	Michigan	48236	This Individual exists in VAMS and has been added to the "Other Recipients" tab							

Record Recipient Receiving First Dose Outside of VAMS

- **Third-party clinic healthcare professionals can record that a recipient received their first dose outside of VAMS.**
 - When a healthcare professional **clicks Log Vaccination** on a recipient's record, they will now see a prompt if the recipient does not have a prior vaccine dose logged in VAMS. You will see an alert that there is not currently a record of vaccination and must answer if the recipient has ever received a COVID-19 vaccine. If you select **Yes**, the system will ask for the vaccine manufacturer and the date of the vaccination. Whether you select **Yes** or **No**, once all selections are made, click **Continue** to proceed with vaccination.
 - **Note: The recipient's vaccination certificate will only reflect the dose you administer in VAMS.**

Before you vaccinate
We do not currently have a record of vaccination for you. Please answer the questions to schedule your appointment.

i Note: This is in reference to vaccination, not to any COVID-19 testing you may have received.

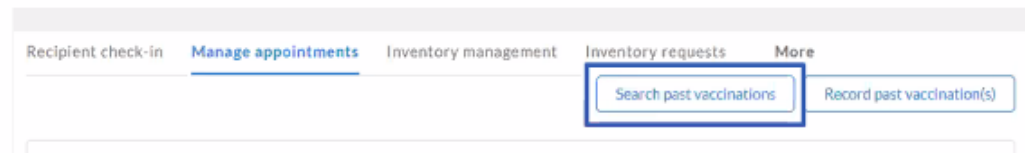
* Have you ever received a COVID-19 vaccine?

Yes

No

Search For, Edit, and Invalidate Recipient Vaccination Records

- On the **Manage Appointments** tab, healthcare professionals can select the new **Search Past Vaccinations** button. Enter the recipient's email or VAMS ID, along with their first and last name and date of birth. When you've located the record you're searching for, click the **View Record** link to see all record details.
 - To edit the vaccination record, select the **Edit Record** button. Update any information you need to edit, select the reason for the edit from the drop-down menu, and click **Save**. Edits made to the record will update on the recipient's account, including on their vaccination certificate.
 - To invalidate a vaccination record that was entered in error, click the **Invalidate Record** button at the bottom of the **Vaccination Record** page.
- Third-party clinic healthcare professionals can edit vaccination records through the **Vaccine Administration** tab in a recipient's record.

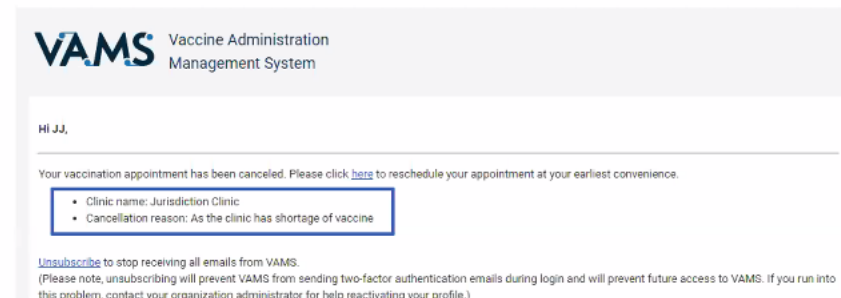


Clinic Data Sync Updated to Near-Real Time

- When a clinic administrator updates their clinic schedule by adding closed PODs, new treatment stations, etc., the system will initiate the updates immediately. Recipients should see the updates reflected within a couple of minutes. Previously, these updates were reflected every 15 minutes.

Appointment Cancellation Reasons

- **Recipients will receive a cancellation reason if a clinic cancels their appointment.**
 - If a clinic cancels a recipient's appointment, the system will now include the reason for the cancellation in the cancellation message sent to the recipient via their preferred contact method. The reason is determined by the reason the clinic user selects when cancelling the appointment for the recipient. If the cancellation message is sent via email, it will include the clinic name. This is excluded from SMS messages to meet character requirements.



Clinic Appointment Tier Reservation Trainings Thurs, February 25

Objectives

- Review the tiered appointment reservation process for first dose, second dose, and walk-in appointments.
- Demonstrate the feature in VAMS.
- Provide a forum to ask questions relating to this feature.

10a-11p

- **Zoom Attendee URL**
- **Attendees:**
<https://deloitte.zoom.us/j/93219298543?pwd=bUpDR1dCdmtadGsyL2hrTzc2dC9RUT09>
- **Password:** 627480

2p-3p

- **Zoom Attendee URL**
- **Attendees:**
<https://deloitte.zoom.us/j/93552679925?pwd=YmNydXVacWpJeGxreVV1djhGSEtZdz09>
- **Password:** 974337

Note: Sessions will be recorded and available for later viewing

Temperature Log and Transport Log Submission Reminders

Temperature Monitoring

- Twice-daily temperatures and min/max temperatures must be documented each business day on a temperature monitoring log.
- Continuous temperature monitoring device reports must be downloaded weekly
 - Submit all storage unit temperature monitoring logs and continuous temperature monitoring device reports to COVIDVaccines@dhec.sc.gov every Friday by COB.
 - Include Facility Name + Temp Logs in subject line

Vaccine Transport

- COVID-19 Transport logs are required for any vaccine transport related to transfer, temporary clinics, or redistribution.
 - Submit all documentation to COVIDVaccines@dhec.sc.gov every Friday by COB.
 - Include Facility Name +Transport Logs in subject line

COVID-19 Provider: DHEC Contacts

- **DHEC VaxLocator Map**
 - Red/green color updates, information updates
 - VaxStatus@dhec.sc.gov
- **COVID-19 Vaccine Management Branch**
 - Vaccine inventory requests, vaccine orders, direct ship vaccine shipments/deliveries, temperature monitoring, transport logs
 - COVIDVaccines@dhec.sc.gov
- **COVID-19 Provider Enrollment Branch**
 - New enrollment form submissions, vaccine coordinator contact information changes, enrollment form updates, redistribution agreements
 - COVIDProviderEnrollment@dhec.sc.gov
- **DHEC Redistribution Warehouse**
 - State-supplied ancillary kits, vaccine redistribution orders
 - RSS@dhec.sc.gov

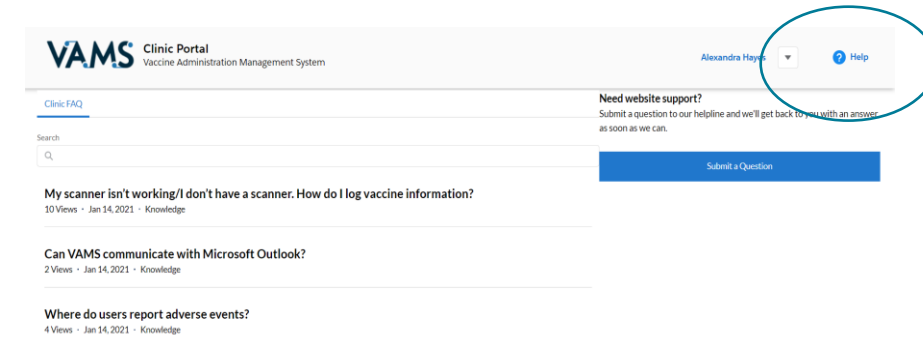
VAMS Help Desks

- **CDC VAMS Help Desk**

- Clinic Users submit a help desk ticket
 - submit questions, technical assistance, other issues via the Help function to submit a ticket, or
- Call 1-833-957-1100, M-F, 8a-8p

- **DHEC Help Desk**

- Serves SC VAMS Clinic Users, Organization Coordinators and Recipients
- Email vams@dhec.sc.gov
 - **Clinic Users:** technical assistance, VAMS onboarding, new clinic set-up, additional clinic set-up requests
 - **Organizations:** VAMS onboarding, registration
 - **Recipient:** registration issues



VaccineFinder

- COVID-19 Locating Health Inventory Reporting Portal
 - <https://covid.locating.health/login>
- Need help? Email the VaccineFinder helpdesk vaccinefinder@castlighthealth.com

Resources

- [DHEC's COVID-19 Provider Webpage](#)
 - Quick Start Guide for VaccineFinder Provider Setup
 - COVID Locating Health Provider Portal Training for Providers
 - Quick Start Guide VaccineFinder Inventory Reporting- Log Manually
 - Quick Start Guide VaccineFinder Inventory Reporting- File Upload
- VaccineFinder COVID 19 Vaccine Provider Information website (includes video trainings): <https://vaccinefinder.org/covid-provider-resources>

Pfizer (Direct Ship only)

Pfizer Customer Service; for communications from Pfizer to primary and back-up vaccine coordinators regarding Pfizer vaccine order shipments	cvgovernment@pfizer.com
For confirmation of the ancillary kit shipment to primary and back-up vaccine coordinators	donotreply@pfizer.com
For communication from Controlant, including: <ul style="list-style-type: none"> • Notice at time of vaccine shipment with tracking information • Exceptions for either shipment delay or cancellation 	Pfizer.logistics@controlant.com
24/7 support inbox and line. Contact this address for issues or call 1-701-540-4039 or 1-855-442-668765 to reach the Controlant 24/7 hotline.	support@controlant.com
All temperature notifications and alerts will come from this email address. This address must be unblocked to receive temperature notifications.	onsitemonitoring@controlant.com
Pfizer vaccine shipment has a problem	<p>Questions/concerns about vaccine viability issues during shipment must be reported on the same day as delivery.</p> <p>Pfizer Customer Service Phone # (800) 666-7248 Email: cvgovernment@pfizer.com</p>
Pfizer ancillary kit has a problem	<p>McKesson Customer Service Phone #: 833-272-6634 Email: SNSSupport@McKesson.com</p>

It is critical that providers ensure these email addresses are approved/whitelisted with their organization's IT program so correspondences are received in a timely manner

Moderna (Direct Ship only)

<p>For communications from McKesson to primary and back-up coordinators regarding MODERNA vaccine order shipments</p>	<p>CDCCustomerService@McKesson.com CDNotifications@mkcession.com</p>
<p>For communication from McKesson to primary and back-up coordinators about ancillary kits</p>	<p>SNSSupport@McKesson.com</p>
<p>Moderna vaccine shipment has a problem</p>	<p>Questions/concerns about vaccine viability issues during shipment must be reported on the <u>same day as delivery</u>.</p> <p>Phone: (833) 272-6635 Monday – Friday, 8 a.m. - 8 p.m. ET Email: COVIDVaccineSupport@McKesson.com (only send email if after hours)</p>
<p>Moderna ancillary kit has a problem</p>	<p>McKesson Customer Service Phone #: 833-272-6634 Email: SNSSupport@McKesson.com</p>

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Clinical Guidance Resource

If a healthcare professional at your facility has clinical guidance needs, please contact:

- **Clinician On-Call Center:**
 - **Call 800-CDC-INFO (800-232-4636) and ask for the Clinician On-Call Center.**
 - **Email: eocevent168@cdc.gov**
- The Clinician On-Call Center is a 24-hour hotline with trained CDC clinicians standing by to answer COVID-19 questions from healthcare personnel on a wide range of topics, such as diagnostic challenges, clinical management, and infection prevention and control.

CONTACT US

DHEC VaxLocator Map: VaxStatus@dhec.sc.gov

COVID-19 Vaccine Management Branch: COVIDVaccines@dhec.sc.gov

COVID-19 Provider Enrollment Branch: COVIDProviderEnrollment@dhec.sc.gov

DHEC Redistribution Warehouse: RSS@dhec.sc.gov

VAMS: VAMS@dhec.sc.gov

Stay Connected