



COVID-19 Provider Town Hall

2-17-2021



Pfizer Six Dose Count Change Effective Tues, Feb 16

- Effective February 16, Pfizer MDVs are now considered 6 doses per vial; ancillary kits have been updated to support 6 doses per vial
- Dose count change will not be applied to inventory that providers and jurisdictions already have on hand at the time of transition.
- Any new inventory added as vials to VAMS will automatically adjust for 6 doses
- Providers no longer need to track overage doses for Pfizer
 - If a provider is unable to access the sixth dose, this should be reported as waste in VAMS with a code of "other"
- Report daily on hand inventory to VaccineFinder based on 6 doses per vial
- **NEW:** [Pfizer and Moderna Product Guide from CDC \(2/13/21\)](#)

Pfizer Inventory Requests

- Effective Tues, Feb 16: Minimum Pfizer orders need to be 1170 doses instead of 975 doses; increments are 1170
 - 1170 2340 3510 4680 5850
- Any requests must be in multiple of 6 doses
- Please list amount needed for 1st and 2nd doses in the notes section

Pfizer Utilization: 2nd Doses

- DHEC sent email to primary and back-up vaccine coordinators on Feb 15 “Two Critical Updates” from COVIDVaccines@dhec.sc.gov
 - Pfizer 6-dose change information
 - 2nd dose utilization
 - 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. Every effort should be made to avoid completely cancelling 2nd dose appointments.

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 can now update inventory request statuses
- Inventory Request Status
 - All requests prior to February 10 will be marked as "rejected" by CDC VAMS some time this week
 - 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

Vaccine Wastage Reminder

- Per federal CDC provider agreement to participate in the COVID-19 vaccination program, all providers must report wastage
- Please document all waste in VAMS using the appropriate category available from the drop-down menu

Manually reduce inventory

Broken Vial/Syringe
Vaccine drawn into syringe but not admin
Non vaccine product (e.g. IG, HBIG, Dil)
Open vial but all doses not administered
Lost or unaccounted for vaccine
Other
Error when logging inventory
Transferred inventory to another location
Unused/returned to facility

Broken Vial/Syringe

* Number of doses reduced

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

- **Fully vaccinated persons who meet criteria will no longer be required to quarantine following an exposure to someone with COVID-19.** Additional considerations for patients and residents in healthcare settings are provided.
- Additional information and updated recommendations for testing for TB infection. **TB testing can be done before or at the same time as mRNA COVID-19 vaccination, or otherwise delayed for ≥ 4 weeks after the completion of mRNA COVID-19 vaccination.**
- The second dose should be administered as close to the recommended interval as possible (Pfizer-21 days; Moderna-28 days)
 - However, if it is not feasible to adhere to the recommended interval and a delay in vaccination is unavoidable, **the second dose of Pfizer-BioNTech and Moderna COVID-19 vaccines may be administered up to 6 weeks (42 days) after the first dose.** There are currently limited data on efficacy of mRNA COVID-19 vaccines administered beyond this window. **If the second dose is administered beyond these intervals, there is no need to restart the series**

Interchangeability of mRNA vaccine products

- Mixed inventories are currently not available to SC COVID-19 providers; only one vaccine type is allocated
- CDC has updated their interim clinical considerations for mRNA vaccine administration that includes updated language about the interchangeability of products.
- The language reflects a preference for vaccine product continuity **but supports and recommends the use of any mRNA vaccine product to complete a vaccination series in the event the 1st dose product is not available.**

Temperature Log Submissions

- COVID-19 Vaccine Primary and Back-up Coordinators must monitor and document temperatures of storage units containing COVID-19 vaccines twice daily using approved temperature logs.
 - Ultra-cold vaccine storage (Celsius)
 - Ultra-cold vaccine storage (Fahrenheit)
 - Refrigerator or Freezer vaccine storage
- COVID-19 Vaccine Primary and Back-up Coordinators must download continuous temperature monitoring device reports weekly
- Submit all documentation to COVIDVaccines@dhec.sc.gov every Friday by COB. Include Facility Name + Temp Logs in subject line

Vaccine Transfers and 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
- Vaccine transfers within systems require a redistribution agreement. Advanced approval to transfer is not needed if a valid redistribution agreement is on file.
- Transfers between systems/offices require approval. Please submit all requests to COVIDVaccines@dhec.sc.gov

Pfizer and Moderna Vaccine Requests

[New Inventory Request, Management and Vaccine Delivery Cadence Document available](#)

Inventory Request Cadence Visual

Monday	Tuesday	Wednesday	Thursday	Friday
	Provider submits inventory requests for 1 st and 2 nd dose needs in VAMS no later than 12:00pm		DHEC orders Moderna 1 st and 2 nd doses from CDC	DHEC orders Pfizer 1 st doses from CDC
DHEC orders Pfizer 2 nd doses from CDC	Provider submits inventory requests for 1 st and 2 nd dose needs in VAMS no later than 12:00pm	Pfizer providers receive 2 nd dose shipments		
Pfizer providers receive 1 st dose shipments				
Moderna providers receive both 1 st and 2 nd dose shipments				

Vaccine Order Delivery

Ordering Cadence for Pfizer 1 st Doses: Direct Ship				
Requests submitted in VAMS	Orders Placed by DHEC	Sites Receive Vaccine	Sites Receive Federal Ancillary Supply Kits	Sites Receive State-Supplied Ancillary Kits
By Tuesday, 12pm	By Friday, 9am	Monday	Within 24-hour window of vaccine	Wednesday

Ordering Cadence for Pfizer 2 nd doses: Direct Ship				
Requests submitted in VAMS	Orders Placed by DHEC	Sites Receive Vaccine	Sites Receive Federal Ancillary Supply Kits	Sites Receive State-Supplied Ancillary Kits
By Tuesday, 12pm	By Monday, 9am	Wednesday	Within 24-hour window of vaccine	Wednesday

Ordering Cadence for Direct ship to site: Moderna 1 st and 2 nd doses				
Requests submitted in VAMS	Orders Placed by DHEC	Sites Receive Vaccine	Sites Receive Federal Ancillary Supply Kits	Sites Receive State-Supplied Ancillary Kits
By Tuesday, 12pm	By Thursday, 9am	Monday	Within 24-hour window of vaccine	Wednesday

RSS-Redistribution Orders in Process- Delivery Cadence

Sub-order request submission to RSS@dhec.sc.gov and parksln@dhec.sc.gov by 5pm	Prepared at the RSS	Delivery to Facility
Monday	Tuesday	Wednesday
Tuesday	Wednesday	Thursday
Wednesday	Thursday	Friday
Thursday	Friday	Monday
Friday	Monday	Tuesday

VAMS Release 1.6- Feb 13

- Standard clinic ability to directly schedule walk-in and future vaccination appointments for recipients; does not require recipient registration
 - Can still add phone number or email address for notifications and communications
- Closed vaccination event/scheduling for groups/organizations
 - Limited Service Group
- Enhancement to the search for existing recipient function that a) includes state as an optional search field and b) includes state and address for each recipient in the search results.

Clinic Portal > Create new limited service group

Create new limited service groups

Your clinic can choose to service a specific group of recipients by creating a limited service group. When a limited service group is applied to your clinic, only recipients that meet the specific criteria are able to schedule appointments with your clinic.

* Limited service group name

IIS Frontline Workers

* Location

Jurisdiction Clinic

* Limited service group type

Organization

* Organization

IIS Frontline Workers

Status

You can always change the status of a limited service group later.

Activate this limited service group

Cancel

Create

VAMS Enhancements: Multi-Factor Authentication

- CDC security requirements require that multi-factor authentication (MFA) is in place. Currently, we are under a waiver on this policy, but this waiver expires soon, so we are re-implementing MFA for users other than recipients. This means Jurisdiction, Organization, and Clinic Portal users, as well as users with access to multiple portals, must enter an MFA code every time they log into VAMS.
- MFA reinstatement is to be a phased rollout:
 - jurisdiction users on **February 19**.
 - Organization users **on February 20**
 - Standard and third-party clinic users on **February 21**.
- These users will see an announcement in VAMS through February 19 alerting them to this upcoming change.
- **Will not impact recipients**

VAMS MFA continued

- MFA codes will be available via email or text
- **Verify your mobile number by Friday, February 19.**
 - To verify your mobile number, follow these steps:
 - Log into VAMS and click the drop-down arrow next to your name in the upper right corner.
 - Select **My Profile** and the system will direct you to a screen where you can change your notification preference from email (default) to SMS.
 - Select SMS, then enter your mobile number and click **Confirm Number**.
 - You will receive a confirmation code. Enter this code in the Confirm Number pop-up window, then click **Confirm**.
 - Once your mobile number is confirmed, a green checkmark will appear next to your number. Click **Save** at the bottom of the page.
- For new users, VAMS will ask them to select their preferred method of receiving MFA codes upon registration. If SMS is selected, the system will ask them to verify their phone number immediately.

Future VAMS Enhancements

- Clinic ability to edit vaccine record (e.g., data entry error with vaccine manufacturer administered)
- HL7 message for updated vaccine record transactions
- Contact Center – assisted registration & scheduling
- Appointment visibility
- Add cancellation reason to recipient notification
- First dose outside of VAMS flow for third-party clinic
- Communication to third-party recipients
- Third-party Manage Recipient additional list views
- Third-party Manage Recipient reports
- Clinic sync interface moving away from batch
- MFA re-enablement (remember to register your cell phone number if you prefer to get OTP via SMS)

Standard & Mobile Clinic VAMS Training: Thurs, Feb 18 3:30p-5p

This session will cover:

- VAMS Overview
- Clinic types
- Benefits and considerations of standard/mobile clinics
- Standard/mobile clinic user roles
- How to set up a standard clinic in VAMS – set up clinic schedule, add clinic staff as VAMS users, manage inventory
- Adding mobile clinic locations and setting up their schedules
- Checking in recipients, appointment management
- Vaccine administration in real-time and backdating
- Open Q&A forum on system-related topics
- **Zoom Attendee URL**
- **Attendees:**
<https://deloitte.zoom.us/j/94895360993?pwd=ZHJ0TEg4TDhRdlhpeUsvRWQ5b2pxdz09>
- **Password:** 465445
- **Listen-Only Connection Details**
- **Attendee dial-in (for Listen-only attendees):**
- **US:** +1 929 436 2866 or +1 669 900 6833
- **Webinar ID/Password:** 948 9536 0993 / 465445

New Resources/References

VAMS Training and Reference

Resources:

- **NEW** - Clinic Appointment Reservation Demo Recording (02.05.21)
- VAMS Clinic Schedule Setup-Quick Reference Guide (PDF)
- VAMS Clinic Types Overview Reference Guide
- VAMS Release 1.4 Notes Demonstration Video (Jan 30 updates)
- VAMS Release 1.5 Notes Demonstration Video (2/8/21)

Standard & Mobile Clinics

- **NEW** - VAMS Standard and Mobile Clinic Administrator User Manual (2/15/21)
- **NEW** - VAMS Standard and Mobile Clinic Healthcare Professional User Manual (2/15/21)
- VAMS Documenting Vaccinations in Standard and Mobile Clinics Reference Guide (PDF) (Feb 2021)
- VAMS Clinic Setup Quick Reference Guide
- **NEW** - VAMS Front Desk User Manual (PDF) (2/15/21)

Third Party Clinics

- **NEW** - VAMS Third Party Clinic Administrator User Manual (VAMS.3.PC) (PDF) (2/15/21)
- **NEW** - VAMS Third-party Clinic Healthcare Professional User Manual (PDF) (2/15/21)
- VAMS Third Party Clinic Set-up Guide (2/3/21)

Inventory Manager

- **NEW** - VAMS Inventory Manager User Manual (PDF) (2/15/21)
- VAMS Inventory Management Training video (Jan 2021)
- VAMS Inventory Management Process Update Slide Deck (Jan 2021)

Organization Coordinator

- VAMS Organization Coordinator User Manual (PDF)

Recipient

- **NEW** - VAMS Recipient User Manual (2/15/21)

Facility-level allocation and utilization spreadsheets

• Pfizer-BioNTech vaccine allocation by facility

Updated daily

- 📄 February 16, 2021 - Pfizer BioNTech Vaccine Allocation
- 📄 February 15, 2021 - Pfizer BioNTech Vaccine Allocation
- 📄 February 14, 2021 - Pfizer BioNTech Vaccine Allocation
- 📄 February 13, 2021 - Pfizer BioNTech Vaccine Allocation
- 📄 February 12, 2021 - Pfizer BioNTech Vaccine Allocation
- 📄 February 11, 2021 - Pfizer BioNTech Vaccine Allocation
- 📄 February 10, 2021 - Pfizer BioNTech Vaccine Allocation
- 📄 February 9, 2021 - Pfizer BioNTech Vaccine Allocation
- 📄 February 8, 2021 - Pfizer BioNTech Vaccine Allocation
- 📄 February 7, 2021 - Pfizer BioNTech Vaccine Allocation
- 📄 February 6, 2021 - Pfizer BioNTech Vaccine Allocation
- 📄 February 5, 2021 - Pfizer BioNTech Vaccine Allocation
- 📄 February 4, 2021 - Pfizer BioNTech Vaccine Allocation
- 📄 February 3, 2021 - Pfizer BioNTech Vaccine Allocation
- 📄 February 2, 2021 - Pfizer BioNTech Vaccine Allocation
- 📄 February 1, 2021 - Pfizer BioNTech Vaccine Allocation

January

• Moderna Vaccine Allocations

Updated daily

- 📄 February 16, 2021 - Moderna Vaccine Allocation (Non-LTCF)
- 📄 February 15, 2021 - Moderna Vaccine Allocation (Non-LTCF)
- 📄 February 14, 2021 - Moderna Vaccine Allocation (Non-LTCF)
- 📄 February 13, 2021 - Moderna Vaccine Allocation (Non-LTCF)
- 📄 February 12, 2021 - Moderna Vaccine Allocation (Non-LTCF)
- 📄 February 11, 2021 - Moderna Vaccine Allocation (Non-LTCF)
- 📄 February 10, 2021 - Moderna Vaccine Allocation (Non-LTCF)
- 📄 February 9, 2021 - Moderna Vaccine Allocation (Non-LTCF)

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)

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

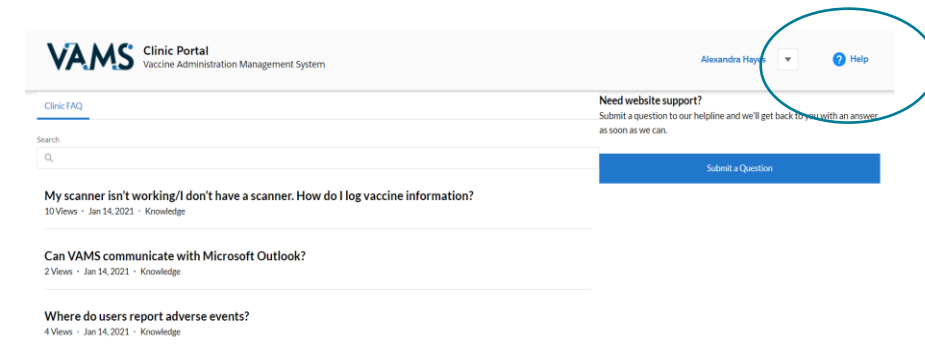
VAMS Help Desks Reminder

- **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



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

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