



# COVID-19 Vaccine Provider Town Hall

2-26-2021



# 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)

# Vaccine Administration and Inventory Reporting Requirements Update-Feb 25

- As of February 25, all South Carolina COVID-19 vaccine providers are required to report doses administered via one of the following methods:
  - VAMS standard, mobile, or third-party clinic account for each vaccinating facility
  - Vaccinating facility's Electronic Health Record (EHR) that has an established reporting interface with SIMON, South Carolina's statewide immunization registry, **or**
  - Direct data entry into SIMON

# Inventory Reporting Requirements

- Report available, on-hand COVID-19 vaccine inventory daily to VaccineFinder, even if that amount is 0
- Maintain at least one clinic type in VAMS for each ordering and/or vaccine storage facility for inventory management, inventory request submission, and waste reporting



## IMPACT: Third-party clinics

- If a facility has an electronic medical record system with an interface with SIMON, or desires to enter administered vaccines directly into SIMON, the facility can solely document administered vaccines into the EMR/EHR
- If the facility does NOT have a medical record system with an interface with SIMON, or does NOT desire to conduct direct data entry into SIMON, the facility must continue documenting doses administered in VAMS
- A third-party account must be maintained or set-up for each ordering and/or permanent vaccine storage or vaccinating facility to manage inventory, submit inventory requests, and document waste

## IMPACT: Third-party clinics

- Clinic administrators can elect to deactivate, or request that DHEC deactivate, any VAMS accounts that are not being used for inventory tracking or documentation purposes
  - Please note that “deactivating” clinics does not delete them from the system
- DHEC VAMS can set up additional third-party clinic accounts for any needed sites
- DHEC VAMS can edit names of third-party clinic accounts to reflect their active and current use
  - e.g. DHEC Primary Care-Inventory Management

## **IMPACT: Standard and Mobile Clinics**

- Vaccine providers that use VAMS for appointment scheduling and vaccine administration documentation can continue
- If the vaccine provider wishes to transition to a different scheduling system, already-scheduled VAMS appointments should be honored by:
  - Electing to sunset the active status in VAMS to set the clinic schedule to a date that follows the last day of scheduled appointments
  - Transfer any scheduled appointments to the facility's scheduling software and communicate to the vaccine recipients

# IMPACT: Standard and Mobile Clinics

- The standard or mobile clinic account can be maintained/modified for each ordering and/or permanent vaccine storage or vaccinating facility to manage inventory, submit inventory requests, and document waste
- Clinic administrators can elect to deactivate clinics that are not being used
- DHEC VAMS can add additional VAMS third-party sites for inventory purposes, if desired
- DHEC VAMS can edit names of any clinic accounts to reflect their active and current use
  - e.g. DHEC Primary Care-Inventory Management



# IMPACT: Inventory

- Providers will need to adjust the following inventory manually:
  - **New vaccine deliveries**
    - Add new vaccine order shipments to VAMS inventory the **same day** they are received
  - **Doses Administered**
    - Reduce inventory as “other” for the number of doses administered **daily**
  - **Waste**
    - Reduce VAMS inventory for any vaccine waste using the most appropriate reason on the **same day** the waste occurs
  - **Transfers/Redistribution**
    - Reduce VAMS inventory as “transferred to another location” for the corresponding number of doses that were transferred on the **same day** the transfer occurs

# Inventory Request Submissions

- **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
- **Inventory Request Status**
  - All requests prior to February 10 have been marked as "rejected" by CDC VAMS
    - **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

# VaccineFinder Contact and Training Resources

- **VaccineFinder IT Support Helpdesk**
  - [vaccinefinder@castlighthealth.com](mailto:vaccinefinder@castlighthealth.com)
  - password resets, file uploads
- **VaccineFinder HelpDesk for Providers**
  - [eocevent522@cdc.gov](mailto:eocevent522@cdc.gov)
  - Request registration email resends
  - Request updates to facility or contact information
- **VaccineFinder COVID 19 Vaccine Provider Information website (includes training videos):**  
**<https://vaccinefinder.org/covid-provider-resources>**
  - 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

# 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](mailto: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](mailto:COVIDVaccines@dhec.sc.gov) every Friday by COB.
  - Include Facility Name +Transport Logs in subject line

# Teacher Vaccination/Schools

- Each public school district was required to submit a plan to the State Department of Education, including public charter schools
- Each school district has identified a vaccinating partner to work with or will direct staff to schedule on their own.
- Prisma and ACC Schools engaged in a call this weeks to discuss how to support private and charter school staff.
- Teachers will be included in 1B, or 1A if the order is updated



## Second Dose Administration: Grace Period

- 2<sup>nd</sup> dose mRNA vaccines should be administered as close to the recommended interval as possible (21 days, Pfizer; 28 days, Moderna)
- CDC guidance permits a four (4) day grace period for early vaccine administration as a strategy to reduce missed opportunities and minimize burden on patient/provider
- Vaccines should not be administered using the grace period routinely and it should be used as an exception

# Standard/Mobile Clinic Documentation- Grace Period for 2<sup>nd</sup> dose

- Vaccine Recipient Check-in tab (existing recipient)
  - Search Existing Recipients to locate recipient
  - Select Recipient and schedule walk-in
  - If recipient has a confirmed appointment for a later date in the system, confirm appointment cancellation for the scheduled appointment and proceed with walk-in scheduling
  - Check the recipient in
- Manage Appointments tab
  - Click on vaccine recipient's name
  - Log Vaccine Administration

# COVID-19 Provider: DHEC Contacts

- **DHEC VaxLocator Map**
  - Red/green color updates, information updates
  - [VaxStatus@dhec.sc.gov](mailto: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](mailto: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](mailto:COVIDProviderEnrollment@dhec.sc.gov)
- **DHEC Redistribution Warehouse**
  - State-supplied ancillary kits, vaccine redistribution orders
  - [RSS@dhec.sc.gov](mailto:RSS@dhec.sc.gov)

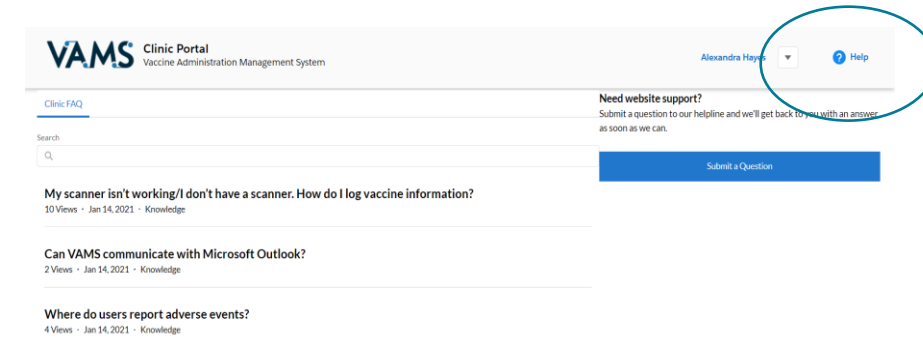
# VAMS Help Desks

- **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](mailto: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



# Pfizer (Direct Ship only)

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

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

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

# 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](mailto: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](mailto:VaxStatus@dhec.sc.gov)**

**COVID-19 Vaccine Management Branch: [COVIDVaccines@dhec.sc.gov](mailto:COVIDVaccines@dhec.sc.gov)**

**COVID-19 Provider Enrollment Branch: [COVIDProviderEnrollment@dhec.sc.gov](mailto:COVIDProviderEnrollment@dhec.sc.gov)**

**DHEC Redistribution Warehouse: [RSS@dhec.sc.gov](mailto:RSS@dhec.sc.gov)**

**VAMS: [VAMS@dhec.sc.gov](mailto:VAMS@dhec.sc.gov)**

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## Stay Connected