COVID-19 Vaccine Provider Town Hall

4-7-2021

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)

COVID-19 Vaccination Program Reporting Reminders							
Requirement Area	**System**	**Metrics**					**Frequency**
Inventory	VAMS	New vaccine deliveries	Doses Administered		Waste	Transfers	Same Day
	VaccineFinder	On-hand inventory					Daily
	DHEC Provider Portal H3707	On-hand inventory, itemized by manufacturer and 1st or 2nd dose	Total Doses Administered that day	1st doses administered that day	2nd doses administered that day	Total number of upcoming appointments scheduled as of that day	Total wasted vaccine for that day by manufacturer	Previous day totals due Daily by 12pm
	VAMS	Inventory Request with 1st and 2nd dose amounts specified in notes					Mondays by 11:59pm
Vaccine Administration	VAMS, or Electronic Medical Record/Electronic Health Record with established interface with SIMON, or Direct data entry into SIMON	Vaccine administration event					Within 24 hours
Temperature Monitoring	Via email to COVIDVaccines@dhec.sc.gov Facility Name in the subject line	Temperature monitoring logs for any COVID-19 vaccine containing storage units	Downloaded continuous temperature monitoring device reports		COVID-19 Transport Logs		Fridays by 5pm

Reporting Temperature Excursions COVID-19 Vaccines

- Report Temperature Excursion worksheet to verify that there was a temperature excursion with the COVID-19 vaccine.

- Reporting a Temperature Excursion for COVID-19 Vaccines Online Guidance
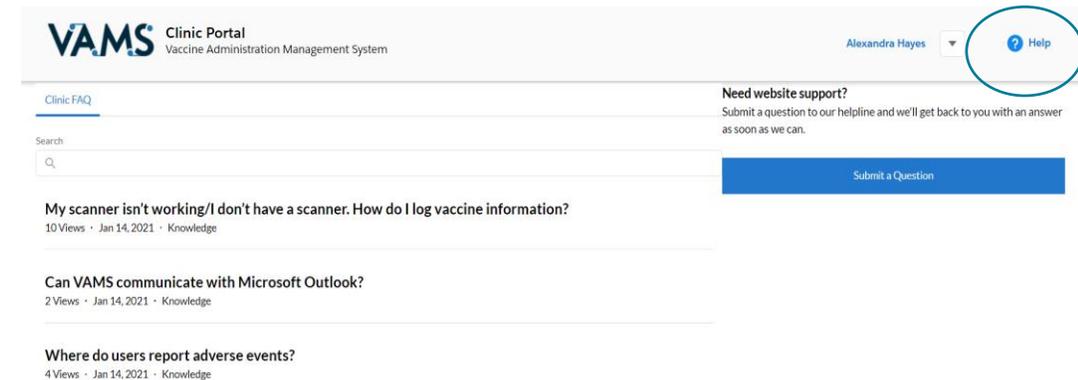
VAMS 3.0 Release Updates

- Clinic Portal
  - Standard and mobile clinic administrators must now choose a time zone when they are setting up their clinics
    - You are only allowed to edit the time zone during the initial clinic setup
- Recipient Portal
  - Navigation for recipients during scheduling
    - "Next" button will now appear at the top and bottom of the screen

Updated VAMS User Manuals

- COVID-19 Vaccine Provider Guidance **webpage**

  - Standard and Mobile Clinic Administrator User Manual
  - Standard and Mobile Clinic Healthcare Professional User Manual
  - Front Desk User Manual
  - Third-Party Clinic Administrator User Manual
  - Third-Party Clinic Healthcare Professional User Manual
  - Inventory Manager User Manual
  - Organization Coordinator User Manual
  - Recipient User Manual

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

CDC's Pre-vaccination Checklist

- Now available in English and six additional languages
  - Arabic
  - Spanish
  - French
  - Korean
  - Simplified Chinese
  - Vietnamese
- Can find translations under Administration Resources section
  - Pfizer-BioNTech
  - Moderna
  - Janssen/J&J

Professional Development/Training Opportunity

- CDC COVID-19 Vaccine Webinar Series
  - Addresses different topics related to COVID-19 vaccination
  - Each webinar lasts approximately 15 minutes
  - Two current webinars posted
    - Preventing Vaccine Administration Errors
    - Getting Shots in Arms
  - Additional webinars will be posted to the site within the coming weeks
  - Training and Education Webinar Resources webpage

South Carolina Department of Health and Environmental Control

Reminder: Town Hall Schedule Change

Town Halls will now occur once per week on Wednesdays at 11:00 AM – 12:00 PM

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

- **New Provider Onboarding and Support/VAMS**
  - VAMS@dhec.sc.gov

- **COVID-19 Provider Portal Reporting**
  - vaxreporting@dhec.sc.gov

- **School-Related Questions**
  - ACC-Schools@dhec.sc.gov

- **Vaccine Reimbursement Questions**
  - ACC-vaccine-finance@dhec.sc.gov

South Carolina Department of Health and Environmental Control

CONTACT US

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VAMS: VAMS@dhec.sc.gov

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