



COVID-19 Vaccine Provider Town Hall

7-07-2021



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

Webinars

- VIDEO - COVID-19 Vaccine Provider Town Hall Q&A 05.05.21
 - COVID-19 Provider Town Hall 05.05.21 (PDF)

[View Archived Vaccine Provider Webinar](#)



VAMS and DHEC COVID-19 Vaccination Program Updates and Reminders

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	No longer a reporting requirement as of Friday, July 2, 2021				
	VAMS	Inventory Request with 1 st and 2 nd 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

VAMS 5.1 Release Notes (June 29, 2021)

- **Clinic Portal Updates**

- The inventory tab is now available to all clinic administrators and inventory managers
- Appointment notes can be sent in Spanish or English for standard/mobile clinics
- Clinic administrators for standard/mobile clinics can view operating hours for treatment stations while remaining on the Clinic Setup tab
- Clinic administrators for standard/mobile clinics can view absences for treatment stations while remaining on the Clinic Setup tab
- A warning message will appear for standard/mobile clinics if treatment station group operating hours are set outside of clinic location operating hours
- Clinic administrators for standard/mobile clinics are able to enable and disable dual appointment reservations at their clinic

VAMS 5.1 Release Notes Continued

- **Third-Party Clinic Updates**

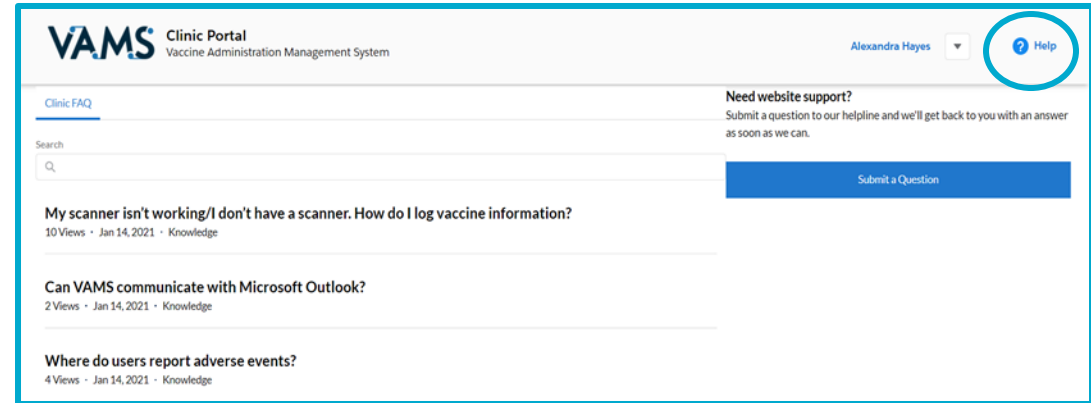
- The Manage Recipients tab is now the Recipient Management tab
- The Bulk Imports tab is now the Data Imports tab
- The Clinic Setup tab is now available for third-party clinic administrators
- Third-party clinics are able to print and download clinic specific QR codes
- Third-party clinic administrators are able to set their clinic as Available for Scheduling

- **Recipient Portal Updates**

- Recipients are able to schedule group appointments for recipients within their shared VAMS account
- Recipients are able to schedule a second dose appointment before

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 1-833-748-1979, 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



The screenshot shows the VAMS Clinic Portal interface. At the top left, it says "VAMS Clinic Portal" and "Vaccine Administration Management System". On the top right, there is a user name "Alexandra Hayes" and a "Help" button with a question mark icon. Below the header, there is a "Clinic FAQ" section with a search bar. To the right of the search bar, there is a "Need website support?" section with the text "Submit a question to our helpline and we'll get back to you with an answer as soon as we can." and a "Submit a Question" button. Below the search bar, there are three FAQ items:

- My scanner isn't working/I don't have a scanner. How do I log vaccine information?**
10 Views · Jan 14, 2021 · Knowledge
- Can VAMS communicate with Microsoft Outlook?**
2 Views · Jan 14, 2021 · Knowledge
- Where do users report adverse events?**
4 Views · Jan 14, 2021 · Knowledge

COVID-19 Provider: DHEC Contacts

- **Provider Operations: COVID-19 Vaccine Management**
 - Vaccine inventory requests, vaccine orders, direct ship vaccine shipments/deliveries, temperature monitoring, transport logs
 - COVIDVaccines@dhec.sc.gov
 - [COVID-19 Vaccine Temperature Excursion Reporting Form and Guidance Document](#)
- **Provider Operations: COVID-19 Provider Support**
 - New enrollment form submissions, vaccine coordinator contact information changes, enrollment form updates, redistribution agreements
 - COVIDProviderEnrollment@dhec.sc.gov
- **DHEC Vaccine Location Web Map**
 - Red/green color updates, information updates
 - VaxStatus@dhec.sc.gov
- **COVID-19 Provider Portal Reporting**
 - Inquiries or assistance with DHEC H3707 Provider Portal
 - Vaxreportinghelp@dhec.sc.gov
- **Provider Operations: New Provider Onboarding and VAMS**
 - Technical assistance, additional clinics, and questions regarding VAMS
 - VAMS@dhec.sc.gov



Please, do NOT submit a SIMON Help Desk Request for any COVID-19 vaccine related issue.



General COVID-19 Vaccination Updates

VTrckS Ordering Updates and Order Limit Business Rule (new!)

VTrcks ordering updates include:

- On June 24, ordering caps in VTrckS were removed. Products available for ordering include:
 - Pfizer (450 dose)
 - Moderna (10 dose)
 - Moderna (14 dose)
- All Johnson & Johnson's Janssen and Pfizer's 1170 dose COVID-19 vaccine packages are currently unavailable for ordering in VTrckS.
- As of June 24, VTrckS will not allow orders larger than 10,000 doses. Guidance will be provided for orders over this amount soon.
- The shipping cadence for vaccine and ancillary kit orders will remain the same.
- Awardees and partners are free to order vaccine as they need it but are encouraged to order only what is needed and to use what is ordered.

Order Fulfilment Timelines (a.k.a. Cadence)

6/25/21

Pfizer	Orders Placed Into VTrckS Ordering System	Sites Receive Pfizer Vaccine and Kit*
	Thursday (until 9am ET)	Monday
	Friday (until 9am ET)	Tuesday
	Monday (until 9am ET)	Wednesday
	Tuesday (until 9am ET)	Thursday
	Wednesday (until 9am ET)	Friday
Moderna**	Orders Placed Into VTrckS Ordering System	Sites Receive Moderna** Vaccine and Kit*
	Friday (until 12pm ET)	Monday/Tuesday
	Saturday - Monday (until 12pm ET)	Tuesday/Wednesday
	Tuesday (until 12pm ET)	Wednesday/Thursday
	Wednesday (until 12pm ET)	Thursday/Friday
	Thursday (until 12pm ET)	Friday/Monday

*Ancillary kits will arrive within a 24-hour window of vaccine; **Janssen will follow this schedule once available

Deliveries will occur 5 days a week

Schedule does not reflect the Pacific Islands or parts of Alaska or Hawaii

FOR OFFICIAL USE ONLY - DO NOT DISTRIBUTE

Moderna EUA Adolescent Vaccination Program Preparation

- Vaccine order configurations will not change in response to this EUA update. Moderna orders will continue to contain the same number of doses in the same thermal shipper and shipping and handling requirements.
- Ancillary kits for Moderna 14 dose orders will come in two configurations. You will place your vaccine order with intention of either Adult or Pediatric. This information will determine which ancillary kit is shipped with the vaccine.
- All orders of remaining Moderna 10 will come with adult ancillary kits only.
- 85% of the kits are being produced as adult kits and 15% of the kits as pediatric kits to support the adolescent vaccination program.
 - **Pediatric kits contain only 1" needles**
 - All other kit components remain the same
 - Adult kits contain the same ratio of 1" to 1.5" needles

Moderna EUA Adolescent Vaccination Program Preparation

- Upon FDA approval of the Moderna EUA expansion, you will not need to place new orders of vaccine with pediatric kits to begin administering to adolescents. Ancillary kits currently in your inventory contain the same 1-inch needles as the pediatric kit and can be used for adolescent vaccination.

Myocarditis and Pericarditis - Updated EUAs

On June 25, 2021, the FDA revised the Pfizer and Moderna EUAs regarding the suggested increased risks of myocarditis (inflammation of the heart muscle) and pericarditis (inflammation of the tissue surrounding the heart) following vaccination. Updated versions of the Moderna and Pfizer EUA Fact Sheets for Providers and Fact Sheets for Recipients and Caregivers are now posted on the FDA website.

- <https://www.fda.gov/emergency-preparedness-and-response/mcm-legal-regulatory-and-policy-framework/emergency-use-authorization#vaccines>

Weekly updates will continue to be posted to the COVID-19 Vaccine Provider Guidance [webpage](#). They will also be emailed to providers.

CONTACT US

Provider Operations Unit

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

COVID-19 Provider Support : COVIDProviderEnrollment@dhec.sc.gov

VAMS: VAMS@dhec.sc.gov

Stay Connected