



COVID-19 Provider Town Hall

1-6-2021



2nd Dose Documentation Issue

- Pfizer 2nd dose interval is 21 days; ACIP allows a 4-day grace period so recipients can obtain their 2nd dose as early as the 17th day after the initial dose
- VAMS changed the protocol on Dec 17th for the 2nd dose for Pfizer vaccine
- Clinics are reporting that recipients vaccinated between Dec 14 and Dec 17 are unable to receive a 2nd dose in VAMS this week, even though their recipient portal says they are eligible
 - These recipients are bound to the 21-day configuration
 - Facilities will be able to administer and record the vaccine on Jan. 7th
- the 17th day only applies to users that made an appointment/received the vaccine after Dec. 17th when VAMS changed the Pfizer protocol

VAMS Updates

Release 1.2.5.2 Monday (Yesterday)	Release 1.2.5.3 Tuesday (Tonight)	Release 1.2.6 Friday
<ul style="list-style-type: none"> Enhance Clinic Reporting - Scheduled Appointments Report Employer POC Ability to edit first name and last name 	<ul style="list-style-type: none"> Shriners HL7 configuration and workflow logic Help Desk - Web form – replacing the current email to case process for the help desk 	<ul style="list-style-type: none"> Employer Employee Bulk Load Improvements with Salutation and Middle Name Jurisdiction's Ability to Bulk Load Clinics Multi-Persona Scenarios – correcting scenarios where a user is added as a recipient first and then added as an employer or clinic user Manage Users for Employer <ul style="list-style-type: none"> To add Employer Coordinator(s) for Employer / Organization portal Employer POC Ability to remove employees Einstein Report Enhancements to provide explore feature with no PII Employer Bulk Upload enhanced load screen and messaging

Temperature Monitoring- beginning Jan 4

- 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
- Temp logs are also required for any vaccine redistribution transport
- Submit both temp logs and DDL reports to COVIDProviderEnrollment@dhec.sc.gov every Friday by COB. Include Facility Name + Temp Logs in subject line

Temperature Excursions-during shipment

- Providers must immediately report any temperature excursions during shipment
- Pfizer Shipments:
 - Pfizer: 1-877-829-2619 or cvgovernment@Pfizer.com
- Moderna Shipments:
 - McKesson: 1-833-272-6635 (M-F, 8a-8p/ET)
 - After-hours email COVIDVaccineSupport@McKesson.com

Temperature Excursions- post-shipment

- Providers must immediately report any temperature excursions to the manufacturer for guidance
 - Pfizer: 1-877-829-2619
 - Moderna: 1-866-663-3762
- Upon resolution, providers must submit a Vaccine Troubleshooting Record to COVIDProviderEnrollment@dhec.sc.gov that documents the event and any associated case number

Inventory

- Please ensure all doses (vials) you receive are added to VAMS inventory
- Manually tally extra doses from Pfizer MDVs
 - Add a “vial” to your VAMS inventory for every 5 extra doses so you can maintain a positive inventory balance (and not overdraft due to

Vaccine Ordering Cadence

Ordering Cadence for Direct ship to site: Pfizer and Moderna			
Requests submitted in VAMS	Sites Receive Vaccine	Sites Receive Federal Ancillary Supply Kits	Sites Receive State-Supplied Ancillary Kits
By Tuesday, 12pm	Monday	Within 24-hour window of vaccine	Tuesday

Ordering Cadence for DHEC Redistribution Sites		
New Bulk Requests submitted in VAMS	Sites Receive Vaccine	Sites Receive Ancillary Kits
By Tuesday, 12pm	Based on frequency request (see sub-order request below)	At the time of DHEC delivery

DHEC-Redistribution Orders in Process- Delivery Cadence		
Sub-order request submission to RSS@dhec.sc.gov and parksln@dhec.sc.gov by 5pm	Prepared at DHEC	Delivery to Facility
Monday	Tuesday	Wednesday
Tuesday	Wednesday	Thursday
Wednesday	Thursday	Friday
Thursday	Friday	Monday
Friday	Monday	Tuesday