COVID-19 Vaccine Provider Town Hall
3-10-2021
Recorded Town Hall Sessions and Slides Available
DHEC’s COVID-19 Provider Website

- VIDEO - Pfizer Product and Vaccine Administration Considerations
- VIDEO - COVID-19 Provider Onboarding 01.03.21
  - 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 02.12.21 (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)
• Account onboarding and activation instructions were sent to organization CMO contact email addresses listed on the section A of each activated sites’ enrollment form.

• Mandatory reporting begins today, March 10 per Public Health Order No. COVID-19-9

• Questions can be directed to vaxreporting@dhec.sc.gov
# COVID-19 Vaccination Program Reporting Reminders

<table>
<thead>
<tr>
<th>Requirement Area</th>
<th>System</th>
<th>Metrics</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inventory</td>
<td>VAMS</td>
<td>New vaccine deliveries</td>
<td>Same Day</td>
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<tr>
<td></td>
<td>VaccineFinder</td>
<td>On-hand inventory</td>
<td>Daily</td>
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<tr>
<td></td>
<td>DHEC Provider Portal H3707</td>
<td>On-hand inventory, itemized by manufacturer and 1&lt;sup&gt;st&lt;/sup&gt; or 2&lt;sup&gt;nd&lt;/sup&gt; dose</td>
<td>Daily by 12pm</td>
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<tr>
<td></td>
<td>VAMS</td>
<td>Inventory Request with 1&lt;sup&gt;st&lt;/sup&gt; and 2&lt;sup&gt;nd&lt;/sup&gt; dose amounts specified in notes</td>
<td>Mondays by 11:59pm</td>
</tr>
<tr>
<td>Vaccine Administration</td>
<td>VAMS, or Electronic Medical Record/Electronic Health Record with established interface with SIMON, or Direct data entry into SIMON</td>
<td>Vaccine administration event</td>
<td>Within 24 hours</td>
</tr>
<tr>
<td>Temperature Monitoring</td>
<td>Via email to <a href="mailto:COVIDVaccines@dhec.sc.gov">COVIDVaccines@dhec.sc.gov</a></td>
<td>Temperature monitoring logs for any COVID-19 vaccine containing storage units</td>
<td>Fridays by 5pm</td>
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<td></td>
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<td>Downloaded continuous temperature monitoring device reports</td>
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<tr>
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<td>COVID-19 Transport Logs</td>
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COVID-19 Vaccine Administration Qualifications

Joint Order: DHEC and LLR

- Registered Nurses
- Physicians
- Physician Assistants
- Pharmacists
- Pharmacy Interns
- Pharmacy Technicians

Requires licensed Physician, Physician Assistant, APRN, or RN in good standing in SC onsite

- Unlicensed personnel with current certification of AAMA, NCCT, NAHP, NCMA, NHA, or AMT
- Retired nurses, LPNs, dentists, physicians, and physician assistants (inactive or whose licenses have lapsed within the last 5 years)
- Students of accredited medical schools
- Physician Assistant students in their clinical year of instruction
- Dental hygienists
- Dentists in good standing
Ancillary Kit Deficiency Reporting

- Vaccine providers are encouraged to report any issues with equipment in the ancillary kits that are shipped with their federal vaccine orders.

- There are four steps to reporting to ensure enough information is gathered so problem trends in packaging and shipping can be identified.
  - Report deficiencies to McKesson directly, the customer service desk is charged with responding to problems and identifying trends.
    
    McKesson Customer Service  
    Phone #: 833-272-6634  
    Email: SNSSupport@McKesson.com

  - Report deficiencies to the DHEC COVID-19 Vaccine Management Team at COVIDVaccines@dhec.sc.gov. This helps identify trends in problem equipment.
  - If an error or injury occurs during vaccine administration, enter the information into Vaccine Adverse Event Reporting System (VAERS) at https://vaers.hhs.gov/reportevent.html
  - Because syringes are a medical device, complete FDA form 3500 https://www.accessdata.fda.gov/scripts/medwatch/

- Please be prepared to provide photos, lot number, order number, vaccine order date, and dates received when filing a report for a deficient ancillary kit.
V-safe Update

- Optional CDC text-messaging system for vaccine recipients for post vaccination monitoring
  - Options for 2nd dose reminders, too
- COVID-19 providers are required to promote the program per provider agreement
- Allows participants to report side effects after COVID vaccination to CDC in real time
- Materials have been updated in the following languages:
  - English
  - Korean
  - Simplified Chinese
  - Spanish
  - Vietnamese

• V-safe website in the new languages
• V-safe information sheet in the new languages
• V-safe poster in the new languages
VAMS Updates

VAMS Third Party Clinic Workgroup
Thurs, March 11 from 12:30p-1:30p

• CDC-led session to:
  • Gather feedback from users on VAMS functions and usability
  • Provide updates on upcoming system releases
  • Provide a forum for clinics to collaborate and share best practices on how to use and implement VAMS

• To join the webinar from a PC, Mac, iPad, iPhone, or Android device, click the link below:
  • Access Link: https://deloitte.zoom.us/j/93784216267?pwd=QURzQlMyRHIzMzJESegxWUHNUNTNsQT09
  • Passcode: 102220

• Listen-Only Connection Details
  • Attendee dial-in (for Listen-only attendees):
    • US: +1 929 436 2866 or +1 669 900 6833
    • Webinar ID/Passcode: 937 8421 6267 / 102220
VAMS Updates

VAMS Standard and Mobile Clinic Workgroup
Thurs, March 18 from 12:30p-1:30p

- CDC-led session to:
  - Gather feedback from users on VAMS functions and usability
  - Provide updates on upcoming system releases
  - Provide a forum for clinics to collaborate and share best practices on how to use and implement VAMS

- To join the webinar from a PC, Mac, iPad, iPhone, or Android device, click the link below:
  - Access Link: https://deloitte.zoom.us/j/98617406086?pwd=WlNvdIRMZ2FMRGxGVXRlWHBqaTdkQT09
  - Passcode: 692813

- Listen-Only Connection Details
  - Attendee dial-in (for Listen-only attendees):
  - US: +1 929 436 2866 or +1 669 900 6833
  - Webinar ID/Passcode: 986 1740 6086 / 692813
VAMS Updates

VAMS 2.2 Release
Friday, March 12 through Saturday, March 13
COVID-19 Vaccine Training Materials

COVID-19 Vaccine Training Modules

- COVID-19 Vaccine Training: General Overview of Immunization Best Practices for Healthcare Providers
- Janssen COVID-19 Vaccine (Johnson & Johnson): What Healthcare Professionals Need to Know (New March 6, 2021)
- Moderna COVID-19 Vaccine: What Healthcare Professionals Need to Know (Updated February 11, 2021)
- Pfizer-BioNTech COVID-19 Vaccine: What Healthcare Professionals Need to Know (Updated February 23, 2021)
COVID-19 Vaccine Provider: DHEC Contacts

• New Provider Onboarding and Support/VAMS
  • VAMS@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 VaxLocator Map
  • Red/green color updates, information updates
  • VaxStatus@dhec.sc.gov

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

• Schools and COVID-19 vaccine planning
  • ACC-schools@dhec.sc.gov

• DHEC Redistribution Warehouse
  • State-supplied ancillary kits, vaccine redistribution orders
  • 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
    • Clinic Users: technical assistance, VAMS onboarding, new clinic set-up, additional clinic set-up requests
    • Organizations: VAMS onboarding, registration
    • Recipient: registration issues