COVID-19 Vaccine Provider Town Hall

3-12-2021
Recorded Town Hall Sessions and Slides Available
DHEC’s COVID-19 Provider Website
Provider Portal 3707

- 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 began March 10 per Public Health Order No. COVID-19-9
- Questions can be directed to vaxreporting@dhec.sc.gov
<table>
<thead>
<tr>
<th>Requirement Area</th>
<th>System</th>
<th>Metrics</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>VAMS</td>
<td>New vaccine deliveries</td>
<td>Doses Administered</td>
</tr>
<tr>
<td></td>
<td>VaccineFinder</td>
<td>On-hand inventory</td>
<td></td>
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<tr>
<td></td>
<td>DHEC Provider Portal H3707</td>
<td>On-hand inventory, itemized by manufacturer and 1st or 2nd dose</td>
<td>Total Doses Administered that day</td>
</tr>
<tr>
<td></td>
<td>VAMS</td>
<td>Inventory Request with 1st and 2nd dose amounts specified in notes</td>
<td></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></td>
</tr>
<tr>
<td>Temperature Monitoring</td>
<td>Via email to <a href="mailto:COVIDVaccines@dhec.sc.gov">COVIDVaccines@dhec.sc.gov</a> Facility Name in the subject line</td>
<td>Temperature monitoring logs for any COVID-19 vaccine containing storage units</td>
<td>Downloaded continuous temperature monitoring device reports</td>
</tr>
</tbody>
</table>
Inventory Request Submissions

- **Effective as of 3/3**, requests are due by end of day, **MONDAYS**

- **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 Monday submission on the associated Monday deadline date (11:59 pm); 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
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 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 every Friday by COB.
  • Include Facility Name +Transport Logs in subject line
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

• 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 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=WlNvdIIRMZ2FMRGxGVXRlWHBqaTdkQT09
  • 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 2.2 Release
Friday, March 12th through Saturday, March 13th
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 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
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
CONTACT US

DHEC VaxLocator Map: VaxStatus@dhec.sc.gov
COVID-19 Vaccine Management Branch: COVIDVaccines@dhec.sc.gov
COVID-19 Provider Enrollment Branch: COVIDProviderEnrollment@dhec.sc.gov
DHEC Redistribution Warehouse: RSS@dhec.sc.gov
VAMS: VAMS@dhec.sc.gov

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