



COVID-19 Vaccine Provider Town Hall

3-31-2021



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 1 st or 2 nd dose	Total Doses Administered that day	1 st doses administered that day	2 nd 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 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

Data Quality Reminders

- Please ensure that you are entering the correct information:
 - Date of birth
 - Date of administration
- SIMON team is reaching out to providers to correct these issues
 - Please ensure that you do respond to those emails

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

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

Key Resource on Clinical Considerations

- **CDC's Interim Clinical Considerations for use of COVID-19 Vaccines Currently Authorized in the United States**
 - <https://www.cdc.gov/vaccines/covid-19/info-by-product/clinical-considerations.html>
 - Highlights:
 - Interval between COVID-19 and other (non-COVID-19) vaccines – 14 days
 - Previously received passive antibody therapy – 90 days
 - Current COVID-19 infection
 - Defer vaccination until person has recovered from acute illness and have met the [criteria](#) for the discontinuation of isolation

Vaccine Reimbursement

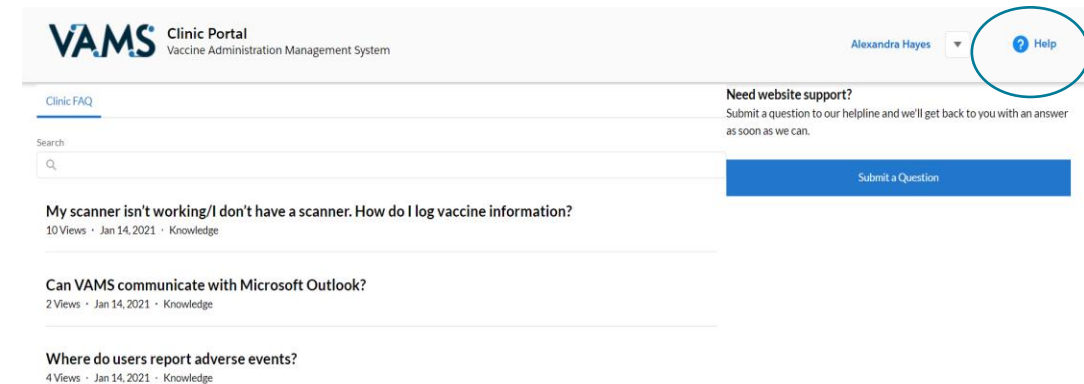
- Costs incurred for community COVID-19 vaccinations, that are more than the combination of any reimbursements received from other sources (e.g., federal, private funds, donations, or insurance) and total reimbursement per vaccine may be eligible for reimbursement.
- DHEC will process invoices from Providers twice per month.
 - Providers must sign the contract by **TODAY, March 31, 2021, or 30 days after COVID-19 provider enrollment and activation** to be eligible for reimbursement.
- DHEC has developed an online portal to help streamline the contract and payment process. This portal allows each Provider to do the following:
 - Sign the contract to support COVID-19 vaccination costs; and
 - Submit invoices for reimbursement.
- Vaccine Reimbursement [FAQ](#)

VAMS 2.3 Release Updates

- Third-Party Clinic
 - Ability to edit recipient profiles/records
 - External System DI added to Vaccine Administration Report
- Clinic Portal
 - New “Clinic Appointments” tab available to standard and mobile clinic administrators for messaging recipients
 - Ability to select first or second dose when requesting inventory
 - Inventory will automatically update when editing or invalidating vaccination records
- Recipient Portal
 - Recipients can view vaccines at clinic carriers prior to scheduling their first appointment
 - Will be able to view only clinics that carry the vaccine that was previously received when scheduling second appointment
 - New optional county field

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



The screenshot shows the VAMS Clinic Portal interface. At the top, it says "VAMS Clinic Portal Vaccine Administration Management System". On the right, there is a user name "Alexandra Hayes" and a "Help" button circled in red. Below the header is a "Clinic FAQ" section with a search bar. To the right of the search bar is a "Need website support?" section with 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

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](#)

Town Hall Weekly Sessions Update

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

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

Stay Connected

VAMS Teams Introduction