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 02.12.21 (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)
<table>
<thead>
<tr>
<th>Requirement Area</th>
<th>System</th>
<th>Metrics</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Inventory</strong></td>
<td>VAMS</td>
<td>New vaccine deliveries</td>
<td>Same Day</td>
</tr>
<tr>
<td></td>
<td>VaccineFinder</td>
<td>On-hand inventory</td>
<td>Daily</td>
</tr>
<tr>
<td></td>
<td>DHEC Provider Portal H3707</td>
<td>On-hand inventory, itemized by manufacturer and 1st or 2nd dose</td>
<td>Previous day totals due daily by 12pm</td>
</tr>
<tr>
<td><strong>Vaccine Administration</strong></td>
<td>VAMS</td>
<td>Inventory Request with 1st and 2nd dose amounts specified in notes</td>
<td>Mondays by 11:59pm</td>
</tr>
<tr>
<td><strong>Vaccine Administration</strong></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><strong>Temperature Monitoring</strong></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>
</tr>
</tbody>
</table>
VAMS 3.1.1 Release Notes

• **Clinic Portal**
  • Ability to send recipients messages in Spanish
  • New alert if the healthcare professional tries to exit the log vaccination flow early
  • Healthcare professionals can now access the Recipient Details page directly from the vaccination record and Manage Appointments tab
  • Standard and mobile clinic users can now see a list view of Today’s Completed Vaccinations

• **Recipient Portal**
  • New Spanish language option for recipients
  • Recipients can now print their appointment confirmation
  • Updated Recipient Landing Page
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
Professional Development/Training Opportunities

• CDC COVID-19 Vaccine Webinar Series
  • Addresses different topics related to COVID-19 vaccination
  • Each webinar is 15-20 minutes in length
  • Training and Education Webinar Resources webpage

• CDC Training and Education webpage
  • CDC training modules for each vaccine product
  • EUA fact sheets for healthcare providers
  • Storage and handling requirements
  • Transport guidance
  • CDC reporting requirements
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
  • Vaxreportinghelp@dhec.sc.gov

• School-Related Questions
  • ACC-Schools@dhec.sc.gov

• Vaccine Reimbursement Questions
  • ACC-vaccine-finance@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

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