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 01.03.21
  - 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)
<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><strong>VAMS</strong></td>
<td>New vaccine deliveries</td>
<td>Same Day</td>
</tr>
<tr>
<td></td>
<td><strong>VaccineFinder</strong></td>
<td>Doses Administered</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>DHEC Provider Portal H3702</strong></td>
<td>On-hand inventory</td>
<td>Daily</td>
</tr>
<tr>
<td></td>
<td></td>
<td>On-hand inventory</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Total Doses Administered that day</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>1st doses administered that day</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>2nd doses administered that day</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Total number of upcoming appointments scheduled as of that day</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Total wasted vaccine for that day by manufacturer</td>
<td>Previous day totals due Daily by 12pm</td>
</tr>
<tr>
<td></td>
<td></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><strong>VAMS</strong></td>
<td>Inventory Request with 1st and 2nd dose amounts specified in notes</td>
<td>Mondays by 11:59pm</td>
</tr>
<tr>
<td></td>
<td>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>
<tr>
<td></td>
<td>Facility Name in the subject line</td>
<td>Downloaded continuous temperature monitoring device reports</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>COVID-19 Transport Logs</td>
<td></td>
</tr>
</tbody>
</table>
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
VAMS 3.0 Release Updates

• Clinic Portal
  • Standard and mobile clinic administrators must now choose a time zone when they are setting up their clinics
    • You are only allowed to edit the time zone during the initial clinic setup
• Recipient Portal
  • Navigation for recipients during scheduling
    • “Next” button will now appear at the top and bottom of the screen
Updated VAMS User Manuals

- COVID-19 Vaccine Provider Guidance webpage
  - Standard and Mobile Clinic Administrator User Manual
  - Standard and Mobile Clinic Healthcare Professional User Manual
  - Front Desk User Manual
  - Third-Party Clinic Administrator User Manual
  - Third-Party Clinic Healthcare Professional User Manual
  - Inventory Manager User Manual
  - Organization Coordinator User Manual
  - Recipient User Manual
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](mailto: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
CDC’s Pre-vaccination Checklist

• Now available in English and six additional languages
  • Arabic
  • Spanish
  • French
  • Korean
  • Simplified Chinese
  • Vietnamese

• Can find translations under Administration Resources section
  • Pfizer-BioNTech
  • Moderna
  • Janssen/J&J
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
Reminder: Town Hall Schedule Change

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

• 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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