



# COVID-19 Vaccine Provider Town Hall

5-12-2021



# Recorded Town Hall Sessions and Slides Available DHEC's COVID-19 Provider [Website](#)

## Webinars

- VIDEO - COVID-19 Vaccine Provider Town Hall Q&A 05.05.21
  - COVID-19 Provider Town Hall 05.05.21 (PDF)

[View Archived Vaccine Provider Webinar](#)

# **VAMS and DHEC COVID-19 Vaccination Program Updates and Reminders**

COVID-19 Vaccination Program Reporting Reminders								
Requirement Area	System	Metrics					Frequency	
Inventory	<a href="#">VAMS</a>	New vaccine deliveries	Doses Administered		Waste	Transfers		Same Day
	<a href="#">VaccineFinder</a>	On-hand inventory						Daily
	<a href="#">DHEC Provider Portal H3707</a>	On-hand inventory, itemized by manufacturer and 1 <sup>st</sup> or 2 <sup>nd</sup> dose	Total Doses Administered that day	1 <sup>st</sup> doses administered that day	2 <sup>nd</sup> 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
	<a href="#">VAMS</a>	Inventory Request with 1 <sup>st</sup> and 2 <sup>nd</sup> 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 <a href="mailto:COVIDVaccines@dhec.sc.gov">COVIDVaccines@dhec.sc.gov</a>  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	

# VAMS 4.0 Release Updates

- **Clinic Portal**

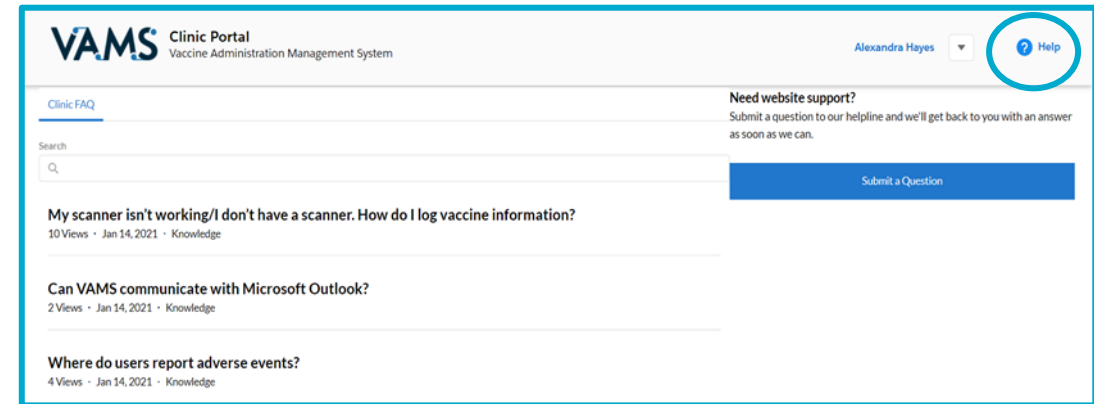
- Healthcare professional can navigate to the Manage Appointments tab directly after logging a vaccination.
- Users with both the clinic administrator and healthcare professional role can now view which vaccination dose was administered to recipients.
- Vaccination Administration reports and Scheduled Appointment reports now include the Recipient Patient: Account ID associated with each recipient's account.

- **Recipient Portal**

- Guest Registration went live today!
  - Allows for new recipients to find a clinic and schedule a vaccination appointment without creating a VAMS account.
- VAMS will route guest recipients to a waiting room when too many people are accessing the Find Clinic page at the same time.

# 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



# COVID-19 Provider: DHEC Contacts

- **Provider Operations: COVID-19 Vaccine Management**
  - Vaccine inventory requests, vaccine orders, direct ship vaccine shipments/deliveries, temperature monitoring, transport logs
  - [COVIDVaccines@dhec.sc.gov](mailto:COVIDVaccines@dhec.sc.gov)
  - [COVID-19 Vaccine Temperature Excursion Reporting Form and Guidance Document](#)
- **Provider Operations: COVID-19 Provider Support**
  - New enrollment form submissions, vaccine coordinator contact information changes, enrollment form updates, redistribution agreements
  - [COVIDProviderEnrollment@dhec.sc.gov](mailto:COVIDProviderEnrollment@dhec.sc.gov)
- **Provider Operations: New Provider Onboarding and VAMS**
  - [VAMS@dhec.sc.gov](mailto:VAMS@dhec.sc.gov)
- **DHEC Vaccine Location Web Map**
  - Red/green color updates, information updates
  - [VaxStatus@dhec.sc.gov](mailto:VaxStatus@dhec.sc.gov)
- **COVID-19 Provider Portal Reporting**
  - [Vaxreportinghelp@dhec.sc.gov](mailto:Vaxreportinghelp@dhec.sc.gov)
- **School-Related Questions**
  - [ACC-Schools@dhec.sc.gov](mailto:ACC-Schools@dhec.sc.gov)
- **Vaccine Reimbursement Questions**
  - [ACC-vaccine-finance@dhec.sc.gov](mailto:ACC-vaccine-finance@dhec.sc.gov)



**Please, do NOT submit a SIMON Help Desk Request for any COVID-19 vaccine related issue.**

# General COVID-19 Vaccination Updates



# Professional Development 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 products
  - EUA fact sheets for healthcare providers
  - Storage and handling requirements
  - Transport guidance
  - CDC reporting requirements

# Pfizer 1170 Ancillary Kit Updates: Federal Retail Pharmacy Program Participants ONLY 5/10/21

## Update

- Participants in the *Federal Retail Pharmacy Program* ordering Pfizer 1170 dose vaccine will begin to receive 2mL diluent vials for all orders placed May 10 or later
- Pharmacies will begin to receive Pfizer 1170 ancillary kits that now include a ratio of 4:2 low dead-volume syringes and needles to non-low dead-volume syringes and needles.

## Impact

- Phases out the 10mL vials that were temporarily substituted
- Previous ratio of low dead-volume to non-low dead volume needles and syringes was 5:1
- Pfizer 1170 ancillary kits **the week of May 17** should have a 4:2 ratio of low dead-volume to non-low dead-volume needles and syringes.

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# **Pfizer-BioNTech EUA for 12-15 year olds**

- U.S. Food and Drug Administration expanded the emergency use authorization (EUA) for the Pfizer-BioNTech COVID-19 Vaccine to include adolescents 12 through 15 years of age.
- The FDA amended the EUA originally issued on Dec. 11, 2020 for administration in individuals 16 years of age and older.
- ACIP emergency meeting scheduled for May 12 at 11:00am
- ACIP recommendations for this new age group must be published before vaccination efforts begin

# Updates to Janssen updated 5/6/21

- CDC and the U.S. Food and Drug Administration (FDA) recommend use of Johnson & Johnson's Janssen (J&J/Janssen) COVID-19 Vaccine resume in the United States, after a temporary pause.
- Reports of adverse events following the use of J&J/Janssen vaccine suggest an increased risk of a rare adverse event called thrombosis with thrombocytopenia syndrome (TTS).
  - Nearly all reports of this serious condition, which involves blood clots with low platelets, have been in adult women younger than 50 years old.
- A review of all available data at this time shows that the J&J/Janssen COVID-19 vaccine's known and potential benefits outweigh its known and potential risks.
- However, women younger than 50 years old especially should be aware of the rare but increased risk of this adverse event and that there are other COVID-19 vaccine options available for which this risk has not been seen.
- CDC and FDA will continue to monitor the safety of all COVID-19 vaccines.

# Anxiety Related Adverse Event after Janssen

updated 5/7/21

- Syncope and other anxiety-related events can occur after vaccination and have been reported to the Vaccine Adverse Events Reporting System (VAERS) for other vaccines.
- Vaccine providers should be aware of anxiety-related events after vaccination and **observe all COVID-19 vaccine recipients for any adverse reactions for at least 15 minutes after vaccine administration.**
- The most commonly reported signs and symptoms were:
  - light-headedness or dizziness (56%),
  - pallor or diaphoresis (excessive sweating) (31%),
  - syncope (27%),
  - nausea or vomiting (25%), and
  - hypotension (16%).
- Anxiety-related events, including syncope, can occur immediately after vaccination with any vaccine and might be caused by anxiety about receiving an injection.
- Reports of syncope were approximately 164 times more common after Janssen COVID-19 vaccination (8.2 per 100,000) than after influenza vaccination (0.05 per 100,000).

# Instilling Vaccine Confidence: 6 Things You Can Do

- **Lead by example.** Get vaccinated and encourage your entire staff to be vaccinated.
- **Prepare your health care team to have these conversations.** Ask your staff members if they'd be willing to speak with their colleagues and patients about why they got vaccinated. All staff should be equipped to answer
- **Share educational materials widely.** Post information in the waiting room, the staff break room, and common areas in your facility. Publish information on your website, intranet, and social media platforms. Include a way for people to contact you with questions.

- **Ask every patient what their vaccination plan** is. For those who say they will take it, make sure they know how and where to schedule an appointment. If they say they're not sure, discuss their concerns and answer their questions.
- **Partner with your health department, employers, and others to engage with community members.** Collaborate with trusted messengers – like faith-based leaders, local employers, and other community leaders – to tailor and share culturally relevant messages and materials.
- **Consider sending a letter or email to your patients.** Start by expressing your concern for the health of your patients and their loved ones. Provide facts, refer them to additional resources, and offer to answer questions.
- <https://debeaumont.org/wp-content/uploads/2021/04/doctors-vaccines.pdf>



**Next Town Hall:  
May 19, 2021 at 11:00 AM**



# CONTACT US

## Provider Operations Unit

**COVID-19 Vaccine Management :** [COVIDVaccines@dhec.sc.gov](mailto:COVIDVaccines@dhec.sc.gov)

**COVID-19 Provider Support :** [COVIDProviderEnrollment@dhec.sc.gov](mailto:COVIDProviderEnrollment@dhec.sc.gov)

**VAMS:** [VAMS@dhec.sc.gov](mailto:VAMS@dhec.sc.gov)

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## Stay Connected