



# COVID-19 Vaccine Provider Town Hall

6-2-2021



# 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<br><br>Electronic Medical Record/Electronic Health Record with established interface with SIMON, or<br><br>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><br><br>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 4.3 Release Updates

- **Clinic Portal**

- Healthcare professionals at all clinics can add an additional representative or guardian to a recipient account.
- Clinic users from standard, mobile, and third-party clinics will receive an error message if they attempt to create a VAMS account for a user with a preferred method of contact (email or cell phone) that is already associated with an existing VAMS account.
  - Note: If the user selected “No” to “Create a VAMS Account?” a pop-up window will ask if they want to link the new registration to the existing VAMS account.

- **Recipient Portal**

- Recipients can add an additional representative or guardian to their recipient details.
  - Note: Recipients can only add or edit the second representative or guardian information during registration.
- Recipient accounts created during the guest registration process, that use the same email or phone number as an existing VAMS account, will be able to link the new account to the existing VAMS account.
  - Note: If a recipient account already has 10 accounts associated with the account, an error message will populate displaying: *A maximum of 10 members may be associated with a single account.*

# VAMS 4.3 Release Updates

- **Additional Updates**

- Standard, mobile, and third-party clinic users can edit the email address of recipients who have not yet registered for a VAMS account.

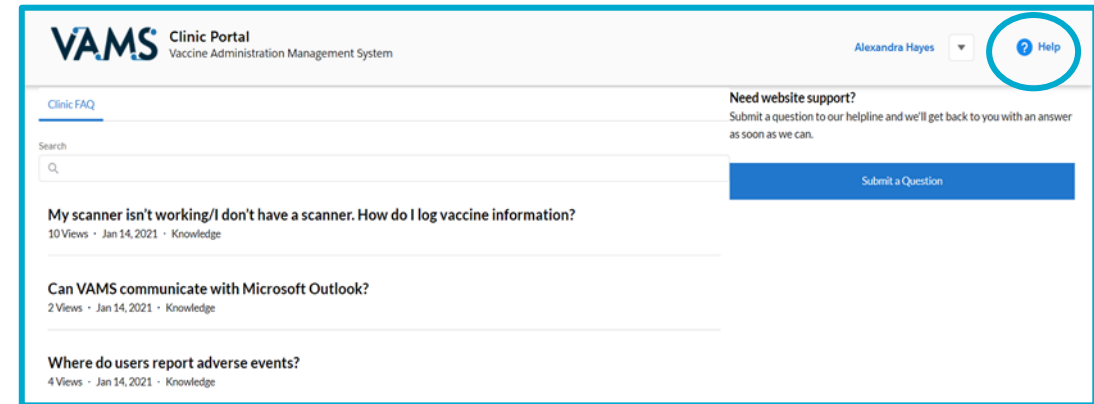
**\*Please ensure that you are reading the pop-up announcements in your clinic portal**



# **VAMS 4.4 Clinic Redesign Schedule for June 4, 2021**

# 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 1-833-748-1979, 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)
- **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**
  - Technical assistance
  - [Vaxreportinghelp@dhec.sc.gov](mailto:Vaxreportinghelp@dhec.sc.gov)
- **Provider Operations: New Provider Onboarding and VAMS**
  - Technical assistance, new clinic setup, additional clinic setup, registration assistance
  - [VAMS@dhec.sc.gov](mailto:VAMS@dhec.sc.gov)



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

# General COVID-19 Vaccination Updates

# Updated Prevacination Checklist

- The [Prevaccination Checklist for COVID-19 Vaccines](#) has been updated. Translations of the checklist will be available soon in the following languages:
- Arabic
- Spanish
- French
- Korean
- Simplified Chinese
- Vietnamese
- Haitian Creole
- Portuguese (Brazil)

# Vaccine Administration Errors

For all vaccine administration errors:

- Inform the recipient of the vaccine administration error.
- Consult with the [state immunization program](#) or [immunization information system \(IIS\)](#) to determine how the dose should be entered into the IIS, both as an administered dose and to account for inventory.
- Report the error to the Vaccine Adverse Event Reporting System (VAERS) unless otherwise indicated in the [Interim Clinical Considerations for Use of COVID-19 Vaccines Currently Authorized in the United States](#). Providers are required to report all COVID-19 vaccine administration errors—even those not associated with an adverse event—to [VAERS](#).
- Determine how the error occurred and implement strategies to prevent it from happening again. A discussion on strategies to prevent errors can be found in the [“Vaccine Administration” chapter of \*Epidemiology and Prevention of Vaccine-Preventable Diseases\* \(Pink Book\)](#). Additional resources can be found on CDC's [vaccine administration](#) web page, including a job aid for preventing errors.

# Vaccine Lot Management and Expiration

- **In order to minimize the number of unused expired doses and manage expired doses correctly, we encourage jurisdictions and providers to:**
- Monitor expiration dates weekly, rotate stock as needed, and follow a “first in, first out” strategy to manage inventory.
- If nearing expiration, check posted manufacturer information for the most up to date expiration/extension information for vaccine lots.

Based on the latest expiration information, REMOVE expired vaccine from the storage unit IMMEDIATELY. Do not give staff opportunity to administer expired vaccine.

If expired vaccine is inadvertently administered, it is considered a vaccine administration error and requires remediation including a VAERS report, contacting the recipient to inform them of the error, and may or may not require revaccination based on the manufacturers’ guidance. Guidance on vaccine administration errors can be found in Appendix A of the [Interim Clinical Considerations for Use of COVID-19 Vaccines Currently Authorized in the United States](#).

# Vaccine Disposal

- Vaccine disposal: dispose of the vaccine vial (with any remaining vaccine) and packaging as medical waste according to your local and state regulations. Contact your jurisdiction's immunization program (<https://www.cdc.gov/vaccines/imz-managers/awardee-imz-websites.html>) for guidance. **Do NOT return vaccine in the thermal shipping container.**
- Check your vaccine stock using the [CDC's Vaccine Lot Number and Expiration Date webpage](#).
  - Request access to a new COVID-19 Vaccine Lot Number report via CDC's Vaccine Code Set Management Service (VCSMS). This report includes COVID-19 vaccine lot numbers and expiration dates provided to CDC by the vaccine manufacturers. This report is updated daily and can be used to support vaccine administration, inventory management, and jurisdiction IISs. Complete the registration form on [CDC's Vaccine Lot Number and Expiration Date webpage](#) to request access to the report.

# Report Expired Vaccine

- Please promptly report any expired vaccine. This helps CDC accurately monitor the amount of vaccine in the field. Keep in mind that there are no negative consequences for reporting waste, and it will not negatively impact future allocations. CDC recognizes that unused expired vaccine is a normal part of any vaccination program, especially one of this scope and size.
- **Resources/References**
- [Vaccine Storage and Handling Toolkit include COVID-19 vaccine addendum](#)
- [Identification, Disposal, and Reporting of COVID-19 Vaccine Wastage](#)
- [COVID-19 vaccine product web pages and storage and handling summaries](#)
- [Interim Clinical Considerations for Use of COVID-19 Vaccines Currently Authorized in the United States](#)

# Labeling

## Pfizer

The expiration date is written on the vial.



## Moderna

A QR code on the vial is scanned and a website provides the expiration date.



## J&J/Janssen

Scan the QR code located on the outer carton, or call 1-800-565-4008, or go to [www.vaxcheck.inj](http://www.vaxcheck.inj)







**Next Town Hall:  
June 9, 2021 at 11:00 AM**



**Last Town Hall Session will take place  
June 23, 2021**

# 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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