1 VaccineFinder

2 VAMS

3 Vaccine Management Requirements
VaccineFinder

Daily inventory reporting
Inventory Reporting

- COVID-19 vaccination providers will report on-hand inventory supply at least daily to VaccineFinder.
- Inventory quantities will not be made publicly available.
- **Optional:** Providers may choose to make their location(s) visible on the public-facing website to increase access to vaccine once supply is available to the public.

Note: While the COVID-19 vaccine supply is limited, VaccineFinder will only be used for COVID-19 vaccine inventory reporting, not as a resource for the public to find vaccine at provider locations. The public-facing functionality will only be available when vaccine is more widely available.
VaccineFinder Account Activation Steps

1. The primary and back-up vaccine coordinators will receive an email from vaccinefinder@auth.castlighthealth.com prompting them to complete their account registration in VaccineFinder.

2. The email will look like the image to the right. Providers will click the “Create Account” link to complete VaccineFinder onboarding via the COVID Locating Health Provider Portal.

3. Open the registration email and click on the “Create Account” button. **Please note, the link is a one-time use only and will expire after the first click.**

4. Please ensure the link opens in one of the approved browsers (Safari, Chrome, or Microsoft Edge). You may need to right click, copy the link and paste it into one of the above approved browsers.

5. You will be directed to the registration page where you will enter your username and create a new password.

6. Click submit, you'll be redirected back to the VaccineFinder login page. Please bookmark this page for future use as well.
VaccineFinder Resources

• Need help? Email the VaccineFinder helpdesk vaccinefinder@castlighthealth.com
• DHEC’s COVID-19 Provider Webpage
  • Quick Start Guide for VaccineFinder Provider Setup
  • COVID Locating Health Provider Portal Training for Providers
  • Quick Start Guide VaccineFinder Inventory Reporting - Log Manually
  • Quick Start Guide VaccineFinder Inventory Reporting - File Upload
• VaccineFinder COVID 19 Vaccine Provider Information website (includes training videos): https://vaccinefinder.org/covid-provider-resources
• CDC COVID 19 Vaccination Provider Support, Data and Reporting: https://www.cdc.gov/vaccines/covid-19/vaccination-provider-support.html
VAMS Overview

Vaccine Administration Management System (VAMS)
What is VAMS?

VAMS is a web-based system that allows jurisdictions and clinics to support vaccination operations for critical populations. SC may use this system primarily for phase 1 vaccination only.

- VAMS is a clinical system that records vaccine administration events.
- VAMS sends the vaccine data to the corresponding immunization information system (IIS) and allows providers to fulfill all federal data reporting requirements.
  - All documented VAMS doses will transmit to SIMON (South Carolina’s statewide immunization registry)
- VAMS is “invite only” and is not open to the public.

✓ Can provide real-time reporting metrics
✓ Can request and track vaccine inventory
✓ Has dose-level accountability
✓ Meets data security requirements
✓ Can send reminders to vaccine recipients for follow-up doses and appointments
✓ Can provide a certificate of completion to the recipient
VAMS Users Interact with Each Other Following the VAMS Workflow

**Step 1**
Create Clinic Administrator and Employer Coordinator Accounts

**Step 2**
Set Up Clinic
- **Clinic Administrator**
  - Register/Activate Clinic
  - Manage Users
  - Set Up Schedule

- **Inventory Manager**
  - Manage Inventory
  - Check Recipient In

- **Front Desk**
  - View Recipient Information
  - Log Vaccination

- **Healthcare Professional**
  - View Support

**Step 3**
Register Organization/Set Up Recipients
- **Jurisdiction POC**
  - Add Clinics
  - Add Employers
  - View Support

- **Employer Coordinator**
  - Register in Portal
  - Add Employees
  - View Support

**Step 4**
Recipient Registers
- **Recipient**
  - Complete Prescreen
  - Complete Registration
  - Schedule Appointment
  - Generate QR Code
  - Complete Prevaccination Questionnaire
  - View EUA
  - View Portal
  - Update Information
  - View Notifications
  - View Support

**Step 5**
Conduct Vaccination
VAMS

- Vaccine providers must request and track all inventory in VAMS
- Vaccine providers must document all administered vaccines within 24 hours
- VAMS Regional POC developing back-up process
VAMS is Composed of Four Portals Spanning Multiple User Groups

- Jurisdiction Portal
  - DHEC VAMS Onboarding Team

- Vaccination Clinic Portal
  - Clinic Administrator
  - Clinic Inventory Manager
  - Clinic Healthcare Professional
  - Clinic Front Desk

- Organization and Employer Portal
  - Organization/Employer Coordinator

- Vaccine Recipient Portal
  - Vaccine Recipient
South Carolina Department of Health and Environmental Control

Vaccination Clinic Portal

VAMS Overview
STEP 2
Vaccination Clinic Portal

What is the Vaccination Clinic Portal?
- An interface for clinics to support scheduling, immunization tracking, and inventory management

What are the Key Goals of the Vaccination Clinic Portal?
- Set up and manage clinic schedules and inventory
- Review recipient self-reported information during the healthcare encounter

The Vaccination Clinic Portal is not:
- An interface DHEC can access
- An interface recipients will access (they will have their own portal)
- An interface employers will access (they will have their own portal)
- A downloadable app (i.e., from App Store)
## Mobile Clinic Type

<table>
<thead>
<tr>
<th>Clinic Type</th>
<th>Description</th>
<th>Considerations</th>
</tr>
</thead>
</table>
| Mobile | Settings with one permanent location for vaccine storage and multiple vaccine administration locations (daily offsite, temporary clinics). Vaccine is not stored at any offsite vaccine administration sites and is delivered/returned to permanent location for storage on the same day. | • Permanent location for vaccine storage is set up in VAMS as primary location for inventory management  
• Clinic administrator adds multiple temporary vaccine clinic locations in VAMS  
• Site is considered “live” and searchable in VAMS  
• Vaccine recipients must pre-register in VAMS and search for your location to schedule vaccination appointments in VAMS  
• Requires clinic schedule set up (operating hours, etc)  
• Allows inventory projections based on scheduled appointments  
• VAMS digitally provides pre-vaccination questionnaire, EUA, and vaccination certificate to recipients  
• VAMS provides 2nd dose reminders and notifications to recipients  
• *start and end dates of vaccination events cannot be the same-see next slide* |
Mobile Clinic Set-up

Mobile clinic locations cannot have the same start and end dates. Clinic schedules must be set up similar to the graphic with the green check mark.
## VAMS Roles and Activity Matrix

<table>
<thead>
<tr>
<th>Activity in VAMS</th>
<th>Clinic Administrator</th>
<th>Inventory Manager</th>
<th>Healthcare Professional</th>
<th>Front Desk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serve as a clinic point of contact for your jurisdiction</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manage clinic information (e.g., physical address, operating hours)</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Set and manage clinic schedule</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manage (add, edit, remove) VAMS users</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Submit inventory requests</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Log vaccine inventory when received</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Log vaccine waste</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Monitor clinic vaccine inventory levels to match appointments scheduled</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Check in vaccine recipients</td>
<td></td>
<td></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Create recipient appointments</td>
<td></td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Cancel recipient appointments</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Confirm recipient identity</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>View recipient medical history and personal information; add notes to record</td>
<td></td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Log vaccine administration</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Administer vaccine to recipients</td>
<td></td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Log vaccine waste that occurred during administration (if applicable)</td>
<td></td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>View next-dose eligibility dates</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>
Vaccination Clinic Portal - User Responsibilities Overview

Clinic Administrator

**Primary Role:** Serve as vaccination clinic POC for jurisdiction and manage clinic

What does the **clinic administrator** need to learn in VAMS?

<table>
<thead>
<tr>
<th>Processes</th>
<th>Related Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Set up/manage clinic in VAMS</td>
<td>. Establish yourself as clinic POC</td>
</tr>
<tr>
<td></td>
<td>. Verify and add clinic information such as physical and shipping address</td>
</tr>
<tr>
<td>• Set up/manage clinic schedule</td>
<td>. Set up operating hours, appointment duration, and number of treatment stations</td>
</tr>
<tr>
<td>• Add/manage VAMS clinic users</td>
<td>. Add clinic users in VAMS</td>
</tr>
<tr>
<td></td>
<td>. Set or edit user role permissions</td>
</tr>
<tr>
<td></td>
<td>. Remove users from VAMS</td>
</tr>
<tr>
<td>• Monitor/manage clinic vaccine inventory</td>
<td>. View clinic inventory</td>
</tr>
<tr>
<td></td>
<td>. Submit inventory requests to jurisdiction</td>
</tr>
<tr>
<td>• Find VAMS support or additional training resources when needed</td>
<td>. Search for your question in the FAQs on the Help page</td>
</tr>
</tbody>
</table>

How will they learn?

**Training Tools**

- VAMS Clinic Staff User Manuals (clinic administrator should be familiar with all clinic roles)
- VAMS Clinic Setup Quick Start Guide
- 1:1 Support with SC DHEC POC
- Attend DHEC Townhall Q&A sessions
- View training videos

Considerations: clinic administrators can fulfill this role for multiple locations
## Vaccination Clinic Portal
### User Responsibilities Overview

**Clinic Inventory Manager**

**Primary Role:** Monitor and manage clinic’s vaccine inventory

### What does the clinic inventory manager need to learn in VAMS?

<table>
<thead>
<tr>
<th>Processes</th>
<th>Related Tasks</th>
</tr>
</thead>
</table>
| - Manage clinic vaccine inventory | - View clinic inventory  
- Submit inventory requests to jurisdiction |
| - Find VAMS support or additional training resources when needed | - Search for your question in the FAQs on the Help page |

### How will they learn?

**Training Tools**

- VAMS Clinic Inventory Manager User Manual
- Demo Presentation Videos
- VAMS FAQs
# Vaccination Clinic Portal
## User Responsibilities Overview

### Clinic Healthcare Professional

**Primary Role:** Administer vaccine to recipients

**What** does the clinic healthcare professional need to learn in VAMS?

<table>
<thead>
<tr>
<th>Processes</th>
<th>Related Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>View/manage recipient appointments</td>
<td>View scheduled appointments</td>
</tr>
<tr>
<td>Administer vaccine</td>
<td>Access recipient record</td>
</tr>
<tr>
<td></td>
<td>Review recipient record</td>
</tr>
<tr>
<td></td>
<td>Add note to recipient record</td>
</tr>
<tr>
<td></td>
<td>Review previously added notes</td>
</tr>
<tr>
<td></td>
<td>Record decision to administer vaccine</td>
</tr>
<tr>
<td></td>
<td>Log vaccination</td>
</tr>
<tr>
<td></td>
<td>Log waste</td>
</tr>
<tr>
<td>Find VAMS support or additional training resources when needed</td>
<td>Search for your question in the FAQs on the Help page</td>
</tr>
</tbody>
</table>

**How** will they learn?

**Training Tools**

- VAMS Clinic Healthcare Professional User Manual
- Demo Presentation Videos
- VAMS Pocket Manual
- VAMS FAQs
# Vaccination Clinic Portal

## User Responsibilities Overview

**Clinic Front Desk**

**Primary Role:** Welcome and check in recipients

### What does the clinic front desk need to learn in VAMS?

<table>
<thead>
<tr>
<th>Processes</th>
<th>Related Tasks</th>
</tr>
</thead>
</table>
| Check in vaccine recipients | - Use QR code to locate recipient appointment  
- Manually locate recipient appointment  
- Validate recipient identification  
- Validate pre-vaccination questionnaire compliance |
| Modify/cancel recipient appointments | - View appointment status  
- Cancel appointments  
- Auto-cancellation for no-show appointments |
| Find VAMS support or additional training resources when needed | - Search for your question in the FAQs on the Help page |

### How will they learn?

- VAMS Clinic Front Desk User Manual
- Demo Presentation Videos
- VAMS FAQs
VAMS Workflow-MOBILE CLINIC

Step 1
Creates Clinic Administrator and Employer Coordinator Accounts

Step 2
Clinic administrator activates and sets up clinic locations

Step 3
Register Organization/Set Up Recipients

Step 4
Recipient Registers

Step 5
Conduct Vaccination

DHEC
Jurisdiction Portal
- Add Clinics
- Add Employers
- View Support

Clinic Administrator
- Register/Activate Clinic
- Assign/Manage Users
- Set Up Schedule

Inventory Manager
- Manage Inventory
- Check Recipient In
- View Pre-vaccination Questionnaire

Front Desk
- View Recipient Information
- Log Vaccination

Healthcare Professional
- Add multiple temporary vaccination sites

Employer Coordinator
- Organization/Employer Portal
  - Register in Portal
  - Add Employees
  - View Support

Recipient
Recipient Portal
- Complete Pre-vaccination Questionnaire
- Generate QR Code
- Complete Registration
- Schedule Appointment
- View EUA
- View Portal
- View Update Information
- View Notifications
- View Support

Recipient
Recipient Portal
- Complete Pre-vaccination Questionnaire
- Generate QR Code
- Complete Registration
- Schedule Appointment
- View EUA
- View Portal
- View Update Information
- View Notifications
- View Support
# Clinic Type: Third Party

<table>
<thead>
<tr>
<th>Clinic Type</th>
<th>Description</th>
<th>Considerations</th>
</tr>
</thead>
</table>
| Third-party  | Clinics in settings for administering vaccine to recipients unable to access VAMS (i.e. nursing homes, correctional facility) OR for locations that desire to use a pre-existing notification, scheduling, and pre-screening system for vaccine recipients | • Vaccine recipients do not use VAMS to pre-register or schedule appointments  
• Does NOT require the use of the Employer/Organization Portal  
• Clinic location is not searchable by VAMS users  
• Requires manual inventory tracking for 2nd dose needs  
• Facilities must coordinate and communicate recipient vaccination events internally or through existing means  
• Requires collection of demographic and screening information from recipients prior to vaccination OR at the time of the vaccination  
• Requires manually adding each recipient, or bulk uploading a list of pre-screened recipients, prior to vaccination  
• Facility is responsible for distributing the EUA sheet, issuing 2nd dose reminders, and coordinating 2nd dose events |
## VAMS Roles and Activity Matrix

<table>
<thead>
<tr>
<th>Activity in VAMS</th>
<th>Standard Clinic Administrator</th>
<th>Third-Party Clinic Administrator</th>
<th>Standard Clinic Healthcare Professional</th>
<th>Third-Party Clinic Healthcare Professional</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serve as the clinic’s point of contact for your jurisdiction</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manage clinic information (e.g., physical address)</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Set and manage clinic schedule</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manage (add, edit, remove) VAMS users</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Submit inventory requests</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Log vaccine inventory when received</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Log vaccine waste</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Add recipient information and insurance (if applicable), and record vaccine consent in VAMS</td>
<td></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>View recipient medical history and personal information; add notes to record</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Log vaccine administration</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administer vaccine to recipients</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Log vaccine waste that occurred during administration (if applicable)</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>View next dose eligibility dates</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Track recipients’ next dose eligibility</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
VAMS Workflow-THIRD PARTY

**Step 1**
Create Clinic Administrator Account

**Step 2**
Activate and Set Up Clinic

**Step 3**
Pre-screen and/or pre-register staff/recipients using internal system

**Step 4**
Vaccinate

Does NOT require the use of the Employer/Organization Portal
VAMS Onboarding Decisions

• Determine the clinic location’s point of contact (POC) who will serve as the clinic administrator

• Determine desired location clinic type
  • Clinic
  • Mobile
  • Hospital
  • Pharmacy
  • Third-party

• Review user manuals and training videos on DHEC’s COVID-19 Provider Webpage
  • Quick Start Guide for Clinic Set-up
  • Clinic administrator and employer coordinator role demo videos
Employer and Organization Portal

VAMS Overview

Applies to non-Third Party Clinics Only
STEP 3 Your Portal: Employer and Organization Portal

What is the Employer and Organization Portal?
• An interface for employers/organizations to upload employee/staff information

What are the Key Goals of the Employer and Organization Portal?
• Identify potential vaccine recipients to register for COVID-19 vaccination through the Recipient Portal

The Employer and Organization Portal is not:
• An interface clinics will access (they will have their own portal)
• An interface recipients will access (they will have their own portal)
• An interface jurisdictions or CDC will access (they will have their own portal)
• A downloadable app (i.e., from the App Store)
**Employer/Organization Portal**

**User Responsibilities Overview**

**Employer Coordinator (EC)**

**Primary Role:** Register employer and initiate registration for employees

---

**What** does the **Employer Coordinator** need to learn in VAMS?

<table>
<thead>
<tr>
<th>Processes</th>
<th>Related Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete employer registration</td>
<td>• Have all employer contact information ready to input</td>
</tr>
<tr>
<td></td>
<td>• Review and submit employer registration</td>
</tr>
<tr>
<td>Upload employees into VAMS</td>
<td>• Add employees individually or in a bulk upload</td>
</tr>
<tr>
<td></td>
<td>• View employee roster</td>
</tr>
<tr>
<td>Find VAMS support or additional training resources when needed</td>
<td>• Search for your question in the FAQs on the Help page</td>
</tr>
</tbody>
</table>

**How** will they learn?

**Training Tools**

- VAMS Model Training Plan
- Employer Coordinator User Manual
- Demo Presentation Videos
- VAMS FAQs
## Employee Registration

### Personalized Employee Registration Option 1

The EC adds employees via manual addition, either one at a time or bulk upload, generating an auto email notification to identified employee/staff.

<table>
<thead>
<tr>
<th>Pros</th>
<th>Cons</th>
</tr>
</thead>
<tbody>
<tr>
<td>• No email address restrictions</td>
<td>• Cannot control messaging of generated email to staff</td>
</tr>
<tr>
<td>• Cannot be forwarded to others</td>
<td></td>
</tr>
</tbody>
</table>
# Employee Registration

<table>
<thead>
<tr>
<th>Policy-Enabled Registration (PER)</th>
<th>Option 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>The EC opts to have a common registration link using up to three (3) linked email address domains (i.e. @dhec.sc.gov)</td>
<td></td>
</tr>
<tr>
<td>1. EC crafts email messaging and sends organization-specific registration link to targeted employees, or EC can post the link for all employees to access via intranet or other source</td>
<td></td>
</tr>
<tr>
<td>2. Employees access the link and enter their organization name and email</td>
<td></td>
</tr>
<tr>
<td>3. VAMS will validate the email entered by the employee matches one of the specific organization domains</td>
<td></td>
</tr>
<tr>
<td>4. VAMS will send a unique registration link to the employee email</td>
<td></td>
</tr>
<tr>
<td>5. Employees click the registration link and start the standard registration flow</td>
<td></td>
</tr>
</tbody>
</table>

### Pros
- Potentially reduces administrative burden on EC
- EC can control messaging to employees about registration

### Cons
- Third-party email domains cannot be used for PER (gmail.com; yahoo.com)
- Employees cannot change their email during registration
- Once PER is selected, DHEC cannot edit the organization’s record in VAMS
- Targeted employees can forward link to other non-targeted employees in the organization with the same email domain
VAMS Onboarding Decisions

DHEC will need to know:

• The organization’s point of contact (POC) information who will serve as the EC
  • First name, last name, and email address
• Organization category
  • Inpatient healthcare providers
  • Outpatient healthcare providers
• Employee registration process option
  • Option 1: Personalized registration link
  • Option 2: Policy-Enabled Registration
Recap

- Clinic admins activate clinic site via VAMS account email
- Add users to your site
  - (p.24-25-Clinic Admin User Manual)
  - Add up to 4 more clinic administrators
- Set up clinic schedule (Quick Reference Guide)
South Carolina Department of Health and Environmental Control

Vaccine Management Requirements
Temperature Monitoring

- COVID-19 Vaccine Primary and Back-up Coordinators must monitor and document temperatures of storage units containing COVID-19 vaccines twice daily using approved temperature logs.
  - Ultra-cold vaccine storage (Celsius)
  - Ultra-cold vaccine storage (Fahrenheit)
  - Refrigerator or Freezer vaccine storage
- COVID-19 Vaccine Primary and Back-up Coordinators must download continuous temperature monitoring device reports weekly
- Temperature logs are also required for any vaccine redistribution transport
- Submit both temp logs and DDL reports to COVIDProviderEnrollment@dhec.sc.gov every Friday by COB.
  - Include Facility Name + Temp Logs in subject line
Temperature Excursions during shipment

• Providers must immediately report any temperature excursions during shipment

• Pfizer Shipments:
  • Pfizer: 1-877-829-2619 or cvgovernment@Pfizer.com

• Moderna Shipments:
  • McKesson: 1-833-272-6635 (M-F, 8a-8p/ET)
    • After-hours email COVIDVaccineSupport@McKesson.com
Temperature Excursions-post-shipment

• Providers must immediately report any temperature excursions to the manufacturer for guidance
  • Pfizer: 1-877-829-2619
  • Moderna: 1-866-663-3762

• Upon resolution, providers must submit a Vaccine Troubleshooting Record to COVIDProviderEnrollment@dhec.sc.gov that documents the event and any associated case number
Inventory Reporting

• Adjust (Add/Reduce) all vaccine inventory and waste in VAMS
  • Upon delivery receipt
  • Track extra Pfizer doses (estimated 1 or 2 extra vial) or Moderna doses (estimated potential for 1 extra per vial) pulled from MDVs
  • Add “vials” in VAMS to accommodate the overages
    • Every 5 Pfizer doses= 1 vial
    • Every 10 Moderna doses= 1 vial
• Report daily on-hand inventory doses to the COVID Health VaccineFinder portal (Mon-Sun)
VAMS Inventory requests

• When placing your weekly inventory requests in VAMS:
  • Select your facility’s vaccine type
  • Add quantity desired
  • In the notes section:
    • Add number of your phase 1a staff to be vaccinated (initial doses)
    • Include any 2nd doses needed for that week
    • Include specific names of external partners that your facility has agreed to vaccinate
    • Add estimated number of phase 1a community members your site intends to vaccinate, or has the potential to vaccinate, within that week
  • Please refer to your submitted VAMS inventory request for confirmation and details (ensure to click FOLLOW to receive email notifications for updates)
# Vaccine Ordering Cadence

## Ordering Cadence for Direct ship to site: Pfizer and Moderna

<table>
<thead>
<tr>
<th>Requests submitted in VAMS</th>
<th>Sites Receive Vaccine</th>
<th>Sites Receive Federal Ancillary Supply Kits</th>
<th>Sites Receive State-Supplied Ancillary Kits</th>
</tr>
</thead>
<tbody>
<tr>
<td>By Tuesday, 12pm</td>
<td>Monday</td>
<td>Within 24-hour window of vaccine</td>
<td>Tuesday</td>
</tr>
</tbody>
</table>

## Ordering Cadence for DHEC Redistribution Sites

<table>
<thead>
<tr>
<th>New Bulk Requests submitted in VAMS</th>
<th>Sites Receive Vaccine</th>
<th>Sites Receive Ancillary Kits</th>
</tr>
</thead>
<tbody>
<tr>
<td>By Tuesday, 12pm</td>
<td>Based on frequency request (see sub-order request below)</td>
<td>At the time of DHEC delivery</td>
</tr>
</tbody>
</table>

## DHEC-Redistribution Orders in Process- Delivery Cadence

<table>
<thead>
<tr>
<th>Sub-order request submission to <a href="mailto:RSS@dhec.sc.gov">RSS@dhec.sc.gov</a> and <a href="mailto:parksln@dhec.sc.gov">parksln@dhec.sc.gov</a> by 5pm</th>
<th>Prepared at DHEC</th>
<th>Delivery to Facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>Tuesday</td>
<td>Wednesday</td>
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<td>Tuesday</td>
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<tr>
<td>Friday</td>
<td>Monday</td>
<td>Tuesday</td>
</tr>
</tbody>
</table>
Vaccine Safety Programs
Vaccine Adverse Event Reporting System (VAERS)

All COVID-19 vaccine providers must report any suspected moderate or severe reactions post COVID-19 vaccine administration to VAERS.
• Smartphone-based text messaging program designed for vaccine recipients
• Recipients can opt-in and quickly tell CDC if they have any side effects
• Providers must post v-safe poster during vaccination events and share information
• See DHEC’s COVID-19 provider website to download v-safe poster and information sheets.
DHEC Staff Training
Moderna COVID-19 Vaccine

Click here to visit the Resource Page:

• Vaccine administration overview
  • Standing Orders
  • Preparation and Administration Summary

• Storage and Handling
  • Vaccine Expiration Date Tracking Tool
  • Storage and Handling labels
  • Beyond-Use-Date Guidance and Labels
  • Freezer temperature logs (C° and F°)
Clinical Guidance Resource

If a healthcare professional at your facility has clinical guidance needs, please contact:

- **Clinician On-Call Center:**
  - Call 800-CDC-INFO (800-232-4636) and ask for the Clinician On-Call Center.
  - **Email:** eocevent168@cdc.gov

- The Clinician On-Call Center is a 24-hour hotline with trained CDC clinicians standing by to answer COVID-19 questions from healthcare personnel on a wide range of topics, such as diagnostic challenges, clinical management, and infection prevention and control.
COVID-19 Vaccination Program
Immunization Branch

Provider Onboarding, Education and Support Team:
VAMS@dhec.sc.gov