COVID-19 Vaccine Provider Town Hall

3-12-2021

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 02.012.21 (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)

Provider Portal 3707

- Account onboarding and activation instructions were sent to organization CMO contact email addresses listed on the section A of each activated sites' enrollment form.

- Mandatory reporting began March 10 per Public Health Order No. COVID-19-9

- Questions can be directed to vaxreporting@dhec.sc.gov

COVID-19 Vaccination Program Reporting Reminders

Requirement Area	System	Metrics						Frequency
Inventory	[VAMS]	New vaccine deliveries	Doses Administered		Waste		Transfers	Same Day
	[VaccineFinder]	On-hand inventory						Daily
	[DHEC Provider Portal H3707]	On-hand inventory, itemized by manufacturer and 1st or 2nd dose	Total Doses Administered that day	1st doses administered that day	2nd doses administered that day	Total number of upcoming appointments scheduled as of that day	Total wasted vaccine for that day by manufacturer	Daily by 12pm
	[VAMS]	Inventory Request with 1st and 2nd 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 COVIDVaccines@dhec.sc.gov 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

Inventory Request Submissions

- **Effective as of 3/3, requests are due by end of day, MONDAYS**

- **Automated email notification process**
  - The requestor must post a comment on the inventory request once it has been submitted and click the **+Follow** button
  - Subsequent posts from DHEC staff to the posted comment will send automated email notification to the requestor's email

- Inventory Request Status
  - All requests prior to February 10 have been marked as "rejected" by CDC VAMS

  - *Rejected*: request was not processed due to post Monday submission on the associated Monday deadline date (11:59 pm); or due to clinic request
  - *Waiting on additional information*: request has been processed and included for allocation review
  - *Approved*: the request amount has been approved for vaccine order placement
  - *Approved with modifications:* the request amount has been adjusted and approved for vaccine order placement

Temperature Log and Transport Log Submission Reminders

Temperature Monitoring

- Twice-daily temperatures and min/max temperatures must be documented each business day on a temperature monitoring log.

- Continuous temperature monitoring device reports must be downloaded weekly
  - Submit all storage unit temperature monitoring logs and continuous temperature monitoring device reports to COVIDVaccines@dhec.sc.gov every Friday by COB.
  - Include Facility Name + Temp Logs in subject line

Vaccine Transport

- COVID-19 Transport logs are required for any vaccine transport related to transfer, temporary clinics, or redistribution.
  - Submit all documentation to COVIDVaccines@dhec.sc.gov every Friday by COB.
  - Include Facility Name +Transport Logs in subject line

COVID -19 Vaccine Administration Qualifications

Joint Order: DHEC and LLR

- Registered Nurses
- Physicians
- Physician Assistants
- Pharmacists
- Pharmacy Interns
- Pharmacy Technicians

Requires licensed Physician, Physician Assistant, APRN, or RN in good standing in SC onsite

- Unlicensed personnel with current certification of AAMA, NCCT, NAHP, NCMA, NHA, or AMT
- Retired nurses, LPNs, dentists, physicians, and physician assistants (inactive or whose licenses have lapsed within the last 5 years)
- Students of accredited medical schools
- Physician Assistant students in their clinical year of instruction
- Dental hygienists
- Dentists in good standing

Ancillary Kit Deficiency Reporting

- Vaccine providers are encouraged to report any issues with equipment in the ancillary kits that are shipped with their federal vaccine orders.

- There are four steps to reporting to ensure enough information is gathered so problem trends in packaging and shipping can be identified.

  - Report deficiencies to McKesson directly, the customer service desk is charged with responding to problems and identifying trends.

    McKesson Customer Service
    Phone #: 833-272-6634
    Email: SNSSupport@McKesson.com

  - Report deficiencies to the DHEC COVID-19 Vaccine Management Team at COVIDVaccines@dhec.sc.gov . This helps identify trends in problem equipment.

  - If an error or injury occurs during vaccine administration, enter the information into Vaccine Adverse Event Reporting System (VAERS) at https://vaers.hhs.gov/reportevent.html

  - Because syringes are a medical device, complete FDA form 3500 https://www.accessdata.fda.gov/scripts/medwatch/

- Please be prepared to provide photos, lot number, order number, vaccine order date, and dates received when filing a report for a deficient ancillary kit.

V-safe Update

- Optional CDC text-messaging system for vaccine recipients for post vaccination monitoring

- Options for 2nd dose reminders, too

- COVID-19 providers are required to promote the program per provider agreement

- Allows participants to report side effects after COVID vaccination to CDC in real time

- Materials have been updated in the following languages:
  - English
  - Korean
  - Simplified Chinese

- V-safe website in the new languages
- V-safe information sheet in the new languages
- V-safe poster in the new languages

VAMS Updates

VAMS Standard and Mobile Clinic Workgroup
Thurs, March 18 from 12:30p-1:30p

- CDC-led session to:
    - Gather feedback from users on VAMS functions and usability
    - Provide updates on upcoming system releases
    - Provide a forum for clinics to collaborate and share best practices on how to use and implement VAMS
- To join the webinar from a PC, Mac, iPad, iPhone, or Android device, click the link below:
    - **Access Link:**
      https://deloitte.zoom.us/j/98617406086?pwd=WlNvdlRMZ2FMRGxGVXRlWHBqaTdkQT09
    - **Passcode:** 692813
- **Listen-Only Connection Details**
    - Attendee dial-in (for Listen-only attendees):
    - **US:** +1 929 436 2866 or +1 669 900 6833
    - **Webinar ID/Passcode:** 986 1740 6086 / 692813

VAMS 2.2 Release
Friday, March 12ᵗʰ through Saturday, March 13ᵗʰ

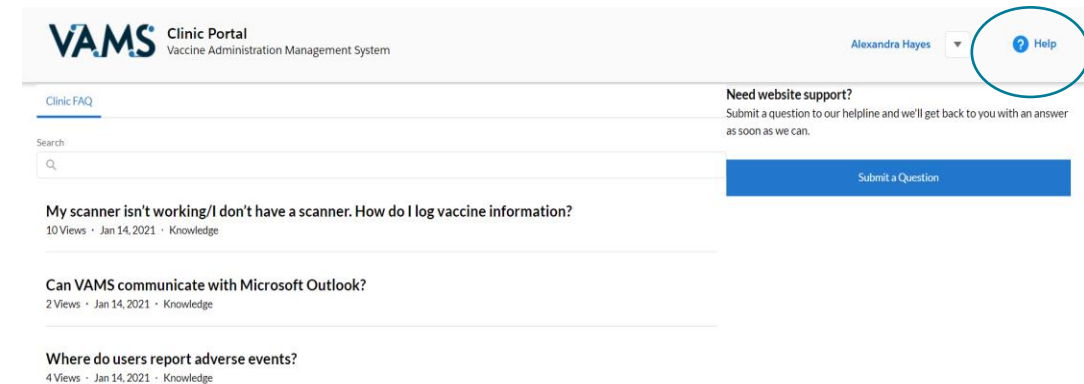# COVID-19 Vaccine Training Materials

COVID-19 Vaccine Training Modules

> COVID-19 Vaccine Training: General Overview of Immunization Best Practices for Healthcare Providers

> Janssen COVID-19 Vaccine (Johnson & Johnson): What Healthcare Professionals Need to Know (New March 6, 2021)

> Moderna COVID-19 Vaccine: What Healthcare Professionals Need to Know (Updated February 11. 2021)

> Pfizer-BioNTech COVID-19 Vaccine: What Healthcare Professionals Need to Know (Updated February 23, 2021)

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

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

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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