



COVID-19 Vaccine Provider Town Hall

3-5-2021



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)

Vaccine Administration and Inventory Reporting Requirements Reminder

- As of February 25, all South Carolina COVID-19 vaccine providers are required to report **doses administered** via one of the following methods:
 - VAMS standard, mobile, or third-party clinic account for each vaccinating facility
 - Vaccinating facility's Electronic Health Record (EHR) with established reporting interface with SIMON, South Carolina's statewide immunization registry, or
 - Direct data entry into SIMON
- At least one VAMS clinic account per vaccinating facility must be maintained to manage inventory

IMPACT: VAMS Inventory

- Providers will need to adjust the following inventory manually into VAMS:
 - **New vaccine deliveries**
 - Add new vaccine order shipments to VAMS inventory the **same day** they are received
 - **Doses Administered**
 - Reduce inventory as “other” for the number of doses administered **daily**
 - **Waste**
 - Reduce VAMS inventory for any vaccine waste using the most appropriate reason on the **same day** the waste occurs
 - **Transfers/Redistribution**
 - Reduce VAMS inventory as “transferred to another location” for the corresponding number of doses that were transferred on the **same day** the transfer occurs

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

- Practicing Nurses
- Physicians
- Physician Assistants
- Pharmacists
- Pharmacy Interns
- Pharmacy Technicians
- Medical Students (with training)
- Retired nurses (inactive or whose licenses have lapsed within the past five years)
- Link: [SC List of Qualified Personnel](#)

DHEC Provider Portal: H3707

- [H3707](#) signed into law February 19, 2021
- Law requires daily provider reporting into a DHEC reporting mechanism
- Participation is **mandatory and is required by law**
- On-boarding begins Monday and Tuesday, March 8th and 9th
 - Access and onboarding communication will be automatically sent to primary and back-up vaccine coordinators via provider portal
- New reporting requirement will begin Wednesday, March 10th
 - DHEC will soon issue a Public Health Order to establish the reporting requirements and timeframes.
 - **First report due to DHEC no later than noon on Thursday, March 11**
- Questions or concerns?
 - Vaxreporting@dhec.sc.gov

Phase 1b and Available Vaccine Types

- Phase 1b begins **Monday, March 8**. Please review DHEC guidance with all staff.
 - <https://scdhec.gov/sites/default/files/Library/CR-012931.pdf>
- Providers remain slated for only **one** routine vaccine type at this time.
- DHEC will issue guidance when providers can request different and/or additional vaccine types.
- **Until then, please do not submit emails requesting or inventory requests for any other vaccine type than what your facility is currently designated unless you have been explicitly requested to do so.**

Phase 1b Guidelines & HHS Directive

- As of March 2, 2021, the HHS has directed that those who work in pre-primary, primary, and secondary schools, as well as Head Start and Early Head Start programs (including teachers, staff, and bus drivers) and those who work as or for licensed childcare providers, including center-based and family care providers, are eligible for COVID-19 vaccinations.
 - Do not displace appointments that have been made by people in Phase 1a to make room for school and daycare staff. However, if appointments are available, school and daycare staff can be scheduled now.
 - Please do not use 2nd dose vaccines for 1st dose appointments for school and daycare staff.

Future Janssen Vaccine Order Requests

- DHEC has been notified that the Janssen vaccine will likely not be available for ordering for the next couple of weeks
- Once DHEC is notified, providers will be notified via email from COVIDVaccines@dhec.sc.gov to place vaccine inventory requests in VAMS

Pfizer Storage Condition Update

- FDA has allowed undiluted Pfizer vaccine to be transported and stored at standard freezer temperatures (-25°C to -15°C) for up to two (2) weeks.
- Updated [Fact Sheets for Health Care Providers Administering Vaccine \(Vaccination Providers\)](#) reflect the new alternative transportation and storage temperatures.

Pfizer Vaccine Preparation Video: MUSC

[7.5 minute-video](#) demonstrates use of a mix of ancillary supplies to effectively achieve 6 doses from each Pfizer MDV

VAMS 2.1 Updates: Feb 27

- **Please read the announcement pop-ups when you log into VAMS as they contain the most recent updates you can expect to see**
- Third-party clinics can export list of recipients and default list view changed to All Recipients. Up to 50,000 recipients can be exported.
- Standard and mobile clinic not have more flexibility to control appointment bookings, have an enhanced Clinic Absences feature to pause scheduling, have more control over appointment visibility for certain groups/types, and can override appointment reservation tiers.
 - Clinic users can add Appointment Messaging for recipients
 - A “ready for operations” feature is now available when a clinic has been set up successfully
- Recipients using assisted registration who provide contact information will receive notifications based on their contact method preference. A VAMS account is not required for these notifications.



**Next VAMS Update is planned for
Friday, March 12**

Professional Training Opportunity: CDC COCA Call

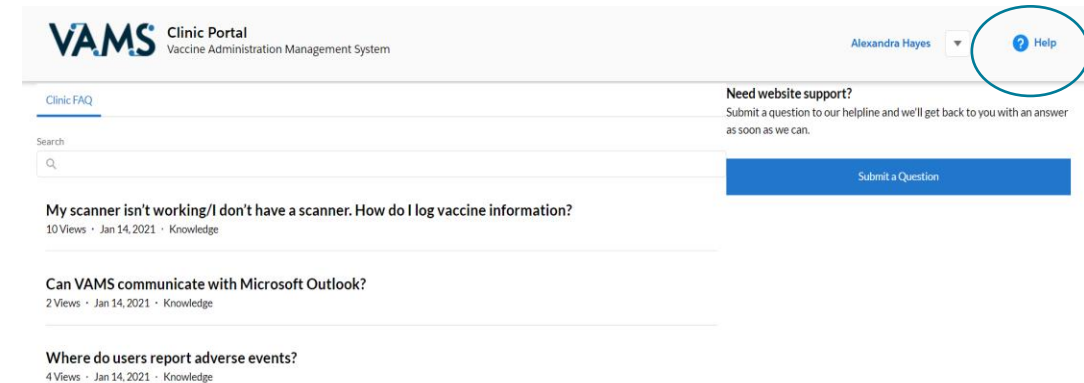
- CDC COCA Call
 - The Role of Telehealth in Expanding Access to Healthcare During the COVID-19 Pandemic: Considerations for Vaccine Uptake and Monitoring for Adverse Events
 - Date: Thursday, March 11, 2021
 - Time: 2:00 pm – 3:00 pm
 - Where: Zoom Meeting [Link](#)

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



The screenshot shows the VAMS Clinic Portal interface. At the top, it says "VAMS Clinic Portal Vaccine Administration Management System". On the right, there is a user name "Alexandra Hayes" and a "Help" button circled in red. Below the header is a "Clinic FAQ" section with a search bar. To the right of the search bar is a "Need website support?" section with a "Submit a Question" button. Below the search bar, there are three FAQ items:

- My scanner isn't working/I don't have a scanner. How do I log vaccine information?**
10 Views · Jan 14, 2021 · Knowledge
- Can VAMS communicate with Microsoft Outlook?**
2 Views · Jan 14, 2021 · Knowledge
- Where do users report adverse events?**
4 Views · Jan 14, 2021 · Knowledge

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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