



COVID-19 Vaccine Provider Town Hall

5-26-2021



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	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 1 st or 2 nd dose	Total Doses Administered that day	1 st doses administered that day	2 nd 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
	VAMS	Inventory Request with 1 st and 2 nd 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		

VAMS 4.2 Release Notes

- **Clinic Portal Updates**

- Standard/mobile and third-party clinics are able to download and print jurisdiction specific landing page QR codes.
- Front desk users in all clinics are able to see if a minor user has representation to receive a vaccination.
- Clinic administrators and healthcare professionals can view representative/guardian details on the Scheduled Appointments reports.
- Standard/mobile clinic administrators, front desk users, and healthcare professionals are able to see whether a recipient has an account in VAMS from the Recipient information page.
- Updated business logic has been implemented for first and second dose appointment reservation tiers scheduling.

VAMS 4.2 Release Notes Continued

- **Third-Party Clinic Portal Updates**

- The third-party clinic Recipient Export report will include both cell phone and home phone.
- Third-party clinic administrators and healthcare professionals are able to see whether a recipient has an account in VAMS from the Recipient information page.

- **Recipient Portal Updates**

- Recipients are able to register without scheduling an appointment.
- Recipients that complete the guest registration process using a preferred method of contact (email or cell phone number) already associated with a VAMS account will automatically be linked to the existing VAMS account.



VAMS 4.3 Release coming Thursday, May 27, 2021

VAMS Clinic Portal Redesign

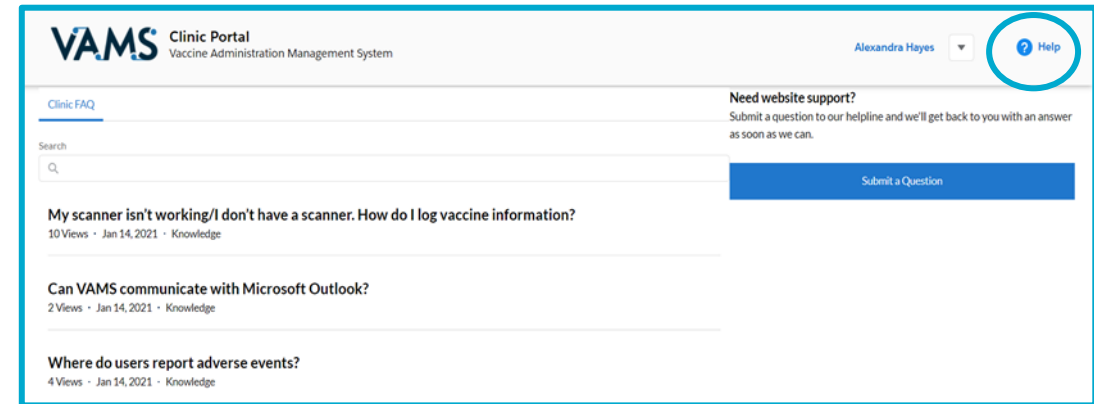
- Tentatively planned for release on **Saturday, June 4, 2021**
 - Improvements include:
 - Streamlined user experience through reorganization of existing Clinic Portal tabs
 - Consolidation of tabs through collapsible windows within new tabs, inclusive of new Clinic Setup and Appointment Management tabs to enhance navigation
 - Addition of Treatment Station Groups to align hours and absences for like treatment stations
 - Ability to calculate the total number of appointment slots available based on operating hours for each location and appointment duration
 - Option to include Appointment Notes in Spanish

VAMS Clinic Portal Redesign Wireframe Demonstration

- When: Wednesday, May 26th (2:30 – 3:30 PM)
- To join the webinar from a PC, Mac, iPad, iPhone, or Android device:
 - Click the access link found [here](#)
 - **Passcode:** 613752
- To join the meeting by phone:
 - **Dial:** +1 646-518-9805
 - **Webinar ID:** 933 3359 1605
 - **Passcode:** 613752

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
 - **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
 - [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
- **DHEC Vaccine Location Web Map**
 - Red/green color updates, information updates
 - VaxStatus@dhec.sc.gov
- **COVID-19 DHEC Provider Portal**
 - Technical assistance
 - 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



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

General COVID-19 Vaccination Updates

Pfizer Updates

- The only option from Pfizer for orders of COVID-19 Vaccine is the 1170 dose minimum order. These kits contain approximately 82% 1" needles, which are the recommended needle size for vaccination of adolescents. The combinations of 1" and 1.5" needles in the Pfizer 1170 ancillary kit are sufficient to meet the current needs of adolescent vaccination programs, but an additional pediatric kit has been planned.
- **Pfizer 450 is here!** A smaller Pfizer 450 dose pack will be released after Memorial Day and this kit will have options for ordering pediatric or adult ancillary kits. Orders for the 450 dose pack will be placed with intent. Vaccine orders will require jurisdictions to select either an adult or pediatric ancillary kit. The pediatric kit contains 100% 1" needles. Shipping of these smaller orders and ancillary kits will begin the week of June 1st.

Pfizer Inventory and Adolescents

- There are approximately 35 million doses of Pfizer COVID-19 vaccine in over 20,000 locations nationwide. This supply is sufficient to vaccinate the estimated 17 million adolescents between 12 and 15 years of age. CDC encourages providers to follow appropriate redistribution guidelines and utilize existing inventory as much as possible to begin vaccination of adolescents. The Pfizer supply chain will continue to allocate vaccine to sufficiently support all vaccination programs.

Pfizer Storage and Handling Updates – FDA Issues EUA Amendment

FDA has amended the Pfizer-BioNTech EUA to allow undiluted, thawed Pfizer-BioNTech COVID-19 Vaccine vials to be stored in the refrigerator at 2°C - 8°C for up to 1 month.

- The Pfizer -BioNTech COVID-19 vaccine vials must remain undiluted to remain at 2°C - 8°C for 1 month.
- **The up to 1-month 2°- 8° C storage duration must be within the labeled expiration date (i.e., not cumulative).**

Summer Clinic Reminders

Pfizer-BioNTech

- After the Vaccine Vial has been punctured or into a syringe, the vial should be held between 2° to 25°C (36° to 77°F). Vials should be discarded 6 hours after the first puncture. During storage, minimize exposure to room light, and avoid exposure to direct sunlight and ultraviolet light. Do not refreeze once thawed.

Moderna EUA

- After the first dose has been withdrawn, the vial or pre-drawn syringe should be held between 2° to 25°C (36° to 77°F). Vials should be discarded 12 hours after the first puncture. Thawed vials can be handled in room light conditions. Do not refreeze once thawed.

Summer Clinic Reminders

Janssen EUA

- Storage After First Puncture of the Vaccine Vial After the first dose has been withdrawn, hold the vial or pre-drawn syringe between 2° to 8°C (36° to 46°F) for up to 6 hours or at room temperature (maximally 25°C/77°F) for up to 2 hours. Discard the vial if vaccine is not used within these times.
- For Outdoor clinics, temperatures could exceed 25°C/77°F during the clinic day. Planning considerations should include measure to ensure both unpunctured and punctured vial/pre-drawn syringes are not exposed to temperatures above 25°C/77°F. Additional containers qualified to maintain the appropriate temperatures may be needed for both preparation and administration stations.
- [Click HERE for the Quick Reference Guide Vaccine to Storage and Handling of COVID-19 Vaccine](#)

Step down storage & handling for Pfizer - BioNTech COVID vaccines

- All Pfizer -BioNTech configurations are shipped ultra-cold
- Ultra-Cold (-70)
 - May be stored in ULT freezer until the expiration date, or temporary in the shipper with regular dry ice replenishment.
- Frozen (-20)
 - Pfizer -BioNTech COVID-19 vaccine vials may remain frozen at -20°C for up to 2 weeks. (unchanged)
- Refrigerated (2-8)
 - Pfizer -BioNTech COVID-19 undiluted vaccine vials may remain at 2°C - 8°C for 1 month.
- ***Total storage time for Pfizer in freezer and refrigerator should not exceed 45 days.***

Memorial Holiday Ordering

Pfizer: No vaccine deliveries will occur on Monday, May 31

- Order early for clinics held over the holiday weekend.
- Limited Saturday deliveries are available
- If an exception for Saturday delivery is not submitted, orders placed into VTrckS between 9am Wednesday, May 26 and 9am Friday, May 28 will deliver on Tuesday, June 1

Moderna and J&J/Janssen Centrally Distributed Vaccines

- No vaccine deliveries will occur on Monday, May 31 or Tuesday, June 1 (you may receive ancillary kits on June 1 for vaccine orders arriving June 2)
- Limited Saturday deliveries are available and can be requested by submitting a [holiday order template](#) to McKesson by May 28 at 9:00am to COVIDVaccineSupport@McKesson.com
- If exception for Saturday delivery is not submitted, orders placed into VTrckS between 12 noon on May 27 and 12 noon, June 1 will deliver on Wednesday, June 2

Individuals Vaccinated Outside U.S.

COVID-19 vaccines *not authorized by FDA but authorized for emergency use by WHO*

- People who completed a COVID-19 vaccination series with a vaccine that has been authorized for emergency use by the World Health Organization (WHO) **do not need** any additional doses with an FDA-authorized COVID-19 vaccine.
- People who are partially vaccinated with a COVID-19 vaccine series authorized for emergency use by WHO may be offered an FDA-authorized COVID-19 vaccine series.

COVID-19 vaccines *not authorized by FDA or not authorized for emergency use by WHO*

- People who completed or partially completed a COVID-19 vaccine series with a vaccine that is not authorized by FDA or not authorized for emergency use by WHO may be offered an FDA-authorized COVID-19 vaccine series.
- Administration of an FDA-authorized COVID-19 vaccine in these people should comply with all conditions of use specified under the EUA for the vaccine being used. The minimum interval between the last dose of a non-FDA authorized vaccine and an FDA-authorized COVID-19 vaccine is 28

Teen Enrollment in V-safe

- Parents and guardians can now enroll adolescents (ages 12 and older) in the [v-safe after vaccination health checker](#)SM and complete health check-ins on their behalf after COVID-19 vaccination. **V-safe** is a smartphone-based tool that uses text messaging and web surveys to provide personalized health check-ins after COVID-19 vaccination. Through v-safe, participants can quickly tell CDC if they have any side effects after getting the COVID-19 vaccine.

Myocarditis

- There have been reports of myocarditis occurring after COVID-19 vaccination, including in Europe. CDC is aware of these reports, which are rare given the number of vaccine doses administered and continues to monitor available data.
- Myocarditis is the inflammation of the heart muscle and pericarditis is the inflammation of the lining outside the heart. In both cases, the body's immune system is causing inflammation in response to an infection or some other trigger. While myocarditis can be serious, it is frequently mild and self-limited. Symptoms can include abnormal heart rhythms, shortness of breath, or chest pain.
- As part of COVID-19 vaccine safety efforts, we have been closely monitoring myocarditis/pericarditis in multiple safety systems, including the [Vaccine Adverse Event Reporting System \(VAERS\)](#) and the [Vaccine Safety Datalink \(VSD\)](#).
- Healthcare providers should consider myocarditis in an evaluation of chest pain after vaccination and [report all cases to VAERS](#).
- CDC continues to recommend COVID-19 vaccination for people 12 years and older.



**Next Town Hall:
June 2, 2021
11:00 AM – 12:00 PM**

CONTACT US

Provider Operations Unit

COVID-19 Vaccine Management : COVIDVaccines@dhec.sc.gov

COVID-19 Provider Support : COVIDProviderEnrollment@dhec.sc.gov

VAMS: VAMS@dhec.sc.gov

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