



COVID-19 Vaccine Provider Town Hall

5-5-2021



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)

VAMS 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 4.0 Release Updates

- **Clinic Portal**

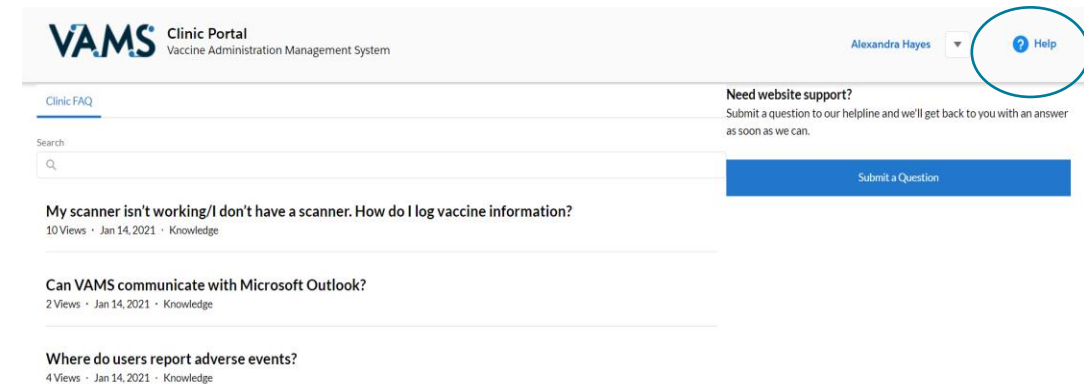
- Healthcare professional can navigate to the Manage Appointments tab directly after logging a vaccination.
- Users with both the clinic administrator and healthcare professional role can now view which vaccination dose was administered to recipients.
- Vaccination Administration reports and Scheduled Appointment reports now include the Recipient Patient: Account ID associated with each recipient's account.

- **Recipient Portal**

- Guest Registration is going live!
 - Allows for new recipients to find a clinic and schedule a vaccination appointment without creating a VAMS account.
- VAMS will route guest recipients to a waiting room when too many people are accessing the Find Clinic page at the same time.

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 left, it says "VAMS Clinic Portal Vaccine Administration Management System". On the top right, there is a user profile for "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 listed:

- 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

Professional Development Opportunities

- **CDC COVID-19 Vaccine Webinar Series**
 - Addresses different topics related to COVID-19 vaccination
 - Each webinar is 15-20 minutes in length
 - Training and Education Webinar Resources [webpage](#)
- **CDC Training and Education [webpage](#)**
 - CDC training [modules](#) for each vaccine products
 - EUA fact sheets for healthcare providers
 - Storage and handling requirements
 - Transport guidance
 - CDC reporting requirements

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**
 - Vaxreportinghelp@dhec.sc.gov
- **School-Related Questions**
 - ACC-Schools@dhec.sc.gov
- **Vaccine Reimbursement Questions**
 - ACC-vaccine-finance@dhec.sc.gov

General COVID-19 Vaccination Updates

Moderna EUA Amendments

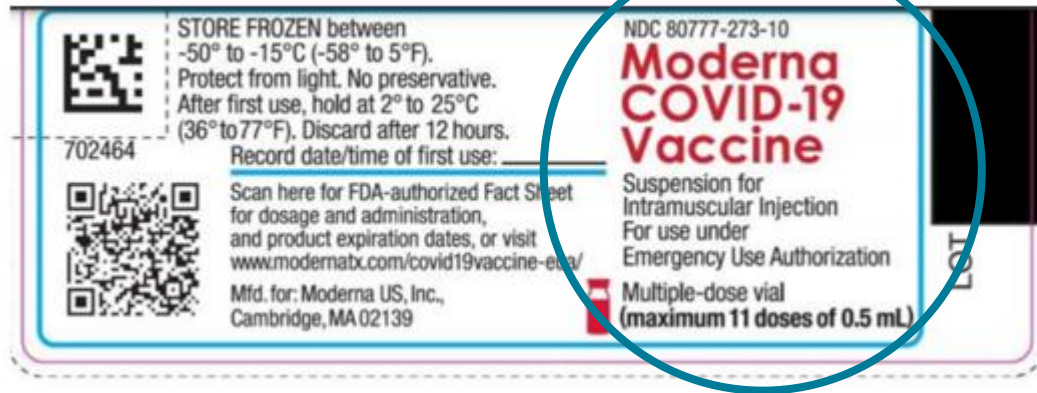
- General
- Clinical
- Ancillary Kits
- Wastage
- Allocations/Ordering Caps/Inventory
- Data Systems
- Storage and Handling

General

With the FDA's EUA revisions announced April 1, the Moderna vaccine will be available in two different vials by early May:

1. the current Maximum 11 dose vial, and
 2. a new Maximum 15 dose vial.
 - i. The vial will remain the same size but will be filled to the higher volume.
- A new NDC has been issued for the larger volume Moderna vial, which has been given a range of 13-15 doses in the EUA.
 - Moderna will transition manufacturing to the new vial during the month of May.

Labeling Changes



702464

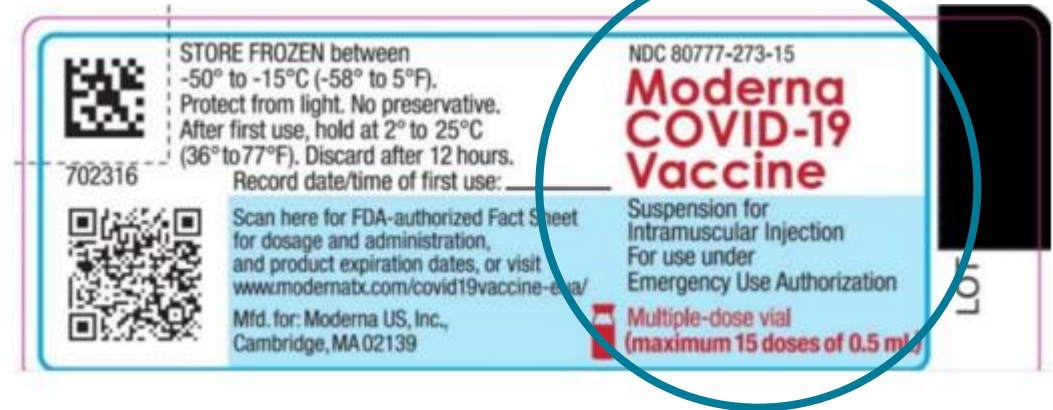
STORE FROZEN between -50° to -15°C (-58° to 5°F).
Protect from light. No preservative.
After first use, hold at 2° to 25°C (36° to 77°F). Discard after 12 hours.

Record date/time of first use: _____

Scan here for FDA-authorized Fact Sheet for dosage and administration, and product expiration dates, or visit www.modernatx.com/covid19vaccine-eua/
Mfd. for: Moderna US, Inc., Cambridge, MA 02139

NDC 80777-273-10
Moderna COVID-19 Vaccine
Suspension for Intramuscular Injection
For use under Emergency Use Authorization
Multiple-dose vial (maximum 11 doses of 0.5 mL)

LOT



702316

STORE FROZEN between -50° to -15°C (-58° to 5°F).
Protect from light. No preservative.
After first use, hold at 2° to 25°C (36° to 77°F). Discard after 12 hours.

Record date/time of first use: _____

Scan here for FDA-authorized Fact Sheet for dosage and administration, and product expiration dates, or visit www.modernatx.com/covid19vaccine-eua/
Mfd. for: Moderna US, Inc., Cambridge, MA 02139

NDC 80777-273-15
Moderna COVID-19 Vaccine
Suspension for Intramuscular Injection
For use under Emergency Use Authorization
Multiple-dose vial (maximum 15 doses of 0.5 mL)

LOT

Clinical

- The larger-volume Moderna vial may contain 15-0.5mL doses of vaccine. However, it will not always be possible to extract the 15th dose.
- This is based on the overfill in the vial and the type of syringes used to administer the vaccine.
- Therefore, vaccination providers should expect to withdraw 13-15 doses from each vial.
 - Each dose must contain 0.5mL of vaccine.
 - If the amount of vaccine remaining in the vial is not a complete 0.5mL dose, discard the vial and the residual vaccine regardless of the number of doses withdrawn.
 - Do NOT save vials to combine residual vaccine from more than one vial to get a complete dose.
 - An unextracted 15th dose does NOT count as waste (see wastage table).
- Vaccination sites should continue to reliably extract 10 doses from the current volume vial and plan to extract 14 doses from the new larger volume vial using the ancillary kit supplies provided.

Ancillary Kit Changes

- Ancillary kits will be reconfigured to extract a maximum of 14 doses per vial, plus a 5% surplus to account for damage or wastage.
- A combination of low dead-volume and non-low dead-volume syringes and needles may be required to consistently extract 11 and 15 doses from both vials addressed in the EUA.
- Ancillary kits for the Moderna large volume vials will be configured to support 14 doses per vial (**NEW minimum order: 140 doses**)
- The U.S. Government (USG) is unable to provide supplies to withdraw a 15th dose.
 - If a provider chooses to withdraw a 15th dose from the vial, USG cannot replace the supplies used or provide additional syringes.

Wastage

- The **Wastage Reporting Table** provides guidance to determine if a dose should be reported as waste. →
- Wastage does not negatively impact a provider but is simply a means for accounting for inventory.
- Failure to extract a 15th dose does not result in reportable waste.

Manufacturer	Dose	Was the dose extracted in full?	Is it counted as waste?
Moderna 6.3mL vial	10 th dose	Yes	No
		No	Yes
	11 th dose	Yes	No
		No	No
Moderna 8mL vial	13 th dose	Yes	No
		No	Yes
	14 th dose	Yes	No
		No	Yes
	15 th dose	Yes	No
		No	No

Moderna EUA Changes: System Impacts

- There will be **no** system changes for:
 - **VAMS**
 - updated vaccine table will allow users to add new Moderna NDC and log 14 doses per vial for inventory
 - **VaccineFinder**
 - users will be able to log into the portal and add the new Moderna NDC and report 14 doses per vial for inventory

Moderna Storage and Handling

	Frozen Vaccine	Refrigerated Vaccine/Unpunctured Vials	Punctured Vials
Guidance	Moderna vials can now be stored frozen between -50° to -15°C (-58° to 5°F).	Vials may be stored refrigerated between 2° to 8°C (36° to 46°F) for up to 30 days prior to first use. (No Change) Vials may be stored between 8° to 25°C (46° to 77°F) for a total of 24 hours.	After the first dose has been withdrawn, the vial should be held between 2° to 25°C (36° to 77°F) for up to 12 hours. Vials should be discarded 12 hours after the first puncture.
Impact	This is an increased range from the original recommendations. This new, wider temperature range is consistent with temperature requirements for other recommended vaccines stored in the freezer.	The room temperature storage is an increase from 12 hours.	This recommendation is an increase from 6 hours.

Issues related to the COVID-19 Vaccine should be reported to the appropriate COVID-19 response team. Please, DO NOT submit a SIMON Help Request for a COVID-19 Vaccine related issue.

This may delay the answer to your question or you receiving the help you need.



**Next Town Hall:
May 12, 2021 at 11:00 AM**

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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