

# The Weekly COVax Dose

## WDG Public Health's weekly update on all things COVaxON

**Date Issued:** Friday, May 7th, 2021

**Purpose:** To share information that will improve the COVaxON experience for WDG COVID-19 vaccine clinic staff and community partners.

## Helpful Information

---

### Filling in the Mass Immunization Event (MIE) form

This is a reminder to all community partners of WDG that the MIE forms must be filled out and submitted for the following scenarios:

1. Extra doses pulled from vials
2. Wasted doses
3. Client refused data collection in COVax

### COVax is down – now what?

Technology can be fickle, and there is always a chance that during a clinic you may lose access to COVax or the Salesforce Authenticator. If the Salesforce Authenticator is down, please refer to the following [video on how to manually use two-factor authentication](#).

If you lose access to COVax completely you can continue to immunize. You will need to complete the [COVID-19 Vaccine Screening Consent Form](#) for each client. After a client has been immunized their form should be stored securely on site or with WDGPH until it can be entered into COVax.

### AEFI Reporting

If it is determined that an Adverse Event Following Immunization has occurred, the completed AEFI form should be faxed to the WDG Reportable Disease fax line.

1-855-934-5463

## COVax Data Team – New Email Address

WDGPH's COVax Data Team is here to help answer your COVax questions and can be reached by email or phone. A new email address (covaxdatateam@wdgpublichealth.ca) has been created and should be used for the following:

- Receipt requests for clients missing their Proof of Immunization
- Notification of privacy breaches
- Data quality inquiries
- COVax data requests
- Data lockbox requests (WDG staff only)

The phone line and email are monitored by the team during regular work hours outlined below. Please allow up to 48 hours for a response.

**Support Hours:** 8:30 a.m. to 4:30 p.m. Monday to Friday

**Email:** covaxdatateam@wdgpublichealth.ca

**Phone:** 1-800-265-7293 ext. 4202

## Data Quality Insights

---

### Verify you are selecting the right client

When searching for a client in COVax it is important to verify that you are selecting the correct client. You should always be confirming the following information:

- Health Card Number, or a different form of identification
- Date of birth
- Contact information and mailing address

### Remember to “check-out” all clients

The Simplified Flow function in COVax is a convenient way to complete immunizing and data entry processes at the same time. This is useful for smaller clinics that have limited or no data entry staff.

Please refer to the [COVax Simplified Flow](#) video for instructions.

# COVax Support Contacts

---

## Ministry Help Desk

**Support Hours:** 7:00 a.m. to 8:00 p.m. 7 days a week.

**Email:** COVaxonsupport@ontario.ca

**Phone:** (416) 637-8672 or 1-866-333-0640

## WDGPH COVax Support Line

**Support Hours:** 8:30 a.m. to 4:30 p.m. Monday to Friday

**Email:** covaxdatateam@wdgpublichealth.ca

**Phone:** 1-800-265-7293 ext. 4202