The Weekly COVax Dose

WDG Public Health's weekly update on all things COVax$_{ON}$

Date Issued: Friday, January 7th, 2022

Purpose: To share information that will improve the COVax$_{ON}$ experience for WDG COVID-19 vaccine clinic staff and community partners.

Important Updates and Information

Moderna 0.25mL Dose Documentation Instructions

The Dose Administration records (DA-Records) for all 0.25 mL Moderna doses must be edited manually after creation (i.e. after completing the "Administer Dose" step in COVax). For detailed instructions, please watch the following video.

Moderna 0.25 mL Dose Documentation

Removal of "Other Priority Population" as a Reason for Immunization

In July 2021, "Other Priority Population" was removed as an option in the Reason for Immunization (RIM) dropdown menu. Not all client profiles have been corrected, and if a client still has that as their RIM, the following error message will appear at the "Administer Dose" step in COVax:

Administer Dose

This error occurred when the flow tried to create records: INVALID_OR_NULL_FOR_RESTRICTED_PICKLIST: bad value for restricted picklist field: Other Priority Population. You can look up ExceptionCode values in the SOAP API Developer Guide.

Please return to the client profile and change the Reason for Immunization to the selection that best reflects the client's initial eligibility to receive the vaccine, and then proceed with immunization.

Immunizing Clients that have an Out-of-Province Dose

Clients do not need to be turned away if their first dose was received out-of-province (OOP) and is not yet in COVax.

Using clinical judgement, you may proceed with immunizing the client and documenting the new dose in COVax by following the steps outlined in this document: **OOP Process** (Please review the steps carefully and connect with Madison Fach or the COVax Data Team if you have any questions).

Then, if that client received a COVID-19 vaccine outside of Ontario and their OOP dose information is not in COVax, please instruct the client to complete WDGPH's **Out-of-province COVID-19 vaccination submission form** at their earliest convenience. Once it has been verified and entered in COVax, the clients will be sent an email with a link to the Provincial Portal, where they may access their QR code.

Re-Activating COVax Accounts

COVax accounts are deactivated if users have not signed in within 30 days.

- Sign in periodically to keep your account active.
- If your account deactivates, please email Madison Fach or the COVax Data Team. Please note that it can take 24-48 hours for your account to be reactivated, so please plan accordingly.
- COVax updates happen frequently. Up-to-date training materials can be accessed **here**.

Training Material

All up-to-date COVax training material can be found at the following link:

COVax Training Dropbox

COVax Support Contacts

Ministry Help Desk
Support Hours: 7:00 a.m. to 11:00 p.m. 7 days a week.
Email: COVaxonsupport@ontario.ca
Phone: (416) 849-9998 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