The Weekly COVax Dose

WDG Public Health's weekly update on all things COVax_ON

Date Issued: Friday, January 21ˢᵗ, 2022

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

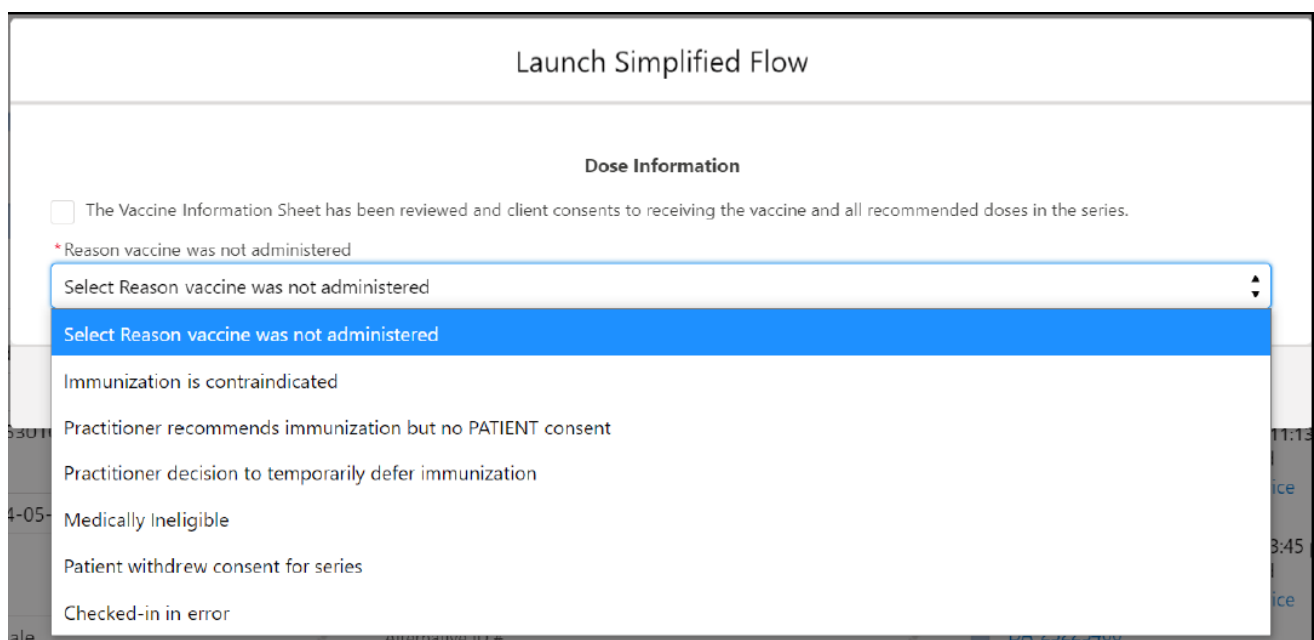# Important Updates and Information

Immunizers: How to document that a client was NOT vaccinated

If a client is checked-in to be immunized, but does not end up receiving the vaccine, this must be documented. The best way to do this is after you have clicked "Administer Dose", at the time of entering Dose Information. The immunizer should unselect the consent box, which will then remove the Dose Information fields. A drop down will appear, titled "Reason vaccine was not administered", and the appropriate option should be selected.

Please see the screenshot below, which demonstrates the dropdown selection.

Out-of-Province Vaccination Submission Form

If a client received a COVID-19 vaccine out-of-province (OOP) 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.

Please do not send client OOP information to the COVax Data Team. All OOP documents and information must be processed via the approved submission process.

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
- 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