

The Weekly COVax Dose

WDG Public Health's weekly update on all things COVaxON

Date Issued: Friday, February 4th, 2022

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

Important Updates and Information

Situation: The correct lot# is not available in COVax

In the event that the correct vaccine lot# is not available in COVax at the time of dose administration, contact the inventory team (details below) to have the correct information added. COVax Dose Administration records (DA-Records) are medical records, and it is important that they are accurate at the time of creation.

Inventory Team Contacts (For Public Health-led clinics)

Wellington/Dufferin Clinics – [Susanne Dunford](#)

Guelph Clinics – [Joanne Hutton](#)

If necessary, please document the dose on a [paper consent form](#) until the lot is available in COVax.

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