The Weekly COVax Dose

WDG Public Health's weekly update on all things COVax_{ON}

Date Issued: Friday, February 18th, 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

Restarting a Series for Stem Cell Transplant Clients

If a client has received a Stem Cell Transplant (SCT) and has arrived at a COVID-19 vaccination clinic for a re-start of their series, please complete the following steps:

1. Add an alert to the client's COVax profile, titled "Series re-start due to Stem Cell Transplant"
2. In the alert comments, indicate that the client is re-starting their series due to the SCT. Include the date of SCT in the alert
3. Notify the COVax Data Team and arrange for doses prior to the SCT to be marked "Invalid"
   - Note – please do not attempt to mark doses as "Invalid", as this should only be done by the WDGPH COVax Data Team

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 (screenshot below)

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 Data Team/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