

The Weekly COVax Dose

WDG Public Health’s weekly update on all things COVaxON

Date Issued: Friday, May 21st, 2021

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

Helpful Information

Situation: A client received their first dose outside of Ontario or Canada

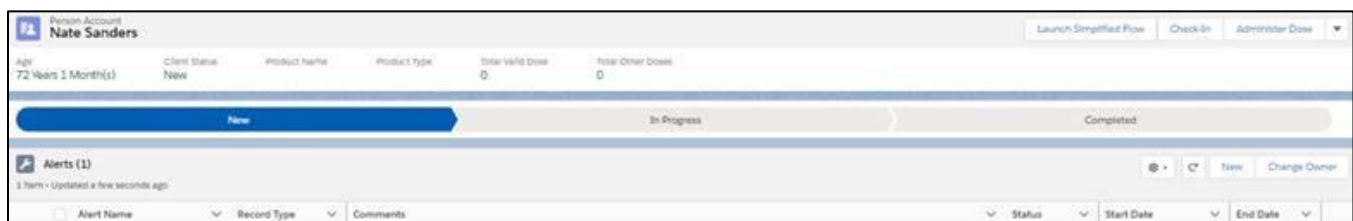
Clinics may now be immunizing eligible clients with a second dose when their first dose was administered out of province. The Ministry of Health is working on a solution in COVax to record doses administered out of province, targeting the end of May. In the meantime, it is recommended that site staff and vaccinators use the manual paper process to record client details and clinical information for these second doses (including inventory adjustments). Do not enter these clients in COVax until a solution is ready.

Please continue to check that clients are eligible to receive the second dose based on the 16-week model or approved shortened second dose interval.

WDGPH site staff: More information will be shared on this process for Agency led clinics.

Adverse Event Following Immunization (AEFI) Alerts

WDGPH staff are in the process of adding AEFI information from CCM to COVax. AEFI information will appear as an “alert” at the top of the client’s profile that immunizers can review before subsequent doses. The alert comments will include details about symptoms, investigation, outcome, and recommendations.



Dose Admin by Day AO Report

The Dose Admin by Day AO report is a useful tool for monitoring how many doses have been administered at your Vaccination Event on a particular day. Instructions for how to access and filter this report in COVax can be found [here](#).

Losing COVax Access

If you have not accessed COVax in some time, your account may be temporarily de-activated. If you receive the following message, you will require a password reset.

*“Your access to salesforce.com has been disabled by your system administrator.
Please contact your Administrator for more information.”*

Please email COVaxdatateam@wdgpublichealth.ca with the subject line “Password Reset” and request to have a password reset sent to your email.

Data Quality Insights

Contacting the COVax Data Team

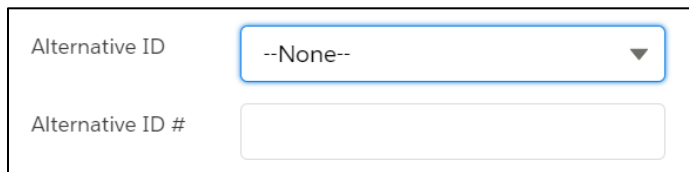
When contacting the COVax Data Team (covaxdatateam@wdgpublichealth.ca) regarding a client in COVax, please include all necessary information. This includes full name, date-of-birth, Health Card Number, and e-mail address.

Missing Client ID

If a client arrives at a COVID-19 Vaccination clinic without an Ontario Health Card, they are still eligible to be vaccinated. Please ask the client for one of the following ID types:

- Birth Certificate
- Driver’s License
- Employee ID
- First Nation
- Passport
- MRN
- Out of Province Health Card Number

Whichever ID the client provides should be indicated in the Alternative ID field in COVax, including the ID number. See below screenshot for reference.



A screenshot of a form with two fields. The first field is labeled 'Alternative ID' and is a dropdown menu with the text '--None--' and a downward arrow. The second field is labeled 'Alternative ID #' and is an empty text input box.

E-mail Accuracy

We still encounter many issues with e-mail accuracy. This is a reminder to all site staff to please verify the spelling of every client's email. Read it back to them to ensure you have heard it correctly. Check-out clerks should always be verifying the e-mail before sending a Proof of Immunization. And remember – never use copy and paste for Personal Health and Demographic information in COVax.

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 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