

The Weekly COVax Dose

WDG Public Health’s weekly update on all things COVaxON

Date Issued: Friday, May 28th, 2021

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

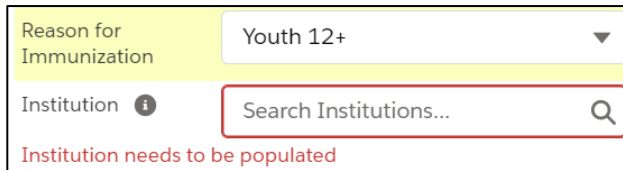
Important COVax Updates and Information

School-aged Clients: New Reason for Immunization & Institution List

A new Reason for Immunization for “Youth 12+” has been added to the drop-down list. This option should be selected for all youth clients being vaccinated (ages 12+) who do not fit into other eligibility categories (e.g., priority health condition, congregate living, etc.).

When this option is selected, the Institution field becomes mandatory. Users should search and select the school that the youth will be attending in **Fall 2021**. Additional options include the following:

- Home School
- School: Unlisted
- Not in School

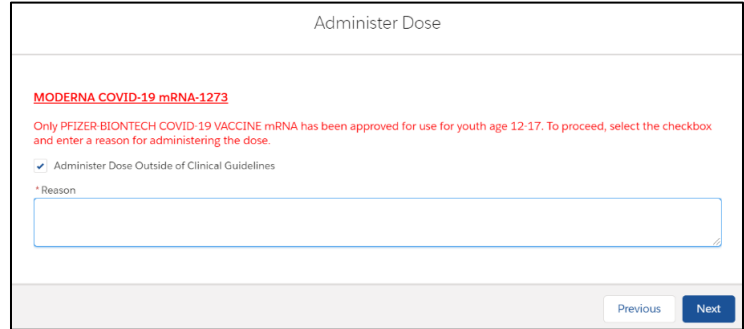


The screenshot shows a form with two main fields. The first field is labeled 'Reason for Immunization' and has a dropdown menu currently set to 'Youth 12+'. The second field is labeled 'Institution' and contains a search box with the placeholder text 'Search Institutions...' and a magnifying glass icon. Below the search box, there is a red error message that reads 'Institution needs to be populated'.

Please select the school the client will be attending in Fall 2021 for all school-aged clients, even if the Reason for Immunization is not “Youth 12+”. This information is important for tracking and reporting.

New Warning Message: non-Pfizer vaccines to youth

Pfizer is currently the only vaccine that has been approved for ages 12-17 years. If a client's Reason for Immunization is set to "Youth 12+", an error message will appear for any attempt to administer a dose other than Pfizer.



The screenshot shows a web form titled "Administer Dose". At the top, it says "MODERNA COVID-19 mRNA-1273". Below that, a red warning message reads: "Only PFIZER-BIONTECH COVID-19 VACCINE mRNA has been approved for use for youth age 12-17. To proceed, select the checkbox and enter a reason for administering the dose." There is a checked checkbox labeled "Administer Dose Outside of Clinical Guidelines". Below the checkbox is a text input field with the label "* Reason". At the bottom right of the form are two buttons: "Previous" and "Next".

Vaccination Receipts

Clients can now log in to the provincial portal to download or print an electronic COVID-19 vaccine receipt (PDF) for each dose they have received.

Please direct clients to: <https://covid-19.ontario.ca/get-covid-19-vaccine#vaccination-receipts>

Receipts are available:

- for first and second doses received in Ontario (once they get them)
- regardless of where they were vaccinated (for example, at a mass immunization clinic, hospital, pharmacy, or primary care setting)

To log in and get their receipt, they will need:

- a green photo health (OHIP) card (they will need numbers from both the front and back of the card, expired cards will be accepted)
- their date of birth
- their postal code (the one associated with your health card)

If they have a red and white health card, they should call the Provincial Vaccine Booking Line at [1-833-943-3900](tel:1-833-943-3900). The call centre agent can email them a copy of their receipt.

Consent for Research Communication Moved

The “Consent for Research Communication” checkboxes have been moved back to the “check-in” stage of the clinical flow. These fields may still be selected or de-selected after “check-in” in the client’s account. Please continue to read the indicated verbiage to the client prior to selecting the boxes.

Check-In

Acknowledgement of Collection, Use and Disclosure of Personal Health Information

The personal health information on this form is being collected for the purpose of providing care to you and creating an immunization record for you, and because it is necessary for the administration of Ontario’s COVID-19 vaccination program. This information will be used and disclosed for these purposes, as well as other purposes authorized and required by law. For example,

- It will be disclosed to the Chief Medical Officer of Health and Ontario public health units where the disclosure is necessary for a purpose of the Health Protection and Promotion Act.
- It may be disclosed, as part of your provincial electronic health record, to health care providers who are providing care to you.

The information will be stored in a health record system under the custody and control of the Ministry of Health.

Where a Clinic Site is administered by a hospital, the hospital will collect, use and disclose your information as an agent of the Ministry of Health.

Acknowledgement that the client understands and consents to for data collection, use and disclosure.

- Consent for Data Collection
 COVID-19 Assessment Completed

Consent for Research Communication

Do you consent to be contacted by researchers about participation in COVID-19 vaccine related research studies? If yes, your personal health information will be used to find studies relevant to you, and your name and contact information will be disclosed to researchers. Consenting to be contacted about studies does not mean you have consented to participate in the research itself. Participating in research is voluntary and will not impact your eligibility to receive the COVID-19 vaccine.

- Research Communication by Email
 Research Communication by Text/SMS

Next

Data Quality Insights

Always Verify the Vaccination Event

It is incredibly important that all check-in staff are verifying that the correct Vaccination Event is entered into the client account. This **must** be done before the dose is administered, so all check-in clerks need to remain vigilant.

Verifying each client’s Vaccination Event is going to be very important for second dose appointments, because a client may receive their first and second doses at different locations.

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.”*

Instead of the COVax Data Team, please email the Ministry’s Help desk:

COVaxonsupport@ontario.ca with the subject line “Password Reset” and request to have a password reset sent to your email. Alternatively, you can call their phonenumber at (416) 637-8672 or 1-866-333-0640 between 7:00 a.m. to 8:00 p.m. 7 days a week.

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