

# The Weekly COVax Dose

## WDG Public Health's weekly update on all things COVaxON

**Date Issued:** Friday, June 18th, 2021

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

## Important Updates and Information

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### Problem Solving in COVax

It is important that we never turn away a client that is eligible to receive their vaccine, whether it is their first or second dose. If you encounter an error and are struggling to proceed in COVax, here are a few steps you can take to resolve the issue and immunize the client:

- Call the COVax Data Team at 1-800-265-7293 ext. 4202
- Call the Ministry Help Desk at (416) 637-8672 or 1-866-333-0640
- Document the dose on a [paper consent form](#) and advise your Authorized Organization contact (for WDGPH this is the Covax Data Team [covaxdatateam@wdgpublichealth.ca](mailto:covaxdatateam@wdgpublichealth.ca))

### Vaccinators: What to do when a client is not in your Vaccination Event list

As a vaccinator, you are encouraged to use the Client List within your Vaccination Event to search for your clients. Please refer to [this video](#) for instructions on how to do so.

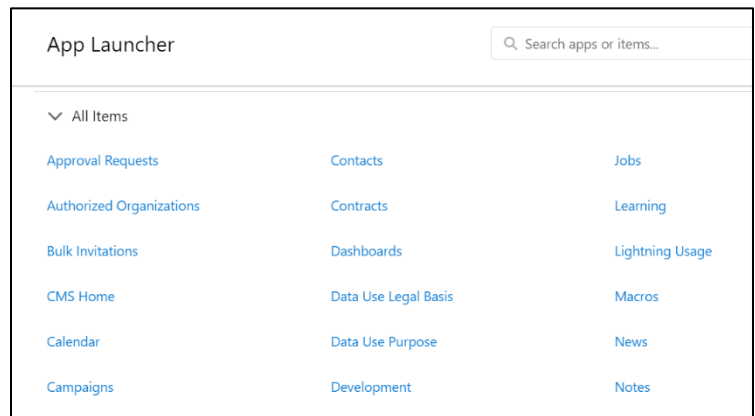
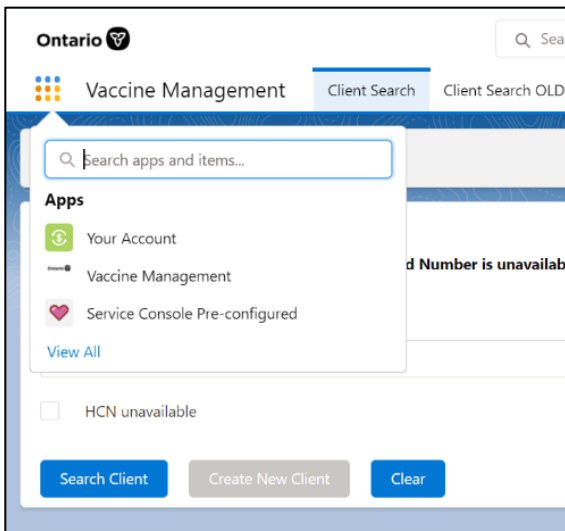
If the client at your station is not in this list, there is a chance that the check-in clerk did not select the correct VE. **This must be changed before you administer the dose.** This can be done by searching for and opening the client profile, selecting the pencil icon next to the Vaccination Event field, clicking the "x" to remove the existing value, and searching for the correct location. For more detailed instructions, please watch the [Client Check-In video](#).

## COVax Account Deactivated?

COVax accounts will now be deactivated if users have not signed in within 30 days. To avoid this, please sign in periodically to keep your account active. If your account deactivates, email the COVax Data Team ([covaxdatateam@wdgpublichealth.ca](mailto:covaxdatateam@wdgpublichealth.ca)).

## Adding New Tabs to your Navigation Bar

If you are missing an important or useful tab in your COVax Navigation Bar, you can add it by clicking on the 9 dots on the top-left side of the COVax screen. From there, select “View All”. You can then select the item you want. To learn how to make it a permanent tab, please review the [Setting up Your Navigation Bar video](#).



# Data Quality Insights

## Always check the Vaccination Event

The increase in the number of second doses that we are administering makes it more important than ever to always double check the Vaccination Event.

**Please check the Vaccination Event for ALL pre-existing client records, as well as all new client accounts that you create.**

## Address Information

Address information is an important field for reporting and monitoring our vaccination rollout.

- Please ask all clients for complete address information including street, city/town, and postal code.
- Verify the address information that is already listed on the client profile is up to date and correct.
- Double check all parts of the address are spelt correctly.

## Training Material

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All up-to-date COVax training material can be found at the following link:

### COVax Training Dropbox

## COVax Support Contacts

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### Ministry Help Desk

**Support Hours:** 7:00 a.m. to 8:00 p.m. 7 days a week.

**Email:** [COVaxonsupport@ontario.ca](mailto: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](mailto:covaxdatateam@wdgpublichealth.ca)

**Phone:** 1-800-265-7293 ext. 4202