

The Weekly COVax Dose

WDG Public Health's weekly update on all things COVaxON

Date Issued: Friday, June 25th, 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

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)

Verify all Clients Using Demographic Information

Always ensure the client in front of you matches the profile you have opened in COVax by asking for their full name, date-of-birth, and mailing address. If a client's name and date-of-birth match an existing COVax record, but some or all the contact information is wrong, please consider that you may have selected the wrong client. There are millions of people in COVax, and some clients will have the same names, and sometimes also the same birthdays.

Please connect with your Data Team Resource if you are unsure if you have selected the right client.

Dose Administration Records

If you believe there is a mistake in a previous Dose Administration record, please email the COVax Data Team (covaxdatateam@wdgpublichealth.ca). The team will investigate and review the claim, as well as make any necessary changes.

OOP Submission form from WDGPH website

If you know someone who received their first dose of a COVID-19 vaccine in another province or country, please direct them to enter their vaccination information at the following link:

[Out-of-province COVID-19 vaccination submission](#)

This must be done prior to their arrival for their second dose appointment.

Verifying the Reason for Immunization

With the increased number of second dose appointments, we have another opportunity to obtain more complete and accurate information for COVax records. When clients are checking in for their second dose, please remember to verify their Reason for Immunization. Please select the reason, **closest to the top of the drop-down list**, that reflects the primary reason the client was vaccinated **at the time of their first dose**.

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).

Long Term Care: Healthcare Worker
Long Term Care: Other Employee
Long Term Care: Other Non-Employee
Long Term Care: Essential Caregiver
Retirement Home: Healthcare Worker
Retirement Home: Resident
Retirement Home: Essential Caregiver
Retirement Home: Other Employee
Retirement Home: Other Non-Employee
ALC: Alternate Level of Care Patients in Hospitals Healthcare Worker
Indigenous community
Chronic Home Care
Advanced Age: Community Dwelling
Person with Priority Health Condition
Caregiver of Person with Priority Health Condition
Congregate Living: Resident
Congregate Living: Staff
Congregate Living: Essential Caregiver
Agriculture: Temporary Foreign Worker- Congregate Setting
Community at Greater Risk
Agriculture or Farm Worker (not temp foreign worker)
Food Manufacturing Worker
Education Worker
Child Care Worker
Essential worker who cannot work from home
Youth 12+
Age Eligible Population
Other Priority Population

Data Quality Insights

Client E-mails

Many clients are advising us that they have not received their proof of immunization. All site staff, both check-in and check-out, must be verifying the client's e-mail.

In addition, if a client consents to "Follow Up Communication by E-mail", please remember to always select the "E-mail receipt to patient" option.

Check Out

Select only if Adverse Events Following Immunization was experienced during the Immunization Event. Documentation to be completed on the Adverse Events Following Immunization form.

Email receipt to patient
[Click here to view receipt](#)

[Next](#)

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