

The Weekly COVax Dose

WDG Public Health's weekly update on all things COVaxON

Date Issued: Friday, July 2nd, 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

New In-Clinic Process for Out-of-Province Vaccinations

If you encounter a client who has received a COVID-19 vaccine outside of Ontario and their **out-of-province (OOP) dose information is not in COVax**, please instruct the client to complete WDGPH's [Out-of-province COVID-19 vaccination submission form](#).

Using clinical judgement, you may proceed with immunizing the client and documenting the new dose in COVax by following the steps outlined in this document: [OOP Process](#)

Please review the steps carefully and connect with [Madison Fach](#) or the [COVax Data Team](#) if you have any questions.

New Backup Paperwork if COVaxON Stops Working

If you need to document immunizations on paper, please use the paper form attached to this email. The form includes the most current consent statements, pre-screening questions, and clinical notes section.

Reminder: Information sheet for clients who received Dose 1 Astra Zeneca

If clients received dose 1 Astra Zeneca, they are required to review an information sheet to make an informed decision about their vaccine type. The immunizer should verify that the client has read and understood the form prior to immunization, at which time a checkbox must be selected in COVax to proceed with the dose administration process.

Duplicates in COVax

With millions of Ontario residents in COVax, there is a growing chance that you will encounter a duplicate account when attempting to check-in a client. There are two main situations in which this will happen:



The client has two or more accounts in COVax:

If you discover a client that has two active accounts in COVax, please email the COVax Data Team at covaxdatateam@wdgpublichealth.ca. Please include all necessary information, including a screenshot of the accounts you require to be merged. This is an important step in COVax data clean up.

There are 2 clients with very similar information:

If you encounter a duplicate warning that does not allow you to proceed and you are absolutely positive the accounts are not for the same person (i.e. different date-of-birth, health card number, and contact information), you may need to trick the system in order to proceed. This can be done in a variety of ways:

- Enter a space in the middle of the last name of the person you are checking in (i.e. change "Smith" to "Smi th")
 - This can also be done for the first name
- Delete the postal code

Once you are done checking-in the client, **please send a message to the COVax Data Team** including the client's name and Health Card Number, as well as the changes you made. They will make sure the information is corrected.

Data Quality Insights

Reminder: Check-out all clients in COVax AND Input Health

This is a reminder to all site staff at WDGPH Hub Clinics that all clients **must** be checked-out in both COVax and Input Health prior to leaving the clinic.

Input Health: Use CTRL+F to find the client in the schedule and change their status to “Visit Completed”

COVax: Find the client in your Vaccination Event list using the filters Dose 1 Administered and Dose 2 Administered and complete the [check-out process](#).

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