

The Weekly COVax Dose

WDG Public Health's weekly update on all things COVaxON

Date Issued: Friday, July 9th, 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: Update to consent for Youth 12+

The July 7th COVax release (R7.2) included a change to the recently introduced consent box for Youth 12+. The new consent options are as follows:

1. The Vaccine Information Sheet has been reviewed and client consents to receiving the vaccine and all recommended doses in the series
 - This should be checked off for clients who are between the ages of 12-17 and are consenting for themselves
2. I am consenting on the patient's behalf and I confirm that I am the patient's substitute decision maker (e.g. parent, legal guardian)
 - This should be checked off for clients who have a parent or guardian consenting on their behalf. Proxy information will be required.

Please note that only 1 of the checkboxes should be selected for each client.

Reminder: 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.

Situation: A client is checked-in but does not get vaccinated

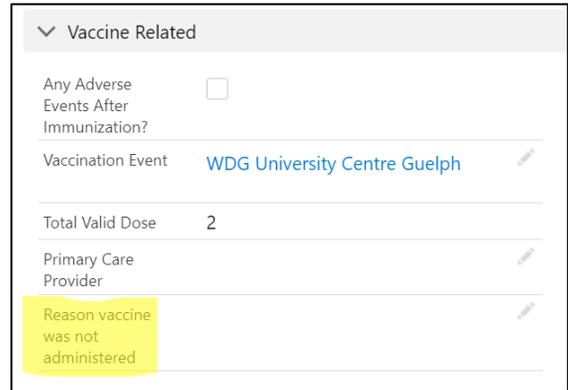
In certain situations, a client may be checked-in and then not receive their vaccine that day. This could be a decision made by the client or the immunizer. It is important that these clients are not left in the “checked-in” stage.

If you are a check-in staff:

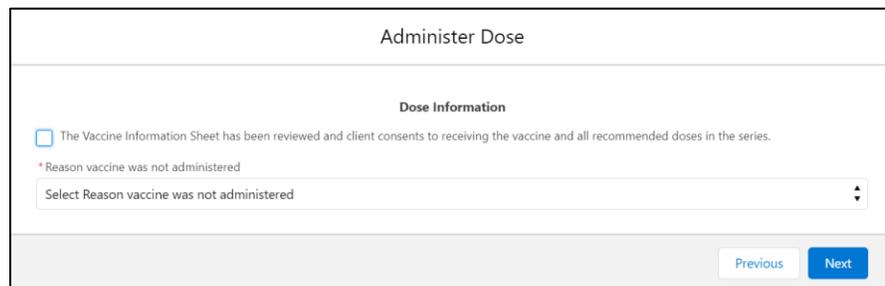
Change the “Reason vaccine was not administered” field in the client account to the applicable reason. The “Checked-in in error” option was added in the July 7th release.

If you are a vaccinator:

Proceed with the Dose Administration process until you reach the following screen:



Vaccine Related	
Any Adverse Events After Immunization?	<input type="checkbox"/>
Vaccination Event	WGD University Centre Guelph
Total Valid Dose	2
Primary Care Provider	
Reason vaccine was not administered	



Administer Dose

Dose Information

The Vaccine Information Sheet has been reviewed and client consents to receiving the vaccine and all recommended doses in the series.

* Reason vaccine was not administered

Select Reason vaccine was not administered

Previous Next

If the client is there to receive their second dose you will need to uncheck the consent box. Once this is done, you will be able to select an option from the “Reason vaccine was not administered” dropdown. The client will then be moved back to their previous stage in COVax.

Data Quality Insights

Verify the E-mail Address

We still encounter 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 staff should always be verifying the e-mail before sending Proof of Immunization.

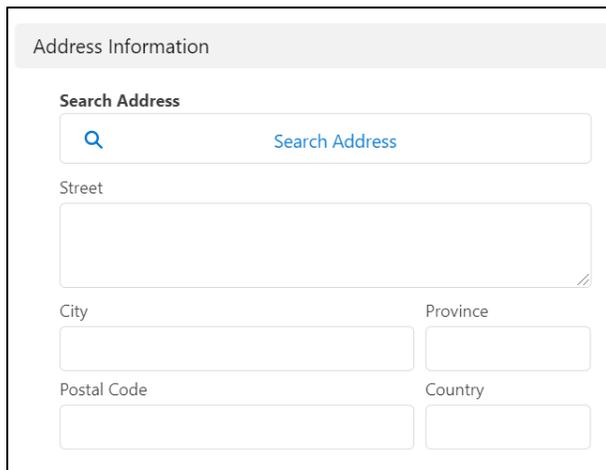
Reason for Immunization: Chronic Home Care VS. Person with Priority Health Condition

In the June 4th release (R6.11), the “Adult of Chronic Health Care” was changed to “Chronic Home Care”. Prior to this release it appears that “Adult of Chronic Health Care” was being selected as the Reason for Immunization for clients who have a Priority Health Condition.

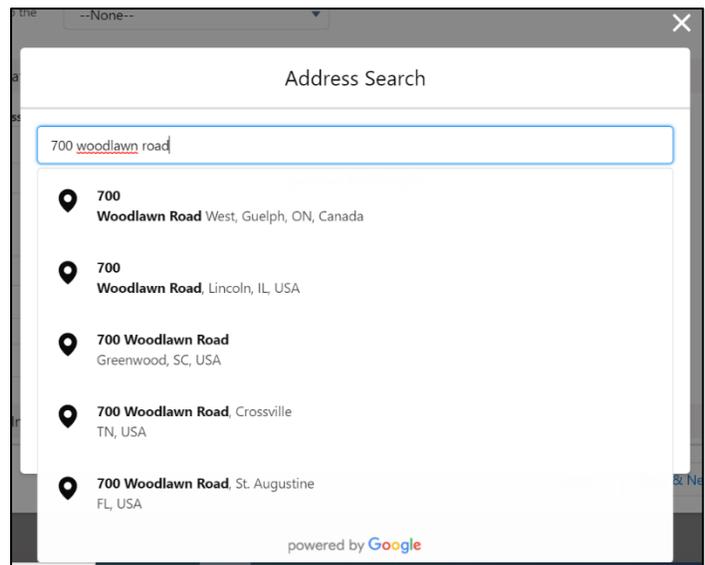
Please continue to ask all clients (including those arriving for their second dose) what their Reason for Immunization was at the time they first became eligible to receive the vaccine. Based on that answer, please select the most appropriate response from the dropdown. For clarification, please review the attached definitions provided by the Ministry of Health for various Reasons for Immunization.

Use the Address Locator for Complete Information

When creating a new client or changing a client’s address, please use the address locator provided to ensure ease of use and accurate information.



The screenshot shows a form titled "Address Information". It features a "Search Address" field with a magnifying glass icon and a "Search Address" button. Below this are fields for "Street", "City", "Province", "Postal Code", and "Country".



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