

# The Weekly COVax Dose

## WDG Public Health's weekly update on all things COVax<sub>ON</sub>

**Date Issued:** Friday, July 30<sup>th</sup>, 2021

**Purpose:** To share information that will improve the COVax<sub>ON</sub> experience for WDG COVID-19 vaccine clinic staff and community partners.

## Important Updates and Information

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### Non-Ontario Stock

If a client receives non-Ontario stock for their first dose (i.e. a dose received at a Military base or in a Federal prison), it should be treated the same as an out-of-province dose. Please refer to the [out-of-province process](#) for detailed instructions.

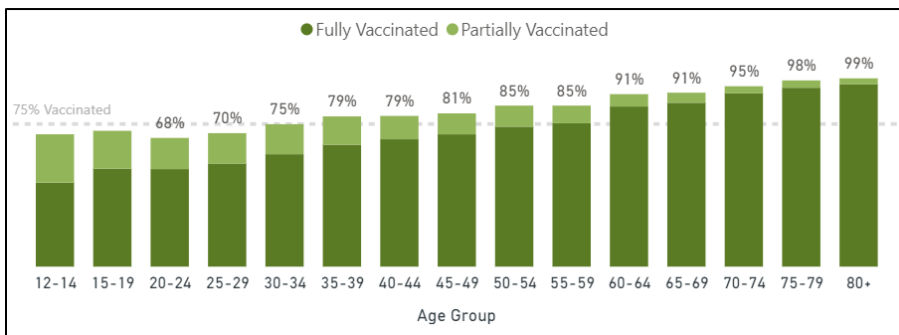
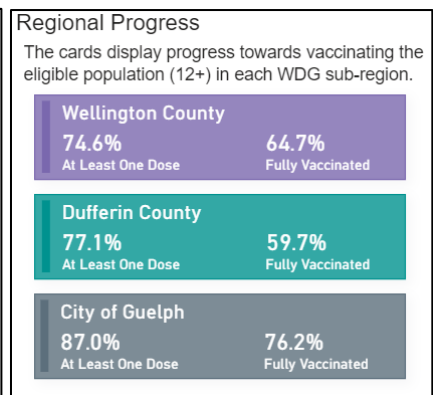
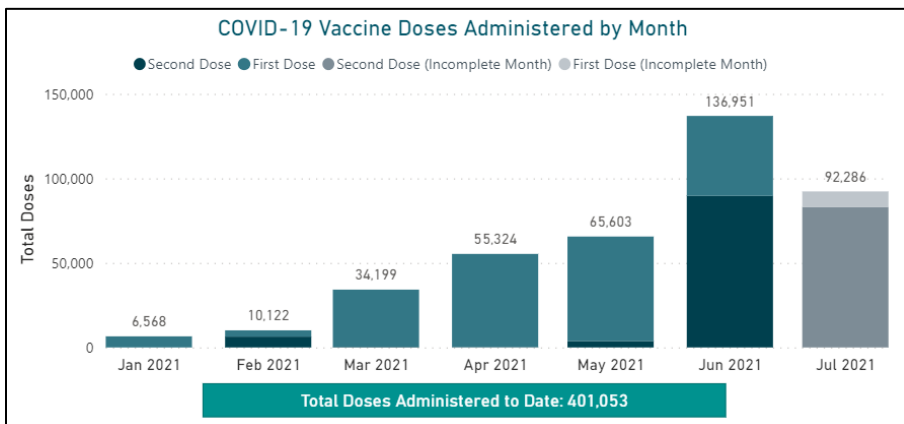
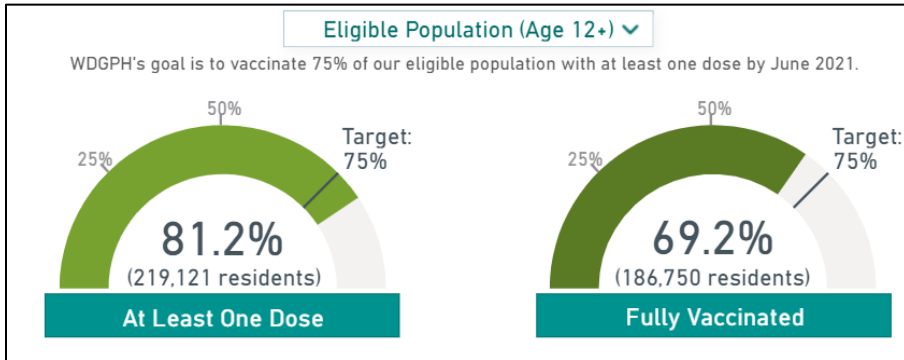
### Scenario: Client trying to receive 3rd dose

Recently a number of clients have arrived at our clinics with booked vaccination appointments, but when their COVax charts are reviewed, 2 doses of a Health Canada approved vaccine have already been administered. The clients then proceed to insist that they have only received one dose of vaccine and that the other dose documented in COVax MUST be an error.

Several staff have administered a dose, documented it on a paper, then sent it to our COVax Data Team to reconcile. When the COVax Data Team follows up, they find that these clients did indeed receive 2 doses of vaccine and have now received a 3rd dose. **Going forward we request that all clients who appear to have 2 doses documented in COVax be re-booked for their vaccine and then referred to the COVax Data Team for follow up.** Our team can verify correct dosing and connect with clients on how to proceed with vaccination if necessary.

## Vaccine Success in Wellington-Dufferin-Guelph

The last few months have been busy with fully booked clinics and the addition of walk-ins. Everyone's hard work has created a great outcome in our region, as we are moving closer to reaching our target of 75% fully vaccinated in Wellington-Dufferin-Guelph. Please refer to the below graphics to see how far we have come!



# 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