

# The Weekly COVax Dose

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

**Date Issued:** Friday, August 13<sup>th</sup>, 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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### COVax 9.0 Functionality Changes

The August 11<sup>th</sup> COVax functionality changes include the following important updates:

#### **1. Updates to Primary Care Provider Search**

Additional information has been added to the Primary Care Provider (PCP) list. When searching for a client's PCP, you can now select the "Show All Results for ..." option to see more information. The next screen will include information such as clinic street address and city, which can help Check-In staff to identify which PCP they should be selecting if there are multiple with the same name.

#### **2. Updates to the Client Search Process**

New validation rules have been added when using the Client Search. The validation rules must be met in order to proceed with searching. They are as follows:

- Health Card Number: Must be a 10-digit numeric value, with no dashes or spaces
- First and Last Names: Cannot enter any special characters or numbers
- Date of Birth: Only present or past dates can be entered
- Home, Mobile and Other Phones: Must be a 10-digit numeric value, with no dashes or spaces
- Postal Code: Must be a valid postal code, in the format "A1A 1A1", with no dashes and a space in the middle

**In addition to these summaries, please review the release notes in full.**

## New Addition to the Institution Field on the Client Account

The option to select “Post-Secondary School” has been added to the Institution lookup field for any client whose Reason for Immunization is Youth 12+ and is currently attending a post-secondary institution.

## J & J Out of Province

If a client arrives at a clinic and identifies that their first dose was Johnson & Johnson received out-of-province, then their series is considered complete. Please direct them to the [Out-of-Province Submission](#) form on our website.

# 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