

The Weekly COVax Dose

WDG Public Health’s weekly update on all things COVaxON


Date Issued: Friday, September 10th, 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

Verify the Total Valid Dose Prior to Check-In

Before you check-in a client and proceed with immunizing them, please be sure to refer to the Total Valid Dose number at the top of the client profile (see screenshot below). This number should be 0 or 1, unless the client has been deemed eligible to receive a third dose of a COVID-19 vaccine.



 Person Account HENRY SMITH			
Age	Service Status	Total Valid Dose	Total Other Doses
28 Years 5 Month(s)	Checked Out	1	0

COVaxON Functionality Changes (10.0): Vaccine email receipt update

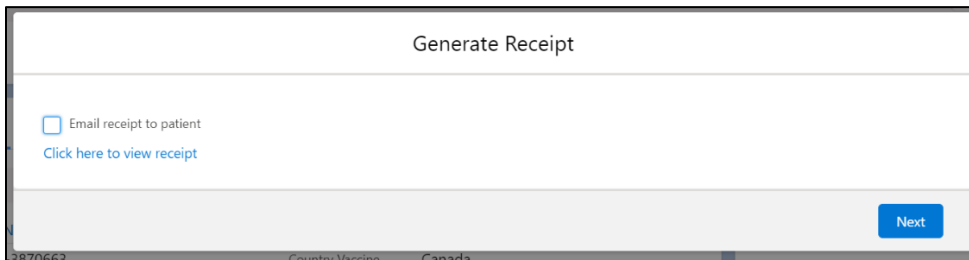
The update on Wednesday, September 8th included a change to the Vaccine email receipts that are sent to clients. Moving forward, a PDF attachment will no longer be included in the email. Instead, the clients will see a URL that they can use to access their files. The client will need to enter their 10-digit health card number, as well as the month of their birth. This link will expire after 5 days. Please review the release notes for further information.

How to Find a Vaccination Receipt that is not Appearing in Files

In the event that you are unable to find a proof of vaccination in the Files section of the Client Profile, you can access it through the specific Dose Administration (DA) record. Select the DA record that shows the date of vaccination you are looking for.

 Dose Administration (1)	
DA-3870663	
Time Given:	2021-08-24, 2:07 p.m.
Status:	Administered
Vaccination Ty...	Point Of Service
View All	

Once the DA record is open, you can select “Generate Receipt” in the top right-hand corner.



When the Generate Receipt screen opens up, select Click here to view receipt, and download the PDF to print. Please be sure to always delete any downloaded receipts at the end of the day.

Data Quality Insights

Verify the lot# is correct in COVax

When completing the Dose Administration process in COVax, it is essential that you are verifying both the vaccine product **and** the lot #. The COVax Data Team has reported increased incidents of the incorrect lot #s being selected. This is an important piece of information to capture, both for the quality of our data and the health and safety of clients.

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