

The Weekly COVax Dose

WDG Public Health's weekly update on all things COVaxON

Date Issued: Friday, September 24th, 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

COVaxON Functionality Changes: Release 10.1

COVax release 10.1 was launched on September 22nd.

1. COVID ID Client Identifier

In the Client Account, the Health Card Number (HCN) field has been changed to "Health Card Number/COVID ID". Please continue to use a client's HCN if it is available. In the event that a client does not have an HCN or cannot provide one, a COVID ID can be documented in this field in its place. COVID IDs can only be generated by specific users.

As indicated by the information button in this field, **COVID IDs always start with a zero.**

2. Generating Receipts for Out-of-Province (OOP) Records

Users now have the ability to generate receipts for OOP historical dose records. Receipts can be generated from the Dose Administration (DA) record using the following steps:

1. From the client record, verify that the client's email is correct, and that the "Follow-up Communication by Email" checkbox has been selected.
2. Select the dose admin hyperlink that corresponds with the date that the dose was received. This can be found on the right side of the client account under the "Dose Administration" heading.
3. From the DA record, click "Generate Receipt" in the top right corner of the screen.
4. Select the "Email receipt to client" checkbox.
5. Click "Next" and then click "Finish".

In the event that you are trying to print the receipt, you will need to follow additional steps:

1. Once you are in the correct DA record, select “Generate Receipt” in the top right corner of the screen.
2. Select the “Click here to view receipt” hyperlink.
3. Download the receipt to print.
4. Ensure all downloaded client receipts are deleted at the end of the working day.

Please ensure review the September 22nd release notes in full.

Reminder – Importance of Having a Health Card Number in COVax

While clients can be immunized without providing their Health Card Number (HCN), it is much easier for the client to access their receipts if they provide their HCN and it is entered correctly into COVax (10 digits, no spaces or dashes). Ultimately, those clients who do not have a HCN will be able to access their receipts, but it usually requires direct contact with a staff member of WDG Public Health.

Reminder – Appropriate Third Doses

There are currently two groups of people who, at this time, are appropriate to receive a third dose of a COVID-19 vaccine. These include:

- Clients who are eligible based on a priority health condition, as defined in the August 18th release of COVax 9.1. Recall, these clients will present with either an alert on their profile indicating their eligibility as per their physician or WDGPH, or a completed copy of the WDGPH third dose referral form.
- Clients who have received 2 doses of a non-Health Canada approved vaccine and who now, as per the September 14th Ministry of Health guidance, require **one** Health Canada approved mRNA dose to be considered fully vaccinated in Ontario.

Fully Vaccinated Criteria (Sept 14, 2021):

Full series of HC approved vaccine

OR

3 doses non-HC approved vaccine

OR

1 or 2 doses of non-HC approved AND
1 dose of HC approved mRNA vaccine

+ 14 days = Fully Vaccinated

COVID-19 Vaccines:

Health Canada approved	Non-Health Canada approved
2 dose series: <ul style="list-style-type: none">• Pfizer-BioNtech (mRNA)• Moderna (mRNA)• AstraZeneca/COVISHIELD	<ul style="list-style-type: none">• Sinovac/CoronaVac• Sinopharm/VeroCells• Sputnik/Gamaleya• Convidecia/AD5-nCOV
1 dose series: <ul style="list-style-type: none">• Janssen/Johnson & Johnson	For full list of COVID vaccines available in other countries, visit COVID-19 Vaccine Tracker

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